

Referrals to Resources

Maintenance Enforcement Program (MEP)

Resources are available to help those who require assistance or support. Some of these services are free and others have costs. Resources marked with an asterisk (*) can be reached toll-free by following the directions at the end of this sheet.

Legal help

The Maintenance Enforcement Program (MEP) cannot provide legal advice or arrange legal representation for its clients. Also, the MEP cannot change court orders or agreements for child and spousal support, this must be done by the courts. If you do not have a lawyer but feel you need legal representation or advice, you may wish to contact:

Legal Aid Alberta

Legal Aid Alberta provides legal assistance at a reduced cost to people who cannot afford to pay a lawyer. Call or go to the Legal Aid Alberta website to see if you are eligible to receive Legal Aid services.

www.legalaid.ab.ca

Phone: 1-866-845-3425 (Toll-free)

Alberta Limited Legal Services Project

The Alberta Limited Legal Services Project is an initiative of local lawyers aimed at providing Albertans with access to the legal services they want, when they want them, at a price they can afford. The Limited Legal Services Project connects Albertans with lawyers who will help with just part of the case, not all of it.

www.albertalegal.org

Legal Clinics

Six legal clinics are available in Alberta to provide free legal help to those who do not qualify for Legal Aid. To attend a clinic you must book an appointment by phoning or emailing the offices listed below.

Calgary Legal Guidance

www.clg.ab.ca

Phone: 403-234-9266 (Calgary area only)

Email: clg@clg.ab.ca

Edmonton Community Legal Centre

www.eclc.ca

Phone: 780-702-1725 (Edmonton area only)

Phone: 780-882-0036 (Grande Prairie area only)

Email: intake@eclc.ca

Central Alberta Community Legal Clinic

www.communitylegalclinic.net

Phone: 403-314-9129 (Red Deer area)

Phone: 587-674-2282 (Fort McMurray area)

Phone: 403-712-1021 (Medicine Hat area)

Phone: 403-712-1021 (Lloydminster area)

Toll-free: 1-877-314-9129

Email: info@communitylegalclinic.net

Lethbridge Legal Guidance

www.lethbridgelegalguidance.ca

Phone: 403-380-6338 (Lethbridge area only)

Email: lethbridgelegalguidance@telus.net

Law Society of Alberta, Complaints Process

If you have concerns about a member of the legal profession, the Law Society of Alberta provides information on issues surrounding the legal profession, investigates allegations of misconduct against lawyers, and enforces disciplinary action where appropriate. The complaints process resolves complaints about lawyer conduct and is a free service. The Law Society website provides details on its services and the complaints process.

www.lawsociety.ab.ca/public/complaints

Toll-free in Alberta: 1-800-661-9003

Legal information and resources

Court and Justice Services (CJS)

Court and Justice Services (CJS) oversees a group of programs and services offered by Alberta Justice in collaboration with the Alberta court system. CJS staff can help people find solutions for legal issues, offer programs at no cost or a minimal charge, and provide services across Alberta.

www.alberta.ca/court-and-justice-services

Phone: 1-855-738-4747

Family Court Assistance

Part of CJS, family court counsellors provide free services to families involved in parenting disputes who are not living together. The service is designed for people who are not represented by a lawyer, or parties filing a court application dealing with parenting, guardianship, contact or enforcement of time with a child. Family court counsellors provide services such as discussing parties' options, negotiating agreements, preparing court applications, helping parties prepare for court sessions, and getting court orders prepared and filed with the courts.

www.alberta.ca/family-court-assistance.aspx

Calgary 403-297-6981
Edmonton 780-427-8343
Fort McMurray 780-743-7345
Grande Prairie 780-833-4200
High Prairie 780-523-6173
Hinton 780-865-8384

Lethbridge 403-388-3102
Medicine Hat 403-529-8716
Red Deer 403-340-7187
St. Paul 780-614-6300
Wetaskiwin 780-361-1308

Family Mediation Program*

Part of CJS, the Family Mediation Program provides voluntary mediation services to parents and families to resolve issues that affect their children. Concerns with parenting time, child support, guardianship, communication, spousal support or property matters may be resolved through mediation. These services are provided at no cost to families when at least one of the adult parties involved has an annual income of less than \$60,000 or less, and the family has at least one dependent child under the age of 18, or who is over 18 and eligible for continued child support.

www.alberta.ca/family-mediation.aspx

Edmonton 780-427-8329
Calgary 403-297-6981
Elsewhere in Alberta 403-355-2414

Court of King's Bench Clerk's Office*

The clerk's office provides information for individuals seeking court orders or wanting copies of them. The clerk's office cannot offer legal advice.

Edmonton 780-422-2200 Calgary 403-297-7538

Court of King's Bench*

www.albertacourts.ca/kb

Calgary	403-297-7538	Medicine Hat	403-529-8710
Drumheller	403-820-7300	Peace River	780-624-6256
Edmonton	780-422-2492	Red Deer	403-340-5220
Fort McMurray	780-743-7136	St. Paul	780-645-6387
Grande Prairie	780-538-5340	Wetaskiwin	780-361-1258
Lethbridge	403-381-5196		

Alberta Court of Justice Family and Youth Division

The Alberta Court of Justice's Family and Youth Division processes applications for partner support, child support, child custody, access, parenting time and guardianship that are often brought by parties without legal representation.

www.albertacourts.ca/cj

Student Legal Services (Edmonton)

Law students provide low-income individuals free information and referrals on many different legal issues, including family law, help people obtain maintenance and variation orders, and provide 'Do Your Own Divorce' clinics.

www.slsedmonton.com

Admin office 780-492-2226 Family Law project 780-492-8244

Student Legal Assistance (Calgary)

Law students provide free information and referrals on family law and other issues. Caseworkers may also appear in court or at negotiations and resolutions.

slacalgary.com

Calgary 403-220-6637

Department of Justice Canada

Justice Canada provides information on the Federal Child Support Guidelines used to calculate maintenance, federal enforcement actions such as Federal Licence Denials, maintenance enforcement in Canada, and resources for families on adjusting to divorce and separation.

www.justice.gc.ca/eng/fl-df

Department of Justice Canada - Family Law Information Line

This service provides general information about the federal Child Support Guidelines and other family law matters.

Phone: 1-888-373-2222

Family Law Assistance Unit's Automated Information System

Justice Canada's Family Law Assistance Unit cooperates with maintenance enforcement programs across Canada to supervise the enforcement of federal support deduction notices and federal licence denials (e.g., capture of GST rebates and denial of passports). The Unit offers a telephone Automated Information System.

Phone: 1-800-267-7777

Resources for separated and divorced parents

For help with enforcing parenting time, please refer to www.alberta.ca/enforce-parenting-time

Child Support Services Program*

Child Support Services (CSS) helps single parents and parents of blended families get the legal agreements or court orders they need to obtain child support. All single parents or parents of blended families who are receiving Income Support, the Alberta Adult Health Benefit, or Assured Income for the Severely Handicapped (AISH) benefits, are eligible for CSS services. Other families whose incomes are below a certain threshold may also be eligible.

www.alberta.ca/help-receiving-child-support.aspx

Edmonton

780-415-6400

Calgary

403-297-6060

Elsewhere in Alberta

310-0000 and ask for the CSS office nearest you

Parenting After Separation Sessions

Parenting After Separation seminars are available online at no cost to participants. This course includes information on the legal, emotional, and financial implications of separation and the use of mediation to resolve disputes. Parents learn how to develop a parenting plan and maintain a relationship with their children during and after separation. The course is approximately 3 hours long.

pas.albertacourts.ab.ca

Resources for dispute resolution

Mediation can help families resolve their disputes amicably and positively. Two resources maintain a list of practising mediators for referral. Fees for sessions vary according to the practitioner.

Alberta Family Mediation Society

1-877-233-0143

www.afms.ca

Alternative Dispute Resolution Institute Of Alberta

780-433-4881

www.adralberta.com

Courses on separation and divorce:

Some regional continuing education programs offer courses dealing with separation and divorce. These courses provide information on family law in Alberta and how it applies to you. For more information, contact the program below or call your local continuing education provider for a list of courses available.

Metro Continuing Education

780-428-1111 (Edmonton area only)

www.metrocontinuingeducation.ca

Resources for financial concerns

Money Mentors

Money Mentors is an Alberta-based non-profit consumer education and debt counselling service for individuals and families. It is the exclusive provider of the Orderly Payment of Debts Program in Alberta.

www.moneymentors.ca

Toll-free in Alberta: 1-888-294-0076

Credit Counselling Canada

Credit Counselling Canada is an Ontario-based national, non-profit, credit counselling and debt management service.

creditcounsellingcanada.ca

Office of the Superintendent of Bankruptcy

Albertans may choose to deal with their debts by filing for bankruptcy. Bankruptcy involves dealing with a Licensed Insolvency Trustee who will help with the process. Albertans may find Licensed Insolvency Trustees through the Office of the Superintendent of Bankruptcy.

www.canada.ca/en/superintendent-bankruptcy.html

Phone: 1-877-376-9902

Family resources

Assisted Living and Social Services

Provides assistance for seniors, children, people with disabilities, unemployed or lower-income families, and individuals and families in crisis.

www.alberta.ca/assisted-living-and-social-services

Emergency Financial Assistance

If you are facing an unexpected emergency caused by unforeseeable circumstances beyond your control, you may be eligible to receive an Emergency Needs Allowance. This allowance can cover costs for food, clothing, childcare, transportation, and other costs. Information on how to apply is at:

www.alberta.ca/emergency-financial-assistance

Dental care

You can contact a Public Health Dental Clinic through the Alberta Health Services website at www.albertahealthservices.ca/findhealth/Service.aspx?id=1670. They offer reduced fees for dental services to qualified low-income Alberta residents.

Get an Emergency Protection Order

If you have been assaulted or you are in a family violence situation, contact your local police or RCMP detachment.

An Emergency Protection Order (EPO) is granted when:

- violent or threatening behavior occurs between family members
- there is evidence that immediate protection is necessary
- family violence will resume or continue

The police can apply for an Emergency Protection Order to provide you with immediate protection.

Family Violence Info Line

If you are in immediate danger, call 911. Talk to trained staff over the phone toll-free 24 hours a day, 7 days a week in more than 170 languages by calling 310-1818. You can also chat anonymously online with staff from noon to 8:00 p.m. daily at

www.alberta.ca/family-violence-find-supports

Emergency Shelters

Family Violence Emergency Shelters offer a safe and supportive place for people to stay when they are fleeing a domestic violence situation. Services such as safety planning, outreach, advocacy, children's programming and community referrals are also available.

- To locate the shelter nearest you, contact the Alberta Council of Women's Shelters.
www.acws.ca
Toll-free: 1-866-331-3933
- The True North Society in Strathmore provides assistance to all individuals and families regardless of age or gender.
truenorthab.com
Toll-free 24/7 Crisis Line: 1-877-934-6634

Safer spaces help

Tenants can end their tenancy agreement without financial penalty by getting a certificate confirming they are victims of domestic violence

- The *Residential Tenancies (Safer Spaces for Victims of Domestic Violence) Act* allows for victims of family violence to end a residential tenancy agreement without financial penalty.
- To do this, tenants must get a Certificate Confirming Grounds to Terminate Tenancy, and use it to give at least 28 days' notice to their landlord. The tenant is still required to pay rent during the notice period.
www.alberta.ca/safer-spaces-certificate

Child abuse reporting

Contact your local Children and Family Services Office or Delegated First Nations Agency by calling 310-0000 to get the telephone number for the nearest location, or call the Child Abuse Hotline at 1-800-387-KIDS (5437) or police/RCMP.

Association of Alberta Sexual Assault Services

There are sexual assault services providing specialized and distinct core sexual assault services to individuals, families, and communities across the province of Alberta.

aasas.ca/get-support

Call toll-free or text: 1-866-403-8000

Health supports

Alberta Health Services

Alberta Health Services (AHS) offers support and referral services for alcohol, tobacco, drug, problem gambling, and other addictions, as well as other mental health concerns.

www.albertahealthservices.ca/amh/amh.aspx

Toll-free 24-hour Addiction Helpline: 1-866-332-2322

Toll-free 24-hour Mental Health Helpline: 1-877-303-2642

Health Link: 811

988 Suicide Crisis Helpline

988.ca

Call or Text: 988

Counselling Alberta

Affordable counselling is offered to all Albertans.

www.counsellingalberta.com

Call toll-free 1-833-827-4230

- The MEP has other Information Sheets, on a variety of helpful topics. To see them, visit MEP's website at www.alberta.ca/mep.
- To contact the MEP, phone 780-422-5555 or *toll-free in Alberta at 310-0000.
- To view information about your MEP file, go to the MEP's website at www.albertamep.gov.ab.ca and select "MEP Accounts Online".