

# Goal 2

## Goal 2: Meet Legal Needs

**2.1 FOCUS ON LEGAL NEEDS FOR EVERYONE** - Focus on addressing service gaps for basic, essential legal services including family law, wills, employment, housing and consumer issues.

**2.2 ENCOURAGE INNOVATION** - Develop and expand alternative ways to get legal help including different kinds of professionals, partnerships or ways of doing business.

**2.3 EXPAND SCOPE OF LEGAL AID** - Make legal aid available to more people and for a wider range of legal problems.

**2.4 FOCUS ON ACCESS TO JUSTICE** - Emphasize the responsibility of lawyers and paralegals to fill access to justice gaps.

## Meet Legal Needs

Meeting everyone's legal needs means building on what is already working and expanding and adapting service models to make more legal services available to more people. This includes legal help for the wide range of legal issues that people face, in language they understand, to pursue the legal options that work best for them. Meeting legal needs means expanding and innovating legal services while also maintaining existing legal aid and pro bono.

Meeting legal needs also requires finding ways to deliver legal services in different languages, reflecting different approaches to dispute resolution, available across big distances. Technology and creativity are being used to meet the same range of needs in remote and rural communities as in cities. New court-based models and alternatives to litigation are being integrated as dispute resolution options in both cities and small communities. This summary of projects and changes to legal services are some of the new ways to meet legal needs instituted in 2018.

## New Legal Services

Local and regional service providers developed new services to meet legal needs. The Ministry of Attorney General opened five Parent Legal Centres in BC, with the Legal Services Society providing early intervention in child protection cases, improved access for Indigenous people and legal aid for on reserve matrimonial property disputes. A2JBC and the Family Justice Pathfinder added guided pathway referral services and a new tool, developed by law students, to assist intermediaries. BC's Collaborative Roster Society provided access to an interdisciplinary team for people who meet low-income eligibility. Nova Scotia Legal Aid piloted an early resolution model in child protection cases. CLASSIC, a community-based legal clinic in Saskatoon, offered walk-in legal advice in 25 areas of law. Legal Aid Manitoba conducted consultations with Indigenous people and partnered with First Nations to pilot audio, video and digital technologies for remote locations. Mediation Services answered questions about neighbour conflicts and by-law disputes in Manitoba. Justice Canada provided funding for legal aid, victims services and families, supporting local service delivery in territories and provinces. A new residential tenancies portal simplified the process for landlords and tenants in BC. The Legal Help Centre served over 2000 clients at its Winnipeg drop-in clinic and its Family Law and Consumer Protection clinics.

Legal Aid Ontario increased the eligibility cut off by another 6% in 2018 and made changes to its certificate program. Certificates for legal aid services are now available to grandparents in child protection cases, for restraining orders, and for substitute decision makers at the Consent and Capacity Board, including for end of life proceedings. Non-litigation procedures also now qualify for certificates including for mediation, separation agreements, customary care agreements and Aboriginal alternative dispute resolutions processes. Legal aid is now available on an expanded basis in domestic violence situations. In Ontario, the Newfoundland and Labrador, Access Clinics and pop-up legal Clinics were offered in three cities. A wills clinic in P.E.I. helped Islanders make decisions and prepare documents about their wishes. Quebec opened two new Centres de justice de proximité, bringing the total number of CJPs to nine.

## Telephone Access

New telephone services were launched in many parts of Canada, connecting legal professionals with people in

remote communities. In Nova Scotia a partnership with 211 services expanded the availability of legal information. The Legal Information Society of Nova Scotia ran its legal helpline and Live Chat. Nova Scotia Legal Aid offered twice weekly online chats. Legal Aid in the Northwest Territories offered mediation services by phone or skype and NWT court proceedings were available by phone. Access Pro Bono once again established telephone-based legal advice for people displaced by wildfires in BC. Community Legal Education Association in Manitoba offered phone-based legal information and lawyer referrals. Pro Bono Ontario's Legal Helpline took calls from 14,380 people. The BC Ministry of Attorney General piloted a telephone-based service answering employment law questions in over 100 languages.

## Specialized Services

Legal Service Society's *MyLawBC.com* site now lets people easily create twenty-two different styles of wills through automated document assembly. The Ontario government established a fund to support victims of human trafficking. A new Sexual Violence Legal Support Service was established in Newfoundland and Labrador. The Government of the Northwest Territories offered *Parenting After Separation* courses and family law Duty Counsel across the territory. Nova Scotia saw a new Refugee Clinic open in Halifax. LISNS launched a new partnership with the Nova Scotia Health Authority to draft Power of Attorney forms for people living in palliative care. The province also opened its first medical-legal partnership at the children's hospital. Winnipeg's Legal Health Centre conducted outreach to newcomer organizations to assess the legal needs of people arriving in Canada. The Centre de justice de proximité in Outaouais piloted a new small claims project, working with law students. Legal Clinics were run at Gathering Place and Choices for Youth by PLIANS in St. Johns, working with legal partners to provide services to homeless and vulnerable adults and youth. This pop-up clinic model was also offered at a women's shelter and at Memorial University's centre for international students.

The new *Justice in Time* project placed a staff lawyer at a food bank, in doctors' offices and at a youth centre in Hamilton, bringing legal services to people who need them under Legal Aid Ontario's *Mental Health Strategy*. The Integrated Legal Services Office allowed low-income people in Ottawa to get family, immigration and refugee

advice at the same location. LAO delivered legal services at the Rexdale Community Hub in Toronto, integrated with health, employment and social services. A new pilot in the Yukon started training Yukon-based Gladue writers to prepare Gladue Reports for Indigenous offenders.

### New Courthouse Approaches

A Court of Appeal Legal Assistance Clinic and Small Claims Legal Assistance Clinic were both offered in Newfoundland and Labrador, providing help to self-represented litigants in the courthouse. Justice Canada funded new Indigenous court workers. Albertans can now get resolution support and information services in eight court-based locations. In Manitoba Courts, self-represented litigants can get mediation, assistance and alternative to court options at the Family Justice Resources Centre.

### New Legislation

The BC Human Rights Code was amended to reflect public recommendations, re-establishing the independent Human Rights Commissioner with a mandate to protect and educate British Columbians. BC made it possible for people who do not identify as either female or male to display X as a third choice in the gender field on government-issued identification. The Ministry of Attorney General also ensured that strategic lawsuits cannot be used to prevent British Columbians from participating in or expressing their views on issues of public interest. New Brunswick passed its new Intimate Partner Violence Intervention Act.

Pro Bono Ontario's new Free Legal Advice Hotline served

**14,380**  
CALLERS



**81%**  
INQUIRIES

were resolved by the Hotline

### Pro Bono

Pro Bono organizations across the country connected lawyers willing to provide free legal advice with individuals, non-profits and small businesses. They each also delivered targeted projects to meet specific needs. Pro Bono Alberta offered its Civil Claims Program in courts. Pro Bono Ontario ran Power of Attorney clinics and a consumer protection initiative focused on the elderly. It also expanded its amicus duty counsel program to support self-represented litigants. Pro Bono Students Canada helped the Community Legal Education Association in Manitoba to make all of its legal information available in French. Pro Bono Saskatchewan delivered 12 free clinics in locations where vulnerable people already receive services, such as at the Salvation Army. It also ran seven Panels connecting people to volunteer lawyers with specialized expertise. Pro Bono Quebec offered its mobile legal clinic on family law and assisted low-income families in hospital.

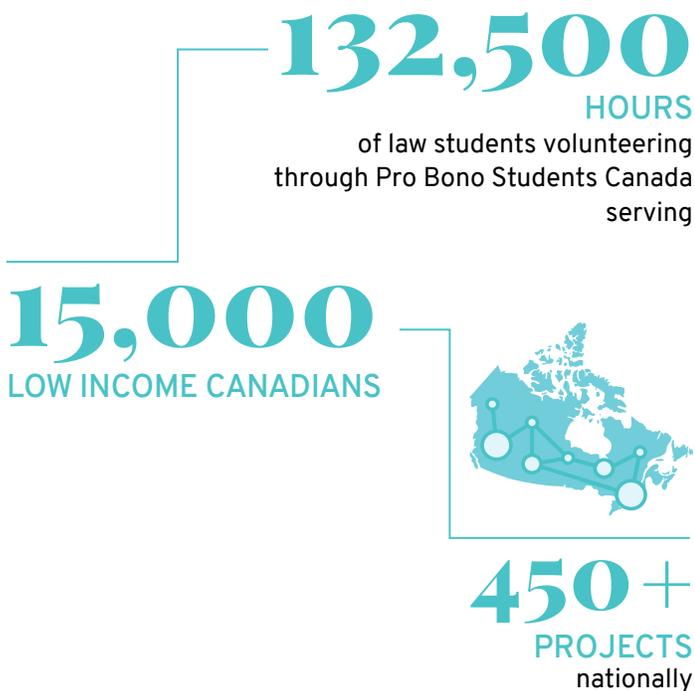
**3800+**  
INDIVIDUALS  
helped through  
Pro Bono Alberta

over  
**2900**  
HOURS  
of pro bono  
legal services



**680**  
VOLUNTEERS

Lawyers  
Articling students  
Law students



licensees. The Law Society of New Brunswick expanded the scope of practice for students-at-law. The Law Society of BC expanded the roles for articling students and created a Designated Paralegal category. It also requested that the province change the Legal Profession Act to allow for a new class of legal service provider, initially in family law. The government passed the amended legislation, paving the way for paralegal services in the province.

### Reaching More People

The Law Foundation of BC funded services in every community with 10,000 people or more. The Association of Community Legal Clinics of Ontario provided legal information and advice to over 240,000 low income Ontarians at 17 speciality and 57 geographic clinics across the province. Projects funded by the Law Foundation of Ontario engaged 3,359 lawyers, paralegals and law students to provide 98,713 hours of pro bono legal advice to 44,492 clients.

### Unbundling Legal Services

The People’s Law School launched unbunling.ca to help people in BC work with lawyers offering unbundled legal services. In Alberta a roster of 60 lawyers is offering unbundled legal services connected through a website that shares J.B. Boyd’s research into the needs and service options. Riverside Family Law and Adjudication launched *SaskFamilyLawAdvisor.ca* website promoting unbundled legal services and coaching.

### Changing the Practice of Law

Ontario’s Law Society published *An Abiding Interest*, a report on how the LSO can support the work of Legal Aid Ontario. The Law Society of Alberta investigated options for part-time legal practice to make it easier for more lawyers to stay in private practice, increasing the legal services available. BC conducted an independent Legal Aid Services Review, inviting submissions about legal aid needs in the province.

Law Societies in many provinces worked with their respective ministries of justice to explore alternative practice models. In Saskatchewan, in partnership with CREATE Justice, the Law Society initiated an Alternative Legal Service Providers project. Manitoba’s Law Society requested a change to the legislation to create new categories of service providers including technicians or paralegals, non-profits and limited