



MS and Human Rights

for People with MS



Multiple Sclerosis Society of Canada
BC & Yukon Division
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Introduction

This booklet helps people with MS in two ways:

- Provides information on human rights legislation and the complaint procedure
- Provides information on employment-related discrimination based on disability

For information on other types of discrimination please consult the resources listed in Chapter 8 (page 26).

Additional Information

For more information please see the MS Society publications, *A Guide to Employment and Income Support* and *MS in the Workplace: An Employer's Guide*.

This booklet is one in a series of five that have been developed by the Volunteer Legal Advocacy Program (VLAP). Other booklets available in this series:

- Advocacy
- Disability Insurance
- Canada Pension Plan Disability Benefits
- Community and Legal Resources

Booklets are available at www.mssociety.ca/bc/vlap.htm or from the Multiple Sclerosis Society of Canada, BC & Yukon Division office.

VLAP provides a range of legal and advocacy support to people living with MS throughout British Columbia and the

Yukon by utilizing volunteers who have legal expertise and/or advocacy experience.

Pro bono legal representation is available in specific legal areas of expertise in several communities throughout the BC & Yukon Division.

CHAPTER 1

Definitions

Accommodation: Accommodation means making changes to rules, practices, workplace culture, and physical environment to remove barriers that may prevent people from enjoying equality of opportunity and access to services and employment.

Bona fide: The practice or condition that is proper considering the circumstances.

Canadian Human Rights Act: A statute that applies to all federally regulated activities that ensures equal opportunity to individuals who may be victims of discriminatory practices based on a set of prohibited grounds such as gender, disability, or religion.

Human Rights Code or Act: Provincial or territorial law that applies to all provincially/territorially regulated activities to ensure equal opportunity to individuals who may be victims of discriminatory practices based on a set of prohibited grounds such as gender, disability, or religion.

Complainant: The person filing a complaint.

Respondent: The person, company, or agency against whom a complaint is made.

Duty to accommodate: Legal obligation of an employer or service provider to take appropriate steps to eliminate disadvantages to employees, prospective employees, or clients that result from a rule, practice, or physical barrier that

has or may have an adverse impact on individuals or groups protected under human rights legislation.

Undue hardship: Significant difficulty or expense. Undue hardship is based on factors outlined in the provincial, territorial, or federal human rights legislation.

Settlement: Resolution of a legal matter agreed to by both parties. Can involve an apology and/or the payment of compensation by one party in satisfaction of the other party's claims.

Hearing: A proceeding before a formal legal body where facts and evidence are presented by both parties.

Ruling: A decision made at conclusion of a hearing or trial.

CHAPTER 2

Discrimination on the Basis of Disability

As used in human rights law, discrimination means making a distinction between certain individuals or groups based on a prohibited ground. Under the **Canadian Human Rights Act** and **Human Rights Codes/Acts** of all provinces/territories, one of these prohibited grounds is mental or physical disability.

Federal

The Canadian Human Rights Act applies to areas for which the federal government has responsibility.

All people are protected by the Canadian Human Rights Act when they deal with employers and service providers that fall under the jurisdiction of the federal government. They include:

- Federal departments, agencies, and Crown corporations
- Royal Canadian Mounted Police (RCMP)
- Canada Post
- Airlines
- Chartered banks (not credit unions)
- Interprovincial communications and telephone companies
- Interprovincial transportation companies
- Television and radio stations
- First Nations
- Other federally regulated industries

Provincial/Territorial

Human Rights Codes/Acts apply to areas for which the provinces/territories are responsible.

All of the provinces and territories of Canada have similar laws in their areas of jurisdiction. Examples of provincial/territorial jurisdictions are:

- Provincial, local, and municipal government departments
- Schools and universities
- Hospitals and medical clinics
- Private business
- Non-profit organizations
- Credit unions
- Retail and hospitality businesses, such as stores, restaurants, and hotels
- Most manufacturers



Example: Here is an example to clarify the difference between federal and provincial/territorial jurisdiction:

If you are flying on a national airline and the plane does not accommodate your wheelchair, you could file a complaint under the Canadian Human Rights Act because airlines are in federal jurisdiction.

If you are asked to give information about whether or not you have a disability on a job application for a BC company and there is no reason why the job would require such information, then you could file a complaint under the BC Human Rights Code because it falls under provincial jurisdiction.

CHAPTER 3

Employment

All people applying for jobs (and those who are already working) should be evaluated by their employers on the basis of their abilities to carry out essential components of their jobs, not the potential for difficulties based on visible symptoms or a diagnosis.

As an employee, when symptoms of MS begin affecting your ability to perform your work, it becomes increasingly important for you to be fully educated about:

- Presenting symptoms of MS and their impact on work duties
- Specific work duties
- Available benefits and long-term income security
- Rights and duties of the employee and the employer

Educating an employer about the impact of MS is often the first step toward managing employment-related issues.

Key points for an employer to address include:

- Defining specific employment needs
- Clarifying the essential components of the job
- Establishing reasonable standards of job performance evaluation
- Concentrating on the employee's abilities, not their disabilities
- Assessing the employee as individual, not as a member of a group
- Not making generalizations about disabilities

- Encouraging a non-discriminatory workplace

Employers cannot:

- Advertise for a job in a way that discriminates against you because you have a disability
- Refuse to hire you because you have a disability
- Pay you less, change your hours of work, or give you fewer benefits because you have a disability
- Demote you, lay you off, or fire you because you have a disability

Employers have the right to:

- Refuse to hire you if the job has specific requirements that you cannot meet. The important thing is that the employer does not assume that you cannot perform certain functions or duties because of your diagnosis or disability. He/she must determine your suitability for the job based on proof that you can or cannot perform specific functions.



Example: If you cannot climb ladders and climbing ladders is an essential part of the job, an employer can refuse to hire you.

- Demote you, lay you off, or fire you if you cannot perform the essential elements of your job

Employers must accommodate you in the performance of your job as long as the things they would have to do to accommodate you do not cause them **undue hardship**.

Duty to Accommodate

Under human rights legislation, employers have a legal obligation to take appropriate steps to rid the workplace of discrimination against employees, prospective employees, or clients. This is referred to as the **duty to accommodate**.

This duty does not apply where it can be shown that the discriminatory practice or condition is a **bona fide** occupational requirement (BFOR) or there is a bona fide justification. To prove that a practice or condition is a BFOR or a bona fide justification, an employer will have to demonstrate that there would be undue hardship if he/she were made to accommodate.

Workplace accommodation can take many forms and does not have to be expensive. Options include, but are not limited to:

- Workstation modifications
- Job redesign
- Alternative work arrangements
- Technical aids
- Policies and procedures
- Human support services
- Building modifications

Types of Accommodation

Important factors for employers to consider when accommodating individuals with MS are **flexibility** and an emphasis on **individual needs**. The symptoms of MS are various and changeable. The hallmark of this disease is its unpredictable nature.

While no one can predict the course MS will take in any one person, it is important to keep in mind that:

- Remissions are common among people with MS, often resulting in the person having no or minimal symptoms for months or years.
- About one-third of the people with MS have a benign type which means that they have few serious symptoms for several years after onset.
- Three-quarters of people with MS live active, productive lives and can take care of themselves.

Flexibility and individual needs can be addressed by:

- Assessing the specific situation
- Developing a plan with the person with MS
- Utilizing the services of an occupational therapist to assess the workplace, duties, and the individual to determine possible accommodations
- Developing linkages with Multiple Sclerosis Society of Canada Divisions and Chapters and other organizations that provide assistance. Addresses for some of these organizations can be found in Chapter 8 (page 26) of this booklet.

- Valuing employees
- Communicating openly and regularly about accommodation needs and the effectiveness of the modifications in meeting these needs

In general, employers who demonstrate a willingness to respond to employee needs have loyal, productive, and motivated staff. Caring and interest in employees' well-being can be demonstrated by educational seminars, sensitivity training, sponsorship of fundraising initiatives, newsletters, workplace accommodation committees, and assignment of staff to assist with individual cases.

Employers may be able to get financial assistance with the cost of accommodation by obtaining funding, equipment, and support services from a community organization, corporation, the provincial/territorial government, or an insurance provider.

CHAPTER 4

Public Services and Facilities

You have the right to access facilities and receive services from:

- Educational institutions
- Public transportation, taxis, and buses
- Government offices
- Stores, public washrooms, restaurants, movie theatres, malls, and other businesses

If you are excluded from any one of these, you have the right to dispute it, but remember that the owner may have grounds to exclude you. Service providers have a duty to accommodate meaning they have to remove barriers that may prevent people from accessing services as long as it does not cause undue hardship.



Example: If you are excluded from a restaurant that is on the third floor of an old building because it does not have wheelchair access, the owner may be able to show that it would cause him/her undue financial hardship to renovate for the purpose of accommodating wheelchairs.

CHAPTER 5

Housing

Because of your disability a landlord cannot:

- Refuse to rent you an apartment or house
- Charge you a higher rent or security deposit
- Evict you

A landlord has a duty to accommodate your disability up to the point of undue hardship. If you are living in market rental accommodation, the landlord may be able to apply for financial assistance for modifications that improve accessibility or promote safe and independent living.

Stratas

Strata corporations are also subject to the BC Human Rights Code. Corporations may have by-laws which can be deemed to discriminate against people with disabilities. For example, a person who needs hardwood floors in his/her unit because of wheelchair use should be able to install such floors; or a person who requires an air conditioner for all rooms in his/her unit because of medical reasons such as sensitivity to hot weather (a common situation for MS clients), should be able to have these installed even if by-laws normally restrict such installations in the complex. These non-structural adaptations to the unit would be done at the homeowners' expense.

If, as a result of a disability, there is a need for structural adaptation in a strata, for example: widening of doors either within a unit or doors in the common property of the complex, or the installation of a ramp, this is a much more

complex problem. While there is a duty to accommodate under the code, these accommodations would also require revision of the plans of the strata, potential engineering and building inspections and possibly the approval of the strata corporation. In some cases, the physical layout and situation of the property may also be absolute obstacles to accommodation and access. Situations of this sort will probably require reference to and consultation with Human Rights officers or legal advisors.

CHAPTER 6

Before Initiating an Official Human Rights Complaint

A formal Human Rights complaint can take years to resolve. Prior to taking that step you could find out whether you workplace/school/hospital has an internal complaints procedures that you can access, or contact your union or human resources department.

If you need an accommodation for your disability, you should discuss your needs with your supervisor, union representative, or professor/instructor.

Keep a record of what you have done to try to deal with the situation (names and dates, etc.) and the outcomes of these efforts.

CHAPTER 7

Filing Complaints

This booklet provides a general overview of procedures and information. Please consult the relevant agencies listed in Chapter 8 (page 26) for more specific details and legislation.

Slight differences exist between processes, procedures, and terminology used for complaints at a federal and provincial/territorial level.

Both the federal and the Yukon Territory complaint process involve two independent agencies.

- The **Commission**, which investigates complaints and attempts to assist parties with a settlement
- The **Tribunal** (federally) or **Board of Adjudication** (Yukon Territory), which hear a case in a court-like setting when no resolution can be achieved through the Commission

In British Columbia, the **Human Rights Tribunal** processes all stages of a complaint from the initial application through to a public hearing if a settlement can not be achieved. This process is called a direct access system.



Human rights complaints usually have to be filed within a specific timeframe of the incident (or the last incident if a series of incidents occurred):

- **Federally:** 12 months
- **British Columbia:** 6 months
- **Yukon Territory:** 18 months

A federal or BC complaint may be accepted after the deadline, particularly if the complaint is of public interest.

Process

Informal resolution or settlements can occur at any time throughout the process. As a result, many complaints never proceed to a formal **hearing**.

The complaint process generally consists of two main phases:

1. An attempt to resolve or settle the complaint through investigation, informal negotiations, settlement hearings, or mediation
2. A formal hearing if no informal resolution occurs

Differences in process exist federally, in BC, and in the Yukon Territory.

1. **Initial Inquiry:** Contact the relevant provincial/territorial or federal agency to discuss your situation and receive advice on whether or not your situation falls under the Human Rights Code/Act of your province/territory or federal equivalent. Sometimes a different mechanism may be more appropriate.
2. **Submitting the Complaint:** Complete the relevant forms. Assistance may be available if required from the BC Human Rights Coalition, the MS Society's Volunteer Legal Advocacy Program, or local advocacy groups.
3. **Complaint Review:** Commission/Tribunal staff will review the complaint to determine if the complaint can be accepted under the Human Rights Code/Act.

4. Response to Complaint Form: Once a formal complaint has been accepted, the written complaint or complaint form will be sent to the respondent. The respondent will be asked to fill out and file a Response to Complaint form within a specific timeframe.

5. Negotiation, Mediation, and Informal Settlement: Once all paperwork from both parties has been filed, the process of negotiation, mediation, and settlement meetings will begin in an effort to foster informal resolution of the case.

6. Formal Hearing: If no informal resolution or settlement is reached, the complaint will be referred for a formal hearing. At this point in the process, the complaint becomes part of the public record. This usually means that all the evidence and arguments put forward will be accessible to the public.

A formal hearing is similar to a court hearing but has more flexibility than a regular court of law. Its role is to ensure that the Human Rights Code/Act is interpreted and applied fairly and impartially at hearings by weighing all evidence.

7. Ruling: The formal hearing may result in a **ruling** that discrimination did occur and orders to resolve the situation of discrimination.

A tribunal member or panel may order that you get:

- A letter of apology
- Compensation for lost wages, expenses, and hurt feelings

- Your job, promotion, or whatever else you lost through discrimination

The tribunal may order that your employer institute an employment equity or human rights training program in your workplace

The formal hearing may also result in a ruling that discrimination did not occur.

- 8. Review or Appeal:** Both parties have the right to request a judicial review of the decision or to appeal the decision at the provincial/territorial or federal Supreme Court if they disagree with the decision.

How to Prepare Yourself for Filing a Complaint

Organization is key to a successful complaint. It is important to gather and clarify all **facts** and to collect as much **evidence** as possible prior to filing a complaint. Evidence can consist of documents, photos, witnesses, or anything that can help prove your claim.

Jurisdiction Specific Information

Federal: Canadian Human Rights Act

Two independent government bodies address human rights concerns: **Canadian Human Rights Commission (HR Commission)** and **Canadian Human Rights Tribunal (HR Tribunal)**. The responsibilities of each body are different:

- 1. The HR Commission** receives and investigates human rights complaints. It will assist with case resolution through the use of mediators or investigators. It advocates for human rights issues and in this role may take an active

part in a HR Tribunal hearing.

2. The **HR Tribunal** is similar to a court of law and hears complaints that could not be resolved through the HR Commission. At this point in the process, the HR Commission will:
 - Either fully support your case and provide lawyers to represent your case
 - Participate in a limited capacity to address specific questions or issues
 - Or choose not to participate. In this case, the **complainant** will have to work with a privately hired lawyer or on his/her own.

Provincial: British Columbia Human Rights Code

The **BC Human Rights Tribunal** addresses all parts of the complaint process from mediation and settlement meetings to the formal hearing. If no settlement can be achieved, a formal tribunal hearing will be initiated.

The **BC Human Rights Coalition** is a charitable, non-profit organization that works toward strengthening and promoting human rights. It provides information and education as well as support to complainants during the complaint process.

The BC Human Rights Coalition offers the following supports in partnership with the Community Legal Assistance Society (CLAS).

1. **Information, advice, and support:** Staff and volunteers provide information and advice concerning human rights issues and the complaint process as well as support for

the completion of human rights applications through the Human Rights Clinic.

- **Telephone support:** 604-689-8474 or 1-877-689-8474
- **Lower Mainland Human Rights Clinic:** Onsite consultation service is available one day per week at the clinic location. This clinic operates on a first-come, first-served basis.
- **Traveling advocates:** Advocates may be available in communities outside of the Lower Mainland to provide assistance with the completion of forms. This service depends on the availability of advocates and the location of the complainant.

2. Representation and Advocacy Support:

Individuals seeking representation must apply to the Coalition which will assess each applicant on the basis of qualifying criteria.

Clients have to sign a letter of authorization before the Human Rights Coalition will take any actions.

You have to apply within **30 days** after receiving a letter from the Human Rights Tribunal indicating that the complaint has been accepted.

If a client is accepted by the Human Rights Coalition, he/she will be assigned to an advocate (based on availability) who will assist the client throughout the complaint process.

In situations where clients are living outside the Lower Mainland, BCHRC advocates may be able to travel to other parts of the province to attend mediation, settlement or tribunal hearings.

Territorial: Yukon Territory Human Rights Act

The **Yukon Human Rights Commission (YHR Commission)** deals with all human rights complaints to which the Yukon Human Right Act applies.

The YHR Commission addresses all stages of the human rights complaint process from the initial inquiry to adjudication of a complaint. It also provides information and education to the public and support to both complainants and respondents during the complaint process.

The YHR will investigate each complaint and prepare a report for the Commissioner if no informal resolution can be achieved during the investigation. A panel of commissioners will determine if the complaint is valid and refer the matter back to the YHR Commission staff to attempt settlement.

If no settlement can be achieved, the Board of Adjudication, which is independent from the YHR Commission, will hear the case and may make orders to resolve situations of discrimination.

Additional Information

This booklet provides general information. More detailed information and advocacy and legal support is available through a range of different organizations. The VLAP booklet *Community and Legal Resources* provides a more complete listing of advocacy and legal resources that may be helpful in the process of filing a human rights complaint.

CHAPTER 8

Government and Community Organizations Directory

Information current as of September 2012. Please be advised that resources may change at any time.

Canadian Human Rights Commission

National

344 Slater Street, 8th Floor

Ottawa, ON K1A 1E1

Telephone 613-995-1151

Toll Free 1-888-214-1090

Email info.com@chrc-ccdp.ca

Web www.chrc-ccdp.ca

Western Region

Telephone 780-495-4040

Toll Free 1-888-214-1090

Accommodation: General Information

The Canadian Council on Rehabilitation and Work

1 Yonge Street, Suite 1202

Toronto, ON M5E 1E5

Telephone 416-260-3060

Toll Free 1-800-664-0925

TTY 416-260-9223

Email info@ccrw.org

Web www.ccrw.org/en

Provides leadership in programs and services for job seekers with disabilities and businesses committed to equity and inclusion. Works with businesses of all sizes in all industries

through its Job Accommodation Service, Skills Training Partnership Program, Partners for Workplace Inclusion Program, and the Disability Awareness Series.

Global Applied Disability Research and Information Network (GLADNET)

Web www.gladnet.org

GLADNET promotes disability policy and program reform with emphasis on integrated training and employment options for working-age persons with disabilities.

GLADNET provides resources such as checklists, brochures, and information sheets as well as good practices and contacts pertaining to ten articles in the United Nations Convention on the Rights of Persons with Disabilities that relate to disability, training, and employment.

British Columbia

Access Pro Bono Society of BC

106 – 873 Beatty Street

Vancouver, BC V6B 2M6

Telephone 604-878-7400

Toll Free 1-877-762-6664

Email help@accessprobono.ca

Web www.accessprobono.ca

BC Human Rights Coalition

Suite 1202 – 510 West Hastings Street

Vancouver, BC V6B 1L8

Telephone 604-689-8474

Toll Free 1-877-689-8474

Email info@bchrcoalition.org

Web www.bchrcoalition.org

BC Human Rights Tribunal

1170 – 605 Robson Street

Vancouver, BC V6B 5J3

Telephone 604-775-2000

Toll Free 1-888-440-8844

Email BCHumanRightsTribunal@gov.bc.ca

Web www.bchrt.bc.ca

BC Government

Web www.ag.gov.bc.ca/human-rights-protection

Community Legal Assistance Society (CLAS)

Suite 300 – 1140 West Pender Street

Vancouver, BC V6E 4G1

Telephone 604-685-3425

Toll Free 1-888-685-6222

Web www.clasbc.net

Dial-A-Law, Canadian Bar Association, BC Branch

Telephone 604-687-4680

Toll Free 1-800-565-5297

Web www.dialalaw.org

Employment Standards Branch

200 – 880 Douglas Street

Victoria V8W 2B7

Telephone 250-952-0469

Web www.labour.gov.bc.ca/esb

Enquiry BC

Telephone 604-660-2421 (Vancouver)
..... 250-387-6121 (Victoria)
Toll Free 1-800-663-7867
TDD 604-775-0303 (Vancouver)
TDD Toll Free.... 1-800-661-8773
Email EnquiryBC@gov.bc.ca
Web www.msers.gov.bc.ca/prgs/enquiry_bc.htm

Family LawLINE

Telephone 604-408-2172
Toll Free 1-866-577-2525

Legal Services Society

Suite 400 – 510 Burrard Street
Vancouver, BC V6C 3A8
Telephone 604-408-2172
Toll free 1-866-577-2525
Web www.lss.bc.ca

Lawyer Referral Service, Canadian Bar Association, BC Branch

Telephone 604-687-3221
Toll Free 1-800-663-1919
Email lawyerreferral@bccba.org
Web www.cba.org/BC/Initiatives/main/lawyer_referral.aspx

Tenant Resource Advisory Centre

Mailing Address Only

306 – 535 Thurlow Street
Vancouver BC V6E 3L2
Tenant Hotline .. 604-255-0546

Toll Free 1-800-665-1185
Administration .. 604-255-3099
Email info@tenants.bc.ca
Web www.tenants.bc.ca

Yukon

Inquiry Centre

Telephone 867-667-5811
Toll Free 1-800-661-0408
TTY..... 1-867-393-7460
Web www.gov.yk.ca/services

Law Line, Yukon Public Legal Education Association

Telephone 867-668-5297
Toll Free 1-866-667-4305
Web www.yplea.com/lawline.htm

Lawyer Referral Service, Yukon Law Society

Telephone 867-668-4231
Web www.lawsocietyyukon.com

Law Society of Yukon

Suite 202 – 302 Steele Street
Whitehorse, YT Y1A 2C5
Telephone 867-668-4231
Email info@lawsocietyyukon.com
Web www.lawsocietyyukon.com

Yukon Council on Disability

4194 B 4th Avenue

Whitehorse, YT Y1A 1J8

Telephone 867-668-6703

Email yukoncod@northwestel.net

Web www.ycod.yk.ca

Yukon Human Rights Commission

101 – 9010 Quartz Road

Whitehorse, YT Y1A 2C5

Phone 867-667-6226

Toll Free 1-800-661-0535

Email humanrights@yhrc.yk.ca

Web www.yhrc.yk.ca

Yukon Legal Services Society (YLSS)

Suite 203 – 2131 Second Avenue

Whitehorse, YT Y1A 1C3

Telephone 867-667-5210

Toll Free 1-800-661-0408 ext. 5210

Email administration@legalaid.yk.ca

Web www.legalaid.yk.ca

Yukon Public Legal Education Association

Yukon College Library

P.O. Box 2799

Whitehorse, YT Y1A 5K4

Telephone 867-668-5297

Toll Free 1-866-667-4305

Email legalinfo@yplea.com

Web www.yplea.com

CHAPTER 9

MS Society of Canada Directory

The MS Society of Canada is a not-for-profit organization, with charitable status in Canada. We invite any person with an interest in MS, its treatment, research, funding, and advocacy to join and be a member. The annual membership fee is \$10 and can be waived for people experiencing financial hardship. Membership provides voting privileges at our AGM and access to our periodic publications which provide useful, up-to-date information about events, workshops, self-help groups and topics of interest. Your membership also strengthens our voice when we lobby governments at all levels for change or apply for funding for our services. Please join us by contacting the BC and Yukon Division.

BC & Yukon Division

1103 – 4720 Kingsway

Burnaby, BC V5H 4N2

Telephone 604-689-3144

Toll Free 1-800-268-7582

Toll Free (Yukon) 1-866-991-0577

Email info.bc@mssociety.ca

Web www.mssociety.ca/bc

National Office

250 Dundas Street West, Suite 500

Toronto ON M5T 2Z5

Telephone 416-922-6065

Toll Free 1-800-361-2985

Email info@mssociety.ca

Web www.mssociety.ca

Chapter Offices

Please contact your nearest Chapter for their location and address.

Fraser Valley Chapter

Telephone 604-689-3144
Toll Free 1-800-268-7582
Email info.fraservalley@mssociety.ca
Web www.mssociety.ca/fraservalley

Kamloops & Area Chapter

Telephone 250-314-0773
Toll Free 1-888-304-6622
Email info.kamloops@mssociety.ca
Web www.mssociety.ca/kamloops

Lower Mainland Chapter

Telephone 604-689-3144
Toll Free 1-800-268-7582
Email info.bc@mssociety.ca
Web www.mssociety.ca/lmc

North Vancouver Island Chapter

Telephone 250-286-0999
Toll Free 1-888-299-2025
Email judy.spencer@mssociety.ca
Web www.mssociety.ca/northvanisl

Okanagan Chapter

Telephone 250-762-5850
Email info.okanagan@mssociety.ca
Web www.mssociety.ca/okanagan

Prince George Chapter

Telephone 250-564-7074

Email info.princegeorge@mssociety.ca

Web www.mssociety.ca/princegeorge

South Okanagan and Similkameen Chapter

Telephone 250-493-6564

Email info.penticton@mssociety.ca

Web www.mssociety.ca/sos

South & Central Vancouver Island Chapter

Victoria

Telephone 250-388-6496

Toll Free 1-800-665-5788

Email info.victoria@mssociety.ca

Web www.mssociety.ca/svic

Cowichan

Telephone 250-748-7010

Email info.cowichan@mssociety.ca

Web www.mssociety.ca/chapters/cowichan

Central Island

Telephone 250-722-2214

Email info.centralisland@mssociety.ca

Web www.mssociety.ca/centralisland

West Kootenay Chapter

Telephone 250-229-4994

Toll Free 1-866-352-3997

Email lonnie.facchina@mssociety.ca

Web www.mssociety.ca/westkootenay

Notes

Notes

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The Multiple Sclerosis Society of Canada's Volunteer Legal Advocacy Program provides a range of legal and advocacy support to people living with MS throughout British Columbia and the Yukon by utilizing volunteers who have legal expertise and/or advocacy experience.

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