

# INNOVATE

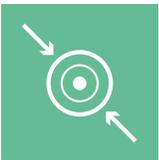
**7.1 KEEP TRACK OF WHAT IS WORKING**

Create a culture of innovation in the justice system by focusing on new ideas and learning about successes and failures.

**7.2 SHARE GOOD IDEAS**

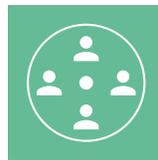
Promote the sharing of new models, ideas and successes to expand the impact of innovation.

**Projects advancing this goal**



40

**Organizations identifying this goal as their primary focus**



4

**HIGHLIGHTS**

Transform the Family Justice System Collaborative introduced by A2JBC

Seniors

linked to volunteers and services to complete personal healthcare directives through an app offered by Legal Information Society of NS

210 lawyers

joined Ontario's Family Law Limited Scope Services project providing services in 24 languages

Artificial Intelligence Regulatory Sandbox

introduced by the Barreau du Québec

## What is JDG#7 About?

There are genuine challenges to innovation in the justice sector, including the need to protect the independence of the judiciary and the bar that creates separation between institutions and groups. The culture of precedent and tradition has hindered experimentation. Given the extent of the A2J challenge, the sector is changing, adopting new thinking, flexibility, experimentation and user-centred approaches.

In 2020, the sector took user-centric innovation and design to heart, trying new service delivery models and tools based on the direct input of people. The sector expanded its exploration of AI and other technological tools to provide greater information and autonomy to individuals with legal issues.

## Transforming Service Delivery

The **Barreau du Québec** introduced its Artificial Intelligence Regulatory Sandbox, whose activities aim to support and encourage existing initiatives in the field of AI and other technological innovations in the practice of the legal profession, and align these initiatives with the regulatory and legislative regime applicable to the practice of the legal profession in Quebec. The sandbox will look at New Practice Models for the Legal Profession, AI Tools for Lawyers and AI Tools for the Public.

In BC, the **Environmental Appeal Board, Forest Appeals Commission, and Oil and Gas Appeal Tribunal** introduced an Electronic Hearing Project, transitioning appeal hearings from paper-based to live electronic hearings. They conducted multiple training sessions with parties, participants and staff and developed in-house hearing procedures. These matters are now all livestreamed for accountability and transparency, providing web-links to allow any member of the public to observe hearings in real time.

The **Family Resolution Service** of Manitoba Justice introduced the Family Law Modernization initiative using co-design (Design Thinking, Innovation Engineering, Behavioural Insights) to shift family law services delivery, building on the benefits of earlier interventions and an out of court model. A public engagement report in January 2020 showcased the innovation efforts including client journey mapping which aligned efforts of over 20 public, private and community service providers and co-design sessions with families, adult children and cross-sector service providers generated over 250 ideas for change. A Collaboration Table was initiative by the Minister of Justice

to guide efforts for a continuum of affordable services using a single-team approach aligning efforts across sectors. 5000 Manitobans have benefited from this initiative.

In 2020, A2JBC developed a practical plan for leadership to address child wellbeing issues in the family justice system, based on brain science, Adverse Childhood Experiences, and resilience research. A diverse working group including youth and other sector leaders looked critically at approaches used in other jurisdictions and sectors. It applied an Indigenous lens. Work was done, in collaboration with Alberta, to develop a strategic mapping approach that aligns participating organizations around common objectives, evaluates success with common measures and visually tracks targets and actions.

**Courthouse Libraries BC** created Lawbster, a closed community online platform to help legal practitioners connect, share precedents, papers and other resources, engage in dialogue and build relationships around the profession.

Ontario's **Family Law Limited Scope Services Project** is a private-bar driven collaborative effort to improve access to family justice for Ontarians through the use of limited scope retainers, legal coaching and summary legal counsel. The project facilitated access to, and use of, unbundled legal services through its website with a province-wide roster of trained lawyers. People searched the website by location, type of service, languages spoken or the name of a particular lawyer. In 2020 there were 210 lawyers on the directory located in more than 56 municipalities in Ontario. 91 of the lawyers provide services in 23 languages in addition to English. 43,400 people have benefited from this initiative.

The **Law Society of Alberta** developed a pilot for active part-time status and fees for lawyers. This pilot was the result of data gathered through feedback and surveys from lawyers and the Retention and Reengagement Task Force Report, in alignment with the Law Society's goals of furthering equity, diversity and inclusion in the profession and supporting access to justice for the public.

**BC** amended the legislation to allow people to remotely witness wills without the need for a lawyer and to recognize electronic wills. This will particularly benefit the elderly in care homes, when in person visits are limited. People who live in rural areas and small towns will also benefit by more easily accessing remote will-making services.

## Innovating Tools for the Public

The **BC Better Justice Lab**, opened in 2020, aims to radically improve the ability of online tools to predict case outcomes for legal system users. The project chose an existing solution explorer from the BC Property Assessment Appeal Board and radically improved it through both gamifying the process and by implementing AI solutions to allow for people to upload data to support their claim. The goal is to allow people to reduce their time, expense and effort in assessing whether they will have success in validating their legal rights.

The **Legal Information Society of Nova Scotia** introduced the Seniors' Navigator Project providing online training for community volunteers who help seniors in their communities by telephone to use the Personal Directive App to complete their personal healthcare directive. The App creates a finished form. An online matching platform automatically matches a person looking for help with a volunteer. Law students support the program by becoming trained navigators.

In Nova Scotia, the **Department of Justice** launched SmartLink, an app that allows individuals in the community to check in with community corrections using facial and voice recognition. The app allows individuals to self-report life changes and provides them with calendar events, reminders and direct access to service providers to assist with their reintegration into the community. The app reduces the need for in-person reporting and, in 2020, was implemented across the province.