



THE CANADIAN
BAR ASSOCIATION
L'ASSOCIATION DU
BARREAU CANADIEN

Selected Inventory of Initiatives to Improve Access to Justice for the Middle Class

A Working Paper* for

Underexplored Alternatives for the Middle Class

Envisioning Equal Justice
An Initiative of the Canadian Bar Association

February 2013

This Appendix contains 2 “inventories” of current initiatives to improve access to justice for the middle class, and 6 “Working Papers” that were used to create the final Discussion Paper for Building Block 5, *Underexplored Alternatives for the Middle Class*.

While the Discussion Paper is edited and translated, the Working Papers (with the exception of “*Tension at the Border*”: *Pro Bono and Legal Aid*.) have not been and are provided for additional detail only. Please do not copy, distribute or quote from the Working Papers without written permission.

Table of Contents by Type of Initiative

- * The Selected Inventory was prepared for the CBA by Elena Haba in 2012, while she was an LLB candidate at McGill University Faculty of Law. The nature of the task is such that we may have inadvertently missed some programs. Some initiatives will change over time. We invite your help to identify omissions, correct errors or to provide updates from your region or program. Please contact Gaylene Schellenberg at gaylenes@cba.org

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A2J Software

| | |
|----------------------|--|
| Website: | www.a2jauthor.org |
| Location: | US, and common-law jurisdictions of Canada |
| Status: | In service since 2010 |
| Target Group: | Individuals with significant levels of literacy and comprehension |
| Provider: | Chicago-Kent College of Law Centre for Access to Justice and Technology |
| Service: | Website assists with preparation of court documents and provides context for the individual's issue within the justice system. |

BC Supreme Court Self Help and Information Centre

| | |
|----------------------|--|
| Website: | http://www.supremecourtselphelp.bc.ca |
| Location: | British Columbia |
| Status: | In service since 2005 |
| Target Group: | Unrepresented litigants |
| Provider: | Justice Access Center in Vancouver |
| Service: | Website provides self-help and information services to make it easier for unrepresented litigants to understand steps needed to complete throughout the trial process. It also provides guidebooks on general legal matters, information on civil and self-help topics, as well as references to services available through the Vancouver Justice Access Centre. Information about alternative dispute resolution methods is also available. |

Family Law Project

| | |
|----------------------|---|
| Website: | www.law.utoronto.ca |
| Location: | Ontario |
| Status: | In service since XX |
| Target Group: | Unrepresented litigants |
| Provider: | Pro Bono Students Canada in collaboration with Osgoode Hall Law School |
| Service: | Assists unrepresented litigants to prepare for trial, offering advice from a duty counsel or a Family Law Information Center advice lawyer to complete court forms. Student assistance is available at three family courthouses (Brampton, North York or Toronto). |

Hearing Preparation Service

| | |
|----------------------|--|
| Website: | www.ajbm.qc.ca |
| Location: | Quebec |
| Status: | In service since XX |
| Target Group: | Unrepresented litigants |
| Provider: | Young Bar Association of Montreal |

Service:

Assists the public to prepare for hearings before the Court of Quebec-Small Claims Division, the Labor Relations Commission or the Regie du Logement. Individuals can meet with a volunteer lawyer for approximately twenty minutes at no cost. The lawyer advises on how to prepare the file and on the process at the hearing, but does not provide legal advice. This service is only offered to parties which are not represented by a lawyer, and who have received a summons to before these particular courts/commissions in the district of Montréal. Service is available by appointment only, and places are limited.

I- CAN

| | |
|----------------------|--|
| Website: | www.icandocs.org |
| Location: | USA |
| Status: | In service since XX |
| Target Group: | General public |
| Provider: | Legal Aid Society of Orange County |

Service:

Kiosks with touch-screen computers provide clients with court forms and access to other services such as help filing for Earned Income Tax Credit, divorce, child support, small claims and notice of motions. They also provide instructions on the steps to follow once the forms are filed and explanations about court procedures. Users can create an account allowing them to save the forms, to complete them at a later time, or to check the status of documents filed online. The service is primarily free, but documents can be filed online for a nominal sum.

Information Guides

| | |
|----------------------|--|
| Website: | www.fondationdubarreau.qc.ca |
| Location: | Québec |
| Status: | In service since 1998 |
| Target Group: | General public |
| Provider: | Fondation du Barreau du Quebec |

Service:

Creates and distributes guides to provide legal information and assist unrepresented litigants. Guide topics include seniors' legal rights, self-representation, cultural diversity and the law, family disputes, etc. All publications can be downloaded free from the website of the Fondation du Barreau du Quebec.

Interactive Civil Procedure Rules and Forms

Website: www.courts.ns.ca/Rules/toc.htm

Location: Nova Scotia

Status: In service since 2011

Target Group: Litigants in Nova Scotia

Provider: Courts of Nova Scotia

Service:

Interactive online forms project that provides access to new civil procedure rules and forms on the Courts' website. The forms can be filled out on the user's computer, but must be submitted as hard copies at the courthouse.

Law Help Ontario

Website: www.lawhelpontario.org

Location: Ontario

Status: In service since 1999

Target Group: Unrepresented, low-income civil litigants at the Superior Court of Justice and Small Claims Court

Provider: Pro Bono Law Ontario

Service:

In Toronto and Ottawa, Law Help Ontario operates self-help centers for low income, unrepresented litigants appearing before Superior Court or Small Claims Court. Lawyers provide pro bono assistance for limited civil matters (no family or criminal law), including general information, information about starting and defending suits and motions, and 30-minute legal advice sessions. Law Help Ontario also maintains a website containing self-help materials, interactive court forms, interview-based document generators, guidebooks, and videos on self-representation. It operates "Law Help Live", a live chat where users can interact with a member of Law Help Ontario to receive legal information and referrals to the Centre's programs. This service is available three times per week.

Mobile Self-Help Center

Website: www.ventura.courts.ca.gov

Location: California, United States

Status: In service since 1999

Target Group: Unrepresented litigants

Provider: Ventura Superior Court

Service:

A customized mobile home offers self-help materials, video terminals, and computers for those who cannot access other self-help centers. It also provides information about alternatives to civil litigation in resolving conflict, and other community and public social service agencies.

Volunteer lawyers and student interns service the mobile home.

Online Interactive Court Forms

Website: www.interactivecourtforms.ns.ca

Location: Nova Scotia

Status: In service since 2006

Target Group: Unrepresented litigants

Provider: Nova Scotia Department of Justice

Service:

Interactive program for Small Claims Court forms assists unrepresented litigants to prepare for Small Claims Court appearances. The interactive process allows litigants to produce a completed Notice of Claim and a partially completed Affidavit of Service.

Self-Help Centre Project

Website: XXX

Location: Prince Edward Island

Status: In progress

Target Group: Unrepresented litigants

Provider: PEI Community Legal Information Association and the Law Society of Prince Edward Island

Service:

Pilot project to build a court-based legal information centre with a focus on family law, and more specifically custody and access issues. Publications and support materials are being developed.

Unrepresented Litigants Project

Website: www.novascotia.ca/just

Location: Nova Scotia

Status: In service since 2001

Target Group: Unrepresented litigants

Provider: Nova Scotia Department of Justice

Service:

Provides information and programs to assist unrepresented litigants and contribute to more effective and efficient use of the court's time. The project has recently expanded to include information brochures and guidelines in both official languages.

B. Public Legal Education and Information

1-800-Notaire

| | |
|----------------------|--|
| Website: | www.1800notaire.ca |
| Location: | Quebec |
| Status: | In service since 2007 |
| Target Group: | General public |
| Provider: | Chambre des Notaires du Quebec |

Service:

This is a toll-free telephone line for Quebec based calls allowing users to speak free of charge with a qualified notary. Operators provide general legal information and, whenever necessary, direct the caller to other organizations appropriate for their needs. The call center is staffed with 13 part time operators, and handles around 300 calls per day, for an average of 70,000 calls per year. The website provides general legal information about family law, succession and wills, real estate law and commercial law. Useful links to information about finding a notary and other law related service providers are available.

211

| | |
|----------------------|--|
| Website: | www.211ontario.ca |
| Location: | Ontario |
| Status: | In service since 2007 |
| Target Group: | General public |
| Provider: | Ontario |

Service:

211 is a three-digit phone line and website that provides general information and referrals to community and social services in Ontario. The agency that also provides information on legal issues. It does not offer legal advice. The content of the website and updates are provided through Facebook, Twitter, Flickr, YouTube and RRS feeds.

Alberta Family Law Tool Kit Project

| | |
|----------------------|--|
| Website: | www.justice.gc.ca |
| Location: | Alberta |
| Status: | In service since 2003 |
| Target Group: | General public/particularly organizations in rural areas |
| Provider: | Public Legal Education Network Alberta in partnership with Medicine Hat College, Justice Canada and the Alberta Law Foundation |

Service:

The project provides training and information about family law by means of a brown box (the toolbox) filled with resource information on family law. It provides resources for community centers, organizations and workplace supervisors to prevent and react appropriately to situations of domestic violence.

Association des juristes d'expression française de la Colombie Britannique

| | |
|----------------------|--|
| Website: | www.ajefcb.ca |
| Location: | British Columbia |
| Status: | In service since 2000 |
| Target Group: | General public (Francophone) |
| Provider: | Association des juristes d'expression française de la Colombie Britannique |

Service:

Promotes access to justice for francophones in British Columbia, by providing information and guidebooks about general issues including family law, tenancy law, labor law, language rights and the judicial system, as well as the judicial evolution of the interpretation of language rights. It provides an online directory of French speaking lawyers in British Columbia and organizes activities to familiarize the public with the judicial system. It provides access to the material used in workshops given by the Conseil scolaire francophone on consumer law, copyright law and criminal law.

Centre for Public Legal Education Alberta (previously Legal Resource Centre) (also LawCentral Alberta, LawCentral Canada, and LawCentral Français)

| | |
|----------------------|--|
| Website: | www.cplea.ca |
| Location: | Canada |
| Status: | In service since 1975 |
| Target Group: | General Public |
| Provider: | Center for Public Legal Education Alberta |

Service:

The Legal Resource Centre started operating as the Centre for Public Legal Education Alberta on January 1 2012. It consists of a multi-disciplinary team of lawyers, librarians, teachers, and web specialists that use a collaborative approach to develop materials and strategies for teaching people about the law. It manages over thirteen websites, fifty publications, numerous podcasts, school programs, a collection of materials on public legal education for education providers, and a legal guide e-store so users can order free copies. LawCentral Alberta, LawCentral Canada, and LawCentral Français are national portals for law and justice resources and services.

LawNetCanada is the only nationwide service dedicated to making law and justice resources available in either official language. Canadian Legal FAQs is an online encyclopedia of over 1,000 answers to frequently asked questions on 25 legal topics.

The Residential Tenancies Legal Information Program operating the Laws for Landlords and Tenants in Alberta website, providing plain language information on housing law in Alberta. Staff also conduct presentations on landlord and tenant rights, answer reference questions, and develop information booklets and sample agreements.

Training sessions are provided at teacher's conventions, library meetings, law-related conferences, and for special groups such as the staff from women's shelters across Alberta. The topic and approach of the session are tailored to the specific group. Website content, legal information and updates are provided through Facebook, Twitter and a blog (Blogosaurus Lex).

Clicklaw

| | |
|----------------------|--|
| Website: | clicklaw.bc.ca |
| Location: | British Columbia |
| Status: | In service since 2009 |
| Target Group: | Individuals in need of initial legal information |
| Provider: | Clicklaw, through the contribution of over 24 different organizations. |

Service:

Clicklaw offers practical legal information about rights and responsibilities, and options for solving legal problems. It operates a toll-free number for callers to obtain legal information or advice. It provides resources to help users learn about the laws that affect BC citizens and the functioning of the legal system, and about legal reform and legal innovations. It offers services in over fifteen languages. Web content, legal information and updates can be accessed through Facebook, Twitter, and an in-site blog.

Community Justice Center of Rimouski and Quebec

| | |
|----------------------|--|
| Website: | www.justice.gouv.qc.ca |
| Location: | Quebec |
| Status: | In service since 2009 |
| Target Group: | General public |
| Provider: | Quebec Minister of Justice, in collaboration with the Barreau du Quebec and the Chambre des Notaires du Quebec |

Service:

This service provides access to free legal information, a referral system, support sessions to demystify the justice system, information about alternative methods of dispute resolution and assistance to fill out forms related to the judicial process. The centers attempt to provide a “one-stop” shop for access to information about the justice system. The centers are staffed by volunteer lawyers and notaries.

Community Legal Education Association (Manitoba) Inc. (CLEA)

| | |
|----------------------|---|
| Website: | www.communitylegal.mb.ca |
| Location: | Manitoba |
| Status: | In service since 1984 |
| Target Group: | general public of Manitoba |
| Provider: | Funding provided by: The Manitoba Law Foundation, Justice Canada, The Law Society of Manitoba |

Service:

Community Legal Education Association (CLEA) provides public legal education and information services to Manitobans through several core programs.

Legal Information Publications – CLEA publishes and distributes printed material, most of it free, on a variety of legal subjects. We have also produced several booklets for unrepresented litigants: Uncontested Divorce Guide, Small Claims Guide and Probate Court Guide for Small Estates.

Speakers' Bureau – CLEA operates a Speakers' Bureau of volunteer lawyers and other service providers who donate their time each year providing legal information presentations to the community. Topics include: family law, criminal law, consumer law, wills and estates, law as a career.

Community Legal Intermediary Training Courses (CLI) – The introductory CLI course is a ten week course. Sessions are held once a week. Each week a lawyer or other legal service provider presents on a legal topic. The topics include: an introduction to the justice system, criminal law, family law, family violence, consumer law, mediation options, poverty law, small claims court, youth justice and employment law.

The Law Phone-In & Lawyer Referral Program provides legal information and general legal advice by phone and email. The service is accessible toll-free from anywhere in Manitoba. Callers can also be referred to appropriate law-related agencies or to a lawyer listed on the lawyer referral panel. Lawyers participating in the lawyer referral program have agreed to provide a free initial half hour consultation. The Law Phone-In program is staffed by two lawyers and handles on average between 7,000 and 8,000 calls annually. Students through Pro-Bono Students Canada also assist during the school year.

CLEA also offers an annual law conference and has legal information on its website, including over 300 frequently answered questions on various areas of the law.

Community Legal Education Ontario

Website: www.cleo.on.ca
Location: Ontario
Status: In service since 1974
Target Group: General public
Provider: Community Legal Education Ontario

Service:

CLEO creates and distributes approximately one million printed legal guides designed to provide information about legal rights and how to access legal services. Topics covered by the guides include landlord and tenant law, refugee and immigration law, workers' rights, family law, elder abuse and consumers' rights. Publications can be found in pdf format on the Clinic's website. CLEO spearheads the Connecting Communities initiative, a three-year pilot project to increase access to justice for linguistic, rural and remote communities by building the capacity of community based agencies to identify legal issues and provide basic legal information.

Community Legal Information Association of Prince Edward Island

Website: www.cliapei.com
Location: Prince Edward Island
Status: In service since 1985
Target Group: General public
Provider: Community Legal Information Association

Service:

This service provides publications, videos and kits to facilitate comprehension and navigation of the justice system for the public. Topics include wills and estates, the court process, family law, criminal law, housing and property law and health matters. It operates a toll-free inquiry line that provides information, referrals and support to individuals dealing with legal issues. Legal

consultations are provided at a nominal sum. The service provides speakers for presentations concerning the justice system, legislation updates and the law. Website content can also be accessed through Facebook, Twitter and Youtube.

Coventry Law Centre Website

| | |
|----------------------|--|
| Website: | http://www.covlaw.org.uk |
| Location: | United Kingdom |
| Status: | In service since 2010 |
| Target Group: | Fully accessible to blind, partially sighted and other visually impaired users |
| Provider: | Funded by Coventry City Council and Big Lottery as well as private donors |

Service:

The website contains information on getting legal advice, and has a full range of leaflets on various legal subjects. The website uses speaking browsers and specialist adjustments to allow visually impaired users to access the site and its contents.

Dial-A-Law

| | |
|----------------------|---|
| Website: | www.dialalaw.org |
| Location: | British Columbia |
| Status: | Operating since 1983 |
| Target Group: | General public |
| Provider: | Funded by the Law Foundation of British Columbia and operated by the Canadian Bar Association BC Branch |

Service:

Dial-a-Law operates a library of scripts prepared by lawyers containing general information on a variety of legal topics. The information is available in English, Chinese and Punjabi, is accessed through the Internet (www.dialalaw.org) and by a toll-free telephone line operated 24 hours a day, 7 days a week. Legal advice is not provided.

Educaloi

| | |
|----------------------|---|
| Website: | www.educaloi.qc.ca |
| Location: | Quebec |
| Status: | In service since 2000 |
| Target Group: | General public |
| Provider: | Barreau du Quebec in collaboration with the Chambre des Notaires and the federal and provincial justice ministers |

Service:

Legal information service, operated through a website, is aimed at helping members of the general public understand their rights and the justice system. Showcases legal information sheets and videos on a broad range of topics (family law, criminal law, labor law, etc.).

It provides an interactive tool (Côtécour) that introduces users to the different steps in a trial,

explaining the types of cases each court hears and the roles of people involved in the court process. Through the youth zone section of the website, Educaloi provides information in an easy-to-understand format for young adolescents, to familiarize them with the justice systems, as well as their rights and obligations. Teachers can access legal education activity sheets and suggestions to include in their lesson plans. It also designs and produces plain language legal communication tools for organizations in need of this service. It provides information in French and English. Website content, legal information and updates are provided through Facebook, Twitter and News Feeds.

Explore the YCJA

| | |
|----------------------|---|
| Website: | www.ycja.ca |
| Location: | Canada |
| Status: | In service since XX |
| Target Group: | Teachers and youth |
| Provider: | Justice Education Society of British Columbia |

Service:

The website provides information about the Youth Criminal Justice Act. The site is interactive and allows teachers to do online tests that measure the content knowledge of their students. Teachers in British Columbia that do the website course and final examination, receive CPE credits (professional development credit) for it.

Family Law Education for Women

| | |
|----------------------|--|
| Website: | www.onefamilylaw.ca |
| Location: | Ontario |
| Status: | In service since XX |
| Target Group: | Women |
| Provider: | The Metropolitan Action Committee on Violence Against Women and Children |

Service:

The service provides plain language legal information on women's rights under the Ontario family law, including topics like child support, family law arbitration, and domestic contracts. Offers specialized material for aboriginal, francophone, Jewish and Muslim women, as well as for women with disabilities. Most information on the website is available in fourteen languages. All materials can be ordered free of charge online or by telephone. It also provides links to legal and social service organizations and service providers.

Family Law Information Centers

| | |
|----------------------|--|
| Website: | www.attorneygeneral.jus.gov.on.ca |
| Location: | Ontario |
| Status: | In service since XX |
| Target Group: | General public |
| Provider: | Ontario Ministry of the Attorney General |

Service:

FLIC offices are situated in family courts throughout Ontario, and provide free information about divorce, separation, and related family law matters and alternative dispute resolution processes. They operate at seventeen Family Court locations, where an Information and Referral Coordinator is also available.

Family Matters

| | |
|----------------------|--|
| Website: | www.familymatterstv.com |
| Location: | Ontario |
| Status: | In service since 2010 |
| Target Group: | General public |
| Provider: | AdviceScene Enterprises Inc and Island Industrial FX |

Service:

Online TV program discussing the interplay between relationships and the justice system. Justice Harvey Brownstone, a sitting Ontario family court judge, hosts the show. Information on various legal topics are presented in plain language. Topics covered include prenuptial agreements, adoption, surrogate parenting, mediation, and spousal support.

Episodes can be viewed on the show's website or by television broadcasting. As of 2012, the show will begin to air on thirteen independent television stations. DVD's of the episodes can be purchased on the website. The program offers legal research internships to students through Pro Bono Students Canada. Website content, legal information and updates are provided through Facebook, Twitter, RSS feeds and a blog.

Immigrantlegal

| | |
|----------------------|--|
| Website: | www.immigrantlegal.ca |
| Location: | Vancouver, British Columbia |
| Status: | Pilot project since 2012 |
| Target Group: | Immigrants in Metro Vancouver |
| Provider: | Justice Education Society of British Columbia |

Service:

This service creates projects with the goal of enhancing delivery of public legal information and education for immigrants in Metro Vancouver. It provides information about community resources, community plans and referral systems through cross-sectoral workshops with Settlement Agencies, public legal education and information providers, and legal service providers. It offers videos, directories, booklets, fact sheets, links to online resources, and useful forms on employment law, residential tenancy law, family law, Canadian legal values and domestic violence. It hosts training workshops for Settlement Workers, bilingual/bicultural counselors, and other people working with immigrants, and holds community workshops for target linguistic communities in the Metro Vancouver area.

Information brochures

| | |
|------------------|--|
| Website: | www.lsuc.on.ca |
| Location: | Ontario |

Status: In service
Target Group: General public
Provider: Law Society of Upper Canada through libraries, community centers, legal aid offices, etc.
Service:
Informational brochures about law society services and retaining lawyers and paralegals.

Justice Education Society

Website: www.justiceeducation.ca
Location: British Columbia
Status: In service since 1989
Target Group: General public
Provider: Law Courts Education Society

Service:
The Society creates programs and resources to help individuals understand how the Canadian justice system works and how to resolve their legal matters. It provides access to over 50 legal publications, 28 websites, and 50 instructional videos on topics such as administrative law, criminal law, civil law, family law, small claims courts, and BC Courts. Certain publications are available in English, Mandarin, and Punjabi.

Justice Ontario

Website: www.attorneygeneral.jus.gov.on.ca
Location: Ontario
Status: In service since 2008
Target Group: General public
Provider: Ministry of the Attorney General

Service:
The service operates a website and toll-free telephone line so members of the public can access basic information about family law, criminal law, lawsuits and disputes, human rights, estate planning, and tickets and fines. Information is laid out by topic, in a question and answer format, and is available in 173 languages. No legal advice is provided.

Law Week/Day

Website: <http://www.cba.org/>
Location: Nationwide
Status: In service
Target Group: General public
Provider: Canadian Bar Association

Service:
The CBA hosts pro bono workshops, lectures on the law, mock trials, poster/photography/web

design contests, courthouse tours, and exhibits that educate the public on Canada's Justice System and the Rule of Law.

Legal Glossary

| | |
|----------------------|--|
| Website: | www.legalglossary.ca |
| Location: | Canada |
| Status: | In service since 2009 |
| Target Group: | General public |
| Provider: | Vancouver Community College |

Service:

The glossary lists 5000 Canadian legal and court-related terms in plain language, and their equivalents in six other languages (Chinese, Farsi, Punjabi, Russian, Spanish, Vietnamese).

Legal Information Society of Nova Scotia

| | |
|----------------------|---|
| Website: | www.legalinfo.org |
| Location: | Nova Scotia |
| Status: | In service since 1982 |
| Target Group: | General public |
| Provider: | Law Foundation of Nova Scotia, the Department of Justice Canada, the Nova Scotia Department of Justice and private donors |

Service:

The Society provides online legal information resources by topic in a question and answer format, including on family law, seniors' law, employment law and criminal law. It includes a toll-free telephone Legal Information line where users can get answers to legal questions and referrals to services adequate for their legal problems.

It also operates a toll-free Lawyer Referral Service line where clients are referred to lawyers practicing in particular areas of law. There is a fixed rate of \$20 for the first 30-minute consultation, after which the client can decide whether or not to engage the services of the lawyer at the full fee rate.

The Society also operates Dial-a-Law, a pre-recorded legal information service accessible 24/7, where users can listen to information about topics such as family law, employment law, wills and estates, and tenancy law. The service is accessible via landline or on the Society's website. It also provides volunteer speakers to speak to public groups on specific areas of law.

Legal Rights 4 U

| | |
|----------------------|---|
| Website: | www.legalrights4U.ca |
| Location: | National |
| Status: | In service |
| Target Group: | Teachers and students |
| Provider: | Department of Justice Canada, and Justice Education Society of British Columbia |

Service:

Flash-based animation site that uses common scenarios affecting youth to educate them about legal rights and responsibilities. Examples of topics covered include rights and obligations in the car, on a street, at a party, and at the border. The site provides teacher guides and handouts to be used for in-class activities built around the program.

Lipstick Campaign

Website: www.justice.gc.ca

Location: Saskatchewan

Status: Developed in 2003

Target Group: Women in abusive relationships (with a focus on women in rural areas)

Provider: Public Legal Education Association Saskatchewan in collaboration with Justice Canada

Service:

Provides information about help line numbers, locations where legal information and advice is offered and safety tips.

The information is distributed in empty lipstick tubes to women in transition houses, womens' centers, and at doctors' offices or emergency rooms.

"Look at the Law"

Website: www.plea.org

Location: Saskatchewan

Status: In service since XX

Target Group: General public

Provider: Public Legal Education Association Saskatchewan

Service:

Newspaper series carried by weekly newspapers throughout Saskatchewan; articles are published every four weeks. The articles provide general information on a legal topic in plain and easy to understand language. Topics have included common law relationships, the purchase of property, and the right to privacy. An archive of all the articles is available online.

"Melez-vous de vos affaires" Television Program

Website: www.cdnq.tv

Location: Quebec

Status: In service since 2007

Target Group: General public

Provider: Chambre des notaries du Quebec through their dedicated website (www.cdnq.tv)

Service:

The Chambre des notaries du Quebec finances and organizes a weekly legal information television program on VOX channel that focuses on preventing and protecting individuals and

their rights, as well as the protecting property. The Chambre des Notaires du Quebec archives all previous episodes of the show by topic.

MOSAIC

| | |
|----------------------|---|
| Website: | www.mosaicbc.com |
| Location: | British Columbia |
| Status: | In service |
| Target Group: | Immigrants and Refugees |
| Provider: | Latin American Community Council, MOSAIC and The Law Foundation of British Columbia |

Service:

A Multilingual Legal Website, MOSIAC provides newcomers to Canada and community workers with comprehensive and critical legal information in 9 languages. Upcoming projects include uploading multilingual workshops to the website. It also operates a Legal Advocacy program where advisors provide information, summary advice, referrals and representation to low-income immigrants, refugees and newcomers on immigration law, family law and poverty law. This service is only accessible for individuals residing in Vancouver.

Ontario Government Ministry websites

| | |
|----------------------|-------------------------------|
| Website: | |
| Location: | Ontario |
| Status: | In service |
| Target Group: | General public |
| Provider: | Ontario Government Ministries |

Service:

Certain Ontario ministries provide extensive legal information on their websites.

The Ministry of Labor offers widespread advice regarding employment law (www.labour.gov.on.ca) and operates a toll-free line for inquiries concerning labor matters.

The Ministry of Consumer Services offers information regarding consumer's rights, and consumer protection legislation (www.sse.gov.on.ca).

Ontario Justice Education Network

| | |
|----------------------|--|
| Website: | www.ojen.ca |
| Location: | Ontario |
| Status: | In service since 2001 |
| Target Group: | General public |
| Provider: | The Law Foundation of Ontario, the Ontario Trillium Foundation, the Law Society of Upper Canada and the Department of Justice Canada |

Service:

The network organizes legal information workshops in schools and symposiums where professionals and community workers can connect and share successful experiences, provides

opportunities for students and teachers to shadow a judge, or attend mock trial presentations and training programs for justice professionals and educators. One example is Navigating the Justice System, a professional development training session for front-line practitioners working with youth. OJEN on air (in partnership with University of Toronto Law Schools and CIUT) provides opportunities for high schools students to create justice education radio programs that may be aired on CIUT or used to create a justice education resource for educators across Ontario. The network also offers a legal information resource database for educational purposes. Material can be found by resource type, area of law and keyword search. Over 200 information sheets are available on topics such as aboriginal law, dispute resolution, immigration and refugee law and family law, and can be downloaded, in French or English, free of charge. The network also provides an interactive map of programs facilitating public justice education in specific communities.

People's Law School

Website: www.publiclegaled.vcn.bc.ca

Location: British Columbia

Status: In service since 1972

Target Group: General public

Provider: People's Law School

Service:

People's Law School publishes plain language information on legal topics including tenancy law, family law, and successions in twelve languages. The School offers legal information in 10 languages in multiple media formats, and hosts an on-site resource room for access to publications and media resources.

It also provides individuals with referrals to service agencies or legal service providers and hosts seminars and workshops on topics such as employment law, criminal law and consumer law. It showcases legal professionals, government agencies and community services that can provide further information about legal matters and the judicial system. Website content, legal information and updates are provided through Facebook, YouTube, LinkedIn, and Twitter.

Public Education Program

Website: <http://gov.ns.ca/pps>

Location: Nova Scotia

Status: In service

Target Group: General public

Provider: Nova Scotia Public Prosecution Service

Service:

The program distributes informative pamphlets, and updates to the Nova Scotia Public Prosecution Website to explain the role of the Crown Attorney and the criminal trial process.

Public Legal Information Association of Newfoundland

Website: www.publiclegalinfo.com

Location: Newfoundland and Labrador

Status: In service since Xx
Target Group: General public
Provider: Justice Canada, the Law Foundation of Newfoundland and Labrador and the Department of Justice Newfoundland and Labrador

Service:

The Association has launched self-help legal resource guides for individuals filing for an uncontested divorce and individuals that are the executors of a will. It produces publications and newsletters on a regular basis on many areas of the law. Some issues are available in French, Innu-Aimun, Inuktitut and Mi'kmaw. It also offers a Lawyer Referral Service offering the first 30-minute consultation at a nominal charge. It provides general legal information through a toll-free Legal Information Line and hosts presentations in different high schools around the province where information and resources are distributed to encourage students to learn about the law.

Public Legal Education Association of Saskatchewan

Website: www.plea.org
Location: Saskatchewan
Status: In service since 1980
Target Group: General Public
Provider: Law Foundation of Saskatchewan, with funding from the Department of Justice Canada and Saskatchewan Justice.

Service:

PLEA provides legal information about a variety of topics such as consumer law, family law, housing regulations, and human rights, linking to other organizations and additional resources relevant to the topic. It provides Intermediary Training Guides for individuals working or volunteering in areas such as social work, health care, law enforcement and counseling. The intermediaries identify legal problems and provide the background knowledge to help clients access law related information and resources.

It also offers classroom resources for teachers and students including teacher's manuals, information on court visits, mock trials, a newsletter and youth publications. PLEA coordinates speaker programs where volunteer lawyers, legal professionals, government personnel and educators offer to speak in front of organizations, classrooms and communities on law-related topics.

Reseau Juridique du Quebec

Website: www.avocat.qc.ca
Location: Quebec
Status: In service since 1997
Target Group: General Public
Provider: Jurismedia

Service:

Jurismedia publishes articles about legal matters written by industry professionals in plain language. It hosts a "Frequently Asked Questions" section for legal questions and operates the Redacteur Juridique, a legal service that produces interactive contracts and documents on the

internet.

Soquij service aux citoyens

Website: www.soquij.qc.ca

Location: Quebec

Status: In service since 1976

Target Group: General public (Francophone)

Provider: Government of Quebec and the Department of Justice

Service:

The service collects, analyzes, distributes and publishes legal information originating from courts and other bodies. It showcases summaries of decisions, full-text decisions, legislation, complementary information and articles on a wide range of legal topics. Website content, legal information and updates are provided through Facebook, LinkedIn, and Twitter.

“Votre Patrimoine” Magazine

Website:

Location: Quebec

Status: In service

Target Group: General public

Provider: Chambre des notaries du Quebec via inserts in provincial newspapers

Service:

The service creates and distributes inserts in a magazine focusing on different legal issues in each edition. Topics previously covered include rights and obligation rising from marriage, testaments and incapacity. Additional copies are generally distributed to courthouses and the offices of notaries.

Your Law” Video Series

Website: <http://www.youtube.com/user/YourLawSeries?feature=watch>

Location: Ontario

Status: In service since 2010

Target Group: Law Society of Upper Canada

Provider: Law Society of Upper Canada through video distribution services.
Accessible throughout the world.

Service:

Designs and broadcasts videos explaining the role of lawyers and demystifying legal issues for the public in a number of practice areas. The videos are displayed on the Law Society of Upper Canada’s website and on other video distribution websites, such as YouTube.

Your legal rights

Website: www.yourlegalrights.on.ca

Location: Ontario

Status: In service since 2005 (Previously operating as CleoNet; Re-launched under new name in 2009)

Target Group: General public

Provider: Operated by Community Legal Education Ontario and funded by the Law Foundation Ontario.

Service:

The service hosts a website providing legal information on a wide range of topics through a user-friendly platform. For each topic, the website provides information classified by sub-topics, where related news and events, as well as related services to the subject matter are showcased. It provides links to other resources such as documents, websites, and factsheets that relate to the topic selected by the user. It also hosts training webinars for service providers who work with low-income and disadvantaged communities in Ontario.

It showcases an interactive map showing legal service providers and organizations in the user's vicinity. The user can choose to have the services presented by region, legal topic, and type.

It provides a lawyer referral service, and offers a free of charge, 30 minute consultation. This service is accessible through a toll-free telephone line within Ontario. Website content, legal information and updates are provided through Facebook, RSS Feeds, LinkedIn and Twitter.

Your rights. Your Language

Website: www.cleo.on.ca

Location: Ontario

Status: In service

Target Group: General public

Provider: Community Legal Education Ontario

Service:

CLEO creates and distributes publications in eight languages on topics such as family law, landlord and tenant law, criminal law and immigration law. Materials can be printed and distributed by community organizations. Audio versions can also be heard on each language page, or can be downloaded and burned onto a CD. Find help is providing a 24/7 confidential toll-free multilingual information and referral service for people across Ontario who are looking for legal help. This service is accessible through a toll-free telephone line for phone calls based in Ontario.

C. Summary Advice & Brief Services

Aboriginal Legal Services of Toronto

| | |
|----------------------|---|
| Website: | www.aboriginallegal.ca |
| Location: | Toronto, Ontario |
| Status: | In service since 1990 |
| Target Group: | Aboriginal community |
| Provider: | Funded by The Department of Justice, The Ministry of the Attorney General Ontario, The Ministry of Children and Youth Services Ontario, Legal Aid Ontario, Miziwe Biik Aboriginal Employment and Training, as well as Individual Donors |

Service:

Aboriginal court workers provide information about legal rights and obligations to their clients, assist in securing legal counsel, finding interpreters, production of pre-sentence reports, bail hearings, and referrals. The clinic operates aboriginal criminal, family and youth court worker programs in Toronto. It showcases resources and links about aboriginal law issues, community organizations and the judicial system. It hosts the Community Council, which is a criminal diversion program allowing the offender to take responsibility for his/her actions, addressing the root causes of the problem, and reintegrating him/her into the community in a positive way.

AdviceScene

| | |
|----------------------|---|
| Website: | http://legal.advicescene.com/ |
| Location: | National |
| Status: | In service since 2009 |
| Target Group: | General Public |
| Provider: | AdviceScene Enterprises Inc. |

Service:

The website provides a platform for user interaction with lawyers that can offer legal answers to their questions. It contains a comprehensive listing to find lawyers, by practice area, region and name. It manages the community of legal professionals posting on the website, and provides online legal marketing to them. The website also provides information about jurisdictions within the United States.

Website content, legal information and updates are also provided thorough Facebook, Twitter and a blog.

Advicenow

| | |
|----------------------|--|
| Website: | www.advicenow.org.uk |
| Location: | United Kingdom |
| Status: | In service since 2008 |
| Target Group: | General public |

Provider: Advice Services Alliance with the funding of private donations, and grants

Service:

The service develops learning resources on legal rights and responsibilities. Law Centre employment workers contribute both their legal experience and training skills to create informative and interesting materials to be downloaded by advisers for use as a training resource with other groups in the community and to encourage users to find out more about their own rights. A wide range of topics affecting the working public is covered, such as holiday pay and contracts of employment.

Ask a Law Librarian

Website: www.sblawlibrary.org

Location: California, USA

Status: In service

Target Group: General public

Provider: California County Law Librarians

Service:

Members of the public can ask a question by typing it into a chat window, and a law librarian responds via text chat.

“Ask a Lawyer” Nishnawbe-Aski Legal services at PBLO

Website: www.nanlegal.on.ca

Location: Ontario

Status: In service since 1990

Target Group: Members of the Nishnawbe-Aski Nation

Provider: First Nations of Nishnawbe-Aski Nation

Service:

The service delivers and coordinates a range of legal services and alternative processes that are sensitive to the values and customs of First Nation communities. It offers summary advice and short legal services, quasi-paralegal services, administrative assistance and support for alternative justice processes under criminal and family matters. It provides a victim witness liaison service to improve the quality of service to victims and witnesses of crime through information, support referrals and liaison services. It also hosts workshops and distributes material on legal matter relevant to the community. It connects legal workers to pro bono lawyers who specialize in a wide range of legal areas. The website provides access to legal information videos on their website and through YouTube.

Calgary Legal Guidance Clinic

Website: www.clg.ab.ca

Location: Calgary

Status: In service since 1972

Target Group: Low income individuals that do not qualify for Legal Aid

Provider: The Alberta Law Foundation, the Government of Alberta,

Service:

The clinic offers free and confidential legal advice at evening clinics and outreach clinics. Legal information and referrals to community organizations are also available. It operates Do Your Own Divorce Clinics, which is a follow-up service for clients who initially come to the evening clinics looking for information about divorce. If the parties have been separated for more than one year, and if there is an agreement as to property division and child custody/access, clients may complete an uncontested divorce for under \$300.00. Eight to ten clients attend an evening session with a family lawyer who walks them through the divorce process with a complete set of draft divorce forms. The clients then receive a copy of a “how-to” manual allowing them to complete the final copy of the forms themselves. Clinic staff remains available to answer questions as the clients go through the process. It also runs presentations and workshops within the community on topics such family law, wills and estates, tenancy issues and court order protection programs.

Duty Counsel Project

Website:

Location: British Columbia and Ontario

Status: In service

Target Group: Unrepresented litigants

Provider: Ontario: Legal Aid Ontario, British Columbia: Legal Services Society

Service:

Lawyers provide limited assistance to unrepresented litigants in family and criminal courts.

Tasks performed include show cause hearings, guilty pleas, and sentencing in criminal cases and interim motions, adjournments, preparation and review of documents, and negotiating settlements in family cases.

Enhanced Duty Counsel Project

Website: <http://cfcj-fcjc.org/>

Location: British Columbia

Status: In service since 2002

Target Group: Unrepresented litigants

Provider: Legal Services Society

Service:

This project extends the assistance provided by general duty counsels. Where individuals are financially eligible, the client can return more than once for assistance, and non-financially eligible clients are limited to 45 minutes of summary advice.

Counsel assists clients in drafting documents, attends case conferences with the client, attends court with clients to request an adjournment or to get a consent order or an emergency restraining order, helps clients in negotiations, and helps them with simple uncontested hearings about custody access and support.

Family Law Access Centre

| | |
|----------------------|--|
| Website: | www.lawsociety.mb.ca |
| Location: | Manitoba |
| Status: | In service since 2008 |
| Target Group: | Middle income families |
| Provider: | Law Society of Manitoba |

Service:

Provides legal services with respect to family law matters to middle income families.

Through an application process, selected individuals are eligible to sign a contract with FLAC. The contract provides that the person will make a monthly payment to the Centre for a period of time. The payments cover the cost of the legal fees and disbursements relating to the family law matter, at a significantly lower rate than the usual amount charged for legal fees. Lawyers agree to a lower hourly rate, but are paid by the Law Society, avoiding any problems of collecting from clients.

Family Law Information Centre

| | |
|----------------------|--|
| Website: | www.gov.ns.ca |
| Location: | Nova Scotia |
| Status: | In service |
| Target Group: | Individuals seeking to file court applications |
| Provider: | Nova Scotia Department of Justice |

Service:

The centre offers individual consultations with clerks who provide users with court forms, make referrals to family law programs and other community support agencies and non-governmental organizations, offers information on court processes and on particular court cases where appropriate, and assists clients with court process predominantly through duties associated with the registration of clients for Group Intake sessions. It also offers information sessions on varied family law topics and presents videos about family law and court programming on a number of issues. It provides education to the public about the activities and services provided through the Center, including liaisons with non-governmental agencies, and government departments and services. It operates a website providing legal information and links to resources on family law matters.

Hon. C.R. McQuaid Family Law Centre

| | |
|----------------------|--|
| Website: | www.gov.pe.ca |
| Location: | Charlottetown, Prince Edward Island |
| Status: | In service since 2004 |
| Target Group: | Families going through separation and divorce |
| Provider: | Attorney General of Prince Edward Island and the Provincial Government |

Service:

The centre provides programs and services in a coordinated manner to families going through

separation and divorce. It also provides services such as victim services, child support guidelines, support recalculation, parent education and family court counseling. Most are offered close to the courthouse. Staff provides referrals to family legal services and to alternatives to court.

Justice Access Centre Pilot Project

Website: www.ag.gov.bc.ca/justice-access-centre

Location: British Columbia

Status: In service

Target Group: General Public

Provider: Ministry of Justice of British Columbia

Service:

The project provides legal information, self-help resources, advice and mediation from a single location. It offers services for family law and other civil law matters and specialized information for Aboriginal people with legal issues. Financially eligible individuals can receive legal advice from a paralegal or a lawyer. Referrals to community and government agencies available for the client's needs are also provided. These services are offered at two locations: the Vancouver Justice Access Centre and the Nanaimo Justice Access Centre.

"Law Connect" - Legal Resources Fair / Legal Grounds Advice Clinic

Website: www.pbla.ca

Location: Calgary, Alberta

Status: In service since

Target Group: General public

Provider: Pro Bono Law Alberta, Calgary Legal Guidance, the Calgary Public Library and Macleod Dixon LLP

Service:

Law Connect is an annual event organized at the Calgary central library where key players in the community host workshops, presentations, information booths and a legal clinic to familiarize Calgarians with the legal services available to them. These events provide a 'one stop legal shop' to access free legal information from community agencies and free, confidential advice from volunteer lawyers. Organizations invited to the fair include: Alberta Family Mediation Society, Legal Aid Society of Alberta, Law Information Centres (Alberta Courts), and the Residential Tenancy Dispute Resolution Services.

The Legal Grounds Advice Clinic allows clients to have a 30-minute private legal consultation with a volunteer lawyer, where they can discuss legal issues and be provided with help in drafting legal documents. Through the one-day event, over 100 Calgarians are provided with summary legal advice and information.

Legal Aid Enhanced Duty Counsel

Website: www.nslegalaid.ca

Location: Nova Scotia

Status: In service since 2011
Target Group: Nova Scotians in the Halifax, Dartmouth and Sydney courts
Provider: Nova Scotia Legal Aid
Service:
Duty counsel facilitates final resolution where appropriate and increases the efficiency of referral with full service counsel when appropriate. The services are available without financial eligibility limitations.

Legal Help Centre

Website: www.legalhelpcentre.ca
Location: Manitoba
Status: In service since 2011
Target Group: Lower Income Residents in Winnipeg
Provider: Funded by the Law Society of Manitoba and operated through the joint initiative of the University of Winnipeg and the University of Manitoba

Service:
The Centre provides legal information and resources, a drop-in and referral service as well as community workshops addressing specific legal issues. This is a multidisciplinary clinic operated by students to provide free legal advice and referrals under the supervision of volunteer lawyers. Topics presented in the workshops include self-representation for family law cases, and how to prepare for small claims court. Volunteer lawyers at the Centre provide free legal advice to persons with total household income under \$50,000 per year.
The Centre offers assistance in accessing existing community resources, and matches clients' needs with the 160 agencies in the City of Winnipeg. The Centre is also currently conducting a community resource and needs assessment to determine where gaps exist in legal services available to economically disadvantaged members of the community, including Aboriginal peoples, newcomers, persons with disabilities, students and the working poor.

"On Wednesday, I can consult my lawyer!"

Website: www.ajbm.qc.ca
Location: Montreal, Quebec
Status: In service since 1994
Target Group: Youth between the ages of 12 and 20
Provider: Young Bar Association of Montreal

Service:
"On Wednesday, I can consult my lawyer!" is a program for youth between the ages of 12 and 20. It gives them the opportunity to consult a lawyer and obtain legal information, at no charge, on the Wednesday following their request. The lawyer can direct youth towards appropriate legal resources or simply suggest possible solutions. This service is offered by volunteer lawyers who have been practicing for less than 10 years and who are members of the Young Bar Association of Montreal.

“Salon Visez Droit” Forum

| | |
|----------------------|--|
| Website: | www.barreaudemontreal.qc.ca |
| Location: | Montreal, Quebec |
| Status: | In service since 2007 |
| Target Group: | General public |
| Provider: | Barreau du Quebec (in collaboration with the sponsorship of private and commercial donors) |

Service:

The Barreau du Quebec annually hosts a four-day forum where organizations operating at all levels of the justice system organize activities for the general public to inform them about their rights and obligations and foster a better understanding of the judicial system.

The main event of the forum is the free private legal consultations offered by volunteer lawyers. In 2011, over a thousand free legal consultations were offered during the event.

Other examples of activities offered during the forum include trial simulations, interviews with professionals, quiz games, and workshops. Any member of the public can attend the forum free of charge.

Small Claims Court-Certificates of Judgment

| | |
|----------------------|--|
| Website: | www.courts.ns.ca |
| Location: | Halifax, Nova Scotia |
| Status: | In service since 1981 |
| Target Group: | Small Claims Court litigants |
| Provider: | The Courts of Nova Scotia |

Service:

The service provides for enforcement of civil judgments. Staff will prepare the certificate of judgment and an execution order for the client.

Small Claims Duty Counsel Project

| | |
|----------------------|---|
| Website: | www.pbla.ca |
| Location: | Edmonton, Alberta |
| Status: | In service since 2011 |
| Target Group: | Low income Albertans engaged in proceedings before the Small Claims Court |
| Provider: | Pro Bono Law Alberta in collaboration with Pro Bono Students Canada on this project |

Service:

This service provides legal assistance to low income Albertans engaged in proceedings before the Small Claims Court who benefit from advice from legal counsel. One lawyer and one student enrolled in the University of Calgary’s Faculty of Law staff the clinic, which is open twice a week. Lawyers provide summary legal advice and services, which may include attending court, to

unrepresented individuals who are engaged or are considering in engaging in civil litigation in Small Claims Court in Calgary. There are no financial eligibility requirements for clients of the project. The project pilot is currently situated at the Calgary Courts Centre.

Specialized Duty Counsel

| | |
|----------------------|---|
| Website: | www.legalaid.on.ca |
| Location: | Ontario |
| Status: | In service |
| Target Group: | Individuals with legal problems on matters requiring specialized assistance XX financial eligibility? |
| Provider: | Legal Aid Ontario |
| Service: | Duty Counsel that are experienced in issues and procedures specific to their respective courts. Specialized Duty Counsel currently offers services in courts on matters such as domestic violence, mental health, aboriginal issues, and drug-treatment issues. |

Student Legal Aid Services Society

| | |
|----------------------|--|
| Website: | www.legalaid.on.ca |
| Location: | Ontario |
| Status: | In service |
| Target Group: | Low-income individuals |
| Provider: | Legal Aid Ontario, operated by Ontario's six law schools |
| Service: | With the supervision of full time lawyers, volunteer law students provide legal advice and represent clients in matters involving tenancy law, immigration law, human rights and minor crimes. This service can be accessed at the legal clinics of each of the six participating law schools. It works in partnership with community agencies such as shelters and community centers to provide clients with in-house legal advice and representation services. |

Summary Advice Counsel

| | |
|----------------------|---|
| Website: | www.nslegalaid.ca |
| Location: | Nova Scotia |
| Status: | In service since 2004 |
| Target Group: | Unrepresented litigants |
| Provider: | Nova Scotia Legal Aid |
| Service: | The service provides summary legal advice, primarily to unrepresented litigants, on family law matters. The Summary Advice Lawyer can give clients basic information about legal terms, how to start or respond to a court application, the implications of agreeing or not agreeing to a court order, court processes, legal documentation, how to apply to Legal Aid, and other aspects of family law. The service is offered at the Family Court Division of the Supreme Court of Nova |

Scotia (Halifax, Sydney, and Port Hawkesbury).

Telephone Helpline

Website: www.avonandbristollawcentre.org.uk

Location: Bristol, United Kingdom

Status: In service since 2001

Target Group: General public

Provider: Avon and Bristol Law Centre

Service:

This is a telephone helpline allowing individuals to make direct contact with specialist advisers. Help lines are available for each particular area of law. It provides a first point of contact for individuals needing legal advice.

Young Bar Association of Montreal Annual Legal Helpline

Website: www.ajbm.qc.ca

Location: Quebec

Status: In service since 1992

Target Group: General public

Provider: Young Bar Association of Montreal (YBAM) in partnership with the Quebec Bar and Éducaloi.

Service:

On a yearly basis, the Young Bar Association of Montreal organizes a weekend when more than one hundred volunteer lawyers from different regions of Quebec offer free legal counsel to the public. The volunteer lawyers answer all legal questions, including family law, employment law, consumer law, and order of succession.

The service can be accessed through a toll-free line within the area of Quebec.

D. Referral Services

Client Service Centre of the Law Society of Upper Canada

| | |
|----------------------|--|
| Website: | www.lsuc.on.ca |
| Location: | Ontario |
| Status: | In service since 1998 |
| Target Group: | Aboriginal community |
| Provider: | Law Society of Upper Canada |

Service:

Representatives of the Law Society respond to public inquiries and, where appropriate, provide contact information for Legal Aid Ontario, Pro Bono Law Ontario, and other service and information providers.

Community Legal Education Association (Manitoba) Inc. (CLEA)

| | |
|----------------------|--|
| Website: | www.communitylegal.mb.ca |
| Location: | Manitoba |
| Status: | In services since 1975 |
| Target Group: | General public |
| Provider: | Funded by The Manitoba Law Foundation and the Law Society of Manitoba |

Service:

The service is accessible through three Winnipeg lines and toll-free from anywhere in Manitoba. Referrals can also be provided by email. There are currently 128 lawyers listed in the Lawyer Referral Service. Lawyers may list in three areas of law of their choice and indicate their level of current experience in each area of law. Initial matching between clients and lawyers takes place on the basis of area of law, geographic area in the province and in the city, services in languages other than English, shut in services or whether the lawyer will accept Legal Aid or contingency cases. In addition to this, the staff assess the apparent complexity of the caller's case and matches the lawyer to the client based on the complexity of the case and the stated level of experience of the lawyer. The initial half hour consultation is free.

Legal Adviser Finder

| | |
|----------------------|---|
| Website: | http://legaladviserfinder.justice.gov.uk/AdviserSearch.do |
| Location: | United Kingdom |
| Status: | In service |
| Target Group: | General public |
| Provider: | Operated by Community Legal Advice and the Legal Services Commission |

Service:

This is an online database where users can find legal advisers based on the relevant area of law, region and organization name. It operates a toll free line where free legal advice is provided. Users can also ask to be called back by an operator at a later time.

Lawyer Referral Roster Service

| | |
|----------------------|---|
| Website: | www.accessprobono.ca |
| Location: | British Columbia |
| Status: | In service since 2010 |
| Target Group: | People and Non-profit organizations of limited means |
| Provider: | Operated by Pro Bono Law of British Columbia in collaboration with Western Society to Access Justice and funded by the Law Society of British Columbia and the Law Foundation of British Columbia |

Service:

For each of its Roster Programs, Pro Bono Law of BC maintains a list of lawyers who choose how and when they are able to provide pro bono assistance from basic help on single, discrete issues to full-service representation. Services provided by the lawyers include assistance and representation in such matters as drafting court documents, researching and preparing factums, mediating disputes, drafting separation agreements, and presenting legal arguments at hearings. Legal advice and assistance in all areas of non-profit law is also available for community organizations.

The matters covered by the program include family law, federal court of appeal, judicial review, as well as wills and estates matters.

Law Society Referral Service

| | |
|----------------------|--|
| Website: | www.lsuc.on.ca |
| Location: | Ontario |
| Status: | In service since 1970 |
| Target Group: | General public |
| Provider: | Law Society of Upper Canada |

Service:

After being advised of the nature of the problem, or the area of law concerned, a Lawyer Referral Operator will give the name of a lawyer who provides a free consultation of up to 30 minutes to help determine the rights and options of the party requesting the service. After the first meeting, the individual can decide whether or not to retain the services of the lawyer at the full fee rates, and the lawyer can decide whether to accept the engagement. The service can also help find a lawyer meeting specific requirements, such as speaking a certain language, or accepting Legal Aid certificates. The service is accessible through a toll-free line for Ontario based calls or through an online request form. Prior to 2011, there was a service-fee of 6\$ to access the referral service. The removal of such fee resulted in a 30% increase in calls.

Starting in May 2012, the LSRS will be expanding its referral service to include referrals to paralegals and to ensure members of the public will have even greater access to legal service providers through its referral services.

Lawyer Referral Service

| | |
|-----------------|---|
| Website: | http://www.lawsociety.ab.ca |
|-----------------|---|

Location: Alberta
Status: In service since
Target Group: General public
Provider: Law Society of Alberta

Service:

The service assists members of the public to find a lawyer to provide the legal services they require. The service is accessible toll-free from anywhere in Alberta.

After being advised of the nature of the problem, or the area of law concerned, a Lawyer Referral Operator will give the names and telephone numbers of three lawyers practicing in the applicable field of law. The individual can then make an appointment with one, two, or all three of those lawyers, advising that they were referred by the Lawyer Referral service.

There is no charge for the first half-hour meeting, and following, the individual can decide whether or not to engage the lawyer at the full fee rates, and the lawyer can decide whether to accept the engagement.

Lawyer Referral Service

Website: www.cliapei.ca
Location: Prince Edward Island
Status: In service since 1995
Target Group: General public
Provider: Funded by the Law Society of Prince Edward Island

Service:

After being advised of the nature of the problem, or the area of law concerned, operators for the Lawyer Referral Service provide the member of the public with the contact information of a lawyer based on the field of law and language preference.

The first 45-minute consultation with the lawyer is at a charge of 25\$, after which normal fees ensue. The service is designed to encourage members of the public to seek advice from lawyers at an early stage.

Lawyer Referral Service

Website: www.barreau.qc.ca
Location: Quebec
Status: In service
Target Group: General public
Provider: Barreau du Quebec

Service:

After being advised of the nature of the problem, or the area of law concerned, operators for the Barreau du Quebec provide a lawyer referral by field of law and region. The first 30 minutes of the consultation are 30\$, after which normal fees apply. After the first meeting, the individual can decide whether or not to retain the services of the lawyer at the full fee rates, and the lawyer can decide whether to accept the engagement. This service also provides referrals for mediators in family law, civil and commercial law, as well as for small claims.

E. Legal Representation

British Columbia Public Interest Advocacy Centre

| | |
|----------------------|--|
| Website: | www.bcpiac.com |
| Location: | British Columbia |
| Status: | In service since 1981 |
| Target Group: | Individuals/Groups with low incomes |
| Provider: | BC PIAC and Law Foundation of British Columbia |

Service:

The Centre provides representation to groups and individuals that do not have the financial means to effectively assert their interests. It provides legal representation to groups before regulatory tribunals, courts and administrative tribunals.

It concentrates on utility regulation, where interests of residential consumers' organizations are represented before tribunals such as the British Columbia Utilities Commission (BCUC) and the Canadian Radio-television and Telecommunications Commission (CRTC). It also focuses on welfare, disability, farm workers and human rights. It provide legal advice and representation to individuals in judicial review cases, to welfare workers, individuals sued by the government for welfare overpayment, and individuals with serious legal problems that are not covered by legal aid.

Community Legal Assistance Society

| | |
|----------------------|---|
| Website: | www.classbc.net |
| Location: | British Columbia |
| Status: | In service since 1971 |
| Target Group: | Disadvantaged individuals (physically, mentally, socially, economically, emotionally) |
| Provider: | Law Foundation of British Columbia and the Legal Services Society of British Columbia |

Service:

The service specializes in poverty law, disability rights, workers' compensation, employment insurance, mental health law, human rights law and equality law. It operates a disability law program, where lawyers provide legal advice and representation. It operates a Mental health law program. Essential legal advice and representation is provided to those who have been involuntarily detained pursuant to the B.C. Mental Health Act or to those who have custody or conditional discharge orders pursuant to the mental disorder provisions of the Criminal Code of Canada. The society is also involved in a number of mental health law reform and policy development initiatives, and provides some legal education to advocates and lawyers working in the area of mental health law. It identifies and pursues important systemic and appellate test cases relating to mental health detention issues. It manages BC Human Rights Clinic, where individuals bringing complaints in front of the BC Human Rights Tribunal are represented by the society. It provides complaint drafting workshops, and self-help workshops for unrepresented litigants. It also supervises the Law Students' Legal Advice Program where free legal advice and representation to clients who would otherwise be unable to afford legal assistance is provided

(family law files are not accepted). It operates the Community Advocate Support Line which is a dedicated telephone support line exclusively for advocates and community workers in BC where a lawyer gives advocates brief legal information and legal advice about family law and poverty law topics.

Edmonton Community Legal Centre (previously operating as Edmonton Center for Equal Justice)

Website: www.eclc.ca
Location: Alberta
Status: In service since 2002
Target Group: Low income individuals
Provider: Edmonton Social Planning Council and funded by private donations

Service:

The Centre provides an alternative dispute resolution method for legal matters where parties settle without resort to litigation. Parties sign a collaborative participation agreement describing the scope and nature of the matter, after which they voluntarily disclose all information relevant to the matter. Each party is represented by a lawyer, whose representation terminates upon the undertaking of any contested court proceeding. This alternative dispute resolution method is mainly applied to family law disputes, but can also be extended to civil matters. It also provides training and networking opportunities as well as resource material on collaborative practice methods for professionals.

Gladue Courts

Website: www.aboriginallegal.ca
Location: Toronto, Ontario
Status: In service since 1999
Target Group: Aboriginal accused and offenders
Provider: Aboriginal Legal Services of Toronto

Service:

These are criminal trial courts built as a response to R v. Gladue, s.718.2(e) of the Criminal Code, and the unique circumstances of Aboriginal accused and Aboriginal offenders, where the court crafts the decisions based on these considerations. Gladue caseworkers prepare reports for the judges regarding the offender's background and alternative justice programs available to him or her after a finding of guilt. Professionals working at the Courts have a particular understanding and expertise of the range of programs and services available to Aboriginal people in Toronto.

The Courts hear cases from Aboriginal people whose matters are going through the Old City Hall Courts, College Park or 1000 Finch. The Court accepts guilty pleas, sentences offenders and does bail hearings. The court is available to all Aboriginal persons, but it is up to the discretion of the accused whether to have his or her matter heard by the Gladue Court.

Justice Net Program

Website: www.justicenet.ca
Location: Ontario

Status: In service
Target Group: Low and moderate income families
Provider: Justice Net

Service:

JusticeNet provides services to clients that do not qualify for legal aid, but cannot afford standard legal services fees (ie. net income < \$59 000). Participating lawyers devote a portion of their practice to eligible cases at reduced hourly fees. Fees are calculated according to a sliding scale, taking into account the client's net family income, and number of dependents. Fees are generally above legal aid prices, but below the typical hourly rates. The service showcases an online directory of participating lawyers that connects members of the public with lawyers registered in the program. A toll-free number is also provided where trained agents assess the user's requirements and provide a short list of matching lawyers practicing in the caller's local area.

F. Pro Bono

Access ProBono

| | |
|----------------------|---|
| Website: | www.accessprobono.ca |
| Location: | British Columbia |
| Status: | In service since 2010 |
| Target Group: | Individuals and Non-profit organizations of limited means |
| Provider: | Operated by Pro Bono Law of British Columbia in collaboration with Western Society to Access Justice and funded by the Law Society of British Columbia and the Law Foundation of British Columbia |

Service:

Access Pro Bono facilitates the integration and coordination of services provided by pro bono organizations and service providers throughout British Columbia. It promotes effective links with existing and potential pro bono service providers, all levels of government, community organizations, law firms, legal advocacy groups, bar associations, law foundations, professional organizations, law schools and law students to advance access to justice through effective research, the promotion of a pro bono culture and the provision of high-quality pro bono legal services. It provides online material for students and lawyers involved or seeking to be involved in Pro Bono initiatives. It also provides access to an interactive, searchable, map of free legal services in BC, and offers alternatives for legal information, through websites or other pro bono organizations throughout Canada.

Since 2006, one percent of the members' fees of the Law Society of British Columbia is allocated to fund Access ProBono and other pro bono legal service providers within the province.

Civil Chambers Pro Bono Duty Counsel Project

| | |
|----------------------|---|
| Website: | www.accessprobono.ca |
| Location: | Vancouver, British Columbia |
| Status: | In service since 2008 |
| Target Group: | Unrepresented individuals going to chambers on a civil matter in Vancouver of low and modest income |
| Provider: | The Notary Foundation operated through Access Pro Bono |

Service:

Each Wednesday, volunteer lawyers from several large Vancouver law firms provide pro bono legal assistance and representation to unrepresented low- and modest-income litigants appearing in civil chambers (BC Supreme Court and BC Court of Appeal). Individuals can be paired with Duty Counsel several weeks before the scheduled hearing, where the Duty Counsel will provide a range of helpful services, which may include evaluating the client's case for merit, advising the client on substantive legal issues, and advising on the client's legal rights and responsibilities, reviewing the client's documents, drafting and filing documents on behalf of the client and representing the client in chambers on the scheduled Wednesday.

Ad hoc pro bono legal assistance and/or representation to unrepresented civil chambers litigants are also available. Pro bono legal advice on BC Supreme Court and BC Court of Appeal civil matters are also offered as a service to screened low- and modest-income individuals.

Pro Bono Law Alberta

| | |
|----------------------|--|
| Website: | www.pbla.ca |
| Location: | Alberta |
| Status: | In service since 2007 |
| Target Group: | Individuals having low incomes |
| Provider: | Law Society of Alberta through the operation of Pro Bono Law Alberta |

Service:

PBLA manages and enhances the delivery of pro bono legal services in Alberta, without delivering the actual services. It creates and promotes opportunities for lawyers to provide pro bono legal services, and matches non-profit organizations, and individuals with lawyers willing to provide pro bono legal services. PBLA provides a resource bank to volunteer lawyers, members of legal clinics, articling students and law students, where members across the province will be able to access and share information. The content includes resource manuals, links to relevant websites, court forms, and automatically updated legislation.

Pro Bono Law Ontario

| | |
|----------------------|---|
| Website: | www.pblo.org |
| Location: | Ontario |
| Status: | In service since 2001 |
| Target Group: | Low-income individuals with civil (non-family) problem not covered by legal aid |
| Provider: | The Law Foundation of Ontario, The Law Society Upper Canada and Legal Aid Ontario |

Service:

Pro Bono Law Ontario coordinates all initiatives in the area of pro bono legal services throughout the province. It runs roster projects that serve three streams of clients: at-risk children and youth, unrepresented litigants with civil (non-family) matters and charitable organizations. It brokers partnerships, and creates frameworks for effective collaboration between law firms, law associations, legal departments and charitable organizations.

It also provides on-line publications for volunteer lawyers on unrepresented lawyers.

In 2010, the Rules of Professional Conduct of the Law Society of Upper Canada were modified to enable lawyers to provide, under the auspices of Pro Bono Law Ontario, pro bono summary legal services of limited duration, without having to conduct a conflict of interest search.

Pro Bono Law Saskatchewan

| | |
|----------------------|--|
| Website: | www.pblsask.ca |
| Location: | Saskatchewan |
| Status: | In service since 2008 |
| Target Group: | Individuals having low incomes |

Provider: Law Society of Saskatchewan

Service:

Pro Bono Law Saskatchewan creates, facilitates and promotes opportunities for lawyers to provide pro bono legal services to persons of limited means. Services are distributed through three different programs: the legal clinic, the panel program and the solicitor program.

Pro Bono Law Saskatchewan works with free legal clinics where lawyers provide free legal assistance in all areas of the law to people who cannot afford a lawyer and do not qualify for Legal Aid. Lawyers at the clinics do not provide representation in court but do provide ongoing legal advice and help individuals prepare for court.

The Panel Program is available to individuals that fall above low income cut-off guidelines. Following a telephone or in-person appointment at one of the free legal clinics in Saskatchewan, individuals are matched with a volunteer lawyer based on their expertise, capacity, and geographic availability. The Panel Program consists of lawyers who volunteer to assist with cases on a rotating basis, without charging a fee. Clients are responsible for disbursements and any costs associated with a court action, however, Panel Lawyers will try to reduce these disbursement costs as much as possible. The Solicitor Program matches lawyers with non-profit organizations, in order to provide legal advice and assistance.

Pro Bono Quebec

Website: www.probonoquebec.ca

Location: Quebec

Status: In service since 2005

Target Group: General public

Provider: Barreau du Quebec

Service:

Pro Bono Quebec coordinates all initiatives taken in the area of pro bono legal services throughout the province. It has a permanent mechanism to enable participating firms or lawyers to contribute a set number of hours of free legal work each year. The service acts as a log where pro bono hours are “deposited” in a virtual “bank”.

It receives applications for free legal services from citizens that meet the eligibility criteria. The Pro Bono Approval and Referral Committee reviews applications and decides which to accept. Pro Bono Québec refers the request for services to a lawyer or law firm that has contributed to the bank of hours. If the applicant refuses the choice of lawyer or law firm, wants to change lawyers or law firms, or if the lawyer or law firm puts an end to the mandate, the applicant can no longer receive services from Pro Bono Québec. The users are charged a nominal fee to process each application. Legal services are free, but clients (applicants) must pay other expenses, court costs, experts’ fees and any other fees.

Pro Bono Net

Website: www.probono.net

Location: World-wide

Status: In service since 1999

Target Group: Low-income individuals

Provider: Foundations, law firms corporate sponsors and nonprofit partners

Service:

The service provides resources for pro bono and legal services attorneys and others working to assist low income or disadvantaged clients by supporting the innovative and effective use of technology by the nonprofit legal sector, increasing participation by volunteers, and facilitating collaborations among nonprofit legal organizations and advocates working on similar issues or in the same region. It builds and shares online resources with Pro Bono law Alberta and Pro Bono Law Ontario, among other organizations worldwide.

It has developed and distributed a Pro Bono Manager, a web application operating on the law firm's intranet that increases the capacity of law firms to manage their pro bono programs.

It provides links to resources such as libraries of training and reference materials, training calendars, and volunteering opportunities.

It manages Probono.net (an online resource for legal aid and pro bono service providers), LawHelp.org (an on-line resource that helps low and moderate-income people find free legal aid programs in their communities), and LawHelp Interactive (an online legal document assembly for poverty law and court access to justice programs in the United States).

Pro Bono Students Canada

Website: www.probonostudents.ca

Location: Nationwide

Status: In service since 1996

Target Group: General public

Provider: Operates in collaboration with the 21 law faculties in Canada and the Law Foundation of Ontario and funded by The Law Foundation of Ontario, McCarthy Tetrault Foundation and Legal Aid Ontario

Service:

PBSC provides legal services without charge to organizations and individuals in need. It manages pro bono chapters in all law schools of Canada, and each chapter is responsible for collaborating in the development of pro bono initiatives for their community. It develops and manages programs where students help unrepresented litigants with document preparation, court procedures, written and oral submission, and provide legal information.

Initiatives in this category include the Family law Project, Law Help Ontario Small Claims Court Project, Health Law Student Advocacy Project and the Administrative Law Project.

It also develops and manages programs where students can provide legal information and basic legal services to individuals and groups in their community through workshops, blogs, presentations, and information clinics. Some examples for these programs include: Gay and Lesbian Community Centre Legal Clinic Project, Native Women's Shelter of Montreal, Immigration Outreach Project and the Not-for-Profit Corporate Law Project.

It provides students with the opportunity to article at a public interest organization that would otherwise not have the financial capacity to host an articling student, and helps students get fellowships from different foundations for their internship/articling. PBSC administers this program on behalf of the Law Foundation of Ontario.

Participating organizations to the program include: Amnesty International, Barbara Schlifler XX Commemorative Clinic, Ontario Human Rights Commission, and Women's Legal Education Action Fund.

G. Legal Aid

Legal Aid Alberta

| | |
|----------------------|--|
| Website: | www.legalaid.ab.ca |
| Location: | Alberta |
| Status: | In service since 2005 |
| Target Group: | Individuals with low incomes |
| Provider: | Legal Aid Society of Alberta |

Service:

Legal Aid Alberta provides a Duty Counsel program that ensures the availability of free legal advice and assistance to people making their initial criminal court appearance unrepresented by counsel. There is no financial eligibility testing for assistance through this program.

It also manages the Youth Criminal Defense Office (YCDO) that provides legal services on behalf of youths (under 18 years of age) charged with a criminal offence. The services of the YCDO are available to young persons facing charges in the Youth Courts of Calgary and Edmonton.

Legal Services Society

| | |
|------------------|--|
| Website: | www.lss.bc.ca |
| Location: | British Columbia |
| Status: | In service since 1979 |

Target Group: Individuals with low incomes

Provider: Ministry of Attorney General of British Columbia

Service:

The LSS provides legal information, advice and representation services (for financially eligible people), free publications and links to other legal resources, as well as resources for lawyers and community workers. It also provides referrals to lawyers. Individuals not eligible for legal aid can apply for advice services which include duty counsels (for unrepresented litigants at the courthouse), family advice lawyers. LSS creates publications on topics including, criminal law, family law, legal systems and courts, as well as immigration law. Publications are available to order free of charge through a collaborating publication house. The booklets are available in thirteen languages. It operates the “Family Law in British Columbia” website (www.familylaw.lss.bc.ca) where self-help materials, current family law information and resources, and links to useful related sites are made available to help people resolve their family law problems.

Website content, legal information and updates are provided through Facebook, and Twitter.

H. Holistic Approaches

Barbara Schlifer Commemorative Clinic

| | |
|----------------------|--|
| Website: | www.schliferclinic.com |
| Location: | Toronto, Ontario |
| Status: | In service since 1985 |
| Target Group: | Women victims of violence |
| Provider: | Operated by XXX |

Service:

The Clinic offers counseling, legal representation and information, language interpretation in over 80 languages, and referral services for women who are survivors of violence. It provides integrated legal representation and advice in family, immigration and criminal law.

The Clinic assists clients in accessing such services as shelters, community centers, mental health services, and the social assistance system. It provides public education and professional development programs for individuals, service providers and professionals working in the Greater Toronto Area that focus on topics such as the legal rights and options for victims of violence. It also offers clinical education internships for law students (partly in collaboration with ProBono Students Canada).

Services provided do not depend on the income of the client.

Centre Francophone de Toronto

| | |
|----------------------|---|
| Website: | www.centrefranco.org |
| Location: | Toronto, Ontario |
| Status: | In service since 2004 |
| Target Group: | Francophones living in Toronto |
| Provider: | Conseil des organismes francophones du Toronto metropolitain in collaboration with the Centre medico-social communautaire |

Service:

This is a multidisciplinary centre that provides users with resources for legal, health, social and employment issues. It provides legal services in immigration law, labor law, tenancy law, discrimination issues, and social service matters. Cases that cannot be taken on by the lawyers at the centre will be referred accordingly to specialized community services.

It operates a toll-free telephone line where summary legal advice is provided in French on matters such as immigration, tenancy law, social services, labor law, consumer law and human rights. The operator can also provide referrals to other community legal services.

It organizes community workshops on topics such as tenancy rights, labor rights, and employment insurance.

Child Advocacy Project

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|------------------|--|
| Website: | www.childadvocacy.ca |
| Location: | Ontario |

Status: In service since 1999
Target Group: Low income families
Provider: The Law Foundation of Ontario

Service:

The project provides free legal services to low income families (that meet financial and merit criteria). Volunteer lawyers provide assistance on legal issues that impact upon the health and wellbeing of children and youth. It operates the Children's Hospital Projects (providing legal assistance and information patients and their families) and the CAP Education Law Program which helps safeguard the public education rights of moderate-income youth across Ontario. Lawyers provide free legal services to students having trouble accessing Special Education services, youth who face suspension, expulsion, or exclusion, youth who are being denied the right to attend school, as well as students who feel unsafe at school.

Website content, legal information and updates can be accessed through Facebook, RSS feeds

Children's Hospital Project

Website: www.childadvocacy.ca
Location: Toronto, Ontario
Status: In service since 2009
Target Group: Toronto's Hospital for Sick Children patients and their families
Provider: Operates as a partnership between Toronto's Hospital for Sick Children, ProBono Law Ontario, Legal Aid Ontario and two law firms.

Service:

The program enables clinicians to see the link between social conditions and the law, and to use legal advocacy to improve family stability and prevent illness. The program is based on the premise that some legal issues adversely affect a child's health and that others can impact a family's capacity to manage their child's care. The project provides pro bono legal services to eligible families referred by a triage lawyer on-site at the hospital.

Pro Bono Law is currently working to launch a similar program at the London's Children's Hospital.

Community Legal Advice Centres

Website: www.legalservices.gov.uk
Location: United Kingdom
Status: In service
Target Group: General public
Provider: Legal Services Commission in collaboration with the Ministry of Justice

Service:

One-stop shop services, delivered by a consortium of provider organizations to improve access and local responses to individuals experiencing multiple legal problems. The Centers deliver combined social and welfare legal services, including community care, debt counseling, housing support, employment assistance and welfare advice. The Centers provide a service from the initial diagnosis and information, to advice, support and legal representation in court.

West Heidelberg Community Legal Service

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|----------------------|--|
| Website: | www.communitylaw.org.au |
| Location: | Melbourne, Australia |
| Status: | In service since 1975 |
| Target Group: | Disadvantaged individuals from the West Heidelberg community |
| Provider: | Federation of Community Legal Centers |

Service:

The Service works with the staff in the Community Centre to provide a multidisciplinary approach to the problems faced by their clients. Lawyers and Community Centre staff work jointly on individual problems to address both legal problems and underlying causes. Examples of the multidisciplinary approach include lawyers working with the Financial Counselor on debt matters or with the Social Workers or Community Workers on social security or domestic violence issues. It provides significant casework services, including court representation.

The Bronx Defenders

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|----------------------|--|
| Website: | www.bronxdefenders.org |
| Location: | New York, USA |
| Status: | In service since 1997 |
| Target Group: | Low to middle income individuals |
| Provider: | Operated by the Bronx Defenders and funded by private donations |

Service:

The Bronx Defenders provides advocacy through interdisciplinary groups and presence in the client community. It houses social workers, criminal defense lawyers, civil lawyers specializing in child welfare, housing and immigration, and youth and community outreach staff, in a single building. The office also provides youth programs to local elementary and high schools.

It serves as a clearing-house for a wide variety of social services, having developed relationships with over 300 local service organizations, schools and community groups. It also provides practical skills training for public interest attorneys and private attorneys.

Website content, legal information and updates are available on twitter, Facebook, YouTube, and on LinkedIn.

York Community Services

| | |
|----------------------|--|
| Website: | www.ycservices.com |
| Location: | Toronto, Ontario |
| Status: | In service since 1975 |
| Target Group: | At risk individuals (newcomers and refugees, adults with developmental problems, seniors, low-income families) |
| Provider: | Ministry of Health and Long-Term Care, Ministry of Community, Family and Children's Services, Legal Aid Ontario, City of Toronto and Health Canada |

Service:

This community-based charitable organization offers a broad range of primary health care, legal services, counseling, housing help and community support programs to residents of the former City of York in Toronto. It provides advice and representation with a focus on income maintenance, woman abuse, tenant issues and immigration and refugee matters. Services are provided by lawyers and community legal workers employed by the Centre. Legal Aid Ontario provides duty counsel for consultation two evenings a week. It also offers information on community resources, crisis intervention, individual, family and marital counseling, support and advocacy for adults with developmental disabilities, seniors' case management, workshops, information and counseling for newcomer groups, and assistance and co-ordination of services for the elderly. It provides complete health programs, housing help and health promotion activities in the same location and under the same administration.

Staff and volunteers offer services in several languages, with special programs available to newcomers from the Caribbean, Central and South America, Vietnam and Somalia.

I. Supply Side Initiatives

Access to Legal Services Strategies

| | |
|----------------------|--|
| Website: | www.lawsociety.ab.ca |
| Location: | Alberta |
| Status: | In progress |
| Target Group: | Legal service providers |
| Provider: | Law Society of Alberta |

Service:

The Law Society is currently pursuing several strategies to increase the supply of legal service is such as:

Alternative Delivery of Legal Services – where non-traditional ways of delivering legal services by both lawyers and non-lawyers are considered;

Alternate Business Models – where limited scope retainers and business models differing from the usual law firm approach are considered;

Retention and Re-engagement of Practitioners – where initiatives to address the early departure of lawyers from private practice are developed, with a special emphasis on sole practitioners, smaller firms and rural practices;

Promoting Diversity – where the objective is to make legal services available to lawyers who represent the diversity of the Alberta population

BC Justice Reform Initiative

| | |
|----------------------|--|
| Website: | www.bcjusticereform.ca |
| Location: | British Columbia |
| Status: | In service |
| Target Group: | General public |
| Provider: | Justice British Columbia |

Service:

The initiative provides an interactive platform through which citizens of British Columbia can take part in an independent assessment of access to justice, in particular to criminal justice resources, within the province. Individuals can participate and be updated about the progress of the inquiry through blogs, surveys, Facebook and emails.

The initiative culminated in the release of a report delivered by the Minister of Justice and Attorney General in July 2012 (XXX).

Children and Family Services Act Committee

| | |
|----------------------|--|
| Website: | www.nslegalaid.ca |
| Location: | Nova Scotia |
| Status: | In service |
| Target Group: | Lawyers working in the family law domain |

Provider: Nova Scotia Legal Aid

Service:

Nova Scotia Legal Aid has an in-house Children and Family Services Act regional committee that provides resources and acts as a mentor to lawyers. They showcase and encourage complementary approaches to litigation, such as early legal advice for parents, child welfare parent information, the use of case conferencing, and settlement conferences with Judges.

In 2011, Nova Scotia Legal Aid and the Department of Community Services also sponsored a one-day session for lawyers with an expert in family group conferencing. The Committee also hosts an in-house professional development day.

Civil Needs Project

Website: www.lsuc.on.ca

Location: Ontario

Status: In service

Target Group: Low and middle-income individuals

Provider: Law Society of Upper Canada with the collaboration of Legal Aid Ontario and Pro Bono Ontario and funded by the Law Foundation of Ontario

Service:

This is a comprehensive research initiative to enhance access to justice by quantifying and identifying “everyday” legal problems experienced by low and middle-income Ontarians, and the legal services that are available to this group. Part of the project consists in mapping existing legal services and legal information resources.

Enhanced Duty Counsel Investigation

Website: www.legalaid.on.ca

Location: Ontario

Status: Work in progress since 2011

Target Group: Unrepresented Litigants

Provider: Legal Aid Ontario

Service:

This investigation seeks to offer a streamlined process for clients, facilitating earlier resolution of legal issues. It aims to provide a broader range of services through a variety of staff, including paralegals and articling students.

Insurance exemptions for retired members offering Pro-Bono services

Website:

Location: British Columbia

Status: In service since 2002

Target Group: Individuals using the Pro Bono services in British Columbia

Provider: The Law Society of British Columbia

Service:

The Law Society offers professional liability insurance (\$1 million per claim, \$2 million annual aggregate) to retired, non-practicing or insurance-exempt lawyers (such as Crown Counsel) who perform pro bono legal services through a pro bono service provider approved by the Law Society. The coverage is available at no cost and without payment of a deductible or surcharge on claims.

Lawyers that want to participate to the program need to pay a nominal annual membership fee.

Just a Click Away

Website: www.justaclickaway.ca

Location: National

Status: In service since 2012

Target Group: Legal information and education providers

Provider: Law Foundation of Ontario and Courthouse Libraries

Service:

The project reported on the emerging trend in using the web and social media for legal education and information purposes. It hosted a series of webinars exploring different models to provide access online to public education and information, where seven current models of content websites were showcased, discussed and debated.

It also organized a Just a Click Away Conference in February 2011 that featured over 50 speakers and panelists discussing effective practices in using technology to provide public legal education and information. The report on the findings presented throughout the conference can be downloaded free of charge on the website. The second phase of the project will include:

- an online community for public legal education and information practitioners to interact and learn about technology;
- a series of eight webinar broadcasts on key topics relating to technology and public legal education and information;
- a series of hands-on interactive web workshops for practitioners who work directly with online technologies, and;
- an online best practices guide, developed from the exchanges of the online community, the webinar broadcasts and the hands-on web workshops.

Website content, information and updates can be accessed through Facebook, Twitter and RSS feeds.

Law Society of Upper Canada Professional Development Department

Website: www.lsuc.on.ca

Location: Ontario

Status: In service

Target Group: Sole and small firm practitioners

Provider: Law Society of Upper Canada

Service:

The Department provides technological resources, a practice management hotline for lawyers and paralegals and ongoing practice guides in a range of practice management subjects. It

publishes “How-To Briefs” prepared by practitioners and designed to assist licensees in understanding and applying procedures and practices applicable to various areas of law.

LawMatters

| | |
|----------------------|--|
| Website: | www.courthouselibrary.ca |
| Location: | British Columbia |
| Status: | In service since 2008 |
| Target Group: | General public |
| Provider: | BC Courthouse Libraries Society |

Service:

LawMatters provides public libraries with financial assistance for acquiring legal resources, bibliographies of recommended legal resources, research guides, training for staff, reference and referral support, and consultation and advice. It also enhances the capacity of public legal education publishers in BC to distribute materials to public libraries. A similar program has been implemented in Australia by the State Library of New South Wales.

Operates an online blog where legal information and legislative alerts are showcased (www.bclawmatters.blogspot.ca) and provides information about local workshops and presentations on legal matters.

Public Legal Association of Canada

| | |
|----------------------|---|
| Website: | www.pleac.ca |
| Location: | National |
| Status: | In service since 1987 |
| Target Group: | Public legal education practitioners, experts and policy-makers |
| Provider: | |

Service:

PLEA provides a forum for public legal education practitioners to connect with other practitioners and professionals to share information and effective practices, and collaborate around matters of common interest. It organizes an annual conference and expositions throughout the country to facilitate interaction between legal information agencies, community groups, courts, media and governmental departments. It showcases recently published legal information material on other legal education websites. Members of the Association have exclusive access to legal resources and information, as well as networking models and samples through their online database.

Website content, legal information and updates are accessible through an online newsletter, Facebook and Twitter.

Paralegal Rules of Conduct

| | |
|------------------|--|
| Website: | www.lsuc.on.ca |
| Location: | Ontario |
| Status: | In service since 2007 |

Target Group: Paralegals
Provider: Law Society of Upper Canada

Service:

The Law Society developed a comprehensive regulatory system for paralegals under which licensed paralegals can provide advice, draft documents, conduct negotiations and represent clients in small claims court, before administrative tribunals, and before the Ontario Court of Justice (for summary conviction offences, hybrid offences where the Crown elects to proceed summarily, and matters falling under the *Provincial Offences Act*.)

Professional Conduct Handbook Amendments

Website: www.lawsociety.bc.ca

Location: British Columbia

Status: In service since 2009

Target Group: Lawyers practicing under the Professional Conduct Handbook

Provider: Law Society of British Columbia

Service:

The Law Society amended Chapter 6 (rules 7-01 to 7-04) to facilitate the delivery of unbundled legal services and modified conflict of interest rules to facilitate providing pro bono services at clinics and court-based programs.

SoloNet

Website: www.lawsociety.ab.ca

Location: Alberta

Status: Pilot project since 2011

Target Group: Lawyers who are sole practitioners

Provider: Law Society of Alberta

Service:

The Law Society operates a website providing a confidential forum for lawyers who are sole practitioners or working in remote locations in Alberta. It allows members to connect, obtain practice advice and other resources, share information, pose questions, and offer advice.

Street Law

Website: www.streetlaw.org

Location: Mainly United States but also has International components

Status: In service since 1972

Target Group: Professionals working with youth

Provider: Street Law Inc. with the funding of private and public donors

Service:

Street Law delivers a range of interactive programs and publications designed to enhance the

teaching of practical law, crime prevention, conflict resolution, youth advocacy, and the fundamental principles of democracy. It provides programs and resources on issues of law, democracy and human rights to teachers, the legal community, non-governmental organizations, juvenile justice professionals and law enforcement officers.

Save Our Streets is a program developed for first-time juvenile offenders charged where the referred youth learn about public policy issues involving juvenile weapon possession and explore the workings of the juvenile justice system.

The programs and publications have been reproduced in over 40 countries.

Website content, information and updates can be accessed through Facebook, Twitter and LinkedIn.

University of Manitoba Faculty of Law / Admissions

Website:

Location: Manitoba

Status: In service

Target Group: Law students originating from under-serviced communities of Alberta

Provider: The Law Society of Manitoba and the University of Manitoba Faculty of Law

Service:

The Creates additional spaces at law school for students from under-serviced communities.

The Law Society of Manitoba provides forgivable loans of up to 25 000\$/year for students of those communities. Loans are forgiven at a rate of 20% a year for each year the student returns to practice in their home community (up to five years).

J. Legal Insurance

DAS

| | |
|----------------------|---|
| Website: | www.das.ca |
| Location: | Alberta, British Columbia, Manitoba, New Brunswick, Newfoundland and Labrador, Nova-Scotia, Ontario, and Saskatchewan |
| Status: | In progress 2011 |
| Target Group: | General public |
| Provider: | Operated by Das Group |

Service:

For a monthly or yearly fee, clients are provided with insurance coverage that includes legal advice, representation and legal assistance in contract disputes, employment disputes, property protection, and tax protection. The service also provides access to a Legal Advice Helpline where clients can discuss any legal matters with lawyers. An emergency line is provided 24/7 for special circumstances where immediate assistance is needed.

Protection plans are divided based on the needs of different groups. Ex: "DASliving" provides legal advice, assistance and cost coverage for individuals and families facing legal problems.

Web content and updates can be accessed by Facebook, LinkedIn, and YouTube.

Legal Insurance Programs

| | |
|----------------------|--|
| Website: | www.legalinsurancebarreau.com |
| Location: | Quebec |
| Status: | |
| Target Group: | General public |
| Provider: | Private insurance companies in collaboration with the Barreau du Quebec |

Service:

The programs offer legal assistance and information, lawyer fees, legal advice, court costs, and expenses incurred for specific disputes. Prices for individual or family protection vary between \$30 and \$100 per year, depending on the insurer and the type of protection chosen. Coverage is usually limited to \$5 000 per dispute and \$15 000 per year.

LegalShield

| | |
|----------------------|--|
| Website: | www.legalshield.com |
| Location: | Ontario, Alberta, Manitoba, and British Columbia |
| Status: | In service, in Canada, since 1999 |
| Target Group: | General public |
| Provider: | LegalShield |
| Service: | Operated by Mills & Mills LLP under the management of LegalShield, previously known as Pre-Paid Legal Care Corporation |

For a monthly fee, clients have access to phone consultations, a lawyer for arrest or detainment situations, review of documents, will redaction, discounted hourly rates for some legal work, and other limited services. The plan does not cover civil litigation costs. It provides a toll-free line to reach lawyers working for this service.

K. Other Initiatives

Contingency Fee Arrangements

Website:

Location: National

Status: Effective

Target Group: Litigants and their representing lawyers

Provider: Lawyers

Service:

Under a contingency fee arrangement, lawyers accept a case on a “no win, no fee” basis. If the client wins, the lawyer takes a percentage of the award; if the client loses, no fee will be charged.

Distance Family Mediation Project

Website: www.mediatebc.com

Location: British Columbia

Status: Pilot Project since 2009 (due to end in June 2012)

Target Group: Couples, from a non-urban community of British Columbia, undergoing a separation or divorce

Provider: B.C. Mediator Roster Society funded by the Law Foundation of British Columbia

Service:

Mediations are held using current information and communication technologies. Families can choose from telephone, e-mail, videoconferencing and web conferencing. To be eligible for the Project's free mediation services, at least one of the participating family members must live in a non-urban community of British Columbia with a population less than 10,000. The issue(s) to be resolved must relate to separation or divorce in British Columbia. Up to six hours of mediation services are available to eligible families at no charge, provided the issues to be resolved are appropriate to mediate using information and communication technologies.

Litigation Assistance Fund

Website: www.lawsocietyasa.asn.au

Location: Australia

Status: In service since 1996

Target Group: Middle to low-income individuals

Provider: Law Society of South Australia

Service:

This is a charitable trust that assists with the prosecution of civil cases, where clients are unable to pay legal expenses. The Fund is available to companies and to individuals. The Fund assists applicants from the investigative stage right through to an appeal. The type of cases funded include commercial disputes, inheritance claims, insurance contract disputes, professional

negligence claims, public liability and personal injury matters. The Fund does not assist with criminal, family law or de facto property matters.

Applicants must meet a means and merits test. To be eligible, an applicant can have a family income of up to \$80,000 AUD gross, and assets such as a house and a car, which are of "reasonable" value. A panel of three senior practitioners considers the merits of an applicant's case where each panel takes into account the prospects of success, the quantum of the claim, and the likelihood of recovery of the case. If the application is successful, the Fund will pay "solicitor/client costs", on the scale appropriate to the jurisdiction. If the assisted person's claim is unsuccessful, his solicitor will receive from the Fund solicitor/client costs. The Fund does not pay party/party costs awarded against the assisted person.

For individuals whose application to the Litigation Assistance Fund is unsuccessful, the Disbursements Only Fund is available. This enables payment of disbursements such as court filing fees, experts report, witness fees, transcript and trial fees. Barrister and solicitor costs are excluded. If a Disbursements Only Fund matter is successful, a Fund fee will be levied, being repayment of the disbursements paid by the Fund together with an uplift of 25% to 100%.

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