

## ABOUT US

Since 1980, Waterloo Region Community Legal Services provides free legal services to low-income individuals and families. Our services include providing legal information, legal support or advice and legal representation.

## INTERPRETATION

We can arrange for an interpreter in any language as needed (by appointment only). Please let us know if you require an interpreter!



WRCLS acknowledges, with gratitude and great respect, that we are on the traditional territory of the Anishnawbe, Haudenosaunee, and Chonnoton peoples. Waterloo Region Community Legal Services is situated on the Haldimand Tract, the land promised to the Six Nations that includes six miles on each side of the Grand River.

FUNDED BY LEGAL AID ONTARIO



## CONTACT US

### MAIN OFFICE

450 Frederick St., Unit 101  
Kitchener, ON N2H 2P5  
Tel: 519-743-0254  
Fax: 519-743-1588  
[www.wrcls.ca/web-contact-form](http://www.wrcls.ca/web-contact-form)

**Office Hours  
(Telephone or By Appointment)**  
Monday to Friday - 8:30 am to 4:30 pm

**Walk-In Hours**  
Tuesday to Thursday - 8:30 am to 3:00 pm

### CAMBRIDGE OFFICE

Langs Community Health Centre  
Room N206  
1145 Concession Rd.  
Cambridge ON N3H 4L5

**Office Hours  
(Telephone or By Appointment)**  
Monday to Friday - 8:30am to 4:30pm

**Walk-In Hours**  
Tuesday to Thursday - 9 am to 3 pm

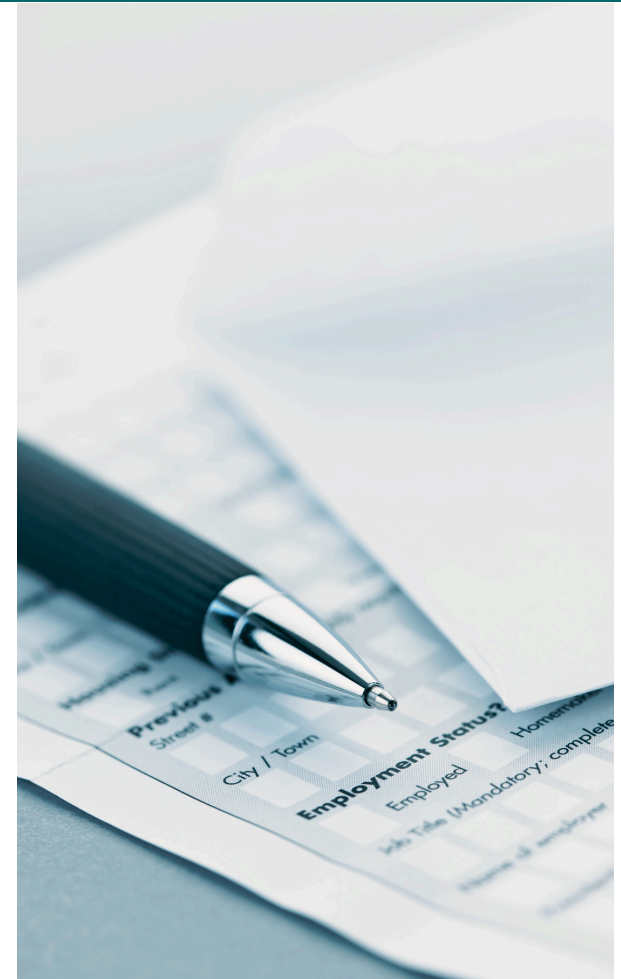
**\*We are closed daily from 12PM - 1 PM.**



[www.wrcls.ca](http://www.wrcls.ca)



**Waterloo Region**  
Community Legal Services



**PROVIDING EQUAL  
ACCESS TO JUSTICE IN  
THE WATERLOO REGION**



## LEGAL SERVICES INCLUDE

- Tenancy Issues
- Employment & Employment Insurance
- Debt & Consumer Protection
- Sexual Harassment in the Workplace
- Immigration & Citizenship
- OW & ODSP Appeals
- OW & ODSP Overpayments
- CPP-Disability
- Name Change & Gender Marker Change
- Commissioning & Notarization (subject to review)
- Ahwenehaode Indigenous Justice Program
- Public Legal Education

## ODSP APPEALS

Have you been denied ODSP? Come into one of our offices with your denial letter and we can assist you with filing an Internal Review to the Disability Adjudication Unit or an appeal to the Social Benefits Tribunal – no appointment is necessary!

## APPOINTMENTS

We welcome walk-ins, however, if you want to avoid waiting, you can also call us to get advice by telephone or contact us through our web contact form: [www.wrcls.ca/web-contact](http://www.wrcls.ca/web-contact)

Often times we can provide you with information or advice over the phone. When you come into WRCLS we may not be able to see you right away and we may need to set up an appointment for a later date or time. Urgent matters will be given priority.

## CONFIDENTIALITY

Your information will be kept confidential. We will only share your information with your consent or in the case of imminent harm. We will not provide advice and supports to anonymous callers.

## ELIGIBILITY

We provide services to low income residents of the Waterloo Region, including the Woolwich, Wellesley Wilmot and North Dumfries townships. To find out if you meet our financial eligibility guidelines, please contact the clinic by telephone or in person.



## OTHER RESOURCES

### LEGAL AID ONTARIO (LAO)

For some Family Law, Criminal Law, or Immigration Law matters, you may be able to get help from Legal Aid Ontario (LAO). You can contact LAO at 1-800-668-8258 or visit [www.legalaid.on.ca](http://www.legalaid.on.ca).

### LAW SOCIETY REFERRAL SERVICE (LSRS)

The LSRS will connect you with a lawyer or licensed paralegal that will provide a free consultation of up to 30 minutes. You can access this service by visiting their website at [www.lso.ca](http://www.lso.ca).

### STEPS TO JUSTICE & CLEO

Free, practical, and simple legal information for people in Ontario. Visit [www.stepstojustice.ca](http://www.stepstojustice.ca) and [cleo.on.ca](http://cleo.on.ca)

# OUR PROGRAMS



## AHWENEHAODE INDIGENOUS JUSTICE PROGRAM

If you self-identify as an Indigenous person, our Indigenous Justice Coordinator can connect you with and/or provide additional supports and warm referrals to community organizations. Contact Lu Roberts for more information.



## MOBILE & VIRTUAL LEGAL CLINICS

We offer free virtual and mobile legal clinics in several locations to ensure that our services can be more accessible to community members, especially those living in the rural communities including Wilmot, Wellesley, Woolwich and North Dumfries. Check out our website for information on one near you.



## PUBLIC LEGAL EDUCATION, ADVOCACY & LAW REFORM

We offer free legal education workshops, webinars, & presentations on various topics that are adapted to your group's needs. We also promote and participate in law reform and community development activities outside of the legal realm. If you would like to collaborate with us to organize a session, please contact our community development worker.

