

Resources

The following agencies and organizations are either mentioned in this Guide or provide information related to the issues we have discussed.

Access to Information and Privacy

- Office of the Information & Privacy
Commissioner for British Columbia
webpage: www.oipcbc.org/

PO Box 9038, Stn. Prov. Govt.
Victoria, B.C. V8W 9A4
Phone 250-387-5629
- Office of the Information Commissioner
of Canada
webpage: www.infocom.gc.ca/menu-e.asp

Place de Ville
Tower B 22nd Floor
112 Kent Street
Ottawa, Ontario K1A 1H3

Toll free 1-800-267-0441

Citizenship Education

- *The Citizenship Handbook*
Published by the B.C. Civil Liberties
Association (BCCLA), the *Handbook* is the
basis for this Guide. It is available free of
charge from the BCCLA office (see address
elsewhere on this page).
- *The Citizenship Teaching Module*
webpage: www.bccla.org/citizenship/

Produced by the BCCLA - a series of 5 lesson
plans to assist B.C. teachers to educate
students about the importance of citizenship
- *rights talk - students and civil liberties at
school*
webpage: www.bccla.org/rightstalk/

Produced by the BCCLA - a guide for students
about their legal rights and civil liberties

- Citizenship and Immigration Canada
webpage: www.cic.gc.ca/english/citizen/
A comprehensive set of links to sites dealing
with every possible aspect of Canada

webpage: www.cic.gc.ca/welcomehome
A lively webpage suggesting programs for
celebrating Canadian citizenship
- 'The Citizen's Handbook'
webpage: [www.vcn.bc.ca/citizens-
handbook/welcome.html](http://www.vcn.bc.ca/citizens-handbook/welcome.html)
An extensive collection of ideas, examples
and practical articles on citizenship
participation compiled by Charles Dobson of
the Vancouver Citizens Committee.
Last update, March 2002
- CIVITAS International
webpage: <http://civnet.org/>
A world-wide non-governmental organization
which supports and produces educational
materials promoting informed, effective, and
responsible citizenship in democracies around
the world.

Civil Liberties

- B.C. Civil Liberties Association
webpage: www.bccla.org

425 - 815 West Hastings Street
Vancouver, B.C. V6C 1B4
Phone 604-687-2919
- Other Civil Liberties groups in B.C.

Victoria Civil Liberties Association:
Phone 250-721-7134
Quesnel Human Rights & Civil Liberties
Association - Phone 250-992-8391
(changing as of August 31, 2002)

Employment

- Employment Standards Branch
(Ministry of Skills, Development and Labour)
webpage: www.labour.gov.bc.ca/esb/branch.htm

Toll free in B.C. 1-800-663-3316
Office locations in British Columbia are listed on the webpage.
- Human Resources Development Canada
(Employment Insurance; Income Security; Canada Labour Code; Labor Standards)

webpage: www.bc.hrdc-drhc.gc.ca

Information & inquiries:
Toll free 1-800-206-7218

Government and Politicians

- To contact your federal MP:
www.canada.gc.ca/directorries/direct_e.html
 - To contact your provincial MLA:
www.gov.bc.ca/bcgov/popt/mlalookup/
 - Federal government information:
www.canada.gc.ca or phone 1-800-622-6232
 - Provincial government information:
www.gov.bc.ca or phone 1-800-663-7867
(in greater Vancouver phone 604-660-2421)
 - Some Federal political parties:
[June 2002]
- Bloc Quebecois: www.blocquebecois.org
 Canadian Action: www.canadianactionparty.ca
 Canadian Alliance: www.canadianalliance.ca
 Communist: www.comunist-party.ca
 Green: www.green.ca
 Liberal: www.liberal.ca
 New Democratic: www.ndp.ca
 Progressive Conservative: www.pcparty.ca/

Government-related Organizations

- ICBC (Insurance Corporation of B.C.)
Crown Corporation
webpage: www.icbc.com/

Head Office: 151 West Esplanade
North Vancouver, B.C. V7M 3H9
Phone 604-661-2800
Toll free phone 1-800-663-3051
- WCB (Workers' Compensation Board)
NGO: Funded by Employers
webpage: www.worksafebc.com/

Lower Mainland Call Centre
Phone 604-231-8888
Toll free phone 1-888-967-5377

B.C. Interior Call Centre
Phone 250-717-4301
Toll free phone 1-888-922-6622

There are also Vancouver Island and BC North call centres; see webpage.
- The Ombudsman of British Columbia:
Officer of the Legislature
webpage: www.ombud.gov.bc.ca/

Vancouver Office (by mail and in person)
Suite 200, 1111 Melville Street
Vancouver, B.C. V6E 3V6

Toll free in B.C. 1-800-567-3247

Victoria Office (in person)
Third Floor, 931 Fort Street
Victoria, B.C.

(by mail)
P O Box 9039 Stn Prov Govt
Victoria, B.C. V8W 9A5
Phone 250-387-5855

Human Rights and Discrimination

- B.C. Human Rights Commission

The B.C. government has announced plans to amend the *Human Rights Code* to eliminate this Commission. Get updated information from the webpage below or call the Commission. June 2002

webpage: www.gov.bc.ca - search for human rights or human rights commission

Toll free outside Victoria and the lower mainland 1-800-663-0876

Vancouver: Phone 604-660-6811
Victoria: Phone 250-387-3710

- B.C. Human Rights Tribunal

The Tribunal conducts public hearings of human rights complaints. It will have a broader mandate if the B.C. government eliminates the Human Rights Commission. See note above. June 2002

webpage: www.bchrt.gov.bc.ca

401 - 800 Hornby Street
Vancouver, B.C. V6Z 2C5
Phone 604-775-2000
Toll free in B.C. 1-888-440-8844

- B.C. Human Rights Coalition

webpage: www.human-rights-coalition.bc.ca/

#1300 - 510 W.Hastings Street
Vancouver, B.C. V6B 1L8
Phone 604-689-8474
Toll free phone 1-877-689-8474

- Canadian Human Rights Commission

webpage: www.chrc-ccdp.ca/menu

British Columbia and Yukon Office
420-757 West Hastings Street
Vancouver, B.C. V6C 1A1
Phone 604-666-2251
Toll free 1-800-999-6899

Landlord & Tenant

- Residential Tenancy Office (Ministry of Public Safety and the Solicitor General)
Webpage: www.pssg.gov.bc.ca/rto/index.htm

Office locations:

Burnaby Phone 604-660-3456
Kelowna Phone 250-717-2000
Surre Phone 604-660-3456
Victoria Phone 250-387-1602

Toll free informatioun line:
1-800-665-8779

- Tenants' Rights Action Coalition

Lower Mainland only
Phone 604-255-0546

Legal Information and Education

- Law Courts Education Society of B.C.
Webpage: www.lawcourtsed.ca/

260-800 Hornby Street
Vancouver, B.C. V6Z 2C5
Phone 604-660-9870

- Legal Services Society (LSS)
webpage: www.vcn.bc.ca/lssbc/

Head Office
1500-1140 West Pender Street
Vancouver, B.C. V6E 4G1
Phone 604-601-6000

B.C. government funding cuts have substantially eroded LSS services. It is still not known how far legal aid itself will be reduced, or which education and information programs will be retained. Check the webpage. June 2002

- Dial A Law

Phone 604-687-4680 (greater Vancouver)
Toll free in B. C. 1-800-565-5297

Legal Information . . . (continued)

- The People's Law School
webpage: www.publiclegaled.bc.ca

Suite 150 - 900 Howe Street
Vancouver, B.C. V6Z 2M4
Phone 604-331-5400

For general enquiries, e-mail:
staff@publiclegaled.bc.ca

NGOs (Non-Governmental Organizations)

- A.M.S.S.A. (Affiliation of Multicultural Societies and Service Agencies of B.C.)
webpage: www.amssa.org/

205-2929 Commercial Drive
Vancouver, B.C. V5N 4C8
Phone 604-718-2777
Toll free 1-888-355-5560
- Immigrant Services Society of British Columbia
webpage: www.issbc.org

Main Office and Training Institute:
501 - 333 Terminal Ave.
Vancouver, B. C. V6A 2L7
Phone 604-684-2561

Welcome House & Settlement Services
530 Drake St.
Vancouver, B.C. V6B 2H3
Phone 604-684-7498
- M.O.S.A.I.C. (Multilingual Orientation Service Association for Immigrant Communities)
webpage: www.mosaicbc.com

Settlement and Counselling Services:
1720 Grant Street, 2nd Floor
Vancouver, B. C. V5L 2Y7
Phone 604-254-9626

MOSAIC (continued)

Language Centre
2730 Commercial Dr, 3rd Floor
Vancouver, B. C. V5N 5P4
Phone 604-684-8825

- Native Courtworkers and Counselling Association of B.C.
webpage: www.nccabc.ca/index1.html

The Director of Operations
N.C.C.A. of B.C.
P.O. Box 32 - 415 West Esplanade Street
North Vancouver, B.C. V7M 1A6
Phone 604-985-5355

Chilliwack/Hope office: 604-792-5535
Victoria office: 250-386-6717
Prince George office: 604-562-9513

For other office locations, see the N.C.C.A. webpage above.

- S.U.C.C.E.S.S. (United Chinese Community Enrichment Services Society)
webpage: www.success.bc.ca/

Pender Street Social Service Centre
28 West Pender Street
Vancouver, B.C. V6B 1R6
Phone 604-684-1628

C.A.N.N. (Community Airport Newcomers Network) - Airport Reception Centre
#208 - 8191 Westminster Highway
Richmond, B.C. V6X 1A7
Phone 604-270-0077

- Central Vancouver Island Multicultural Society
webpage: www.island.net/~cvims/

114-285 Prideaux Street
Nanaimo, B.C. V9R 2N2
Phone 250-753-6911

Police: Information & Complaints

- Local Police Information

Webpage? For example:

Vancouver Police Department:

www.city.vancouver.bc.ca/police/

or

RCMP (Royal Canadian Mounted Police)

www.rcmp.ca

- Office of the Police Complaint Commissioner (for complaints about a municipal police officer in B.C.)
webpage: www.opcc.bc.ca

#900 - 1111 Melville Street

Vancouver, B.C. V6E 3V6

Phone 604-660-2385

Complaints toll free 1-800-663-7867

- Commission for Public Complaints Against the RCMP
webpage: www.cpc-cpp.gc.ca

#102-7337 137th Street

Surrey, B.C. V3W 1A4

Phone 604-501-4080

Complaints toll free 1-800-665-6878

Services for Victims of Crimes

- Victim Services Division (Policing and Community Safety Branch; B.C. Ministry of Public Safety and Solicitor General)

webpage: www.gov.bc.ca - search for victim services or crime victim assistance program

302 - 815 Hornby Street

Vancouver, B.C. V6Z 2E6

Phone 604-660-5199

Call the Victim Information Line for referrals to all victims' services in B.C.

Toll free 1-800-563-0808

Call the Crime Victim Assistance Program for financial assistance and benefits to victims of crimes:

Toll free 1-866-660-3888

Lower Mainland 604-660-3888

- Police Victim Services of B.C.

Call toll free 1-877-869-0720

for referrals to an RCMP or municipal police force victim services program in B.C.

Two examples are:

Vancouver: 604-717-2795 and

Victoria: 250-995-7351

- B.C. Association of Specialized Victim Assistance and Counseling Programs

Call 604-633-2506

for referrals to community based programs that offer victim services specifically for culturally diverse communities, members of First Nations, abused women, and other specialized groups.

- National Parole Board & Corrections Canada

Call toll free 1-888-999-8828,

the Coordinated Victim Information Unit

for updates on parole hearings, information on victim impact statements, and other information for victims of criminals who are in the federal system

 Evaluation Form

Below is a list of questions about the class or workshop activities. Please answer them so that we can learn how to make the activities better. You do not need to sign your name.

When the question is followed by some numbers, this is what the numbers mean:

1 = not at all. 2 = a little. 3 = some. 4 = quite a lot. and 5 = very much.

Please circle the numbers that best answer the questions for you.

(1) Did you enjoy the class or group activities? 1 2 3 4 5

(2) Did you learn something new or interesting about being a citizen? 1 2 3 4 5

(3) Please tell us how much you liked these activities:

a. Learning vocabulary 1 2 3 4 5

b. Working in groups to answer questions 1 2 3 4 5

c. Talking about 'case studies' 1 2 3 4 5

d. Doing 'games' where we ask other people for answers 1 2 3 4 5

e. Working in English 1 2 3 4 5

(3) Tell one thing you learned about being a good citizen:

(4) Suggest a way you would improve the activities:

(5) If you want to say something else about these activities, you can do so here: