

JDG 1

ADDRESS EVERYDAY LEGAL PROBLEMS

1.1 EDUCATE EARLY - Provide targeted, free, accessible public legal education about frequent legal issues, different types of solutions and the process of enforcing rights.

1.2 PREVENT - Foster legal capability so that people can spot legal issues early, get preventative or proactive help and anticipate, avoid or manage frequent legal issues.

1.3 OFFER A CONTINUUM OF SERVICES - Develop and expand legal services to include the full continuum of information, advice, help lines, online services, in-person services, and partial or full representation.

1.4 REFLECT CANADIAN SOCIETY - Put the services people need in the communities where they live with the resources to address the barriers they face.

Building people's legal capability strengthens their ability to identify and avoid legal problems, and get help when they need it. Public legal education organizations are often the first point of contact for people trying to understand their legal issues. Educational resources and information sessions offered by non-profits, clinics, courts and lawyers help people prepare for common legal issues.

Triage and referral services are part of the continuum of legal services. Identifying legal needs early and connecting people with both legal help and other kinds of supports can minimize the impact on their health, relationships and finances. In 2019, the vibrant public legal education and information community expanded its reach providing creative and user-centric digital tools and continuing to serve people with new in-person programming.

Organizations saying this is their primary impact on A2J: **26** Projects aligned: **133**

Using Digital Tools to Distribute Information

In 2019, Steps to Justice and Justice pas-à-pas, Community Legal Education Ontario's premier online sources of legal information, were enhanced by:

- adding comprehensive content modules on criminal law, disability rights, human rights, child protection, Old Age Security, French language rights, mental health law, and wills
- launching a new services section which features curated, province-wide services for users by sub-topic, combined with an embedded 211 search
- expanding live chat coverage hours to make live chat available 5 days a week
- expanding Francophone outreach and training about Justice pas-à-pas.

Steps to Justice and Justice pas-à-pas served over 4 million people in 2019.



In 2019, the educaloι.qc.gc website attracted over 4.8 million visitors to its over 1000 articles in both English and French. Many of Éducaloι's articles attracted more than 100,000 views in a year, including articles on labour standards or on the writing of a letter of formal notice. They have 50,000 subscriptions to their social media accounts.

In November 2019, Legal Aid Ontario launched its redesigned public website. The update was user-informed, with the goal of making the website more accessible,

client-focused and intuitive. The new design reflects LAO's commitment to:

- Inform clients and the public about LAO services
- Enhance access to justice for Ontarians
- Help private lawyers serve LAO clients on their behalf
- Support transparency and accountability to funders/the public

In 2019, the Société québécoise d'information juridique introduced a "one-Stop Shop" – a free digital platform (simple, fast, mobile, intuitive, bilingual and in plain language) to support citizens facing life events such as separation, divorce, adoption or death. The tool provides aggregated information sources and uses personalized tools based on artificial intelligence. It assists citizens in completing documents and understanding legal processes.

Through the Form Literacy Project, the Justice Sector Constellation in Alberta is seeking to make legal forms easier to find and understand, and make support for filling out legal forms more accessible. Constellation working groups have compiled information on available form-completion resources for several categories of commonly used legal forms. Once complete, this information will be disseminated to ensure that both clients and service providers are aware of all available form-completion resources.

The simplified Charter of Rights and Freedoms is a plain language version of the Charter produced by Éducaloι in 2017. In 2019, Éducaloι began the translation of its simplified Charter of Rights and Freedoms into Indigenous languages including Innu, Cree, and Inuktitut. The simplified Charter is also available online in French, English, Spanish, and Arabic.

Translation of simplified Charter of Rights and Freedoms into:

Innu
Cree
Inuktitut

→ 2000 people

The Recruitment Campaign Without Discrimination, a project of the Commission des droits de la personne et des droits de la Jeunesse, is composed of three video clips illustrating situations of discrimination in hiring, video reports that explain discrimination in hiring and a special section on the Commission's website. This project will

continue to grow in 2020.

Legal Health Checks encourage people to recognize legal problems early, and to take action when problems are identified. In 2019, the CBA developed new Legal Health Checks on disability income, tax tips for breaking up and parenting plans.

The Law Society of Nunavut developed a number of public legal education and information materials for Nunavummiut.

Advance Health Care Directives: A New Brunswick Guide is a guide put together by the Public Legal Education and Information Service of New Brunswick to educate the public about the Advance Health Care Directives Act so that they can plan ahead and set out their future health care decisions if they wish. The guide is intended to complement other “planning for the future” publications such as powers of attorney. It has been widely distributed to legal professionals, hospitals, health centres, nursing homes, seniors organizations, and libraries.

The Commission des droits de la personne et des droits de la Jeunesse and the Réseau d'aide aux travailleuses et travailleurs migrants agricoles du Québec (RATTMAQ) produced a short video and distributed it on social media in French and Spanish for temporary foreign workers in agriculture, informing them of their rights and their protection against discriminatory harassment.

In 2019, Public Legal Education and Information Service of New Brunswick added the following new publications to its catalogue, which were created, printed, put on the website, and distributed widely in hard copy to libraries, community groups and stakeholders: Emergency Intervention Orders: Information for Respondents; Peace Bonds and Protective Orders; A Guide to Emergency Protections Orders on Reserves; Public Trustee Services; Preventing Abuse and Neglect of Seniors; and Powers of Attorney.

Éducaloi created an online E-learning training entitled “Intervening with Immigrant Victims of Sexual Assault: Myth and Legal Realities”. It is aimed at front-line workers who work with survivors of sexual violence or immigrants. The objective is to inform the speakers about the consequences of the decisions made by immigrant survivors (e.g. can she quit her job? Can she leave her sponsoring spouse? Etc.). The training explores different immigration statuses, the rights and obligations of immigrants according to their status, and the services they have access to. The objective is to strengthen the knowledge and skills of stakeholders so that they can better support

survivors in making informed decisions.

The Jeune Barreau de Montréal (JBM) produced the second edition of the Business Start-up Guide for entrepreneurs, allowing them to learn more about the legal aspects of starting a business. In total, twenty texts were written by various volunteer lawyers working in several fields of practice.

New Programs, More Topics

The Elliot Lake and North Shore Legal Clinic expanded their Clinic Assistance to Promote and Protect (CAPP), a program initially intended to protect seniors, by creating a local ‘consumer protection’ business registry that allows clients to find information and to provide their own comments on experience with the business. Local businesses are asked “Do you belong to CAPP? If not, why?” CAPP serves over 4500 people.

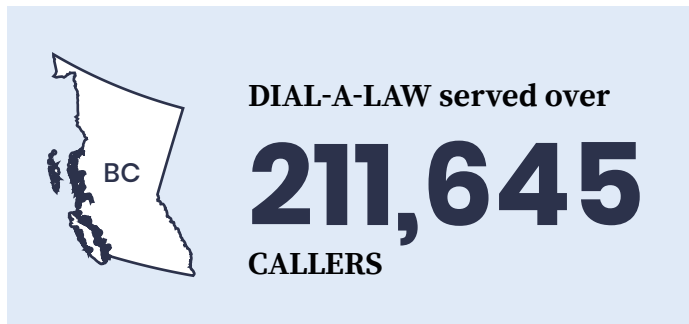
“Seniors regularly provide feedback on their experience with companies who are registered with CAPP...when problems arise, the Clinic acts as a mediator to resolve any shortcomings...this has proven successful without exception.”

Elliot Lake and North Shore Legal Clinic

The Saskatchewan Access to Legal Information (SALI) project provides legal information training and resources to public library staff to empower them to assist the public with their legal information needs. By the end of 2019, public library staff received training and resources on detecting legal issues, a public awareness campaign was launched and two data collection projects were undertaken. Law Society Reference Librarians attend at the Saskatoon and Regina public libraries twice a month to provide legal information assistance to the public.

In March 2019 People’s Law School, The Law Foundation of British Columbia and the Canadian Bar Association-BC Branch jointly announced the move of the Dial-A-Law online and telephone service from CBABC to People’s Law School. Since 1983, CBABC had maintained this public legal information service that features over 130 articles on the law written and edited by volunteer lawyers in British Columbia. As part of the move of Dial-A-Law, they modernized the service by creating a new website, dialalaw.ca. Legal information is presented in plain language and in a format that’s visually interesting and easy for a reader to scan. They also simplified the phone recording system so that callers can access the Dial-A-Law articles and the information they need more quickly. During 2019, they

also began work to develop a chatbot, another tool to make the Dial-A-Law web-based content more accessible to the public. This program served over 211,645 callers.



Community Legal Information, PEI opened the Tenant Support Centre in 2019, assisting renters on Prince Edward Island by providing legal information, referrals and support during the rental hearing process.

“You gave me hope...If I didn't have the information you provided about my rights, I probably wouldn't have gone through the process.”

A client of Tenant Support Centre

PLIAN and the Adult Corrections division of the Department of Justice and Public Safety of Newfoundland and Labrador have collaborated on a series of legal information sessions at the province's five correctional institutions in the past year. The sessions have provided an overview of Canada's legal system and the criminal trial process, while also providing an opportunity for participants to ask questions about various legal issues. Several sessions have been held at Her Majesty's Penitentiary in St. John's, as well as at the Clarenville Correctional Centre for Women, the Bishop's Falls Correctional Centre in Central Newfoundland, and the West Coast Correctional Centre in Stephenville. Additionally, an introductory meeting was held with inmates at the Labrador Correctional Centre in Happy Valley-Goose Bay, with plans to hold an information session there early in 2020.

In partnership with the Elizabeth Fry Society of Quebec, Éducaloi created a legal information guide for women in detention or in halfway houses to inform them of their rights and obligations to promote their reintegration. This guide covers several aspects of their daily lives (debts, payment of bills, children, housing, work) and provides information to avoid other problems in their lives outside the prison or halfway house. Legal empowerment workshops were also held in prison and in transition houses with women facing various situations. A workshop facilitation manual was also created for the Elizabeth Fry Society of Quebec.

BC's Justice Access Centres (JACs) provide British Columbians with information and services they need for early and lasting solutions to their civil and family justice problems. In June 2019, a new JAC opened in Surrey, as a part of the expanded Surrey Courthouse project. The Surrey Courthouse has the highest number of family law applications in the province, leading to a significant demand for family justice services and community resources. Key aspects of the JAC model are: initial assessment of issues, self-help resources and a central point to access various services (both family and non-family civil). Each JAC offers: self-help and information services; mediation and other dispute resolution services; limited legal advice; a multidisciplinary assessment/triage service to diagnose problems and provide referrals to appropriate services; free publications; courses and presentations; on site community agencies; and support with court preparation.

The Nova Scotia Department of Justice released the first ever Diversity and Inclusion Action Plan which will focus on recruitment, retention and advancement, building a culturally competent and inclusive environment, and enhancing culturally responsive programs and services. The Action Plan is intentionally connecting with the community as part of recruitment efforts by Sheriff Services and Corrections, and to improve cultural competencies.

In 2019, Justice Pro Bono partnered with the Dispensaire diététique de Montréal to provide legal information to pregnant women in vulnerable situations and their families. Justice Pro Bono is recruiting volunteer lawyers for information and training sessions aimed at families as well as Dispensary staff on key legal areas including immigration.

Young mothers aged 15 to 25 may be particularly vulnerable and encounter legal issues early in their lives. In 2019, Éducaloi facilitated 3 series of 6 legal empowerment workshops. These workshops were an opportunity to discuss various rights and obligations as a parent (best interests of the child, parental authority) and the rules that apply when parents are no longer together. Family mediation was explained as a means of resolving conflicts through a simulated mediation and meeting with a family mediator. A legal information guide on the most recurring issues of young mothers has also been produced and 600 copies will be distributed in winter 2020. A guide to facilitating legal workshops is also available for practitioners working with this audience.

On May 30, 2019 the appointment of BC's first independent Human Rights Commissioner was announced. The Human Rights Commissioner is a non-partisan officer of the legislature responsible for promoting and protecting human rights, with a key function of educating British Columbians about human rights. Since stepping into the role, the Commissioner has initiated several key projects including: a province wide outreach and engagement tour with community partners; a 'No Wrong Door' project with the BC Human Rights Tribunal and Human Rights Clinic, aimed at improving access to the human rights system for citizens across BC; and, a number of speaking engagements.