



SRLs with disabilities: List of organizations and services who can help



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List of organizations and services who can help

Here's a list of **Accommodations and accessibility services by province and territory**, **Disability and not-for-profit organizations** and **Human rights and disability offices by province and territory**.

We compiled this information from court websites, telephone or email conversations with court transcript services departments and legal professionals. Since this type of information changes quite frequently, we'd be grateful for any updates. **Let us know changes by emailing us at representingyourself@gmail.com.**

Accommodations and accessibility services by province and territory

Some provinces and territories provide more accessibility services and information than others. Always start with your local courthouse where your case is being heard first.

Then if you need to, use this list to contact the Ministries of Justice or Court Systems in your province or territory to ask questions, or request an accommodation or accessibility service directly.

Alberta



The Alberta court system does not provide an online list of the accessibility services it offers.

Direct **general enquiries** on accommodations and accessibility to the **Alberta Justice and Solicitor Office**:

Telephone: 780-427-2745, toll free in Alberta, at 310-0000

TTY for deaf or hard of hearing: 780-427-9999, toll-free at 1-800-232-7215

Audiovisual technology: If your disability requires an audiovisual technology, you can request equipment online at <https://av.albertacourts.ca>

Private services

If you don't get what you need from the court system, the services you need may be available privately.

Before you finalize any order, be sure to **ask about the cost**.

- Deaf and Hear Alberta Interpreting Services (serving Calgary and Edmonton)
<http://interpreter.deafandhearalberta.ca/about-us/contact-us/>
- Ace Reporting Services (offering court reporting, and captioning)
<http://www.acereporting.ca/contact-us/>

British Columbia



The Ministry of Social Development and Social Innovation in BC provides PWD information **online**, over the **telephone**, **in person**, through **mail**, **fax**, or **email**.

They also provide **outreach and integration services**, by specialized staff and trusted third parties. After-hours access for urgent needs is also available.





British Columbia

(continued)

Direct **general enquiries** on accommodations and accessibility to the **British Columbia Justice and Solicitor Office**.

Website: <http://www2.gov.bc.ca/gov/content/justice/courthouse-services>

Telephone:

Victoria: 250-387-6121

Vancouver: 604-660-2421

Elsewhere in British Columbia: 1-800-663-7867

Outside British Columbia: 604-660-2421

TTY:

Vancouver: 604-775-0303

Elsewhere in British Columbia: 1-800-661-8773

Email: agwebfeedback@gov.bc.ca

Accessibility services provided by the court

Interpreters

For court proceedings, the BC court will provide **American Sign Language interpreters** and **Communication-Access Real Time (CART) services** only.

If you need another interpreter other than American Sign Language, or you're involved in any other related justice-system activity that is not a court proceeding, you must provide your own.

Note that if you need an interpreter for a Provincial Court Small Claim case, you'll also need to provide your own.

Contact the Court Services Branch through your local courthouse registry, listed on this page: <http://www2.gov.bc.ca/gov/content/justice/courthouse-services/courthouse-locations>

Structural accessibility

All courthouse facilities in British Columbia incorporate structural accessibility features, including:

- ramps
- lengthy walkways
- curbs, and entrances into the building
- barrier-free parking
- barrier-free washrooms
- access to public phones and information counters, and
- access to upper floors with elevators and lifts.

Special requests

If you need to make a **request for special assistance**, such as wheelchair access in a particular area of a courthouse, or a request for any kind of accessibility service, contact your local courthouse registry, or the courthouse sheriff, listed at:

<http://www2.gov.bc.ca/gov/content/justice/courthouse-services/courthouse-locations>.

Private services

If you don't get what you need from the court system, the services you need may be available privately. Before you finalize any order, be sure to ask **about the cost**.



British Columbia
(continued)

- **Society of Translators and Interpreters of British Columbia**
Website: <https://www.stibc.org/>
Telephone: 604-684-2940
- **Mosaic** (a registered charity)
Website: <https://www.mosaicbc.org/>
Telephone: 604-254-9626
Email: info@mosaicbc.org

Manitoba



The Manitoba court system provides both interpreter and accessibility services free of charge.

Accessibility services provided by the court

Manitoba has produced a document that outlines information on court **interpretation** services, Manitoba Justice Interpretation Services plus contact information for the Court Coordinator for **accessibility**:
http://www.manitobacourts.mb.ca/site/assets/files/1161/interpretation_services.pdf

Interpretation services

The Manitoba court system provides the following interpretation services for all levels of court at no cost to PWDs:

- American Sign Language interpreters
- English interpreters for blind and other disabled litigants
- Note-takers for deaf and deaf-blind litigants.

These services are not necessarily restricted to only deaf, deaf-blind, or blind litigants. Any party or witness to a proceeding requiring American Sign Language interpretation, English interpretation, or note-takers will receive the service at no cost.

Accessibility services

- **E-Quality Communication Centre of Excellence**
Telephone: 204-926-3271
TTY: 204-452-0687
Email: candy.badger@eccoe.com

If you have other questions, or want to know the availability of a specific accessibility service at your local court, go here:

<http://www.manitobacourts.mb.ca/provincial-court/locations-and-contact-info/>

Click on the location of your proceeding and you will see contact information for the court services facility in that court.

New Brunswick



New Brunswick does not provide an online list of the accessibility services it offers. You must contact New Brunswick Courts to enquire on the availability of accessibility services and to request an accommodation.

General questions

Direct **general questions**, and questions about the accessibility contact at your local courthouse to:





New Brunswick
(continued)

Department of Justice and Public Safety

Telephone: 506-453-3992

Email: DPS-MSP.Information@gnb.ca

Newfoundland and Labrador



The Newfoundland and Labrador court system does not provide a list of the accessibility services it offers.

General questions

Direct general questions or request accommodations from your local courthouse.

Contact information for each Provincial courthouse

Website: <http://www.court.nl.ca/provincial/about/locations.html>

Email: inquiries@provincial.court.nl.ca

Contact information for each Supreme Court

Website: <http://www.court.nl.ca/supreme/contact.html>

Email: inquiries@supreme.court.nl.ca

Northwest Territories



The Northwest Territories offers no list of the accessibility services it provides to PWDs.

General questions

Direct general questions and request accommodations from the Court Registry affiliated with the courthouse you will be attending.

Contact information for each Court Registry in the Northwest Territories

Website: <https://www.justice.gov.nt.ca/en/divisions/court-services-division/court-registries/>

Email: <http://www.gov.nt.ca/contact-gnwt>

Nova Scotia



Nova Scotia offers no list of the accessibility services it provides to PWDs.

General questions

Direct general questions and request accommodations from the Court Registry affiliated with the courthouse you will be attending.





Nova Scotia
(continued)

Contact information for each court in Nova Scotia

Website: http://www.courts.ns.ca/Courthouse_Locations/Courthouse_Locations_Map.htm

Nova Scotia Department of Justice

Telephone: 902-424-4030

Email: justweb@gov.ns.ca

Nunavut



Nunavut offers no list of the accessibility services it provides to PWDs. Direct general questions and request accommodations from the contact information below.

Civil matters

Civil Court Registry

Telephone: 867-975-6102

Email: NCJ.civil@gov.nu.ca

Criminal matters

Telephone: 867-975-6101

Email: NCJ.criminal@gov.nu.ca

General questions

Trial Coordinator or the Judicial Support Office

Email: NCJ.Trialcoordinator@gov.nu.ca or NCJ.Chambers@gov.nu.ca

Department of Justice

Telephone: 867-975-6000, toll-free 1-877-212-6438

Email: info@gov.nu.ca

Ontario



The Ontario Ministry of Justice provides the following accessibility services to PWDs involved in the court system:





Ontario
(continued)

Communication services

- Assistive listening devices
- Real-time captioning or Communication-Access Real Time (CART)
- Accessible and alternative formats of documents such as electronic formats, large print, audio, and braille
- Visual language interpretation such as American Sign Language (ASL) or langue des signes québécoise (LSQ)
- Support for people who have difficulty speaking due to a disability
- Providing some services by phone or by email in order to meet a disability-related need

Structural services

- Scheduling meetings and court proceedings in courtrooms or meeting rooms that can accommodate disabilities

How to make arrangements

Contact the Accessibility Coordinator, or Interpreter Coordinator from the courthouse that you are attending.

A list of Accessibility or Interpreter Coordinators at Ontario courthouses https://www.attorneygeneral.jus.gov.on.ca/english/courts/Court_Addresses/index.php.

General questions

Office of the Attorney General

Telephone: 416-326-2220, toll-free at 1-800-518-7901

TTY: 416-326-4012, or 1-877-425-0575

Email: attorneygeneral@ontario.ca

Prince Edward Island



Prince Edward Island offers no list of the accessibility services it provides to PWDs.

General questions

Direct general questions and request accommodations from the courthouse you will be attending.

Contact information for each court in Prince Edward Island

Website: <http://www.gov.pe.ca/courts/index.php?number=1051097andlang=E..>

Department of Justice and Public Safety

Telephone for general questions: 902-368-4589





Quebec



Quebec offers no list of the accessibility services it provides to PWDs. As a PWD, you are entitled to the use of interpreters (although there may be a cost).

Interpretation or other accessibility service

To make a request for accommodation, you must contact the specific courthouse you are attending. For more information, you can also contact the offices of the Ministry of Justice.

Court of Quebec or the Superior Court

Telephone: 418-643-5140, or toll-free at 1-866-536-5140

Email informations@justice.gouv.qc.ca

Court of Appeal

Montreal

Telephone: 514-393-2022 (ext. 0) Email courdappelmtl@judex.qc.ca

Quebec City

Telephone: 418-649-3401 Email courdappelqc@judex.qc.ca

Claims involving the Human Rights Tribunal

Telephone: 514-393-6651

Email: tribunal.personne@judex.qc.ca

Saskatchewan



Saskatchewan offers no list of the accessibility services it provides to PWDs. Direct your questions based on the courthouse you will be attending.

Use the contact information where your matter is filed. You can ask about the **availability**, **permissibility**, and **potential fees** affiliated with accessibility services by contacting:

Provincial Court

The Provincial Court of Saskatchewan Registrar

Telephone: 306-798-3189

Email: jwhitridge@skprovcourt.ca

The local Provincial courthouse you are attending

Contact information for each court in Prince Edward Island:

Website: <https://sasklawcourts.ca/index.php/home/provincial-court/court-locations-and-sitting-times/provincial-court-offices>.



Saskatchewan
(continued)

Court of Queen’s Bench

The Court of Queen’s Bench Registrar

Telephone: 306-787-0472

Email: jfabian@skqb.ca

The Registrar’s Office of your local Court of Queen’s Bench

Website: <https://sasklawcourts.ca/index.php/home/provincial-court/court-locations-and-sitting-times/provincial-court-offices>.

Court of Appeal

Court of Appeal Registrar

Telephone: 306-787-5382

Email: caregistrar@sasklawcourts.ca

Interpretation services provided by the court

Saskatchewan Deaf and Hard of Hearing Services provides American Sign Language and English interpreting services to people who are deaf, and those who are not deaf.

Contact form: <http://sdhhs.com/contact/>

Note that there is a fee for most interpretation services. However, the Saskatchewan Deaf and Hard of Hearing Services receives a subsidy from the Government of Saskatchewan.

Private services

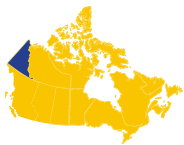
You can also arrange and pay for interpretation, translation, transcription and captioning services privately. An example:

Royal Reporting Services

Provides a variety of accessibility services.

Contact form: <https://royalreporting.com/contact-us/>

Yukon



Yukon offers no list of the accessibility services it provides to PWDs.

General questions

Direct general questions and request accommodations from the courthouse you will be attending.





Yukon (continued)

Territorial Court

Telephone: 867-667-5438, or toll-free at 1-800-661-0408 (ext. 5438)

Territorial Court Trial Coordinator

Telephone: 867-667-3580 or toll-free at 1-800-661-0408 (ext. 3580)

Email: tc.trialcoordinator@yukoncourts.ca

Supreme Court

Telephone: 867-667-5937 or toll-free at 1-800-661-0408 (ext. 5937)

Supreme Court Trial Coordinator

Telephone: 867-667-3442 or toll-free at 1-800-661-0408 (ext. 3442)

Email: sc.trialcoordinator@yukoncourts.ca

For the Court of Appeal, call 867-456-3821 or toll-free at 1-800-661-0408 (ext. 3821).

Yukon Court Services

For general questions

Telephone: 867-667-5441 or toll-free at 1-800-661-0408 (ext. 5441)

Email: courtservices@gov.yk.ca

Contact form: <https://beta.yukoncourts.ca/en/request-information-court-services>.

Disability and not-for-profit organizations

If you are experiencing an accessibility barrier at your courthouse or if you have questions about the types of accommodations available, you may wish to contact a disability or not-for-profit organization that work with people who have the same disability you do.

Before you call, write down the barriers you're facing. This may be valuable information for an advocacy organization that lobbies governments on behalf of PWDs.



This list is not exhaustive

If you have suggestions for additional organizations that we could add, please send them to us at representingyourself@gmail.com.

Here's a list of some national organizations that may be able to help you:

- [Active Living Alliance for Canadians with a Disability](#)
- [Alliance for Equality of Blind Canadians](#)
- [ARCH Disability Law Centre](#)
- [BALANCE for Blind Adults](#)
- [Brain Injury Canada](#)





List of organizations and services who can help

- [Canadian Association for Community Living](#)
- [Canadian Association of the Deaf](#)
- [Canadian Association of Professionals with Disabilities](#)
- [Canadian Council of the Blind](#)
- [Canadian Centre on Disability Studies](#)
- [Canadian Down Syndrome Society](#)
- [Canadian Hard of Hearing Association](#)
- [Canadian Hearing Society](#)
- [Canadian National Institute for the Blind](#)
- [Communication Disabilities Access Canada](#)
- [Council of Canadians with Disabilities](#)
- [DisAbled Women’s Network Canada](#)
- [Guide Dog Users of Canada](#)
- [Learning Disabilities Association of Canada](#)
- [Multiple Sclerosis Society of Canada](#)
- [The Canadian Foundation for Physically Disabled Persons](#)

Many of these organizations have easily accessible websites. **If your disability prevents you from easily searching online by yourself:**

- public library staff can assist you with these searches, or
- court staff may be familiar with organizations and assist you.

Human rights and disability offices by province and territory

If you’re experiencing discrimination, or getting nowhere getting the accommodations you need, you may decide to file a complaint with your provincial Human Rights Commission.

Note that **Manitoba** and **British Columbia** have special provincial disability offices to which you can bring issues about accommodations.

Alberta Human Rights Commission

Northern Regional Office confidential telephone: 780-427-7661

Southern Regional Office confidential telephone: 403-297-6571

Information on how to make a **human rights complaint**: https://www.albertahumanrights.ab.ca/complaints/faqs/Pages/how_to_complain.aspx

British Columbia Human Rights Tribunal

Telephone: 604-775-2000

Toll-free: 1-888-440-8844

TTY: 604-775-2021

Email: BCHumanRightsTribunal@gov.bc.ca

Information on how to make a **human rights complaint**: <http://www.bchrt.bc.ca/complaint-process/complain/index.htm>

Accessibility 2024 is the body responsible for British Columbia’s accessibility action plan. To find out more about the accessibility action plan, or provide feedback on barriers to accessibility, email the Accessibility Secretariat at accessibility@gov.bc.ca





Manitoba Human Rights Commission

Toll-free: 1-888-884-8681
TTY: 1-888-897-2811
Email: hrc@gov.mb.ca

You can also forward your **feedback** on barriers to accessibility to the Manitoba Disabilities Issues Office by **calling** 204-945-7613 or toll-free at 1-800-282-8069 (ext. 7613), or **emailing** dio@gov.mb.ca.

Newfoundland and Labrador Human Rights Commission

Telephone: 709-729-2709
Toll-free: 1-800-563-5808
Email: humanrights@gov.nl.ca

Information on how to make a **complaint:** <https://thinkhumanrights.ca/the-complaint-process/>

Nova Scotia Human Rights Commission

Telephone: 902-424-4111
Toll-free: 1-877-269-7699
Email: hrcinquiries@novascotia.ca

Ontario Human Rights Commission

Telephone: 416-326-9511
Toll-free: 1-800-387-9080
TTY: 416-326-0603
TTY toll-free: 1-800-308-5561
Email: info@ohrc.on.ca

Quebec Human Rights Commission

Telephone: 514-873-5146
Toll-free: 1-800-361-6477
Email: information@cdpdj.qc.ca

Information on how to make a **complaint:** <https://www.cdpdj.qc.ca/en/file-a-complaint/i-want-to/file-complaint-discrimination-or-harassment>

Yukon Human Rights Commission

Telephone: 867-667-6226 **Toll-free:** 1-800-661-0535 **Email:** info@yukonhumanrights.ca

Information on how to make a **complaint:**
<https://yukonhumanrights.ca/wp-content/uploads/2020/11/YHRC-2020-Complaint-Form-Guide-EN.pdf>
<https://yukonhumanrights.ca/wp-content/uploads/2020/11/YHRC-2020-Complaint-Form-EN.pdf>
<https://yukonhumanrights.ca/wp-content/uploads/2020/11/YHRC-2020-Complaint-Process-Guide-EN.pdf>

New Brunswick Human Rights Commission

Telephone: 506-453-2301
Toll-free: 1-888-471-2233

Information on how to make a **complaint:** <http://www2.gnb.ca/content/gnb/en/departments/nbhrc/the-complaint-process/filing-a-complaint.html>

Northwest Territories Human Rights Commission

Telephone: 867-669-5575
Toll-free: 1-888-669-5575
Email: info@nwthumanrights.ca

Information on how to make a **complaint:** <http://nwthumanrights.ca/complaints/complaint-process/>

Nunavut Human Rights Tribunal

Toll-free: 1-866-413-6478
Email: nunavuthumanrights@gov.nu.ca

Information on how to make a **complaint:** http://www.nhrt.ca/english/how_do_i_file_a_notification

Prince Edward Island Human Rights Commission

Telephone: 902-368-4180
Toll-free: 1-800-237-5031
Email: contact@peihumanrights.ca

Saskatchewan Human Rights Commission

Telephone: 306-933-5952
Toll-free: 1-800-667-9249
Email: shrc@gov.sk.ca

Information on how to make a **complaint:** <http://saskatchewanhumanrights.ca/how-to-file-a-complaint/filing-a-complaint>





A list of the primers we offer

Here are the primers we currently offer


 They're free for you to download here: <https://representingyourselfcanada.com/our-srl-resources/>

Step 1: Getting ready and starting the legal process





-  **So you're representing yourself:** A primer to help you get ready to represent yourself in family or civil court
-  **A guide for SRLs with disabilities:** Understanding your rights and requesting the assistance you need
-  **The McKenzie friend: Bringing a support person with you to court**
-  **The McKenzie Friend: Canadian cases and additional research**
-  **Considering Mindfulness:** How you can use Mindfulness to increase your focus and relieve the stress of representing yourself

Step 2: Doing your research and preparing your arguments

Doing Your Research

-  **Part 1:** Understanding precedent and navigating the CanLII legal database (available in English and French)
-  **Part 2:** Assessing CanLII case reports, and using them to build your legal argument
-  **Reference Guide:** Legal definitions, court abbreviations and Canada's court systems at-a glance
-  **Critical Judicial Decisions for Self-Represented Litigants:** Using important case law that establishes rights for self-represented litigants and how the justice system should protect you from bias
-  **Settlement Smarts** Tips on effectively using negotiation, mediation and Judge-led settlement processes
-  **What you need to know about affidavits**

Step 3: Presenting your case in court

-  **Coping with the courtroom:** A primer to help you navigate the written (and unwritten) rules of the courtroom
-  **How to order a court transcript**
-  **Working with opposing counsel:** Building constructive working relationships between self-represented litigants and opposing counsel
-  **Tips from the bench:** Advice for SRLs, and the judges who work with them

To keep up with what's happening at the National Self-Represented Litigants Project (NSRLP), visit **RepresentingYourselfCanada.com**.

If you have comments for us, or suggestions for ways to improve our primers, let us know at representingyourself@gmail.com.