



Navigating the Legal Help Landscape, Part 2

Legal Help Phone Lines

Speakers:

Yonit Fuhrmann,

Jacqueline Cutler,

Alexandra Hachey,

Pro Bono Ontario

Legal Aid Ontario

Ontario Legal Information Centre

December 13, 2022



What you can expect today

1 hour in total (presentation and Q+A)

This is legal information, not legal advice.

The information is current as of today's date Dec. 13, 2022

Recording and slides will be sent out afterward.

Subtitles (closed captioning) has been enabled.

Put your questions in Q and A, not chat, please.



Land Acknowledgement

CLEO's work takes place across the home and traditional territory of the Mississaugas of the Credit, the Haudenosaunee, and the Wyandot peoples, on land that many of us know as Ontario. We encourage you to take the time to understand more about the land *you* live and work on.

As we provide information on legal help today, we acknowledge the ongoing impact of colonization and anti-Indigenous racism, built into our organizations and systems, resulting in devastating pain and inequality for Indigenous Peoples of every generation.

We also recognize the incredible amount of work that Indigenous Peoples contributed to the Calls to Action in the Truth and Reconciliation Commission report calling for Equity for Indigenous Peoples in the Legal System.



Navigating the Legal Help Landscape, Dec 13 2022

Funded in part by:



Today's agenda

- **About Pro Bono Ontario**
 - Brief History
 - Main Services
- **Free Legal Advice Hotline**
- **Connecting Your Clients with PBO**



Since 2001, PBO's mission has remained unchanged

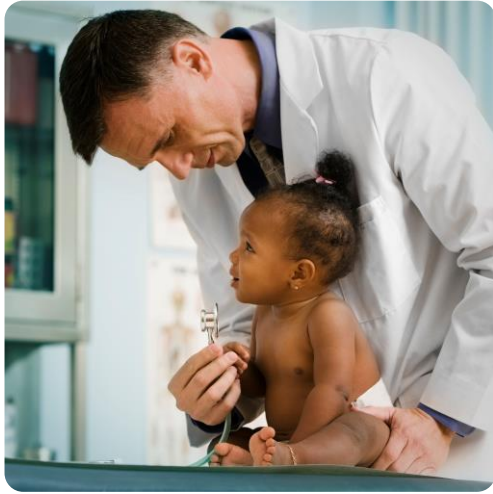
Mission

To harness the skills and commitment of volunteer lawyers to address the unmet civil (non-family) law problems of low-income Ontarians to help them lead secure, healthy, and productive lives

Guiding Principles

1. Focus on underserved areas of law, namely civil law
2. Create a wide "front door" for the public
3. Leverage through partnerships
4. Embrace technology and innovation





PBO employs a variety of service models

- Free Legal Advice Hotline
- Workplace Sexual Harassment Hotline
- Canadian Legal Support for Ukrainians
- Medical-Legal Partnerships
- Matching programs



Problems covered

- Civil procedure (suing or being sued)
- Consumer debt and protection
- Corporate law for non-profits and small business
- Housing (landlord/tenant, roommates, RTA & non-RTA)
- Employment (non-unionized environments)
- Estate administration and POAs
- Education law



Free Legal Advice Hotline 1-855-255-7256

Days Open: Monday – Friday

Hours of Operation: 9:00 am – 5:00 pm*

*General hours. Estates line open 9 am – 1:00 pm; Education line open Tue, Wed & Thu 12:30 – 4:00 pm

Services: Summary Legal Advice and Legal Drafting Assistance

Goals:

To help clients understand the nature of their legal problems

To give clients enough information so that they can make informed decisions about their legal problems; and

To help clients take next steps to resolve their legal problems

Limitations on Service: Designed to support self-help (sufficient for 80% of callers), full representation unlikely



Free Legal Advice Hotline – Connecting Your Clients



Encourage clients to call directly (note no blocked/anonymous caller ID)

Warm hand-off

Stay on the line as a trusted intermediary (client consent required)

Ask questions on your clients' behalf (you must ID yourself, and the legal information provided may be limited if we can't speak to the client directly)



Legal Issue Spotting

Consumer Debt and Protection: bills they can't pay, problems with collections agencies, door-to-door sales scams, used car problems, product warranty issues

Housing: difficulty paying rent/mortgage, trouble with landlord or roommates, trouble with repair and maintenance (e.g. heat, bugs, leaks)

Civil Procedure: suing or being sued, needing to recover \$ from someone

Employment Law: problems at work, harassment, unpaid wages, getting fired or hours cut, unsafe conditions on the job

Education Law: kids can't keep up in class, are getting in trouble, are involved in bullying, have been suspended, expelled, or the school told the kids they can't come back or enroll

Corporate Law: starting their own business or having problems with the business they run (e.g. employees, contracts, collecting \$ owed, or owing \$ to vendors)

Wills and Estates: being ill or needing a medical procedure (and wanting someone to help interact with doctors or help pay their bills while they are unable), arranging their affairs, a loved one passed and they need to settle things



Workplace Sexual Harassment Hotline

1-855-776-1855

Mon – Fri

1:00 – 6:00 pm

For victims of workplace sexual harassment who are or were employed in Ontario

Help identifying the nature of your legal issues

Advice and assistance on steps you can take yourself

Help drafting letters and basic legal documents for use in the Ontario justice system

Where appropriate, referrals to pro bono and other lawyers

Canadian Legal Support for Ukrainians

1-877-873-7875

Mon - Fri

12:00 - 5:00 pm

For Ukrainians arriving in
Canada

English | Ukrainian | Russian |
French

Immigration | Employment |
Housing | Other





LEGAL AID ONTARIO

AIDE JURIDIQUE ONTARIO

Legal Aid Ontario's Contact Centre

Legal Aid Ontario Coverage

- Criminal
- Family
- Domestic Violence
- Child protection
- Refugee and Immigration
- Mental health

1.

What services does LAO's contact center provide?

Intake and referrals, summary legal advice, chat, client portal

Intake and Referrals

We can assist clients with..

- Referrals to other LAO service providers and community service partners and
- Internal referrals to Summary legal advice service for Family & Criminal only
- Applications for lawyer representation through [certificate program](#)
- Status checks, appeals and change of lawyer requests for certificate applications
- Assistance with online applications

We can't help clients with...

- Drafting documents
- Emailing or writing letters on behalf
- Make outgoing calls
- Summary advice services for other legal issues

**Available for anyone with a legal issue in Ontario.
Referrals and applications provided free of charge**

LAO's Contact Centre

Contact us 416-979-1446 (GTA) or
Toll free at 1-800-668-8258

Dial **711** if you use a teletypewriter (TTY) service

Monday to Friday 8:00 a.m. to 5:00 p.m. (ET)
Service is available in both English & French
Interpretation available in over 300 languages



Summary Legal Advice

We can assist clients with..

- Summary legal advice services for **Family & Criminal** (callback service)
- Live queue for **Family** (urgent matters only- no testing)
- Referrals to certificate program (representation) and other LAO service providers and community service partners

We can't help clients with...

- Drafting documents on client's behalf
- Emailing or writing letters
- Advice outside coverage
- Second opinions (existing retainers)
- Merit assessments for legal aid eligibility

Income test only. Income test is waived for clients defending criminal charges and vulnerable clients

Summary Legal Advice by phone



Contact us at 416-979-1446 or

Toll free at 1-800-668-8258

Dial **711** if you use a teletypewriter (TTY) service

Monday to Friday 9:00 a.m. to 4:30 p.m. (ET)

Service is available in both English & French

Interpretation available in over 300 languages

Live Chat Service

We can assist clients with..

- General information enquiries about Legal Aid services and coverage
- Re-directing to other LAO service providers and community service partners
- Help with finding information and tools on the website

We can't help clients with...

- Taking applications for legal aid
- Making decisions on legal aid eligibility
- Advice on legal issues

**Free assisted service
provided to everyone
accessing the Legal Aid
Website**

Live Chat

Find LAO live chat on our website
www.legalaid.on.ca



Available **Monday to Friday**, in English & French
from **11 am-3pm** for general enquires or help
finding information on our website





2.

Tips and what to expect

Tips for using contact centre

- We have a dedicated line for clients in-custody
- Assisted application service for vulnerable clients.
- Community workers can assist on a call as long as client is present.
- Recommended to have the **client number** if existing client (starts with CLT) as this identifies the client in our systems for future contacts with LAO (client portal and phone)
- Have **relevant documents available** on the call or during the online application
- There is a **callback service** available if the wait time is too long

Tips for accessing summary advice

- When client is accessing the summary advice line have relevant documents available. If related to criminal charges, they should have their **disclosure package** from the Crown attorney's office
- Callback service where a staff member will make **2 attempts** to call back. Callback will be received within **4 business days**
- Ensure that client has **enough minutes/charge** on phone and **private space to talk**

Tips for using live chat

- Do not provide any detailed personal information regarding case, this service provides **general information** about LAO services only and cannot provide intake or advice for your case
- You can save or have your **chat transcript** emailed to you
- Live chat is a great option for finding out what services are available at LAO, how to apply and timelines

Thanks!

Any questions?

Debbie Heron-Pauls herond@lao.on.ca

Jacqueline Cutler, cutlerj@lao.on.ca





3.

Appendix

Resources

Client Portal (Online Application)

The online application is available to clients who have the following legal matters

- Criminal
- Child Protection
- Family
- Immigration & Refugee

- Receiving social assistance (OW and ODSP)
- No income (new to Canada, living in a shelter)
- Are completing an application for someone who is incarcerated
- No property

Service provided to clearly eligible clients or previously eligible clients

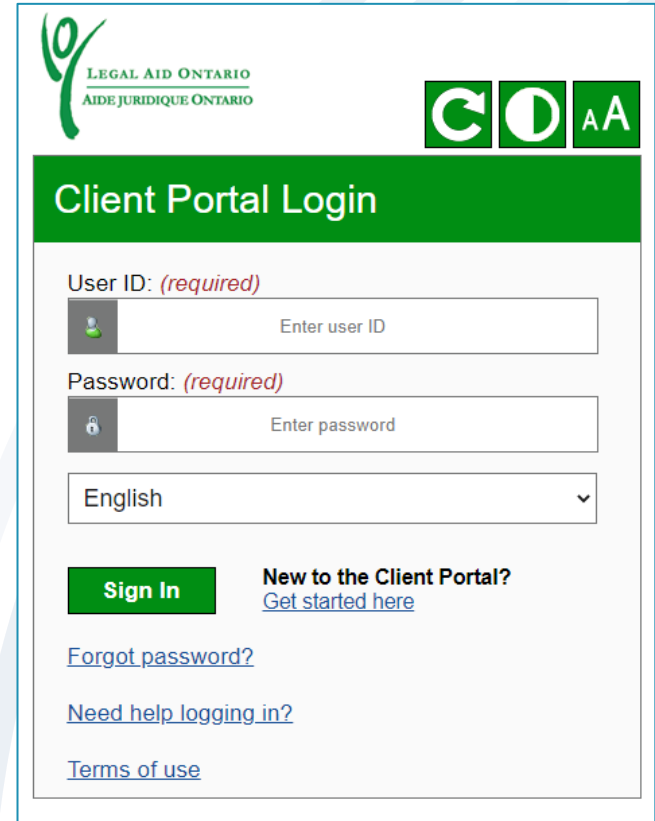
Client Portal Services



Client Portal

Find LAO's Client Portal on our website at client.legalaidonline.on.ca

Available 24 hours a day, 7 days a week, in English & French



The screenshot shows the Client Portal Login page for Legal Aid Ontario. At the top left is the LAO logo with the text "LEGAL AID ONTARIO" and "AIDE JURIDIQUE ONTARIO". To the right are three green icons: a refresh symbol, a play symbol, and the letters "AA". Below this is a green header with the text "Client Portal Login". The main content area contains a login form with the following elements:

- A label "User ID: (required)" above a text input field with a user icon and the placeholder text "Enter user ID".
- A label "Password: (required)" above a text input field with a lock icon and the placeholder text "Enter password".
- A dropdown menu currently set to "English".
- A green "Sign In" button.
- A link "New to the Client Portal? Get started here".
- A link "Forgot password?".
- A link "Need help logging in?".
- A link "Terms of use".

Find a lawyer tool

Find LAO's Find a lawyer tool on our website at www.legalaid.on.ca/lawyers

Find a Lawyer

If you have difficulties in finding a lawyer using this directory, please contact the Client Service Centre at [416-979-1446](tel:416-979-1446) or toll-free [1-800-668-8258](tel:1-800-668-8258).

Address or postal code

Distance

5 KM ▼

APPLY

FILTERS

Sort by: Distance ▼

SLA Family Financial Test

Income test only

Number of family members	How much money does your family earn in a year?
1	\$22,720
2	\$32,131
3	\$39,352
4	\$45,440
5+	\$50,803

Certificate Program Financial Test

Income test

Number of family members	The amount of money your family earns in a year	For domestic abuse
1	\$18,795	\$22,720
2	\$32,131	\$32,131
3	\$39,352	\$39,352
4	\$45,289	\$45,440
5+	\$50,803	\$50,803
Single boarder	\$12,330	

Certificate Program Financial Test

Asset test

Family Size	Liquid Asset Exemption Without Contribution	Ineligible Refer to alternative services)	Domestic Violence Liquid Asset Exemption Without Contribution (+ \$1 - pass to DAO)	Duty Counsel Financial Eligibility Test
1	\$1,504	\$3,009	\$10,000	\$2,255
2	\$2,255	\$4,511	\$10,000	\$2,255
3 and over	\$3,007	\$6,015	\$10,000	\$2,255



CENTRE D'INFORMATION
JURIDIQUE DE L'ONTARIO

ONTARIO LEGAL
INFORMATION CENTRE

ajefo

Association des juristes
d'expression française
de l'Ontario

Navigating the Legal Help Landscape Part 2: Legal Help Phone Lines

Alexandra Hachey
December 13, 2022



Ministère de la Justice
Canada

Department of Justice
Canada

 The Law
Foundation
of Ontario
Advancing access to justice

The background of the slide is a photograph of a conference room. A man in a light blue shirt is standing at the front, addressing a group of people. Several audience members in the foreground and middle ground have their hands raised, indicating an interactive session or a Q&A period. The room has large windows in the background, letting in bright light.

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Association des juristes
d'expression française
de l'Ontario

AJEFO INITIATIVES

VOS DROITS ▾

ACTUALITÉS

RECHERCHER



? Vos droits
Cellulaire au volant



? Vos droits
Quelles lois protègent les
minorités francophones
du Canada?



? #Actualités
Aide juridique: y avez-
vous droit?



CELLULAIRE AU VOLANT

Que risquez-vous si vous utilisez votre cellulaire au volant?

LIRE L'ARTICLE →



CLIQUEZJUSTICE.CA C'EST

un portail canadien d'information simplifiée qui vous aide
à comprendre vos droits et obligations pour mieux gérer
vos situations juridiques du quotidien.

AJEFO INITIATIVES



Le site de la common law en français

AN ESSENTIAL TOOL FOR YOUR LEGAL PRACTICE IN FRENCH

WHY USE JURISOURCE.CA?

- › Free online library
- › Various areas of law
- › E-learning courses
- › Over 11,000 legal and terminology resources
 - › Precedents, lexicons, legal schemes, summaries, blog posts, and much more !

TO LEARN MORE >>>





CENTRE D'INFORMATION
JURIDIQUE DE L'ONTARIO

ONTARIO LEGAL
INFORMATION CENTRE

**AJEFO
INITIATIVES
–
OUR CENTRE**

Free 30-minute virtual meeting with a lawyer for **Legal Information and Referral Services**

Important : The Centre offers legal information and cannot provide legal advice or opinions



		Legal Information	Legal Clinics and Legal Aid	Paralegal or lawyer in private practice
	Services provided by	Community or governmental organizations	Legal Aid Ontario	Members of the Law Society of Ontario
	Meeting with	Expert, paralegal or lawyer	Expert, paralegal or lawyer	Paralegal or lawyer
	Eligibility criteria Services might be limited to a certain public	No criteria	Income-based eligibility	No criteria
	Fees	Free	Free or income-based	Paying service
	Services offered Services may be limited to one or many areas of law			
General information	➤ Explain the law in general	✓ Yes	✓ Yes	✓ Yes
	➤ Answer general questions	✓ Yes	✓ Yes	✓ Yes
	➤ Refer to other resources	✓ Yes	✓ Yes	✓ Yes
	➤ Present options	✓ Yes	✓ Yes	✓ Yes
	➤ Provide document templates	✓ Yes	✓ Yes	✓ Yes
Information specific to your case	➤ Answer questions specific to your case	✗ No	✓ Yes	✓ Yes
	➤ Apply the law to your situation	✗ No	✓ Yes	✓ Yes
	➤ Complete forms	✗ No	✓ Yes	✓ Yes
	➤ Draft documents	✗ No	✓ Yes	✓ Yes
	➤ Review and interpret a document	✗ No	✓ Yes	✓ Yes
	➤ Advise as to your best option	✗ No	✓ Yes	✓ Yes
	➤ Represent or defend you in Court	✗ No	✓ Yes	✓ Yes
➤ Determine your chances of success	✗ No	✓ Yes	✓ Yes	

SOME INTERESTING FACTS ABOUT OUR CENTRE

We assist all –
there is no
eligibility criteria!

- There is no need to qualify financially or reside in a specific area.

Our service is
always free.

Our helpline is
completely
confidential.

The service can
be used more
than once!

- Up to 20% of people come back for new visits.

SOME INTERESTING FACTS ABOUT OUR CENTRE

- All our meetings are virtual; they can be held via telephone or via Zoom. This allows us to assist all throughout Ontario.
- The appointments can be booked directly online at a time convenient to you or via phone with a member of our staff.



**ALL LEGAL QUESTIONS ARE
WELCOME!**

**AS LONG AS IT CONCERNS ONTARIO OR FEDERAL LAW, WE ADAPT TO
YOUR NEEDS!**

Housing

Family

Criminal

Small Claims

Civil

Employment

Bankruptcy

Immigration

Income Support

Corporation
and Business

Administrative

Discrimination

Procedure

And More!

- The meetings can be held in French or English, our entire staff is bilingual.
- If we are made aware in advance, we can also offer an interpreter free of charge.
- Our lawyers offer legal information sessions in multiple fields of the law through partner organizations. If you would like to collaborate and find out more about this service, you can email me at ahachey@ajevo.ca.

**SOME
INTERESTING
FACTS
ABOUT OUR
CENTRE**



**CENTRE D'INFORMATION
JURIDIQUE DE L'ONTARIO**

ONTARIO LEGAL
INFORMATION CENTRE

**WHERE TO
FIND US?**



1-844-343-7462



<https://legalinfocentre.ca>

Days	A.M.	P.M.	Evening
Monday	9 am to 12 pm	1 pm to 4 pm	Closed
Tuesday	9 am to 12 pm	1 pm to 4 pm	Closed
Wednesday	9 am to 12 pm	1 pm to 4 pm	5 pm to 6:30 pm
Thursday	9 am to 12 pm	1 pm to 4 pm	Closed
Friday	9 am to 12 pm	Closed	Closed



Resources and supports:

[Steps to Justice Legal Topic pages](#)

- Includes links to tools, resources and services

[Steps to Justice : Help from Lawyers and Paralegals](#)



Calls to action: Truth and Reconciliation

- [Truth and Reconciliation Commission of Canada: Calls to Action](#)
- [Settlers Take Action](#)

Education

- [Indigenous Canada - Free Course](#)

Whose Land?

Learn about where you are situated, information for land acknowledgements and learn about the treaties and agreements signed across Canada (Turtle Island).

- [Whose Land?](#)



CLEO

Community Legal Education Ontario
Éducation juridique communautaire Ontario

Thank you for joining us!

Subscribe to [CLEO Connect](#) for updates on new legal information and upcoming webinars.

Contact me! Brenda Doner at CLEO
brenda.doner@cleo.on.ca

