



Legal Clinics in Canada: Exploring Service Delivery and Legal Outcomes Among Vulnerable Populations in the Context of COVID-19

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**Duncan, British Columbia
November 2021**

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J2-542/2022E-PDF
978-0-660-43665-4

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1.0 Highlights/Overview

- There are approximately 500 legal clinics across Canada, available in a range of community settings, with differing levels of service offered by providers and funders.
- There is significant commitment from current funders – often in situations of declining revenues – to continue support of clinics, but in many jurisdictions there is concern over continued ability to meet demands. There is a general perception of a need for multi-year stability of funding, and more commitment required from provincial governments.
- The most strongly developed community legal clinic systems, such as exist in Ontario, are able to adapt to the changing legal needs of the community and can effectively serve disadvantaged populations in a holistic manner, compared to a strict one-case-at-a-time legal aid approach.
- Clinics have usually been able to meet service needs during COVID-19 because of the closure of courts and reduced demand. However, most informants anticipate that a resumption of demand will put serious strain on the clinics, and by extension, on funders.
- COVID-19 necessitated a number of changes to service procedures (e.g., telephone applications, video conferencing) which have proved to be convenient for many clients.

2.0 Executive Summary

Legal clinics in Canada may provide a variety of services, the most usual being free legal information, summary advice, coaching, and representation to low-income clients who meet certain eligibility criteria. Although one or more of these core services may exist in any given clinic, there is no national mandated model of service (in terms of either type or extent of service) for clinics in Canada. This study describes legal clinics in the country concerning funding and delivery models, profiles of clients and their legal needs, data collection, and measures put in place to serve clients in the context of COVID-19. Three methodologies explore the similarities and differences across the country: a literature review, an on-line scan of clinics, and interviews with key informants in all 13 jurisdictions.

➤ Literature review

The literature review explores typologies of legal clinics, their key philosophies, the primary types of issues and outcomes, service gaps, and the impacts of COVID-19. The clinic model that is most characteristic of clinics described in this study is what Noreau and Pasca call the “juridical counter model” (Noreau and Pasca, 2014: 313)¹. As described by Abramowicz (2004:73), the community legal

¹ As described further in section 5.1.1 of the present document, this model primarily serves users through the provision of legal information and assistance with forms. The mode of service delivery of legal clinics is also characterized in greater detail in section 3.0 of the present document.

clinic characteristics of local community governance, poverty law practice and a broad array of services are critical elements in Ontario. They evolved from recommendations in the 1974 Osler report, and they were given strong provincial and local support. These elements are less consistently developed as a provincial system in other jurisdictions, which have lacked the same high-level impetus.

Legal clinics rarely measure outcomes in a highly developed way. There also tends to be less service reaching rural areas, and a lack of overall funding to develop strategic activities and test cases related to poverty law. The COVID-19 pandemic affected almost every area of law, but labour and employment law are considered the most strongly affected.

➤ Scan and description of clinics in each jurisdiction

Section 5.2 of the report contains a summary of legal clinic structures in Canada, based on the matrices for each of the 13 Canadian jurisdictions in section 8.0. These matrices present data on legal clinic funders, the primary legal focus, the number of clinics, their settings and sub-categories of issues, the extent of service, governance structures, pre-COVID-19 delivery models and adaptations as a result of the pandemic. The matrices show that:

- British Columbia, Ontario, and Quebec have the largest number of clinics.
- All jurisdictions have multiple legal clinic funders, most commonly law foundations and legal aid plans.
- Student clinics exist in all jurisdictions that have law schools.
- The range of matters dealt with in clinics varies widely.
- Clinics offered through community associations exist in almost all jurisdictions.
- Pro bono organizations exist in five provinces.
- Almost all clinics offer legal information, and if there is direct supervision by a lawyer, will offer legal advice, assistance with forms and in some cases, help with drafting of documents.
- The maximum duration of assistance is usually 30 minutes, but it can be longer, and/or assistance may involve multiple visits.
- In more than half the clinics reviewed, there was a modification of service due to COVID-19, usually involving virtual (telephone or Zoom) rather than in-person assistance.

➤ Key Informant Interviews

Semi-structured interviews were conducted by telephone or video conference with 24 respondents drawn from all 13 jurisdictions. Several of the themes derived from the matrices and summarized above were also confirmed in these interviews (e.g., concerning who funds the clinics in the jurisdiction). Other themes include:

- Clinics, as a model of service delivery, first emerged in the 1970s, with varying stages of development depending on the jurisdiction.
- Strengths of the legal clinic systems are the provision of service in more legal areas than in the legal aid system, adaptation to community needs and earlier intervention.

- Weaknesses are usually related to funding vulnerability.²
- Overall, funding of clinics has not lessened during COVID-19. However, key informants identified several factors that make the funding outlook in the future less positive.
- The informants described numerous innovative service modalities that have been used to serve clients during COVID-19. Almost all involve usage of virtual processes for determining and processing needs of clients. Some of these processes are disadvantageous to clients who lack technological abilities or access.
- The extent of data collection by clinics varies both between and within jurisdictions. The most frequently collected data are gender, income, area of law, and Indigeneity. Data needs are generally determined by the agency itself, not the funder. Needs were identified for data on housing and disability status, homelessness and mental health issues.
- The three areas of legal needs of clinic users most consistently identified were family (child protection, interim orders, child support, guardianship), housing and homelessness, and various forms of provincial and federal income assistance.
- There is currently virtually no reporting of social return on investment (SROI). This is primarily because of the lack of client outcome data that would support SROI analyses.³

3.0 Study Background and Federal Context

In the words of former Chief Justice Beverley McLachlin, access to justice is “the central justice issue in Canada today.” Community legal clinics are seen as a delivery model that significantly supports access to justice.

In order to better understand community legal clinics/justice centres in Canada, Justice Canada contracted Tim Roberts & Associates Consulting to conduct this research. The study was undertaken in the period January to August 2021, during which time the principal researcher worked closely with a federal advisory committee. Specifically, the project intended to answer the following questions:

- What clinics exist in Canada, and what types of service delivery models are used across the country? What legal services are available to clients from legal clinics?
- What are the funding models at legal clinics, and what are their relationships (funding/reporting/other) to legal aid plans and provincial governments? What strategies have legal clinics put into place to secure funding, particularly in the context of COVID-19?
- What is the socio-demographic profile of clients using legal clinic services? Are there differences between rural, urban, and remote clients in terms of socio-demographic profile and legal needs?

² See discussion in section 5.3.4 of this document.

³ See discussion in section 5.3.13 of this document.

- What are the legal needs of clients using legal clinic services? How are these needs determined?
- What data do clinics collect?
- What measures have legal clinics put into place to serve their clients in the context of COVID-19?

The definition of a legal clinic in this study incorporates the following elements:

➤ Mode of service delivery:

A legal clinic provides legal advice, information and/or assistance, either:

- directly by a lawyer, and/or
- by a paralegal who is under the direct supervision of a lawyer, and/or
- by a lay advocate⁴ or other in-house non-legal staff (e.g., articling students, law students, legal case workers) who is under the direct supervision of a lawyer.

The legal advice, information or assistance may be provided either:

- in-house (i.e., in a physical setting, including satellite clinics), and/or
- in the form of secondary advice or outreach to community agencies that assist people with legal problems, and/or
- through on-line resources.

➤ Type of legal matters

As a federally funded study, the contractor was required to include, in all cases, legal clinics that address issues that are under federal jurisdiction (e.g., criminal law, marriage and divorce, immigration and refugee matters, federal income support, insolvency). However, it was decided not to separate out clinics that include matters of provincial jurisdiction. This is because the majority of clinics that are reviewed handle matters under both federal and provincial jurisdictions, in that intake is “holistic”. This means that except for some specialty clinics, legal clinics do not advertise themselves as serving *only* certain jurisdiction-specific case types. Rather, they exist to help individuals with legal issues, and during the intake process, they identify the extent of service that can be provided. This may be limited to the identification of Public Legal Education and Information (PLEI) materials, or extend to the provision of limited (e.g., 30 min) legal information or advice. In some cases, it may involve referral to legal aid or (depending on the focus of the clinic) having a private lawyer take on the case.

⁴ The general meaning of “lay advocate” is a non-lawyer who has been granted a right of audience, i.e. permitted to make oral (spoken) representations on behalf of a litigant.

➤ Distinction from direct government services

The term “clinics” as defined in this study does not include direct legal services by government employees. For example, Family Justice Centres in British Columbia would not be included, insofar as they are staffed by government employees who are accredited family justice counsellors and provide direct service to individuals going through separation or divorce. On the other hand, clinic services provided under the guidance of a local board of directors (e.g., centres de justice de proximité in Québec, community legal clinics in Ontario, etc.) would be included. The board of directors may be established either solely for the clinic itself or for an overall community service that includes the legal clinic. Thus, while funding for lawyer services through a legal clinic may come from a legal aid body, the key distinguishing feature of their services is that they are employed by organizations with a board of directors that is independent of the legal aid plan.

3.1 Federal Context

As noted in the previous section, the definition of legal clinics in this study includes the provision of information, advice and sometimes representation for key issues that relate to federal jurisdiction (but also does not preclude matters of provincial jurisdiction). By way of background, this section summarizes the key program areas delivered across the country by Justice Canada. The information is summarized or taken verbatim from the three referenced sites in the footnotes on the following page.

There are four broad federal program areas:

➤ The Legal Aid Program

The Legal Aid Program is a cost-shared program that provides contribution funding to the provinces and territories. Legal aid services differ from legal clinics in that they primarily provide eligible clients with legal representation and advice. In Canada, there are currently three service delivery models for legal aid service: the staff lawyer model, the judicare model and the mixed model. In the staff lawyer model, lawyers providing legal aid services are employed directly by legal aid plans. In the judicare model, legal services are provided by lawyers in private practice, who are paid by the legal aid plan based on tariff rates. The mixed model uses a combination of staff and private lawyers to provide legal aid services.

Legal Aid Program funding covers the following areas:

- the delivery of legal aid services for young persons facing proceedings under the *Youth Criminal Justice Act*, and for economically disadvantaged persons charged with serious and/or complex criminal offences and facing the likelihood of incarceration, proceedings pursuant to Part XX.1 of the *Criminal Code*, proceedings under the *Extradition Act*, and appeals by the Crown, or in certain cases, their own appeals;

- the delivery of immigration and refugee legal aid services in the six provinces (British Columbia, Alberta, Manitoba, Ontario, Quebec, and Newfoundland and Labrador) that currently provide legal aid services to individuals involved in the immigration and refugee determination system under the provisions of the *Immigration and Refugee Protection Act*;

- the management of State-Funded Counsel cases on behalf of the federal government, where the Attorney General of Canada is ordered by a court to provide funded defence counsel⁵;

- financial support to organizations that provide legal advice to persons who have experienced sexual harassment in the workplace, regardless of their socioeconomic status.

➤ Justice Partnership and Innovation Program (JPIP)

- The JPIP supports a variety of initiatives that respond to the changing conditions affecting Canada's justice system. As a discretionary grants and contributions program, JPIP transfers funds to third parties to carry out activities that meet its objectives.

- One of JPIP's core funding areas supports the ten designated public legal education and information (PLEI) organizations in promoting greater access to justice.⁶

- Funding from Budget 2021 has also been available through JPIP for the development and dissemination of PLEI outreach campaigns in order to better inform workers within specific employment sectors about their rights, and how they can access help if they have been harassed in the workplace.⁷

➤ Access to Justice Services Agreements (AJA)

- The AJAs are funding arrangements between the federal government and the three territories (Yukon, the Northwest Territories, and Nunavut). The AJAs are the means by which the Government of Canada financially supports the delivery of access to justice services in the North. Funding is provided for PLEI, legal aid (criminal and civil), and Indigenous courtwork services.⁸

➤ Indigenous Courtwork Program

- Federal financial support for the Indigenous Courtwork Program is provided through contribution agreements with participating provincial governments.

- In most jurisdictions, Indigenous Courtwork Services are delivered by Indigenous service delivery agencies under contract to the provincial or territorial government. In Manitoba, and the Northwest Territories, courtworkers are employees of the provincial/territorial government. In Nunavut, courtwork services are provided through Legal Services clinics.

⁵ <https://www.justice.gc.ca/eng/fund-fina/gov-gouv/aid-aide.html>

⁶ <https://www.justice.gc.ca/eng/rp-pr/cp-pm/eval/rep-rap/12/jpip-pjpi/p1.html>

⁷ <https://www.justice.gc.ca/eng/fund-fina/plei-vij.html>

⁸ <https://www.justice.gc.ca/eng/fund-fina/gov-gouv/access.html>

- Indigenous Courtwork Programs currently operate in every province and territory with the exception of Prince Edward Island, Newfoundland and Labrador and New Brunswick. Nationally, over 180 courtworkers provide services to approximately 60,000 Indigenous clients in over 450 communities each year.⁹

4.0 Methodology

The methodology for this study consisted of three elements:

- A review of literature pertinent to the key research question. Themes of this review are developed in Section 5.1. The bibliography developed as part of the review is in Appendix 1.
- An online scan of clinics in Canada. This was the primary mechanism for developing the matrices of clinics described in Section 5.2.
- Semi-structured telephone or virtual interviews with one or more key respondents in each of the provinces and territories to 1) fill in information gaps about clinics from the online scan; and 2) address the issues in the questionnaire in Appendix 2 of this report. The results of these interviews are reported in Section 5.3.

These methodologies were intended to serve exploratory and descriptive purposes. That is, proceeding from the definition of a legal clinic in Section 3, the methodologies were used to explore how clinic systems are structured and services delivered in each of the 13 jurisdictions. It quickly became evident that although legal clinics exist in all jurisdictions, there is no single model for which findings can be generalized across the country. Even within a given jurisdiction, there are frequently different models of funding and delivery.

The study does not describe clinic outcomes. Clinic data systems – to the extent that they exist – also vary enormously, so at this stage it would not be possible to get even a rudimentary picture of “what works and doesn’t work”. Such a study would require national consensus about outcome measures, and the implementation of measurement systems to follow up with clients to determine those outcomes. This would be a multi-year process and involve considerable expense.

5.0 Findings and Discussion

This section presents the findings from three sources:

- the literature review;
- a summary of the key jurisdictional data that is contained in the matrices in Section 8; and

⁹ <https://www.justice.gc.ca/eng/fund-fina/gov-gouv/acp-apc/index.html>

- the key informant interviews.

5.1 Key Themes from the Literature Review

The bibliography in Section 7 contains selected references related to legal clinics in Canada over the past 30 years. Key themes addressed in this literature concern the typology of clinics, their philosophy, usage by clients, outcomes and impacts of COVID-19.

5.1.1 Typology of Legal Clinics

Noreau and Pasca's 2014 typology of the three primary models of "justice de proximité" include:

- The "juridical counter" – which primarily provides users with legal information and assistance with legal forms. These two services are intended to direct citizens to resources related to their needs and guide them in any next legal steps. This model is the closest to the definition of a legal clinic in section 3 of the current study.
- The "intercessory model" – relates in Noreau's article more to reconciliation of parties through dialogue (e.g., classic mediation, family group conferencing, victim-offender mediation).
- The multi-functional model – while including the objectives of the previous two models, this model incorporates the notion of justice reform activities (e.g., undertaking lawsuits or lobbying government for changes to legislation or program delivery to better assist under-served populations).

While the legal clinics described in this report may include any or all of the objectives of these three models, their most frequent commonality in terms of legal service delivery lies in the juridical counter model. Even if they exist in some of the clinics, activities described for the intercession and multi-functional models are not included in the jurisdictional descriptions because they do not correspond to the definition of a legal clinic in Section 3.

5.1.2 Philosophy of Legal Clinics

To the extent that philosophies are articulated, they tend to vary from jurisdiction to jurisdiction. Ontario has most clearly defined a philosophy of its clinic system. In 1976, Ontario proclaimed a regulation under the *Legal Aid Act* allowing for the funding of community legal aid clinics. Although other aspects of legal aid delivery continued to expand after this date (e.g., certificates for private lawyers, advice lawyers, duty counsel services, staff law offices and student legal aid societies), Abramowicz states that the three most fundamental defining characteristics of community legal clinics in Ontario are:

- Local community governance.
- Practice in the areas of poverty law.
- Legal response provided through a broad array of services (Abramowicz, 2004, p. 73).

Also referring to Ontario, in 1991 Blazer outlined the following principles guiding the development of the clinic system:

- In order to serve poor people effectively, there was a need for a degree of specialization in those areas most affecting their lives.
- Rather than the “case by case” approach of traditional legal aid services,¹⁰ clinics are needed to engage in aggressive outreach and education to encourage potential clients to assert their rights and to help develop organizations that could work towards changing policies, structures and laws that worked against their interests.
- Support for the ideal of “user control” in which client communities are involved in the design and delivery of clinics’ services (Blazer, 1991:55). See also “Ten Ideas for Community Based Justice” (Currie, 2018).

These descriptions of clinic philosophy relate specifically to Ontario. While applicable to other jurisdictions in distinguishing clinics from a purely case-by-case legal aid approach, there are nonetheless varying levels of community engagement in each jurisdiction, and different degrees of scope in terms of the range of legal matters that are addressed. For example, in his 2019 report, “Roads to Revival” in British Columbia, Maclaren describes the Mental Health Law Program of the Community Legal Assistance Society as a “mixed model clinic”. This clinic is scalable and adaptable to changing circumstances, using tariff lawyers to extend service reach to all areas of British Columbia, but relying heavily on a core of lower-cost advocates to serve the legal needs of vulnerable clients (Maclaren 2019: 17).

Administratively, clinics in the Atlantic provinces generally provide service in the context of legal aid programs, but philosophically their orientation is simply to provide information and advice. In this way, the service is distinct from individually approved cases covered for full representation by the province’s legal aid plan.

5.1.3 Types of Issues and Outcomes Experienced by Legal Clinics

Bertrand and Paetsch describe outcomes reported by clients of four community clinics in Alberta (Calgary Legal Guidance, Edmonton Community Legal Centre, Central Alberta Community Legal Clinic in Red Deer, and Lethbridge Legal Guidance). Almost 80% of clients attended the clinic for 15 to 44 minutes. The first five issues (comprising 76% of the total) were divorce, spousal and child support, landlord/tenant, parenting after separation, custody/access, and immigration. The remaining 25% of issues included a range of criminal, civil, and family matters (Bertrand and Paetsch, 2018: 13).

Of the approximately 6,600 respondents, slightly over 90% said they “strongly agreed” or “agreed” that as a result of their clinic visit, they had a better understanding of their legal rights, their legal

¹⁰ The *judicare* legal aid model is one in which a lawyer’s services are provided free of charge to individuals who qualify financially in certain types of legal cases (see description of case types in section 3.1 of this report.)

responsibilities, their legal options, and what to do next. In addition, 89% said they had a better understanding of the pros and cons of their options (Bertrand and Paetsch, 2018: 20).

There is still considerable work to do to develop outcome measures that are truly client-centred and that could be of benefit in the legal clinic system. As noted in a 2015 Canadian Bar Association (CBA) report,

Client-focused services shift the attention away from the traditional prominence on process by justice system players to a people-centred emphasis on outcomes. Formerly the fact of providing high quality service to ensure fair procedures was the key output for legal service providers, and few providers measured outcomes of those services. Legal aid providers and their funders are beginning to grapple with the more difficult assessment of ‘what happened’ as a result of the legal assistance, although this is still largely a ‘brave new world.’

Benchmarks for the Canadian legal aid system could take into account at least three general categories of outcomes: procedural, substantive and systemic. Procedural outcomes include factors such as the client’s level of satisfaction with the process and the level of stress experienced. Satisfaction has several dimensions: did the client feel well prepared, perceive the process to be fair, perceive that she or he was heard, and so on. Substantive outcomes can again be measured from the perspective of the individual’s satisfaction with the outcome (initial and long-term) . . . (or) . . . against an objective standard (evaluation relative to other similar cases). Other qualitative objectives include empowering the individual through information, education and building legal capabilities. Systemic outcomes include the extent to which there is feedback from the process and outcomes into the justice system. Such feedback can encourage learning and innovation, and consideration of whether the legal assistance contributed to resilience and prevention of future dispute. (CBA, 2015, 100-101)

The “Measuring the Impact of Legal Services Interventions” project of the Canadian Forum on Civil Justice is a multi-phase project, running from 2019 to 2024 to assess the effectiveness of different types of legal service interventions on the outcomes of legal disputes, including long-term effects on the health of clients and costs and benefits over time. Legal clinics in several jurisdictions are a key aspect of this study (Farrow et al., 2020).

5.1.4 Service Gaps and Unmet Needs in Legal Clinics

In a report for the Canadian Bar Association, Buckley described mapping projects in British Columbia and Alberta indicating that in rural areas there are more delays in accessing legal clinic services than in urban areas. The findings highlight: the lack of these services in many communities, frustrations and barriers using the telephone or internet to access help, a lack of lawyers in the North willing to do legal aid-type work, increased need for help with Indigenous populations, limited access to services for those with lower education and lower income, and lack of affordable housing to enable people to manage their own lives (Buckley, 2010: 47).

Buckley further stated that in Canada, community clinics are often overwhelmed by individual casework so that the strategic, long-term activities and test cases to shape laws and protect rights may not take place (Buckley, 2010: 9).

A report entitled “An Analysis of Poverty Law Services in Canada” by the Social Planning and Research Council of British Columbia and published by the Department of Justice Canada analyzed poverty law legal aid services delivered in each Canadian jurisdiction, as well as poverty law legal services delivered by community organizations. It highlighted both a lack of funding for the delivery of such services in the community as well as a lack of comprehensiveness in overall legal aid coverage for poverty law matters. The report was published in 2002, so it is not possible to rely fully on currency of the data.

5.1.5 Impact of COVID-19 on Type of Cases Dealt with by Legal Clinics

Impacts of COVID-19 on the operations of legal clinics, and their strategies to deal with those impacts, are dealt with in Section 5.3.4 – 5.3.7 of this report. It is also important to understand the impact of COVID-19 on specific case types that may be dealt with by clinics. Macnab asserts that the pandemic has impacted every area of law, e.g., family, criminal, intellectual property and competition law, but he quotes employment lawyer Howard Levitt as saying that “no area of law has been affected more than labour and (un)employment law.”¹¹

5.2 A Summary of Clinic Structures in Each Jurisdiction

Section 8 contains summaries of legal clinic delivery systems in the form of matrices for each jurisdiction. The matrices provide information on 1) funders, 2) the primary legal focus, 3) number of clinics, types of settings and sub-categories of issues dealt with, 4) the extent of service, 5) governance structures, and 6) pre-COVID-19 delivery modes and adaptations.

The following broad generalizations can be made based on these matrices:

➤ **Number of clinics**

It is extremely difficult to give an accurate and meaningful count of the number of clinics in Canada, as descriptions and terminology vary from jurisdiction to jurisdiction. Furthermore, creation and closure of clinics occur regularly, depending on funding and service decisions. That said, at the time of this review, there were approximately 500 clinics in Canada. British Columbia (227), Ontario (83), Alberta (42), and Quebec (32) have the largest number of clinics. Two mobile clinic services in Quebec serve many locations, but they are only counted here as two clinics. Thus, in terms of locations reached, the overall figure for Quebec is understated.

➤ **Primary funders**

¹¹ <https://www.canadianlawyermag.com/practice-areas/labour-and-employment/no-area-of-law-more-affected-by-covid-19-than-employment-law-says-lawyer/329592>

It should be stressed that all jurisdictions involve multiple funders. However, in some jurisdictions, certain funders are more prominent. For example, law foundations¹² are primary funders of clinics in British Columbia, Alberta, and Saskatchewan. The provincial/territorial legal aid plan is the major funder in Ontario, Prince Edward Island, Newfoundland and Labrador, Northwest Territories, and Nunavut. Funding bases are more mixed in Manitoba, New Brunswick, Nova Scotia, and the Yukon.

➤ Student clinics

There are student clinics in the eight jurisdictions that have law schools, both on campus and in the community. In most cases, law students receive course credits for their participation in the clinics. The range of matters dealt with in clinics varies considerably. Some “specialty” clinics focus on single target populations (e.g., farm workers, immigrants, or persons with disabilities) or other issues. A number of clinics serve a local community, others a region, and others the entire province. Specialty clinics often serve clients province-wide.

➤ Clinics offered through community associations¹³ exist in all jurisdictions except New Brunswick, Northwest Territories, and Nunavut. They are significant delivery vehicles in British Columbia, Alberta, Ontario, and Quebec. In almost all cases, these organizations have local boards of directors, whereas in Ontario, the legal clinics are a freestanding entity, and have their own Boards of Directors.

➤ Pro Bono organizations¹⁴ exist in British Columbia, Alberta, Saskatchewan, Ontario, and Quebec.

➤ Mobile clinics serving a number of communities in a region exist in Quebec and Northwest Territories. In Montreal, there is itinerant delivery (i.e., travelling from place to place) in some underserved parts of the city.

➤ There is little direct financial support for local clinics from provincial governments. The exception is funding for legal aid programs, which operate a legal clinic system (most noticeably in Ontario).

➤ In almost all cases, clinics offer legal information and especially if under the direct supervision of a lawyer, will offer advice. In these cases, the maximum duration of assistance is approximately

¹² Law foundations are independent non-profit foundations that receive interest on funds held in lawyers’ - and in some cases, paralegals’ - pooled trust accounts maintained in banks or credit unions. The foundations distribute the funds by way of grants.

¹³ A community association is a nongovernmental association of participating members of a community, such as a neighborhood, village, cooperative, or group of homeowners or property owners in a delineated geographic area. Participation may be voluntary, require a specific residency, or require participation in an intentional community either serving or composed of seniors, immigrants, Indigenous people, community health issues, women, etc.

¹⁴ The term “pro bono” comes from the Latin phrase “pro bono publico”, in English “for the public good”. It refers to professional work undertaken voluntarily and without payment. The term typically refers to provision of legal services by legal professionals for people who are unable to afford them. In Canada, there is both a national pro bono organization (Pro Bono Canada) and several provincial pro bono organizations.

30 minutes. Assistance is frequently given to complete forms or draft documents. Representation in court proceedings or on legal matters is more time consuming and therefore occurs less frequently. It may also be undertaken selectively to serve law reform objectives.

- In more than half of the clinics reviewed, there was a modification of service due to COVID-19. Usually this involved a transition from in-person assistance to virtual assistance.

5.3 Findings from Key Informant Interviews

The researcher conducted telephone or virtual semi-structured interviews with 24 respondents drawn from all 13 Canadian jurisdictions, roughly proportional to the number and diversity of legal clinic types in the jurisdiction. Five interviews were in British Columbia, four in Ontario, four in Quebec, two in Manitoba, and one in each of the remaining nine jurisdictions. In several cases, two respondents from the same organization were included in the same interview to add depth. Respondents who had an overview of delivery in their jurisdiction were selected for an interview wherever possible (e.g., as a key funder from government, a law foundation, legal aid, or an association of legal clinics). Interviews were also held with directors or other key staff in clinics serving specific populations or involving diverse delivery modes, e.g., pro bono clinics serving immigrants, family justice centres, mobile clinics, PLEI deliverers and student clinics.

5.3.1 Funding Models

There is no consistent funding model for legal clinics across Canada, and in almost all jurisdictions, there are several types of funders. In any given jurisdiction these may include the Department of Justice Canada, provincial or territorial governments, a provincial or territorial legal aid body, law foundations, a provincial law society, a provincial pro bono organization, non-profit community organizations, university law departments, and provincial gaming grant support (i.e., government revenues from commercial gambling enterprises).

A final form of financial support is through services provided pro bono by the private bar and/or students under lawyer supervision, usually – but not always – based on clients’ income thresholds and/or by setting time limitations to the service provided.

Primary Funders in Each Jurisdiction

Law foundations are a primary funder of legal services in British Columbia, Alberta, and Saskatchewan, and a significant partial funder in New Brunswick, Nova Scotia, Prince Edward Island, and Newfoundland and Labrador.

Provincial/territorial legal aid plans are a primary funder of legal clinics in Manitoba, Ontario, New Brunswick, Nova Scotia, Prince Edward Island, Newfoundland and Labrador, the Yukon, Northwest Territories, and Nunavut. Federal and provincial governments primarily fund legal aid plans.

Law school-supported clinics exist in all jurisdictions that have law schools (i.e., all except the three territories, Newfoundland and Labrador, and Prince Edward Island). These clinics offer information and

advice services provided by students. The services are provided on campus or in community clinics under the supervision of a lawyer. They are provided pro bono as part of the students' course credits.

Pro Bono organizations in British Columbia, Alberta, Saskatchewan, Ontario and Quebec provide opportunities for lawyers to give assistance to qualifying individuals at no cost, often in a legal clinic setting. For example, in British Columbia, Access Pro Bono – which receives significant funding from the BC Law Foundation – coordinates pro bono delivery of legal services in 114 locations around the province. In May 2022, it will be starting a new service which combines the concepts of 1) legal clinics as a teaching mechanism for law students, and 2) outreach to underserved communities. It is described as follows:

. . . the Everyone Legal Clinic will serve as an experiential learning centre for articling students and new notaries, and as a solo and small firm incubator for practitioners who then provide affordable legal services to underserved communities across BC. In its first year the Clinic will engage dozens of professional mentors, and employ four supervising lawyers, one supervising notary, and one administrator to remotely train, supervise and support 25 articling students and five new notaries over two six-month semesters.

5.3.2 Evolution of Legal Clinic Models

As described above, the models and their sources of funding vary, so the picture of their evolution also differs. In broad terms, clinic “systems” began to appear in the 1970s (e.g., in British Columbia, Saskatchewan, and Ontario), in significant part as a realization of the inadequacy of a conventional legal aid approach to meet poverty and other civil legal needs.¹⁵ The concept of clinics was associated with community-based delivery, earlier intervention, and “wrap-around” services (i.e. ones that potentially addressed other legal and non-legal issues associated with the client’s presenting legal matter).

As described by the key informants, the evolution of clinic systems has not been smooth. In the 1970s, funding of individual clinics was often initiated by the federal Department of Justice and supported by provincial governments. Administratively, funding of these clinics began to be consolidated in the 1970s, usually under the umbrella of a provincial legal aid organization.

In British Columbia, following a major cutback in financial support to the Legal Services Society in 2002 by the provincial government, the initiative to support and expand clinics was taken over by the Law Foundation, which remains the primary clinic funder in that province.

The Law Foundation of Saskatchewan has been a consistent funder of the clinic systems since the 1970s. Ontario proclaimed a regulation in 1976, following the 1974 Osler Report, allowing the funding of

¹⁵ As noted by Blazer (1991:53-54), “The basis of the [legal aid] Plan was the idea that equal access to justice could be achieved by making available to the poor the same lawyers and legal services as were available to the well-to-do individuals and corporations traditionally served by the private bar. It became apparent relatively quickly that this approach left almost totally unaddressed vast areas of need for legal advice and representation. Apart from criminal and family law matters, most of the types of legal assistance required by poor people were unrecognized by the [legal aid] Plan and involved matters in which very little expertise or experience was to be found among the private bar...”

community legal aid clinics. These clinics have maintained considerable independence through the establishment of community boards and an overarching Association of Community Legal Clinics. In Manitoba, the four Atlantic provinces, and the three territories, the legal aid plans have existed since the 1970s. Within the context of these plans, clinics have developed, some integrated in the legal aid office structure (e.g., New Brunswick, Nova Scotia, and Manitoba) and others (e.g., Newfoundland and Labrador, and Prince Edward Island) through PLEI organizations. Quebec’s centres de justice de proximité – of which there are now 11 in nine regions – were created in 2010. There are also numerous clinics in community associations in Quebec, which have primarily developed over the past ten years. In Nunavut, the concept of “clinics” has been mostly associated with activities of Indigenous courtworkers meeting with clients in social service (e.g., health) offices in over 20 small communities where there is circuit court.

5.3.3 Strengths and Weaknesses of the Legal Clinic Model

Strengths

Key informants interviewed for this project felt that legal clinics have strong advantages over other models in addressing service needs:

- Service is more holistic than in a strictly legal aid model, covering a full range of issues that a person might need to address.
- In some jurisdictions, for summary advice assistance, service is not strictly limited to persons with low income. As one respondent said, “we are open to everybody”.
- A comprehensive clinic system, such as exists in Ontario, allows the overall system to resist major cutbacks, because community boards can mobilize community support and put pressure on MPPs or MLAs. An Ontario respondent noted that the Friends of Community Clinics can quickly obtain support from major law firms. This results in more stability in the delivery system.
- Community clinics with local boards can adapt service delivery to meet changing legal needs of the community or to assist racialized groups and new immigrants. In jurisdictions like Newfoundland and Labrador, legal clinics can be designed to meet the needs of remote, widespread communities.
- Unlike the *judicare* model of legal aid plans where lawyers are hired to fully represent a client before a court or tribunal (or in an alternative dispute resolution process), community clinics are often able to intervene earlier and more holistically before problems reach a critical stage.

Weaknesses

Key informants’ perception of the weaknesses or vulnerabilities of the clinic system focused on financial issues rather than service quality:

- Lack of funding certainty and continuity. Funding for clinics through legal aid and/or directly by provincial or federal governments is only provided on a year-to-year basis, which makes it difficult to design projects of greater length with any certainty. Many key informants also wanted multi-year commitments to avoid unexpected cuts resulting from sudden political changes.
- Funding by law foundations has been a major component in several jurisdictions. Although valuable and appreciated, the funding is vulnerable to interest rate fluctuations both in the short and long term. Looking further ahead, technological changes such as Central Bank digital currency and electronic fund transfers will likely lower the level of revenues from trust funds.¹⁶
- In some Atlantic jurisdictions where the community clinics are essentially run by Legal Aid, limited budgets make it difficult to pay lawyers at a level commensurate with the private legal system, leading to a loss of skilled lawyers and continuity of service.
- For community association legal clinics, there is often funding only for projects, but no sustained funding for the organization.
- In systems with networks of community clinics, it is often not possible to move resources from one clinic to another if a new need arises.

Key informants felt that the legal clinic model creates savings in the social service, health, and housing sectors because clinics can address multiple service needs early in a process. They also felt that larger and longer-term financial commitments to the legal clinic system are needed and would be beneficial to federal and provincial governments.

5.3.4 Impact of COVID-19 on Funding of Clinics

During COVID-19 and as of this writing in the summer of 2021, levels of funding have allowed legal clinics to meet service demands. During the initial lock-downs that began in March 2020, there was less demand for services. For example, for much of this period, courts were closed, which in turn eliminated circuit court travel expenses. Furthermore, even though in most jurisdictions service was continued either in person or remotely, fewer clients availed themselves of virtual contacts. There have been, and will continue to be, extra COVID-19-related expenses such as plexiglass barriers, masks, computer adjustments and set-up for staff to work remotely. To date, this has generally been managed with existing funds and/or with special grants from provincial law foundations and the federal government.

¹⁶ The funding base for law foundations is the interest earned in lawyer trust accounts (see footnote 4 of this paper). Electronic transfer of funds is already a frequent method of payment, and potentially shortens the time the money is in the lawyer's trust account before being transferred to the recipient. The money therefore accumulates less interest in those accounts to ultimately benefit law foundations. Central Bank digital currency is still under investigation by the Central Bank and may be 5 to 10 years from implementation in Canada. It automates the transfer of money between individuals and central banks, and therefore is not dependent on intermediaries like commercial banks and credit unions. Again, this means that money will not earn interest from sitting in the lawyers' trust accounts, and therefore will not be pooled to support law foundations.

A key issue in regard to maintaining service levels during COVID-19 has been the commitment by law foundations in several jurisdictions to maintain funding levels despite extremely low interest rates. This has been done by accessing the foundations' reserve funds. However, drawing down these reserves cannot continue indefinitely without jeopardizing the financial stability of the foundations themselves.

The future outlook is considerably less positive:

- As courts and administrative tribunals re-open, there will be a significant increase in demand and clinics will more consistently serve clients in-person.
- In part resulting from practices that developed during COVID-19, there has been an increased emphasis on hearings being conducted virtually. As a result, clinics need to create hybrid modes of service delivery. This results in increased demand for clinics to purchase technology, equipment, and space to effectively accommodate remote video hearings.
- Law foundations will not be able to continue to draw down their reserves to maintain existing funding levels under a continued low interest regime. Several foundations described massive reduction in their trust income resulting from the low interest rates.
- Several key informants noted that virtually across the board private lawyers' revenue has declined during COVID-19. One emphasized that demands on lawyers have become more complicated in several ways. They have not been able to have impromptu in-person meetings with clients at the courthouse. Costs per file have gone up (e.g., they cannot go to the prosecutor's office to obtain disclosure documents; videos of inmates are necessary in some cases). Furthermore, some clients' coping skills, which were low to begin with, have been further reduced by the stress of COVID-19. The level of sensitivity and aggression has increased, causing more stress and burnout for lawyers. There is now added pressure on lawyers to help address case demands as courts and tribunals re-open post-COVID-19. In systems where legal aid organizations play an integral role in clinic delivery of services, these factors have led to vacancies in lawyer positions.

These combined factors led many key informants to emphasize the need for significant increases in federal and provincial funding to help stabilize and support the ongoing delivery structure of legal clinics in the post-COVID-19 world.

5.3.5 Measures to Serve Clients During COVID-19

Measures to adapt to COVID-19 while serving clients included:

- Helping people who could not access court or other processes digitally on their own by providing a private space (cubicle or small office) where staff could assist them. One private service provider estimated that 25% of clients could not manage on their own. This private space is also used for video conferencing (whereas before it might be used to store paper-intensive applications used pre-COVID-19).

- Using Facebook to advertise services. It is a popular mechanism, especially for Indigenous and remote clients.
- Increased (or total) use of telephone and video conferencing for applications and hearings. One respondent said “bail applications in the northern part of our jurisdiction were formerly done by flying in and out to the location. Now it will all be done by video conferencing, which represents a significant time and financial savings.”
- Helping clients e-file. This normally requires a credit card, which many clients do not possess.
- Moving away from in-person applications to online and telephone legal aid applications. This has resulted in an increase in calls from rural areas. In some cases, it has also resulted in fewer no-shows, which were fairly common for in-person appointments. Telephone appointments are often easier for clients to attend.

5.3.6 Impact of COVID-19 on Legal Clinic Service Delivery to the Most Vulnerable Populations

As noted in the previous section, the most vulnerable legal clinic clientele are often challenged in terms of technological access. The use of technology to replace in-person applications and hearings is often a major advantage for lawyers. However, for rural or northern clients, for parents with children at home, and for persons who might not have easy access to the clinic, it can be a barrier for many of the clinic’s most vulnerable clients. These clients may be homeless, not have access to computers or smart phones (or any phone), be seniors who are uncomfortable with technology, or persons who simply lack privacy to comfortably hold conversations about personal or criminal (e.g., domestic violence) matters in their homes. Even if vulnerable individuals have smart phones, they may not have sufficient data or the necessary WIFI to access a clinic.

In addition to technological vulnerability, some immigrants may lack language skills to conduct telephone conversations. Some Indigenous clients or others who feel intimidated by legal matters may only be comfortable if they have physical access to a clinic.

5.3.7 Innovative Service Modalities Arising out of COVID-19

The service modalities arising out of COVID-19 that are considered innovative and likely to be continued in the future (with the caveats noted in the previous section) in one or more jurisdictions include:

- Greater use of telephone for legal aid applications;
- Cloud-based filing systems;
- Video conferencing for document appearances, service check-ins with clients, lawyers and regional partners, as well as for staff training;
- Use of QASE – an online service platform for clients to connect directly with lawyers. This eliminates the need for organizations like Access Pro Bono to be a broker;

- Electronic filing of court documents (e.g., waiving releases on bail or filing of an affidavit or signatures, provided the individual can confirm the signing on record during the hearing).

5.3.8 Data Collected by Legal Clinics

The extent of data collection varied from jurisdiction to jurisdiction, as well as within jurisdictions.

The data that are most frequently collected focus on gender, income, area of law, and - where required for funding purposes - Indigeneity. These are usually critical data to determine eligibility for certain types of services.

Somewhat less frequently mentioned were age, marital status, geographic location, distinctions among various Indigenous groups, gender, ethno-cultural identity, country of origin, languages spoken, level of education, method of contact, and type of service requested/provided.

In some provincial services, staff are asked to record how their time is used, the number of attendances at the clinic, and court volumes.

5.3.9 Who Determines the Type of Data Collected

In most cases, the type of data collected is determined by the organization itself, rather than by a funding authority. Where a local board of directors governs the clinic, data requirements are usually established by the board with staff. Specific requirements for data collection are less likely for organizations funded by federal and provincial governments. Only two key informants said that outcome data is – to their knowledge – collected by clinics in their jurisdiction after the delivery of the service.

5.3.10 Data that is not Collected but Could Answer Important Questions

Key informants mentioned three types of data that are not routinely collected but that could lead to more effective outcomes, appropriate referrals and/or follow-up appointments:

- Information on the client's housing situation, for example, whether a client is homeless, his/her tenancy situation, and how he/she can be contacted. One respondent emphasized the greater impact of even short-term incarceration for the poor in terms of loss of housing and future difficulty with social re-insertion.
- Health-related information such as whether a client has a disability such as fetal alcohol spectrum disorder and whether he/she has a mental health condition.
- Tracking other social/legal processes that the client is engaged with that could affect client outcomes in criminal and civil files, for example, success in applying for child support from social services if a spouse is refusing to pay support.

5.3.11 Level of Data Aggregation

In Manitoba and some Atlantic provinces where legal clinic services are delivered by a provincial legal aid organization, the capability exists to report aggregated data provincially. Ontario is working on developing an aggregated system, but this was described as a “work in progress” because the data are owned locally by each clinic’s board of directors. The Network of centres de justice de proximité in Quebec reports data of each centre in a consistent way in their annual report, but an aggregated version has not been prepared/published by the province.

5.3.12 Main Legal Needs of Clinic Users

According to interviewees, clinic users’ primary legal needs fall into three categories:

- Family law – child protection, interim orders, child support, guardianship.
- Housing - either landlord/tenant issues or homelessness generally.
- “Poverty law” issues – this includes various forms of income assistance (e.g., disability, provincial pensions, employment insurance, CPP, and CERB). Depending on the jurisdiction, adult criminal law matters are sometimes dealt with in a legal clinic, but legal representation is usually through the *judicare* model of the legal aid system.

The need for immigration and refugee support was also mentioned, but less frequently than the three areas listed above. Clinics are sometimes nested in a community service that serves a full range of immigrant needs.

Other observations about legal needs include the following:

- Interviewees in several jurisdictions mentioned that there are greater needs in rural areas, primarily because these areas are underserved compared to more urban locations. This may also contribute to perceptions about the effectiveness of the justice system in rural areas. In one jurisdiction, a survey in 2020 found that “Interior residents are less likely than their counterparts to agree that the laws and justice system in Canada are fair. They are also least likely to agree – along with residents of the North – that the British Columbia justice system is effective.”¹⁷
- One interviewee from an Atlantic jurisdiction noted that among Indigenous communities there is less focus on wills and estates, but more on family law, child-protection, and criminal issues. In rural communities of the same jurisdiction, there are more issues related to seniors.
- A key informant in a Western jurisdiction emphasized that there is a large demand for service in relation to the workers’ compensation system for job-related injuries. He referred both to this system and the residential tenancy system as “byzantine”, (i.e., excessively complicated and

¹⁷ Legal Aid BC. (2020) Everyday Legal Needs 2020 Survey https://legalaid.bc.ca/sites/default/files/2020-09/Everyday%20Legal%20Needs%20Survey_1.pdf, p. 47.

bureaucratic), felt they were extremely difficult for users to navigate, and that they were in need of serious reform.

- A key informant in Quebec emphasized the need for clinics to have the capacity to reach out to homeless individuals about their housing issues. This may take the form of a mobile clinic in select urban areas.
- In Northern jurisdictions, the legal needs are strongest among young Indigenous clients (aged 18 to 34) and in relation to criminal, housing and guardianship matters.

5.3.13 Data Supporting Analysis of Social Return on Investment

Cost-benefit analyses first determine the cost of delivering a program, and then convert all key outcomes of a service into monetary units. Social Return on Investment (SROI) analysis is a more complex form of cost-benefit analysis that requires consideration of the broader social and economic costs and benefits of programs. These social benefits are often intangible (e.g., an increase or decrease in public confidence in the justice system), so are difficult to monetize.

Key informants were asked whether data is collected in their jurisdiction that would provide the basis for an SROI analysis. The response of almost all respondents was that at present the outcome data for this type of analysis is lacking. Nonetheless, they expressed interest in various forms of economic-social analysis and felt that an SROI approach could be extended to government justice policies and laws as well. For example, one respondent from a Western jurisdiction suggested that a 48-hour order of possession with automatic eviction if a tenant is five days late in paying rent is extraordinarily difficult to act on for a tenant. Eviction may ultimately result in social assistance, mental health, medical or even child protection costs borne by government. Thus, effort by clinics to advocate for policy changes may ultimately be cost effective both for government and for individuals.

A key informant from another jurisdiction cited statistics that when homeless individuals are detained pending criminal charges, they are incarcerated at a higher rate than the population at large. They also have a higher rate of incarceration at sentencing. He felt that homeless clients who receive legal assistance may have reduced rates of incarceration, and that a SROI analysis of these cases might show that the costs of clinic services sustained by government are offset by reduced correctional system costs.

Several respondents talked about other types of economic analyses involving costs and benefits to support the business case for their service. For example, a pro bono service stated that by multiplying the time volunteer lawyers devote to clients by their billable hours, and then comparing the result with the pro bono service budget, they could determine that they have leveraged four times the value of the legal services. Overall, despite almost unanimous interest and support for the concept of cost-benefit SROI analyses among the key informants, the data for this type of analysis are currently not being collected.

6.0 Conclusions

There is no single “system” of legal clinics in Canada. The existence of clinics in the country is marked by diversity in terms of their origins, their range and types of funders, their overall numbers, their geographic breadth, the legal matters they address, and the clients they serve.

While legal aid structures remain important for key criminal and family matters, the establishment of clinic systems has clearly broadened the range of legal issues that are addressed with clients. In many instances, clinics have strengthened the connection of service delivery with community agencies and boards, and in some settings have contributed to law reform. However, the continued realization of these benefits, and the possibility of clinics better responding to the needs of more rural/underserved populations, is dependent on the availability of consistent funding.

Law foundations, pro bono organizations (based on the volunteer commitment of private lawyers) and in some jurisdictions, provincial legal aid systems have given significant support to clinics. However, there is a real need for multi-year financial support from federal and provincial governments to ensure continuity of services. Although most clinic systems have been able to adjust positively to the virtual service modalities required during COVID-19, it is anticipated that there will be increased service demands that will result as individuals start to address legal issues they have put off during the pandemic. In the medium to longer term, there will be a need to compensate for diminishing financial revenues from law foundations (described in section 5.3.4).

Increased investment in clinic systems is likely to result in net financial benefits to government and communities because of savings that will result in other social service and health systems. However, this claim will remain hypothetical without support for the development of information management systems to capture client and community outcome data.

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Legal Aid B.C. https://lss.bc.ca/legal_aid/legalAidLocations_Map (An interactive map of various types of community-based or outreach services, some of which would qualify as legal clinics.)

Clicklaw. <https://www.clicklaw.bc.ca/helpmap/service/1019> (A listing of family justice centres in B.C.) Family Justice Counsellors do not provide representational services. Rather they are... "specially trained to help families with parenting arrangements, contact with a child, guardianship, and support issues. They can help parents resolve disagreements without going to court. They provide short-term counselling, mediation, emergency and community referrals and other free services."

Access Pro Bono. <https://accessjustice.ca/public/apbclinics.asp?province=BC> (Contact info for 114 clinics in the province, most of which are included in the above sites. Also see wills clinic info at <https://accessprobono.ca/our-programs/wills-clinic>, residential tenancy (<https://www.accessprobono.ca/our-programs/residential-tenancy-program>))

Alberta

Law Central Alberta: <https://www.lawcentralalberta.ca/en/help/legal-clinics-and-services> (This is a listing of all clinics not just in central Alberta, but throughout the province. Includes student-based clinics in Calgary and Edmonton as well.)

Alberta Law Foundation: 2020 Annual Report: Lists a few extra clinic-type services not covered above at pp 10-

11: <https://static1.squarespace.com/static/5d23a55dc8a45d0001462320/t/5f7f2a3b01ab814aa50d9a55/1602169405347/2020+AR.+final.pdf>

Saskatchewan

Pro Bono Law Saskatchewan: Listing of 14 free legal clinics across the province: <https://pblsask.ca/free-legal-clinics/>

Community Legal Services for Saskatoon Inner City: describes two clinics: <http://www.classiclaw.ca/>

Legal Aid Saskatchewan: describes two clinics in Saskatoon: https://www.legalaid.sk.ca/legal_help/nature_of_problem/other.php

Manitoba

Legal Aid Manitoba. Listing of 12 Community Law Centres: <https://www.legalaid.mb.ca/contact/community-law-centres/>, see, for example, University of Manitoba Community Law Centre: <https://www.legalaid.mb.ca/services/services-we-provide/criminal/u-of-m-community-law-centre/>

Legal Aid Manitoba. Annual Report 2019-20. Service demographics, satisfaction and outcome data on p. iii and pp 15-27: https://www.legalaid.mb.ca/wp-content/uploads/Annual_Report_2020_final.pdf

Winnipeg Legal Help Centre: describes drop-in, family law and consumer protection clinics: <https://legalhelpcentre.ca/> Annual report provides issue and income data at p. 11: <https://legalhelpcentre.ca/wp-content/uploads/Annual-Report-2019-20.pdf>

Child Protection Law Office: <http://www.legalaid.mb.ca:8080/services/child-protection-law-office>

Ontario

Community Legal Education Ontario (CLEO): A Directory of Community Legal Clinics in Ontario (Includes both geographic community legal clinics and specialty community legal clinics [e.g., Black Legal Action Centre, Injured Workers Community Legal Clinic]).

https://www.cleo.on.ca/sites/default/files/book_pdfs/ontario.pdf

Annual reports of individual community clinics usually contain some demographic information about users.

Quebec

Under "find a centre", lists community justice centres in each region.

<https://www.justicedeproximite.qc.ca/en/centres/quebec/>

Annual reports of individual community clinics in each region contain fairly consistent demographic information about users, e.g., type of contact (telephone, in-person), how they heard about the centre, income level, age, level of education, gender, region, type of legal inquiry, language, e.g., for Quebec city: https://www.justicedeproximite.qc.ca/wp-content/uploads/2019/06/Rapport_annuel_CJPQC_2019-Sansmarques-compressed.pdf or for Mauricie: https://www.justicedeproximite.qc.ca/wp-content/uploads/2019/06/Rapport_annuel_CJP-Mau_2019-compressed.pdf

Other clinic-type services involving some representation include:

Center for Research-Action on Race Relations <http://www.crarr.org/?q=node/1>

Just Solutions Clinic <https://boussolejuridique.ca/en/resource/just-solutions-clinic/>

Community Association (Mile End Community Mission) <https://mileendmission.org/>

New Brunswick

Clinic-type services involving some level of lawyer consultation or representation are:

Fredericton Legal Advice Clinic: <http://frederictonlegaladviceclinic.ca/>

New Brunswick Legal Aid Services Commission (criminal and some family) <http://www.legalaid-aidejuridique-nb.ca/home/>

Nova Scotia

Clinics are generally for legal info and advice. Actual legal aid representation through legal aid offices is listed here: <https://www.nslegalaid.ca/legal-aid-offices/>

Selected service stats are contained in the 2019-2020 Annual report at pp 19-21, 24, 29, 32 and 35-36: <https://www.nslegalaid.ca/wp-content/uploads/2020/10/2019-20-Annual-Report-Approved-September-18-2020.pdf>

Prince Edward Island

No clinic program. Legal aid locations as follows: <https://pe.211.ca/result/legal-aid-division-legal-aid-63737817>

Newfoundland and Labrador

No clinic program. Legal aid locations as follows: <https://www.legalaid.nl.ca/contact.html>

Yukon

No clinic program. Legal aid services will be described at the following website of Yukon Legal Services Society. It is currently not functioning and is under re-construction: <https://legalaid.yk.ca/>

Northwest Territories

Legal Aid clinics are described in the 2019-2020 Annual Report of the Legal Aid Commission of the Northwest Territories at pp 18 and 29 in the following link. Selected service statistics are contained on pp 22-27. <https://www.justice.gov.nt.ca/en/files/legal-aid-commission/Annual%20Reports/2019-2020%20Annual%20Report.PDF>

Nunavut

The three Nunavut legal aid clinics are described in the following link : <http://nupli.ca/index.php/legalaid>

Limited case type descriptions are contained at pp 16, 18 and 20 in the 2018/2019 Annual Report: https://nulas.ca/wp-content/uploads/2021/04/Legal-Services-Board-Annual-Report-18-19.Final_.pdf

8.0 Jurisdictional Matrices

1. Jurisdiction: British Columbia

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
Law Foundation of British Columbia (LFBC)	Family law	-26 advocacy programs ¹ related to family matters. -Provided through community service or community resource organizations, Elizabeth Fry Societies, Native Friendship centres, career service centres. -Regarding guardianship and parenting time, parental responsibilities, assistance with separation agreements, child support, spousal support, divorce, protection orders, mobility/relocation, child protection, Family Maintenance Enforcement Program (FMEP), property, debts up to 20K, matrimonial property on reserve.	-free legal information, advocacy, and assistance to individuals	-usually a board of directors of the overall service in which the justice service is located	in-person, telephone, email
	Civil: Poverty law	-42 advocacy programs ² -Provided through community service or community resource organizations, Elizabeth Fry Societies, Native Friendship centres, unemployment centres, women's groups, career services. -Regarding income assistance, disability benefits, housing, Indigenous law issues, credit/debt, employment and other low-income issues.	-free legal information, advocacy, representation to eligible users		in-person, telephone, email
	Specialized: legal advocacy	-20 advocacy programs ³ -On specific areas of law or for particular populations (e.g., farmworkers, women in Vancouver's Downtown Eastside, persons with disabilities or mental health issues, live-in caregivers, low income immigrants, seniors, prisoners). -Three other clinics with more substantial funding: one serves children and youth, one serves seniors, and one provides poverty law representation services with more substantial support (e.g., judicial review cases). -Usually serve the immediate community, but others serve the province and/or have an information line.	-free legal information, advocacy, and assistance to individuals		in-person, telephone, email

1. Jurisdiction: B.C. (Continued)

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
Law Foundation of British Columbia (LFBC)	Varied: Clinics serving the entire province	<p>-Seven clinics⁴</p> <p>-Each has a lawyer and legal assistant to supplement services in existing advocacy clinics to handle more complex matters that non-lawyer advocates cannot handle. Although based in an existing community clinic, they serve the entire province.</p> <p>-Matters covered include immigration/refugees, housing, poverty law, and a large range of other civil issues.</p>	-information, advice, representation, (depending on income)		-see notes ⁵
	Varied: Student clinics	<p>-Five student clinics at B.C. universities (or student clinics in the city or legal centers)* These include: Greater Vancouver Law Students Legal Advice Society (University of British Columbia (UBC)), Indigenous Community Legal Clinic (UBC), University of Victoria, Thompsons Rivers University (Kamloops), Rise Women’s Legal Centre (Vancouver).</p> <p>-Specific areas of law include criminal (only summary offences where the Crown is not seeking jail time); Civil Resolution (must be a civil claim under \$5,000), Small Claims (must be a civil claim under \$35,000; Employment Standards; Residential Tenancy; Workers’ Compensation Board; Consumer Protection; Employment Insurance; CPP and Old-Age Pension; Wills and Estates; and Immigration and Refugee.</p> <p>-Representation on a case-by-case basis is offered in such hearings as: Small Claims Court; Criminal Court; Welfare Appeals; Residential Tenancy Branch Arbitrations; Employment Standards Board; and Immigration and Refugee Hearings.</p> <p>-Certain types of legal documents may be drafted, including: Demand Letters; Wills (if total value of estate is under \$25,000); Powers of Attorney; Representation Agreements and Advanced Directives; and Notice of Claims and Replies.</p> <p>-Current policy is to provide at least summary legal advice to all clients where possible.</p>	-legal information, advocacy and assistance.		<p>-one has a general support line and a virtual legal clinic.</p> <p>-virtual clinic preceded COVID-19</p> <p>-as of March 2021, Greater Vancouver Law Students Legal Advice Society clinics will be run remotely until May 2021. Drop-in clinics are suspended for the year.</p>

1. Jurisdiction: B.C. (Continued)

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
Access Pro Bono (APB) (receives primary funding from LFBC.	Varied: Pro Bono summary advice program	-114 clinics throughout British Columbia. -Clinic appointments arranged by email or telephone; eligibility based on household income. Two-hour clinics are held periodically in social agencies, usually during the day, but some in the evenings depending on volunteer lawyers' availability. -Full range of legal issues: family, immigration, criminal, civil law.	-up to 30 minutes of free legal advice		-clinic appointments arranged by email or telephone
Other significant sources include B.C. Gaming Grants, and Law Society of B.C.)	Civil: Civil chambers	-One clinic, twice per week. -Free legal assistance and representation to low- and modest-income individuals who are appearing in civil (non-family) chambers matters before the Supreme Court or the Court of Appeal in Vancouver. Client referrals are through APB office and the Summary Advice Program (see preceding entry).	-summary advice and representation		-in person at court house, phone or email for appointment
	Civil: Wills clinic	-One clinic. -Engages volunteer lawyers to advise low and modest-income people over age of 55, and people with a terminal illness, about their personal estate matters. Help executing will, representation agreements and enduring Powers of Attorney.	-advice and drafting of documents		-clinic reopened in August 2020 to serve clients
Community Legal Assistance Society (CLAS) (funding: LFBC, Legal Aid BC, BC AG Min, Justice Canada, Vancouver	Civil	-Community Law Program provides legal assistance to low-income people across B.C. in the areas of housing security, income security, human rights, mental health rights, and workers' rights.	-may include summary legal advice, guidance to help with self-representation, and full representation	-board of directors is a mix of lawyers, community representatives, and a law student	-in person and by phone, email -CLAS closed to the public effective March 18; will depend on school and other closures; during this time CLAS staff working remotely on public health advisories

1. Jurisdiction: B.C. (Continued)

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
		<ul style="list-style-type: none"> -BC Human Rights Clinic: a weekly short service clinic that provides human rights information and advice. -Representation is provided to complainants who have cases before the BC Human Rights Tribunal. 	<ul style="list-style-type: none"> -information, advice and some representation -free, half-hour sessions 		
		<ul style="list-style-type: none"> -One clinic (Sharp Workplaces Program legal advice clinic). -For anyone who has experienced, or is experiencing, sexual harassment in the workplace in British Columbia. 	<ul style="list-style-type: none"> -up to 5 hours confidential legal advice by lawyer (free) - e.g., drafting documents, negotiating settlements, guidance in navigating legal processes, and referrals 		
British Columbia Ministry of Attorney General	Family and civil	<ul style="list-style-type: none"> -Five justice access centres (JACs)⁶ -Primary issues include separation or divorce, income security, employment, housing and debt. 	<ul style="list-style-type: none"> -self-help and information services -dispute resolution and mediation -limited legal advice 	<ul style="list-style-type: none"> -JACs funded by provincial government. Unlike many LFBC-funded programs, there is no overarching community structure. Services are co-located. 	<ul style="list-style-type: none"> -in-person services are not being offered at JACs until further notice. Staff will continue to provide a full range of services by telephone and videoconferencing

¹⁻⁴ Even though the programs/services are funded separately by the LFBC, they are frequently co-located within a larger service. For example, in 2019 Archway Community Services received funds for a family law advocacy program, a poverty law advocacy service and a specialized advocacy service for seasonal farm workers in the Fraser Valley. The 98 programs, services and clinic structures for which the LFBC is the primary funder are delivered through 66 entities. Advocacy groups - also known as interest groups, special interest groups or pressure groups - use various means to influence public opinion and ultimately government policy, for example media, messaging, public forums and publications.

⁵ COVID-19 closures vary: e.g., on March 1, 2021:

-For Sources Community Resources Society, hosting Poverty Law Clinic: "In general, our programs remain OPEN to provide direct and in-person, or modified (e.g., telephone, video conferencing) services to clients, with some exceptions. Before visiting, please phone, email or otherwise contact that SOURCES office or location in advance to confirm their availability and check their procedures. If possible, please make an appointment (drop-in visits are not recommended)."

-For Provincial Disability Law Clinic: "In light of the quickly evolving situation concerning COVID-19 (the coronavirus), and after careful consideration, [Disability Alliance BC] has made the difficult decision to temporarily close our office. Our one-to-one services are being offered remotely."

⁶ JACs are funded by the British Columbia Ministry of Attorney General. Onsite services are provided by the Ministry of Attorney General and partner agencies. The partner agencies vary depending on the centre, and can include, but are not limited to: Mediate BC Society, Legal Aid BC, Family Maintenance Enforcement Program, Credit Counselling Society and Access Pro Bono Society of British Columbia.

2. Jurisdiction: Alberta

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
Alberta Law Foundation (from 2019-20 Annual report)	Varied	<p>-18 clinic-type programs¹ covering diverse matters, including family (including divorce in some locations), criminal, civil, (e.g., immigration, human rights, employment, landlord-tenant, income benefits), provided through:</p> <p>a) Volunteer legal clinics in community-based organizations such as Alexandra Community Health Centre, Calgary Women's Emergency Shelter Association, Women's Centre of Calgary (has volunteer lawyers), Elizabeth Fry Society, Calgary Legal Guidance, Lethbridge Legal Guidance, Edmonton Community Legal Centre, Central Alberta Legal Clinic Foundation (CALCF) in Red Deer, and Grand Prairie Legal Guidance. Most do outreach in community settings (see below)² CALCF has established clinics in Medicine Hat, Lloydminster, and Fort McMurray.³</p> <p>b) University-based organizations involving student legal services/Pro Bono Students Canada that in addition to helping students, may do outreach in courts or community settings (also receive funding from Univ. of Alberta Student Union, Government of Alberta, Government of Canada). The University of Calgary provides outreach to Calgary Dream Centre (recovery centre), CUPS Calgary (health centre), and Alpha House (alcohol/drug) (3 clinics).⁴</p>	<p>-free legal information, advocacy, and assistance to individuals</p> <p>-often time-limited (30 minutes), and in some cases are explicit that representation is not provided.</p> <p>-generally to low income residents that meet financial eligibility guidelines</p> <p>-not all clinics are under supervision of a lawyer</p>	<p>-usually a board of directors of the overall service in which the justice service is located (also applies to university-based student programs)</p>	<p>-in-person, telephone, email</p> <p>Service to Northern Alberta residents through the Rural Family Law Project of the Edmonton Community Legal clinic was by telephone, Skype and other forms of technology even pre-COVID-19</p> <p>As of September 2021 most services are closed to the general public during COVID-19 but remain available by telephone</p>

2. Jurisdiction: Alberta (Continued)

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
	Varied	-At University of Alberta (Edmonton) there are several specialized outreach clinics: Trans ID Clinic works to aid members of Edmonton's transgender community in filing paperwork to change their names, and/or change their gender identity marker's on government issued ID; Civil Claims Duty Counsel Project Partnered with Pro Bono Law Alberta to assist with providing self-represented litigants summary legal advice through volunteer lawyers; Queen's Bench Amicus Project, Partnered with Pro Bono Law Alberta to assist self-represented litigants access summary legal advice with through volunteer lawyers and speak to matters in chambers; Wills Clinic Project Partnered with Sage Senior's Centre to assist low-income elderly clients draft Wills, Power of Attorney, and Personal Directives (4 clinics) ⁵ and another clinic of Pro Bono Law Alberta deals solely with civil claims.	-as per previous page	-as per previous page	-as per previous page
Independent community-based organizations	Varied	-Approximately 8 programs on a diversity of matters, e.g., immigration and settlement (Calgary Immigrant Women's Association, Immigrant Services Calgary), elder law (Kerby Centre in Calgary). They appear to raise funds from members and fund-raising events; clinic legal assistance is offered by lawyers on a volunteer basis. For example, the Calgary Chinese Community Services Association, Centre for Newcomers, Mustard Seed, Kerby Centre, and Eastside Family Counselling Centre all hold clinics assisted by Calgary Legal Guidance.	-as per previous page	-as per previous page	-as per previous page

¹⁻⁵ The 18 programs include funding three sets of student outreach programs at University of Alberta and University of Calgary that involve the seven outreach clinics specified. In addition, the CALF clinic has established the additional three clinics in other cities as listed.

3. Jurisdiction: Saskatchewan

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
Saskatchewan Law Foundation via Pro Bono Law Saskatchewan (PBLs)	As per the Pro Bono Law Saskatchewan 2019 annual report, the breakdown is: <ul style="list-style-type: none"> • 41% family • 40% civil • 14% criminal • 3% immigration 	-Directly operates 12 free legal clinics with volunteer lawyers in 10 communities across the province. -Additionally supports two other clinics through intermediaries: the Association des Juristes d'Expression Française de la Saskatchewan (AJEFS) in providing a French free clinic (Regina) and the Central Alberta Clinic in providing the Lloydminster Free legal clinic (see Alberta jurisdiction summary).	-up to one hour of free legal advice to persons who cannot afford a lawyer. No representation service. -if the legal issue is very serious and/or more assistance is needed, the file may be referred to the PBLs Panel program for a specialist volunteer lawyer		-all consultations are by appointment

3. Jurisdiction: Saskatchewan (Continued)

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
Saskatchewan Law Foundation via Community Legal Assistance Services for Saskatoon Inner City (CLASSIC); College of Law	<p>For walk-in advocacy clinic: varied civil and minor criminal, but no family</p> <p>For legal advice clinic: family, criminal, and civil matters</p>	<p>CLASSIC has two programs.</p> <ol style="list-style-type: none"> 1. Walk-in advocacy clinic two afternoons per week. Intake done by students, who are paid and get course credit from the college for their work. If client is accepted as low income, an appointment is made to work with law students under lawyer supervision. Covers Landlord-Tenant, Summary Criminal, Prison Law, Social Assistance, Human Rights, Immigration/ Refugee, Wills, but no family or serious criminal matters. No initial appointment necessary. 2. Legal advice clinic for self-representing individuals. Two afternoons and evenings per week. By appointment only. 	<p>-walk-in advocacy clinic has no time limit specified</p> <p>-legal advice clinic is up to half hour with lawyer</p>		<p>-as of 2021, the clinic is closed for walk-in traffic; only telephone, e-mail and written communications accepted</p>

4. Jurisdiction: Manitoba

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
Winnipeg Legal Help Centre (WLHC) (supported by diverse funders, including Manitoba Law Foundation)	WLHC 2019-20 annual report states that family is 51%; civil (approx. 45%) and criminal (approx. 3%) are estimates based on a pie chart in the report	Three volunteer clinics: 1. Drop-in: two afternoons per week with law students to explain options and screens for family law and consumer protection clinics. 2. Family law clinic: on other week-days. 3. Consumer protection: on other week-days. Includes small claims, estates, employment, debt collection, and auto insurance matters.	-ongoing support and information, describing process, drafting court documents, writing letters to parties Limited to family incomes under \$50,000, but almost half are under \$20,000	-board of directors	-formerly began with drop-in clinic, but office is physically closed and all in-person services, including drop-in clinics, are closed until further notice to reduce health risks related to COVID-19; now schedule telephone appointments
Legal Aid Manitoba, University of Manitoba and Manitoba Law Foundation	Criminal summary conviction matters and civil	-Two clinics per week at the University of Manitoba Community Law Centre and the Legal Aid Manitoba office. Deals with summary conviction matters and highway traffic offences, and small claims matters involving consumer matters and disputes with Manitoba Public Insurance.	-legal information and assistance; may involve some payments by client	-not stated	-no information
Manitoba Law Foundation, United Way, and numerous other donors	Civil-tenancy	-One clinic: West Broadway Community Organization. Consultation with tenants and landlords to help prevent evictions, resolve conflicts and understanding rights.	-individual consultations	-board of directors	-not specified, but as of 2021 website states that program is currently available
Manitoba Law Foundation, United Way of Winnipeg, Government of Manitoba	Employment insurance and employment income assistance	-One clinic: Community Unemployed Help Centre.	-assistance, advice and some representation	-board of directors	-not specified

4. **Jurisdiction: Manitoba (Continued)**

Services not included are:

1. Five community law centres in Winnipeg and four in other cities, which appear to be direct services staffed by Legal Aid Manitoba rather than local legal clinics. Although there is an overall Management Council for Legal Aid Manitoba which is independent of government, it is appointed by provincial cabinet.
2. Child Protection Law Office – a direct court-based service by Legal Aid Manitoba
3. Community Legal Education Association – is a phone-in service.
4. Family Justice Resource Centre at Law Courts Building in Winnipeg – is a direct service of Manitoba Justice.

5. Jurisdiction: Ontario

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
Legal Aid Ontario for core funding; other funders involved	Primarily civil. They generally do not cover most criminal or family matters.	-59 general community legal clinics that serve geographic communities throughout Ontario. Depending on the clinic, issues may include social assistance, housing, refugee and immigration law, employment law, human rights, workers' compensation, consumer law and CPP. -The 59 clinics also serve 95 satellite locations.	-information, advice and some representation; summary advice often provided without financial determination	-clinics are independent, non-profit agencies, governed by community-elected boards of directors	
	Varies, depending on university, but tends towards civil	-Seven university-based clinics. Student Legal Aid Services Societies (SLASS) operate out of Ontario's seven law schools. With the supervision of full-time lawyers, volunteer law students provide legal advice and represent clients in cases such as minor crimes, landlord and tenant, immigration, tribunals, including the Ontario Human Rights Commission, family. Some outreach to surrounding communities depending on location.	-legal advice and some representation if client qualifies financially	-not stated	
	Varies; is specific to client group	-14 specialty clinics ¹ . The community they serve is not defined geographically. Examples include: Advocacy Centre for the Elderly, Justice for Children and Youth, ARCH – A Legal Resource Centre for Persons with Disabilities, Injured Workers' Community Legal Clinic, and Chinese and Southeast Asian Legal Clinic, HALCO (HIV and AIDS legal clinic), Income security Advocacy Clinic	-varies depending on clinic; usually information and summary advice, and some representation	-clinics are independent, non-profit agencies, governed by community-elected boards of directors	-most have suspended walk-in service, e.g., Aboriginal Legal Services site states: "ALS will be transitioning to a remote work environment. Effective Tuesday March 17, 2020 our offices will be closed to the public until further notice." Notice is still current in September 2021

5. Jurisdiction: Ontario (Continued)

¹Services not included in this list:

1. Among 17 specialty clinics that were listed by CLEO, the above list did not include Advocacy Centre for Tenants or Income Security Advocacy Centre, as they do not give direct service to individual cases, nor the Canadian Environmental Law Association.
2. Family Law Information Clinics (FLICs) based in Family Courts across Ontario are not included because they are direct government services.
3. The Human Rights Legal Support Centre is an independent agency that provides legal services to individuals when they take an application to the Human Rights Tribunal of Ontario to resolve a human rights dispute. It has a Board of Directors, but it is appointed by the Government of Ontario, and overall funding is provided by the Government of Ontario.
4. Le Centre juridique pour femmes de l'Ontario (CJFO) provides a legal service in French in relation to sexual violence, but it is not a clinic, and serves clients by phone or email.
5. Pro Bono Ontario provides a legal advice hotline, but not a clinic.
6. Artists' Legal Services, Ottawa (ALSO) offers legal assistance to artists, but not as a regular legal clinic. The Visual Artists Legal Clinic of Ontario (VALCO) is not – despite its name – a legal clinic in the sense used in this study. It is a pro bono service by appointment, restricted to members of Canadian Artists Representative le Front des Artistes Canadiens (CARFAC)

6. Jurisdiction: Quebec

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
Quebec Department of Justice (funded by Access to Justice Fund, which also receives support from the Canada-Quebec agreement on Quebec family justice measures, plus \$8 contribution by offenders found guilty of an offence under Quebec laws)	Family and civil	<p>11 community justice centres (Centres de justice de proximité) in the following regions: Bas-Saint-Laurent, Côte-Nord, Gaspé Peninsula-Magdalen Islands, Greater Montreal, Laval-Laurentides-Lanaudière, Mauricie, Montérégie, Nunavik, Outaouais, Québec, Saguenay-Lac-Saint-Jean. Apart from the large metropolitan area for the Greater Montreal centre and the 14 villages served by the Nunavik centre, most centres serve five to 15 regional municipalities.</p> <p>All centres will provide legal information regardless of income or type of matter. Although a more detailed breakdown is possible, family law matters appear to constitute approximately 20% - 25% of overall matters, criminal 5% – 15%, and civil/administrative law 60% – 70%.</p> <p>In their annual reports, each centre provides statistical breakdowns of age, month of consultation, education, gender, region of domicile, area of law, and language.</p>	-legal information and referral only; the centres have also recently initiated a pre-mediation information service in family matters to inform and help people prepare for mediation	-all are non-profit societies with a local board of directors; they all publish annual reports	-with the exception of the Nunavik office, all centres have posted a variant of the following announcement: "Due to the coronavirus, our service in person is temporarily closed. We continue to provide legal information by phone."
Mile End Legal Clinic (MELC)	Family, civil and criminal	<p>Three clinics coordinated by MELC but hosted in three locations: Park extension (Mon 3-6 p.m.), Tyndale St-Georges (Mon 6-7 p.m.), Mile End Legal clinic (Wed 4-7 p.m.)</p> <p>"The Clinic is able to respond to questions in a variety of areas of law, including consumer protection, civil liability, youth protection, wills and estates, civil procedure, immigration law, social assistance, employment law and penal or criminal infractions."</p>	-service involves an initial walk-in consultation, follow-up by telephone or email to inform how they can help, and then actual follow-up with varying levels of research or direct support preparing for a hearing	-Mile End Community Association has a board of directors	-the MELC adapts its services to the COVID-19 situation and offers legal consultations remotely or in person by appointment only

6. Jurisdiction: Quebec (Continued)

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
YWCA (Hotel Y and the Auberge YWCA, are the YWCA's self-financing sources.) (But see COVID-19 comment)	Family, civil, criminal	YWCA Legal Information Clinic. Legal matters include Family, Immigration, Criminal, Civil, Consumer protection, Administrative, Housing, Labour	-30 minute consultations with volunteer lawyers and notaries; for women and their families only; information only; no representation; cost between \$0 to \$20; maximum three consultations per year per person.	-board of directors	-YWCA website says: "The current health crisis has abruptly interrupted the activities of the Hotel Y and the Auberge YWCA, our organization's self-financing sources."
Centre Communautaire des gais et lesbiennes de Montreal	Not specified	Appears to be a service rather than a "clinic" ¹	-information, advice, and referral, but not representation	-board of directors	
Women's Centre of Montreal	Family, civil	Appears to be a service rather than a "clinic" (i.e., can meet with a volunteer lawyer, and/or commissioner of oaths)	-information and referrals		
Montreal Artists Legal Clinic/ Clinique Juridique des Artistes de Montréal (CJAM)	Civil	-The focus is on legal issues related to their art and art practice. CJAM volunteers meet monthly with clients at a "Legal Info Night" to assist with legal issues related to their art. The volunteers gather the facts relevant to the legal issue, research it, and contact the client with the appropriate legal information within two weeks. At the meeting the client may also meet the lawyer who may be helping them. -Legal information may also be provided by phone.	-information and referrals		-due to public health officials' recommendations, Information Nights will be suspended until further notice. All consultations will take place over the phone (see below).

6. Jurisdiction: Quebec (Continued)

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
Center for Research-Action on Race Relations	Civil	-Appears to be a service rather than a "clinic". Can make appointments. Offers advocacy and defense for victims of discrimination based on race, religion, ethnic or national origin, citizenship status and related characteristics, and to victims of any other violation of a right recognized by the human rights charters.	-provides representation at varying fee levels depending on means		
Just solutions clinic	Civil	-Appears to be a service rather than a clinic. Direct service by appointment to vulnerable and disadvantaged individuals in the domain of refugee and immigration law. The majority of the clients are refugee claimants and other newcomers with a precarious immigration status. Is free of charge	-free legal information and assistance, rights advocacy and accompaniment, representation		
Project Genesis	Civil	-Appears not to be a clinic, but a direct service by appointment. Matters covered: housing, welfare, pensions, family allowances, shelter allowance, medicare and medication insurance.	-legal information, advocacy and support		
Heads and Hands (A Deux Mains)		-Free for youth 12-25 years. Clinic serves "any type of legal question: whether it's about your job, a problem with your landlord, family, criminal, immigration or more." Clients of any age receive advice and/or information from the volunteer lawyers at the legal clinics, which has a team of 10-12 volunteer lawyers with different areas of law expertise. Appointments are for half hour consultations (or fifteen minutes, with some lawyers). A suggested donation of \$20 is suggested for those over 25 to help support additional legal services for youth. Access to Commissioner of Oaths also available.	-information, advice and referral	-board of directors	-during COVID-19, service remains open, but Head & Hands Legal Services are offered by phone and email only.

6. Jurisdiction: Quebec (Continued)

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub- Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
McGill Legal Clinic	Civil and family	-Covers almost all areas of Quebec law from residential leases, family law to employment law and civil procedure. Clinic does not take on criminal law, tax law or construction law cases.	-information only	-board of directors	-clinic is only operating remotely due to COVID-19; the office is currently closed to the public
Université de Montréal Faculty of Law Legal Clinic	Civil	-Clinic service for the general public, including the university community on insurance, employment contracts, consumer protection, civil liability, buying or selling a building, marriage contracts and common-law unions, co-proprieties, wills, starting a business, copyright and trademarks.	-information only		-offices are closed until further notice; however, services are being offered remotely; appointments three days per week by phone or email
Mobile Legal clinic (MLC)		-The MLC provides an array of services, including access to comprehensive legal information, referrals and accompaniment, as well as assistance in regularizing legal debts. The originality of the work accomplished by the MLC's volunteers, students from the Law Faculties of McGill University, the Université of Montréal, the Université Laval and University of Quebec at Montreal, lies in their mobility, traveling on a monthly basis to 10 different shelters or day centers who work with the homeless and marginalized in Montréal.	-legal information, referrals and accompaniment	-the clinic's work is overseen by a dozen law professors and lawyers who are members of the Quebec Bar.	-no information

6. Jurisdiction: Quebec (Continued)

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
Justice Pro Bono	Criminal, family, civil	-Periodic Legal Clinics in Kuujjuaq. Four lawyers and a notary first travelled there in March 2017 to provide legal services in the areas of criminal and family law, as well as youth protection and inheritance law. Another was held in January 2018. It is not clear whether this service was subsequently subsumed by the community justice centre in Nunavik (see first entry above).	-information, advice, referral. (not clear whether representation is involved)	- board of directors	-there does not appear to be a closure of clinics in Nunavik (see first entry above)
Elder Law Clinic (no overarching funding info provided)	All issues related to seniors	-Mobile and pro bono legal clinic serving seniors across Quebec. Overarching issues are, 1) legal planning of aging, 2) abuse/financial abuse of seniors, 3) related family law matters.	-legal information, court assistance and accompaniment by appointment, representation	-no information	-no information, but service only by appointment
Saint Michel legal clinic (numerous community funders, plus Government of Canada, Government of Quebec, Ville de Montréal)	All issues related to racialized individuals and persons of low income	-One clinic weekly by appointment. Most frequent issues are immigration, family and housing, but serves other areas as well. Does not offer assistance in corporate matters, intellectual property, etc.	-provided by law students who then consult with lawyers and meet with client a second time	-board of directors	-in-person consultations now done by phone
HochLégal	All issues	-One clinic founded in 2019 serving the Mercier-Hochelaga-Maisonneuve area of Montreal. Full range of issues, e.g., family, immigration, housing, etc.	-information, advice, no representation	-board of directors	-no information
UQAM Legal Clinic (University of Quebec at Montreal)	General	-One clinic concerning general legal issues, but offered by appointment.	-information	-no information	-no information

6. Jurisdiction: Quebec (Continued)

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
Concordia Legal Information clinic	All legal areas except housing and labour law	-At Concordia University, offered to undergraduate students by law students supervised by a lawyer.	-information and referral	-no information	-no information
Legal Clinic of Montréal-Nord, now Clinique Juridique du Grand Montréal. Supported by McGill Faculty of Law and others	General legal information	-Primary areas of service: immigration, family, employment, housing and civil rights. Intended to serve marginalized communities. Clinic founded in 2020 now serving two locations: Montréal-Nord and Côtes-des-Neiges.	-legal information	-no information	-no information

6. Jurisdiction: Quebec (Continued)

¹In some cases, it was not clear from the on-line scan whether the activity could be termed a clinic. The term “service” is used to suggest that clients simply make an appointment with a service-provider (with an employee of a community entity or government department), but the entity does not advertise its services as a “clinic”.

Legal assistance services that are not included in the above list because they do not appear to be clinics:

1. The following services of Pro Bono Quebec: Public Interest Cases Program; Partnership Program for Non-Profit Organisations (although this program may supply volunteer lawyers to some of the above clinics); Pilot Project Involving Volunteer Lawyers at the Court Of Appeal In Family Cases; Training And Guidance For Newcomers; Medical-Legal Partnership With The Montréal Children’s Hospital.
2. Just Solutions Clinic (Montreal). For civil matters. Free legal information and assistance, rights advocacy and accompaniment, representation. Appears to be a service rather than a clinic. Direct service by appointment to vulnerable and disadvantaged individuals in the domain of refugee and immigration law. The majority of clients are refugee claimants and other newcomers with a precarious immigration status. Is free of charge.

3. Project Genesis (Montreal). Appears not to be a clinic, but a direct service by appointment. Matters covered: housing, welfare, pensions, family allowances, shelter allowance, medicare and medication insurance. Provides legal information, advocacy and support.

7. Jurisdiction: New Brunswick

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
Public Legal Education and Information Service of New Brunswick (PLEIS-NB) receives core funding and in-kind support from Justice Canada, the New Brunswick Law Foundation and the New Brunswick Office of the Attorney General.	Family	Fredericton Legal Advice Clinic: Clinics offered at three locations on certain days/evenings, e.g., First and Third Monday of each month 2:00-4:00 pm (except in summer) and 6:30-8:30 pm; second and last Tuesdays of each month from 6:30-8:30 pm. Clients meet initially with a student volunteer and then a lawyer supervisor. If the lawyer supervisor and the clinic assistant feel that the client's situation is appropriate, the client can apply for a student research volunteer.	-legal information; assistance with applications to the Alternative Measures Program; assistance finding a lawyer or community group to support the client	-PLEIS-NB is a registered charity with a board of directors	

7. Jurisdiction: New Brunswick (Continued)

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
<p>New Brunswick Legal Aid Services Commission Though mostly publicly funded, additional funds are received from the New Brunswick Law Foundation and fees/recoveries from clients.</p>	<p>Criminal</p>	<p>-Free 24-hour service for accused persons to consult with lawyer on short notice while they are detained. For certain criminal matters, Duty Counsel advice may be available at the courthouse, e.g., to explain the court process and give informal advice. Duty Counsel lawyer may appear with accused to enter a plea, but not represent the accused or appear at trial. Anyone can access Duty Counsel for certain criminal matters at the courthouse. No financial eligibility criteria and no cost to access duty counsel services. Legal Aid also provides duty counsel services for the following specialized courts: Mental Health docket, Mental Health Review Board, Domestic Violence Court, Elsipogtog Healing to Wellness court (for First Nations). -Persons charged with a criminal offence and who cannot afford a lawyer, may apply for legal aid. If there is a likelihood that conviction for this offence would result in jail time, and eligibility criteria are met, Legal Aid will provide a lawyer to handle the case.</p>	<p>-legal information, advice, assistance entering plea</p>	<p>-board of directors appointed by Lieutenant-Governor in Council</p>	<p>-as of time of viewing this website in mid-March 2021, the following notice was posted: “The New Brunswick Legal Aid Services Commission has resumed full services at its offices. Screening requirements and safety precautions are in place to ensure the safety of staff and clients.”</p>

7. Jurisdiction: New Brunswick (Continued)

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
University of New Brunswick and New Brunswick Law Foundation	Civil	-Clinic is just beginning – will offer advice in the area of landlord-tenant and employment law.	-information and advice	-not specified	-not specified
New Brunswick Legal Aid Services Commission (see above)	Family	-Family Advice Lawyers available at Family Law Information Centres in Moncton and St John. Explain how the court works, the rules of court, and forms to be filed in family law actions; or provide general information on family law matters. -Family Advice lawyers can explain an Emergency Intervention Order obtained under the <i>Intimate Partner Violence Intervention Act</i> , or an Emergency Protection Order obtained under the <i>Family Homes on Reserves and Matrimonial Interests or Rights Act</i> . If the police/sheriff are unable to serve the Respondent with an Emergency Intervention Order, a Family Advice Lawyer can assist with preparing a motion for substituted service.	-advice: 1 – 2 hours depending on the matter; some assistance with forms, as described.	-board of directors appointed by Lieutenant-Governor in Council.	-as for previous entry

Notes:

1. Family advice lawyers are available to provide free general legal information for up to two hours on family law matters, but this service is available through appointments rather than through clinics. They are contacted through Family Law Information Centres in Moncton and St John by telephone appointment, and by a toll-free number in other regions.

8. Jurisdiction: Nova Scotia

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
Department of Justice Nova Scotia, through Nova Scotia Courts; support from Schulich School of Law at Dalhousie University	Civil, and some family as specified	<p>-Four free clinics for self-represented litigants in civil matters in Nova Scotia Supreme Court or the Court of Appeal at following locations:</p> <ol style="list-style-type: none"> 1. Halifax Law courts (also for family law matters before Court of Appeal, except child protection appeals). 2. Sydney Courthouse (no family matters) 3. Yarmouth Courthouse (also for family law matters before Court of Appeal, except child protection appeals). 4. Truro Supreme Court (also for family law matters before Court of Appeal, except child protection appeals). <p>-Private one-hour sessions with a volunteer practicing lawyer and a law student available by appointment during the clinic's scheduled hours of operation, which vary by location (either weekly or twice monthly at certain hours).</p>	-legal information and advice; in some instances also will help client draft court forms or other documents; no walk-in; by appointment only	n/a	-a number of preventive measures are described at: COVID19 Preventative Measures (courts.ns.ca)

8. Jurisdiction: Nova Scotia (Continued)

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
Nova Scotia Legal Aid	Criminal, family and civil (depending on service type in next column)	<p>-Legal aid offices or sub-offices in 20 communities – 1-time legal advice offered in criminal, family, civil matters, either in the Legal Aid office or in the community, plus outreach to community and First Nations sites and free summary advice in every family court in the province.</p> <p>-Online chat service with lawyer approximately once/week for 2 hours on family and social justice (civil) issues.</p>	<p>-primarily legal advice, unless accepted as legal aid client</p> <p>information/ advice</p>	<p>-board of directors; the Commission has 11 Directors, two of whom are non-voting members selected from the public service.; all other directors appointed by the Provincial Governor-in-Council; five nominated by the Minister of Justice (Attorney General); four nominated by the Council of Nova Scotia Barristers' Society</p>	
Schulich School of Law; Law Foundation of Nova Scotia; Nova Scotia Legal Aid	General	<p>-A community-based office in the north-central neighbourhood of Halifax. Mandate is phrased as "to provide legal aid services for persons who would not otherwise be able to obtain legal advice for assistance", but no further details provided.</p>	<p>-information, advice</p>	<p>-board of trustees composed of nine community members and nine legal members; the community members are elected/appointed each year at the annual meeting</p>	<p>-no information</p>

8. Jurisdiction: Nova Scotia (Continued)

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
Nova Scotia Artists Legal Information Society	Civil	-The Clinic is a pro bono initiative to help artists navigate pertaining to their trade, i.e. civil legal information pertaining to copyright laws, defamation, royalties, contracts etc. Artists complete information form, and if accepted, meets with volunteer lawyer.	-legal information only, based on need. Thirty to sixty minutes	-non-profit volunteer board of directors	-no information

9. Jurisdiction: Prince Edward Island

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
Law Foundation PEI, Government of Canada, Government of PEI, Law Society of PEI	Civil and family	-Community Legal Information – Tenant Support Centre - Areas of information service includes divorce, custody, child support, company and commercial, including non-profit issues, wills, buying property or renting, labour and employment, consumer protection, criminal law, human rights, Power of Attorney. Through inquiry line, assistance by telephone, email and in person.	-information	-board of directors	-none identified
Prince Edward Island Legal Aid (Justice Canada and Public Safety Canada)	Criminal, family, civil	-Prince Edward Island Legal Aid - provides legal representation and assistance to low income individuals who have serious legal needs in the areas of criminal law, youth criminal justice, or family and civil law. The program has a staff of nine full-time lawyers with offices in Charlottetown and Summerside. Family applications involving domestic violence or threats to the personal security of the applicant or children in a family situation are given the highest priority for assistance. In less urgent family situations, priority is focused on the legal needs of dependent children. Prioritized needs in this category include custody, access, financial support, and housing. Other civil includes child protection law, involuntary hospitalization under mental health laws, guardianship, and adult protection.	-there does not appear to be any information program through legal aid, nor a clinic program; there is only representation if the person qualifies.	-none identified	-none identified

10. Jurisdiction: Newfoundland and Labrador

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
Federal and Provincial governments and the Law Foundation of Newfoundland and Labrador.	Criminal, family, some civil	<p>-17 area and/or specialized legal aid offices. Six of these are in St John's. If applicant qualifies financially, covers criminal (indictable, summary conviction if imprisonment or loss of employment is likely), family (e.g., separation, divorce, child custody and access, and sometimes other family matters (e.g., child support, spousal support, or matrimonial property); civil (e.g., refugee claimants who are facing hearings before the Immigration and Refugee Board. 24 Hour telephone advice service for persons detained by police.</p> <p>-Duty Counsel in the Family Division of the Supreme Court of Newfoundland and Labrador in St. John's assist people appearing in court but who do not already have a lawyer. Duty Counsel give basic advice about legal matters that are before the court, explain legal rights and obligations and provide information.</p>	-advice; representation if qualify financially	-board of commissioners consisting of seven members appointed by the Lieutenant Governor in Council; the Deputy Minister of the department; and the Provincial Director	-as of Apr 13/21, "With the recent return to Alert Level 2 in our province, Legal Aid Newfoundland and Labrador continues to serve existing and new clients, primarily remotely. While we are not accepting walk-in appointments at this time, if your matter or circumstances are such that you feel an in-person meeting is required, please contact your Legal Aid Newfoundland and Labrador lawyer or local office."

10. Jurisdiction: Newfoundland and Labrador (Continued)

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
Government of Canada, Law Foundation of Newfoundland and Labrador, Law Society of Newfoundland and Labrador. In-kind and project funding provided by the Government of Newfoundland and Labrador		-Public Legal Information Association of Newfoundland & Labrador (PLIAN) operates a Legal Information Phone Line and Lawyer Referral Service daily. General legal information only; cannot offer legal advice or opinion. PLIAN offers referrals to lawyers from across the province registered with the Lawyer Referral Service. These lawyers will offer a 30-minute consultation at a flat rate of \$40, with no obligation beyond the 30-minute consultation.	-legal information and referrals	-independent non-profit organization and registered charity; board of directors	-not applicable, as access is by phone only

11. Jurisdiction: Yukon

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
Yukon Legal Services Society (YLSS) website is currently not operational, but presumably funders are Justice Canada and Government of Yukon	Criminal, family	-Yukon Legal Services Society - website is currently not operational.	-information, advice, representation on specific matters	-independent, non-profit organization; government-appointed board of governors who serve for 3 years.	
Not specified, but likely Justice Canada and Government of Yukon	Civil and family, some criminal	-Yukon Public Legal Education Association (YPLEA) Law Line. The Law Line is intended to help callers to identify the legal issues confronting them and to give them information about how to go about resolving those legal issues. Pre-COVID-19, individuals could book in-person appointments, but now appointments are by phone only.	-information only; does not provide legal services such as drafting documents.	-non-profit organization with 6 person board of directors	-currently no in-person meetings; all services by phone and email.
Not specified, but likely Justice Canada and Government of Yukon	Family	Family Law Information Centre (FLIC) – A public service to assist self-represented people understand family law procedures and to help them resolve their family law matters faster. Resources include the website, a resource centre in the Whitehorse Law Courts Building, and a Yukon-wide toll free helpline.	-information, some help with completing and/or notarizing court forms	-not specified	

11. Jurisdiction: Yukon (Continued)

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID- 19 Adaptations
Council of Yukon First Nations, with funding from Justice Canada and Government of Yukon	Criminal	<p>-Justice Programs – Justice Staff provide information, basic counselling and interpretation of documents, Acts, guidelines, Criminal Code and regulations.</p> <p>-The Indigenous Courtwork Program (ICW) operates in 11 communities. It assists Indigenous individuals who are charged with a criminal offense to ensure they receive fair and equitable treatment before the law. ICW services are available to all Indigenous people and also attend Court Circuits in the communities of Whitehorse, Carcross, Teslin, Burwash and Beaver Creek. The other communities of Old Crow, Dawson City, Mayo, Pelly Crossing, Carmacks, Ross River and Watson Lake have their own ICW program to provide the same services.</p>	<p>- information and interpretation of documents.</p> <p>- court accompaniment</p>	-not specified	

12. Jurisdiction: Northwest Territories

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
Legal Aid Commission (funding from Justice Canada and Government of Northwest Territories)	Criminal and family	<p>-Services available in all five regions, each of which serves five to seven communities. Applications are through seven courtworkers in the five regions. There are also three legal aid clinics in Yellowknife (Yellowknife, Somba K'e and Community) with staff lawyers that provide services throughout the Northwest Territories, as well as an Office of the Children's Lawyer.</p> <p>-Full service legal aid is typically provided for criminal and <i>Youth Criminal Justice Act</i> charges, including serious offenses under the <i>Criminal Code</i> and other federal laws, less serious offenses where jail or loss of living is possible, some appeals of court decisions, child support, custody, or access cases, spousal support cases, division of property and divorce when related to child support, child welfare matters.</p>	-information, advice and representation for matters covered, if financially eligible	-board of five members representing regions	-as of March 2021: Outreach Legal Aid Services are now open to in-person visits for clients with appointments. All Legal Aid office offices, including Court Worker offices, have re-opened with appropriate safety measures in place. People are encouraged to call ahead for an appointment.
	Family and civil	<p>-Free outreach program to individuals to provide limited, confidential legal information or advice. Services are provided through the outreach clinic in Yellowknife and throughout the Northwest Territories by in-person mobile Outreach clinics.</p> <p>The Outreach Lawyer's role is only to provide advice and they cannot represent people in court. The program assists people in dealing with issues relating to housing, landlord, and tenant disputes, disability, Canada Pension Plan, EI and Income Support claims and appeals, employment rights, Worker's Health and Safety Commission claims, wills and estate advice, mental health and guardianship reviews, child protection matters, elder abuse, family law, debtor, creditor or civil claims (formerly known as small claims court). The outreach clinic is located in Yellowknife.</p>	The Outreach Lawyer can provide individuals with up to three hours of free confidential advice. There is no financial means test required to access this limited service.		

13. Jurisdiction: Nunavut

Clinic Funder (Direct and/or Indirect)	Primary Legal Focus	Number of Clinics, Delivery Settings, Sub-Categories of Legal Issues	Extent of Service	Governance Structures	Pre-COVID-19 Delivery Mode(s); COVID-19 Adaptations
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<p>The Legal Services Board of Nunavut (LSB)</p>	<p>Family, criminal, civil</p>	<p>-There are three regional legal aid clinics in Nunavut. Each clinic is staffed by a complement of family, criminal and poverty/civil lawyers, administrative support, and courtworkers. Courtworkers are based both within the clinics and in the communities.</p> <ol style="list-style-type: none"> 1. Cambridge Bay (Kitikmeot Law Centre): 2 criminal defence lawyers who handle the court circuits in all Kitikmeot communities, a family lawyer who gives advice and handles family law matters, and a poverty/civil lawyer who handles files such as landlord/tenant issues, employment law problems and human rights complaints. 2. Rankin Inlet (Kivalliq Legal Services): family and criminal. Does not have a poverty/civil lawyer but can refer clients to the appropriate lawyer in the other two legal clinics in Nunavut. Also provides a commissioner of oaths and notarization services for persons who can attend personally at the offices. 3. Iqaluit (Maliiganik Tukisiiniakvik): 8 criminal law lawyers, 3 family law lawyers, 1 poverty law lawyer, 2 full time Iqaluit Inuit court workers and Inuit Court Workers in 12 Baffin communities. 	<p>-free information; to receive legal advice, an application for legal aid must be made and approved "based upon financial and meritorious criteria"</p>	<p>LSB has a territorial board of seven directors comprised of a Government of Nunavut representative, a Law Society of Nunavut representative, three regional representatives, and two members-at-large. The Government of Nunavut Minister of Justice appoints all Legal Services board members. Each of the three clinics has a regional board of directors.</p>	<p>Mar 18, 2020: Nunavut's legal aid offices, including its regional clinics and community offices, are closed to the public until further notice to help prevent the spread of COVID-19. Dec 2, 2020: Justice Services in all communities except Rankin Inlet, Whale Cove and Arviat, re-open offices. Jan 25, 2021: In-person meetings for Community Justice in Arviat restricted to emergency situations where client has no access to a phone or safe location to contact service providers over the phone.</p>
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