

Providing Legal Information

*Good Practices for Saskatchewan's
Legal Information Providers*

SALI

SASKATCHEWAN ACCESS TO
LEGAL INFORMATION PROJECT

Overview

1. Introducing Legal Information
2. Legal Information Guidelines
3. Making the Connection to Legal Information
4. Key Legal Information Resources
5. Beyond Legal Information: Referrals

1. Introducing Legal Information

1. Introducing Legal Information

▶ What is Legal Information?

- ▶ “...characterized as being general information about the law.” ([Final Report of the Saskatchewan Legal Services Task Term Report](#))
- ▶ “...general information about the law and legal procedures. It helps the public learn about legal problems, the law, and ways of resolving problems through the legal system.” ([Law Society of Saskatchewan Legal Information Guidelines](#))

▶ Why is Legal Information Important?

- ▶ Having access to legal information enables people to identify the full range of legal options available to them and may prompt them to seek legal assistance

1. Introducing Legal Information

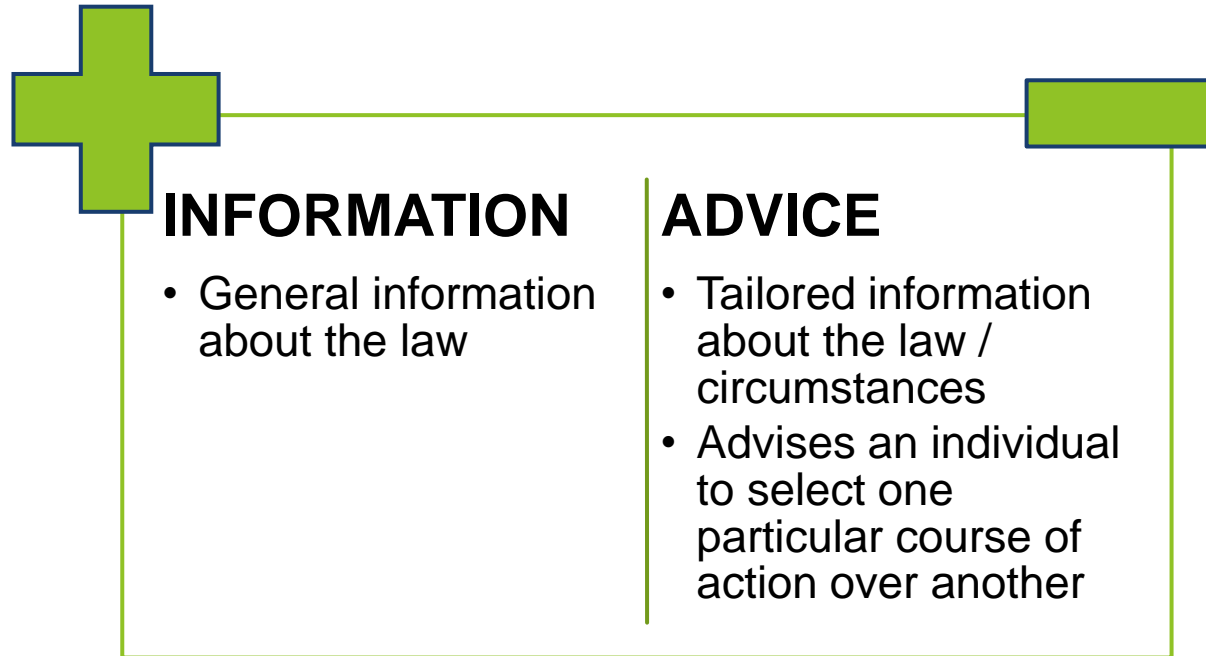
- ▶ The “Challenges” of Legal Information
 - ▶ Despite being a critical component in improving access to justice, it is often difficult for the public to find and access legal information
- ▶ Why?
 - ▶ Legalese, jurisdiction, language, literacy, internet access, the quality of online information, etc.

1. Introducing Legal Information

- ▶ How Can You and Your Organization Help?
 - ▶ You know your clients and their needs best
 - ▶ You serve your clients, facilitating access to information
 - ▶ You can make accurate referrals to organizations that provide legal assistance

1. Introducing Legal Information

► Legal Information Versus Legal Advice?

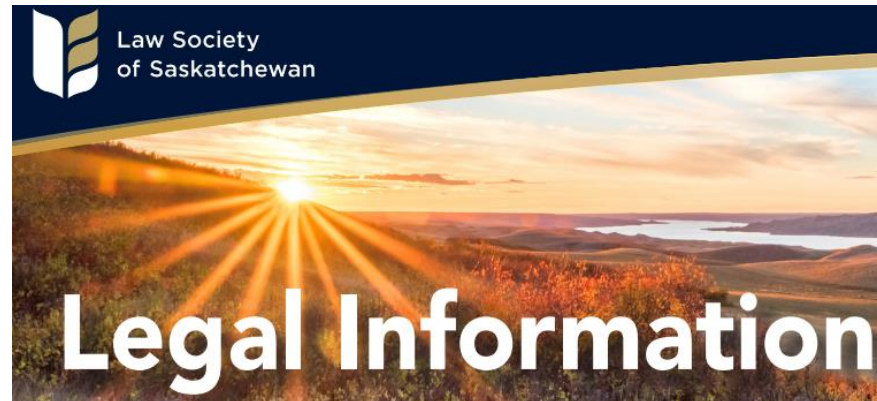


2. Legal Information Guidelines

2. Legal Information Guidelines

▶ Saskatchewan's Legal Information Guidelines

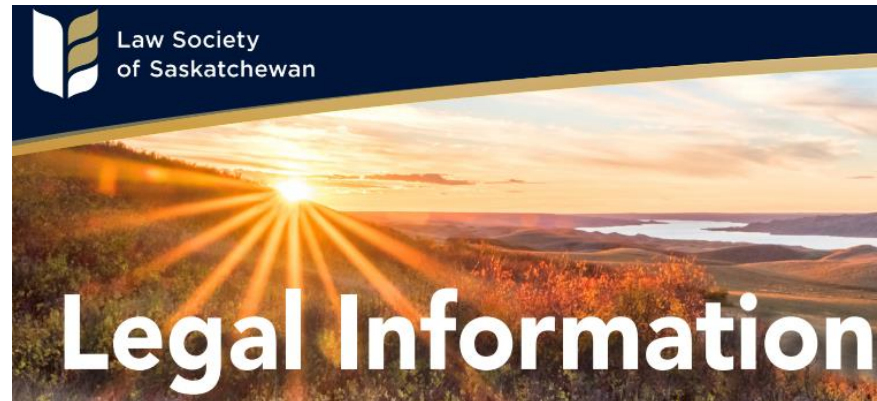
- Facilitate access to credible legal information in Saskatchewan
- Encourage the dissemination of legal information
- Empower service providers by outlining how they can help their clients with legal information



2. Legal Information Guidelines

► Saskatchewan's Legal Information Guidelines

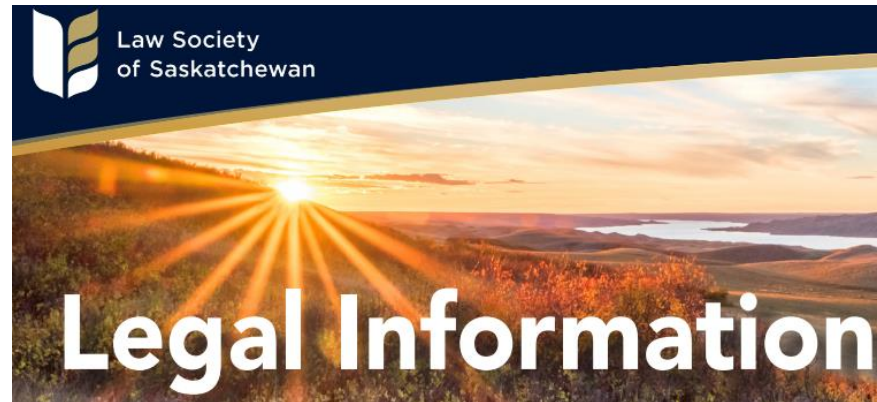
1. What is legal information?
2. Who can provide legal information?
3. What are considerations for the public?
4. What are considerations for legal information providers?
5. Ways of giving legal information and types of legal information



2. Legal Information Guidelines

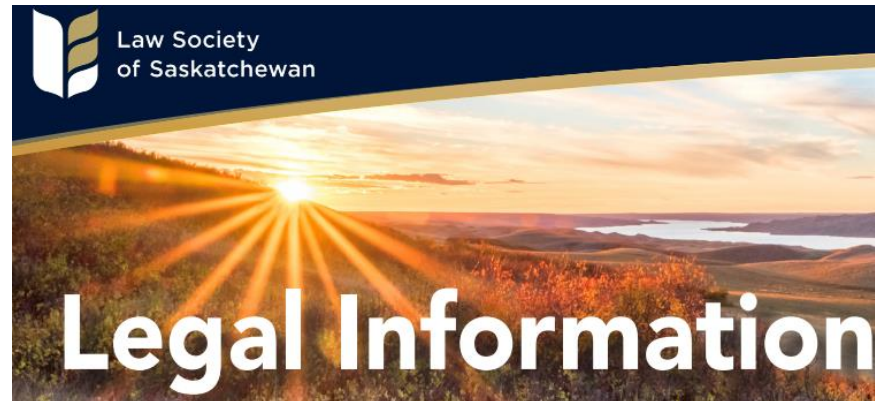
► Saskatchewan's Legal Information Guidelines

- What Makes Legal Information CREDIBLE?
Consider the:
- Education, training and experience of the creator or author
- Source and its authority, purpose, and objectivity
- Jurisdiction, currency, and applicability of the information



2. Legal Information Guidelines

- ▶ Saskatchewan's Legal Information Guidelines
 - The Guidelines specify ways of giving legal information and the types of legal information that may be provided:
 - Helping a person FIND credible legal information
 - Helping a person USE information from credible legal resources
 - Examples of PROVIDING legal information



2. Legal Information Guidelines

▶ Helping a Person FIND Credible Legal Information

Common examples of credible legal information resources may be in print, online, video, and audio formats and include:

- Public legal education materials
- Legal dictionaries
- Legislation
- Case law
- Court rules and procedural guides
- Guides on how to conduct legal research on certain legal topics such as landlord/tenant law, the rules of evidence, or how to obtain information from an opposing party

2. Legal Information Guidelines

▶ Helping a Person USE Credible Legal Information Resources

Providing help on how to use credible legal resources may include:

- Helping find a resource
- Encouraging consultation of credible resources
- Suggesting the legal topic within a resource to look for
- Searching the resource and directing to specific content
- Helping to understand the meaning of the content presented within the resource
- Suggesting how the legal information found in the resource applies to a situation *as long as there is no recommendation concerning the action a person should take; and qualified with a warning to consult a licensed member of the Law Society to be sure about the application of the legal information to their situation.*

2. Legal Information Guidelines

► Examples of PROVIDING Legal Information May Include:

Providing legal information may include:

- Naming a legal problem
- Explaining a legal term or process
- Finding what form needs to be completed and filed
- Explaining the meaning of terms used in forms
- Helping to complete a form
- Explaining the process for filing forms
- Describing the requirements for service and helping complete the process
- Calculating child support or spousal support payments based on guidelines
- Assisting in the assembly and organization of evidence for hearings

2. Legal Information Guidelines

▶ Saskatchewan's Legal Information Guidelines:

- ▶ Qualifications While Providing Legal Information:
 - ▶ Qualify you are not a lawyer, and that the person should consult a lawyer if they want to be sure about the application of the legal information to their situation
 - ▶ Only provide legal information to the extent that you are qualified and trained to do so
- ▶ Tell the person about your qualifications to provide legal information
- ▶ Provide credible information relevant to the appropriate jurisdiction
- ▶ Be aware that some sources of legal information may be inaccurate or unreliable

2. Legal Information Guidelines

- Are the [Guidelines](#) helpful?
- Please let us know at the feedback form or consultations@lawsociety.sk.ca
- What else could be useful in the Guidelines?

Have Feedback?

If you have any feedback about the Legal Info Guidelines, please fill out the form.

Name *

<input type="text"/>	<input type="text"/>
First	Last

Email *

Share your feedback: *

3. Making the Connection to Legal Information

3. Making the Connection

- ▶ Recognizing the Need for Legal Information
 1. Are they describing a life event?
 2. Have they brought a legal document with them?
 3. Do their statements flag a legal issue?
- ▶ [Detecting Legal Problems resource](#)

3. Making the Connection

- ▶ Setting the Stage For a Successful Legal Information Interaction
 - Begin the interaction by setting clear expectations:
 - Indicate that you are not a lawyer and communicate the scope of information you are qualified to provide
 - “I can get you started with some information on that topic, but I’m not able to provide legal advice or answers specific to your individual situation”



3. Making the Connection

- ▶ Setting the Stage For a Successful Legal Information Interaction
 - During the interaction:
 - Ask open-ended questions that encourage the person to articulate what they are looking for in their own words
 - “What do you mean by *appealing the finding* exactly?”
 - “Can you explain that for me please?”



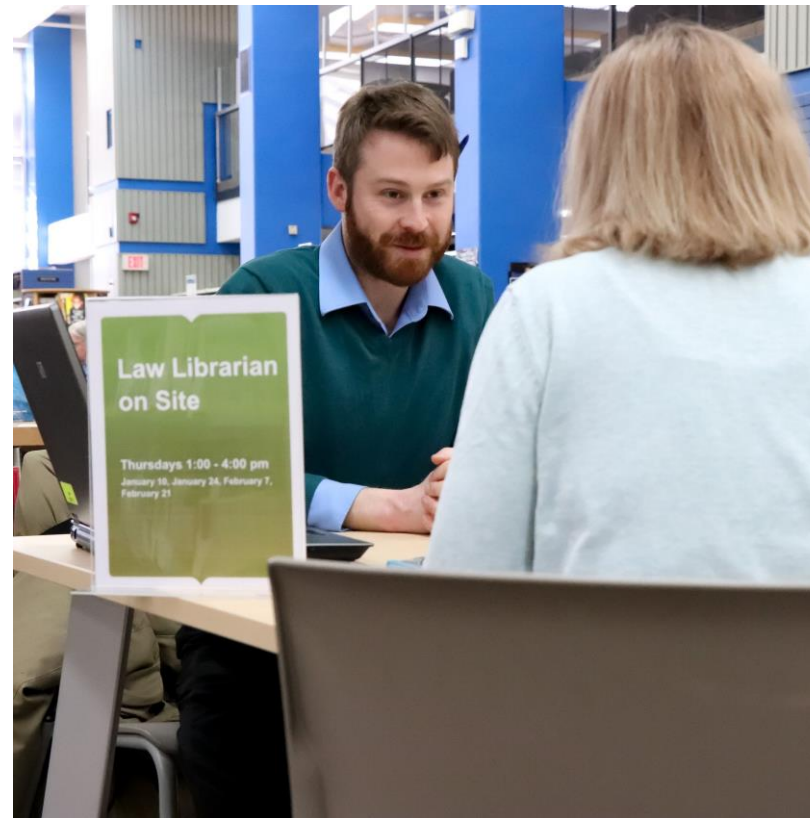
3. Making the Connection

- ▶ Setting the Stage For a Successful Legal Information Interaction
- During the interaction:
- Continue to reinforce the expectations
- Avoid commenting on a person's specific legal situation
- Try using words like may or might or it appears rather than a clear cut yes or no



3. Making the Connection

- ▶ Setting the Stage For a Successful Legal Information Interaction
 - Move beyond legal information
 - Encourage the person to obtain legal advice from a lawyer or legal professional
 - Make an effective referral
 - “It sounds like you are looking for more than general legal information on this topic. You may wish to speak to a lawyer to obtain legal advice.”



4. Key Legal Information Resources

5. Key Legal Information Resources

► Types of Legal Information:



The law



Content
written
to
explain
the law

5. Key Legal Information Resources

► Examples of Credible Legal Information Resources

The Law	Content Explaining the Law
<ul style="list-style-type: none">• Legislation<ul style="list-style-type: none">• Laws made by the Government• Court cases<ul style="list-style-type: none">• Decisions made in a courtroom	<ul style="list-style-type: none">• Books• Dictionaries• Encyclopedias• Glossaries• Guides• Plain language resources• Online content

5. Key Legal Information Resources

▶ Plain Language Resources

- ▶ Typically, plain language legal information created to explain the law for the public will be the most helpful starting point
- ▶ Plain legal language is language that is clear and comprehensible to the public
- ▶ Key plain language resources include :
 - ▶ [Public Legal Education Association of Saskatchewan \(PLEA\)](#)
 - ▶ [Government of Saskatchewan](#)

5. Key Legal Information Resources

- Plain Language Resources
 - [Public Legal Education Association of Saskatchewan \(PLEA\)](#)
 - Plain language legal information for Saskatchewan residents
 - Sub-websites:
 - [Family Law Saskatchewan \(FamLi\)](#)
 - [Legal Information for Newcomers \(NewLi\)](#)
 - [Teachers & Schools](#)



5. Key Legal Information Resources

- Plain Language Resources - Family Law
 - Public Legal Education Association of Saskatchewan (PLEA): [Family Law Saskatchewan \(FamLI\)](#)
 - “Everything you need to begin or respond to a family law proceeding in Saskatchewan”
 - Plain language information
 - Simple court form wizard



5. Key Legal Information Resources

- Plain Language Resources - Law for Newcomers
 - Public Legal Education Association of Saskatchewan (PLEA): [Legal Information For Newcomers \(NewLI\)](#)
 - A Saskatchewan newcomers guide to the law
 - Saskatchewan-based information about rights & responsibilities, government, and the justice system



5. Key Legal Information Resources

- Plain Language Resources - Law for Newcomers
 - Public Legal Education Association of Saskatchewan (PLEA): [Teachers & Schools](#)
 - Teachers and Schools is PLEA's portal for learning resources for teachers.
 - PLEA's learning resources link law-related concepts to curricular outcomes in a variety of grades and subjects



5. Key Legal Information Resources

- Plain Language Resources
 - **Government of Saskatchewan:**
[Justice, Crime, and the Law website](#)
 - Answering legal questions
 - Child protection
 - Courts and sentencing
 - Information on Provincial Violation Tickets
 - Justice Updates
 - Small claims court
 - Your rights and the law



5. Key Legal Information Resources

- Plain Language Resources - Family Law
 - **Government of Saskatchewan:**
[Saskatchewan's Family Law Information Centre](#)
 - Self-help kits
 - Fact Sheets
 - Sample clauses
 - Family law video series



5. Key Legal Information Resources

- ▶ Beyond Plain Language Resources
 - ▶ Plain language resources are a good **starting point**. However, a serious legal researcher or someone representing themselves in court may require more detail
 - ▶ Consider these other resources where more in-depth content is available:
 - ▶ [Saskatchewan's Law Library](#)
 - ▶ [Canadian Legal Information Institute \(CanLII\)](#)
 - ▶ [Saskatchewan Law Courts](#)

5. Key Legal Information Resources

- Legal Information and Resources Expertise
 - [Law Society of Saskatchewan: Saskatchewan's Law Library](#)
 - Legal information experts who can guide the public towards good sources of legal information
 - Online and print legal resources: legal texts, dictionaries, encyclopedias, etc.
 - 306-569-8020, 1-877-989-4999, instant chat, or reference@lawsociety.sk.ca



Law Society
of Saskatchewan

5. Key Legal Information Resources

- Finding the Law
 - [Canadian Legal Information Institute \(CanLII\)](#)
 - Canada's law database
 - Free access to Canadian court cases and legislation
 - Easily accessible and fully searchable at [Canlii.org](#)

The logo for CanLII features the word "CanLII" in a blue, sans-serif font. A red maple leaf is positioned above the letter "a".

5. Key Legal Information Resources

- Finding the Law
 - [Canadian Legal Information Institute \(CanLII\)](#)
 - [CanLII Primer: Legal Research Principles for Self-Represented Litigants \(Guide\)](#)
 - [CanLII SALI Webinar \(Webinar\)](#)
 - [CanLII Tutorial for Beginners \(YouTube Series\)](#)

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5. Key Legal Information Resources

- Finding the Law
 - [Saskatchewan Law Courts](#)
 - The official web presence for Saskatchewan's three levels of court
 - Information, videos, self-help guides, forms, and contact information



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SASKATCHEWAN

5. Beyond Legal Information: Referrals

4. Beyond Legal Information: Referrals

- ▶ How Can You Help?
 - ▶ The public may require more than legal information and more than the information assistance you are qualified to provide
 - ▶ A trained lawyer has specialized skills and is best qualified to assist those with legal issues
 - ▶ By making a referral, you are helping your clients move towards the resolution of their legal issue

4. Beyond Legal Information: Referrals

- ▶ Make an Effective Referral
 - ▶ Obtaining legal assistance can seem overwhelming due to referral fatigue
 - ▶ You can help by making an effective referral (ie. one where a member of the public obtains the legal assistance they need) based on good referral practices and your knowledge of legal services in Saskatchewan

4. Beyond Legal Information: Referrals

► Good Practices for Referrals

1. Identify the common legal issues your clients face
2. Develop your knowledge and awareness of the organizations or resources in your community or area that provide legal services
3. Convey realistic referral expectations
4. Provide clear guidance and follow up

4. Beyond Legal Information: Referrals

- ▶ Referral Sources
 - ▶ Saskatchewan Find Legal Assistance Directory
 - ▶ Those unable to afford a lawyer
 - ▶ For sexual violence or harassment
 - ▶ Other specialized sources

4. Beyond Legal Information: Referrals

► Saskatchewan's [Find Legal Assistance](#) Directory



Find Legal Assistance

LEARN MORE:

[Why get legal help?](#)

[Common questions](#)

[Understanding legal fees](#)

This directory is a searchable database to locate members of the Law Society of Saskatchewan who are licensed to practice law. The directory includes members who are suspended from practice but does not include other [membership categories](#).

The directory includes the ability to search by name, firm/organization, gender, location, language spoken, area of law, service model, and pricing and payment model. Learn more about tips for searching the database [here](#).

First name

Last name

Gender Pronoun

City/Town

Firm/Company Name

Languages

Area of law or legal issue

Service models

Pricing and payment models

4. Beyond Legal Information: Referrals

▶ Referral Sources

- ▶ For those unable to afford a lawyer:
- ▶ [Legal Aid Commission of Saskatchewan](#)
- ▶ [Pro Bono Law Saskatchewan](#)
- ▶ [Community Legal Services for Saskatoon Inner City \(CLASSIC\)](#)
- ▶ [Saskatchewan's Family Law Information Centre](#)

4. Beyond Legal Information: Referrals

- For those unable to afford a lawyer:
 - [Legal Aid Commission of Saskatchewan](#)
 - Legal advice and representation for low-income individuals
 - Only those who meet the financial criteria are eligible for assistance
 - For family and criminal law issues that fall with Legal Aid's guidelines and have merit



4. Beyond Legal Information: Referrals

- For those unable to afford a lawyer:
 - [Pro Bono Law Saskatchewan](#)
 - Free legal advice for those who do not qualify for Legal Aid but who are unable to afford a lawyer
 - Income testing applies
 - Legal clinics throughout province assisting with all areas of the law



Pro Bono Law
Saskatchewan

4. Beyond Legal Information: Referrals

- For those unable to afford a lawyer:
 - Community Legal Assistance Services for Saskatoon Inner City (CLASSIC)
 - A poverty law clinic that provides free legal advice to low-income residents of Saskatoon
 - Income testing applies
 - Walk-in Clinics and Legal Advice Clinics



4. Beyond Legal Information: Referrals

- For those unable to afford a lawyer:
 - [Saskatchewan's Family Law Information Centre](#)
 - Free family law information provided over the phone or at in-person session
 - No income testing
 - Self-help kits and court document assistance
 - Information not advice



4. Beyond Legal Information: Referrals

- For sexual violence or workplace sexual harassment
 - [The LISTEN Project](#)
 - Two hours of free legal advice for survivors of sexual violence
 - [The SHIFT Project](#)
 - Four hours of free legal advice for those who have experienced workplace sexual harassment in Saskatchewan



THE
Listen PROJECT



THE
Shift PROJECT

4. Beyond Legal Information: Referrals

- Specialized referral sources
 - Child Support Recalculation Service
 - Employment Standards
 - Family Matters
 - Human Rights Complaint
 - Labour Relations Board
 - Maintenance Enforcement Office
 - Office of Residential Tenancies (ORT)
 - Office of the Workers' Advocate
 - Public Guardian and Trustee
 - Saskatchewan Advocate for Children and Youth
 - Worker's Compensation Board

4. Beyond Legal Information: Referrals

- Making the right referral can be difficult!
 - If you're having trouble making a referral, [Pro Bono Law Saskatchewan](#) can help!
 - Their intake staff are specially trained to make appropriate referrals
 - Call 1 (855) 833-7257 or visit pblsask.ca



Pro Bono Law
Saskatchewan

Thank you.

▶ Please feel free to contact us:

- ▶ Presenter Name
- ▶ Title
- ▶ Organization
- ▶ Email