

# Goal 1

## Goal 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.

## Address Everyday Legal Problems

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 2018 the range of triage, information and referral services expanded across the country.

## Triage and Guided Pathways

Community Legal Education Ontario launched *Justice pas-à-pas*, the French language complement to its *Steps-to-Justice* site. It has guided over 1 million users through 495 legal information modules to plain language information, links to forms and referrals to supports. *MyLawBC.com*, a diagnostic and triage website, was updated by the Legal Services Society in response to user feedback. Its Dialogue Tool now offers a negotiation platform that lets people co-create separation agreements online, managing early stages of family transitions. L.S.S. also updated the backend tool for its guided pathways with plans to make it open source. The Family Justice Resource Centre in the Winnipeg courthouse provided triage and assistance filling out court forms to self-represented litigants. Pro Bono Ontario's Legal Hotline answered callers' questions about civil and family law issues. Summary advice was provided by legal aid in Nova Scotia and New Brunswick to people trying to understand a legal dispute. The Law Society of BC advocated for universal triage as part of its Vision for Publically Funded Legal Aid.

Steps to Justice / Justice pas-à-pas  
online navigator had

**1 million +**  
VISITORS



**495**  
LEGAL INFORMATION  
MODULES

## Effective Referrals

A2JBC continued its support of the Family Justice Pathfinder Project, connecting families to services. It worked with students at TRU to develop a tool to help intermediaries make effective referrals, expanding the effectiveness of the project. Alberta Justice's *Call, Click, Come-in* service made referrals to ~25,000 people every month through either its Contact Centre or its eight courthouse based Centres. The People's Law School relaunched BC's Dial-a-Law service as an online resource at *dialalaw.ca* offering information on 130 everyday legal problems.

**17,000**  
PEOPLE / MONTH

assisted by Alberta's Call, Click,  
Come-in Service



**8000**  
ALBERTANS

had one-on-one help understanding  
court processes at 8 Resolution  
Support Centres locations

## Building Legal Capability

Increased legal capability makes it easier for people to prevent or respond to conflicts. The Canadian Bar Association promoted its *Legal Health Checks and Preventative Lawyering Toolkit*, resources to help lawyers build the legal capability of their clients. The CBA's Alberta branch developed Law Day activities centered around Legal Health Checks and its Dial-a-lawyer event. The BC Provincial Court published a *Guide to Disputing Tickets* and its *Court Support Person Guidelines*, both available on its website. The Chambre des notaires held a Citizens' Commission on family law in Quebec. The Saskatchewan Access to Legal Information Project, a partnership between CREATE Justice, Saskatchewan Legal Aid and other legal sector partners began its examination of early access in the province.

## A2J Week

Annual public and community events were held in four provinces during A2J Week in October. The Action Group on Access to Justice (TAG) hosted programs on mental health, Indigenous language services and family law. An educational program offered by a cross-sector group of volunteers in Sault Ste. Marie invited an elder of the Garden River First Nation to speak with high school students about the significance of the eagle feather. In BC, students from all three law schools participated in sessions focused on empathy and understanding of self-represented litigants' needs. Activities took place for the first time in Alberta, focused on online programming. A2J Week activities run by the Saskatchewan Access to Justice Network included programming for students, legal professionals and the public.

## Legal Information Sessions

Mediation Services offered free community information sessions in Manitoba. The Public Legal Education and Information Unit of Alberta Justice provided courses on family justice matters. Educaloi ran sessions on Navigating Health Care and Investing for Seniors in Quebec while the Chambre des notaires helped with Juripop's legal clinics. The Legal Help Centre offered 19 educational workshops on small claims, estates, family law and police interactions in Winnipeg. Association des juristes d'expression française de la Nouvelle-Écosse offered free phone or in-person services at the Bilingual Legal Information Centre in Nova Scotia. PLEA launched a website for the *Listen Project*, providing resources for survivors of sexual assault in Saskatchewan. The Greater Montreal Centre de justice de proximité ran information sessions on housing and consumer law for newcomers learning French. In Manitoba, CLEA ran a wills and estates conference, a speaker's bureau and a Community Legal Intermediary Training Course focused on legal capability.

Videos to assist self-represented litigants were produced by both Nova Scotia Legal Aid and the Nova Scotia Courts. High school students were invited to the "Spread the Love" Day at the courthouse and information sessions were delivered in partnership with Phoenix Youth Programs and reachAbility in Halifax. Saskatoon's community legal clinic, CLASSIC, focused on empowerment in its self-advocacy workshops. The Ontario Justice Education Network ran workshops for youth living in social housing about their rights with police. It delivered skills trainings for newcomers, young mothers and youth. In St. John's legal information sessions were held at the penitentiary. PLIAN also launched new resources for refugees, recent immigrants and temporary foreign workers in Newfoundland focused on residential tenancies, labour standards and family law. Community Legal Information Association of P.E.I. provided free presentations in the community and Islanders were invited to educational sessions at the Charlottetown Law Courts. Pro Bono Quebec partnered with Ungava Tulattavik Health Center to provided services and information sessions for women in Kuujuaq. It also launched the new version of *Quebec's Free or Low-Cost Legal Resources Directory* with updated information on 400 community supports at [boussolejuridique.ca](http://boussolejuridique.ca).

PLEIS-NB's toll-free bilingual family law information line assisted

**2000**  
UNIQUE CALLERS 

## New Resources on the Law

Print, video and audio resources about the law continued to be updated and expanded to meet the needs of more communities and to reflect changing laws. The Canadian Forum on Civil Justice published infographics on the different resolution options in family law. Legal Aid Ontario translated five of its brochures into the ten most-requested languages. The Law Society of Nunavut published a new comic on eviction issues in the territory. Educaloi completed new videos with complementary workshops on consumer rights, wills under the Indian Act and common legal issues faced by youth. Public Legal Education Association of Saskatchewan finalized new housing, family law and democracy resources and launched [teacher.plea.org](http://teacher.plea.org).

LawNow magazine published plain language information and commentary about the law. Community Legal Education Association in Manitoba distributed 5849 print publications including new brochures on wills, estates, powers of attorney and health directives. PLEIS-NB revised its Small Claims Court guide and created nine new family law fact sheets, in English and French, that were posted online and mailed out to key stakeholders.

Manitoba's Community Legal Education Association distributed

 **5849**  
PLAIN LANGUAGE  
LEGAL PUBLICATIONS  
and had  
**344,685**  
VISITS to the WEBSITE

BC residents looking for legal information made

**997,638**

VISITS to the BC PROVINCIAL  
COURTS WEBSITE



**850,000**

VISITS to the JES of BC'S WEBSITE

## Finding the Law Online

Over 850,000 British Columbians visited one of the Justice Education Society's websites. 250 organizations were posted on the National Self-Represented Litigants Project online directory. Nova Scotia's Legal Information Society maintained its Wills App and offered a new Small Claims App. The Law Societies in Ontario and the Northwest Territories both updated their websites to focus on public access to information, lawyer referrals and resources. The wikibook *J.P. Boyd on Family Law* continues to offer up-to-date information about the system. The Quebec Ministry of Justice promoted legal services across social media. The BC Provincial Court was active on Twitter and its biweekly newsletters explaining court processes had 60,431 views.

## Reaching More People

Justice Canada used a gender lens to highlight equality in its legislative drafting and reform. The Law Foundation of BC granted \$2 million to public legal education and information. In Ontario, Law Foundation funding produced 79,595 text, video and audio resources and trained 38,427 youth and adults. The Law Society of Ontario launched a public awareness campaign - *Our Society is Your Society* - in print, transit, radio and digital media to generate understanding of what the LSO does and how the public can access legal services when they need them.

The Law Foundation of Ontario  
funding resulted in

**38,427**  
YOUTH and ADULTS  
RECEIVING TRAINING



**79,595**  
TEXT, VIDEO, AUDIO RESOURCES