

**FINAL  
REPORT**

**Civil Legal Needs of Lower and  
Middle-income Ontarians**

QUANTITATIVE RESEARCH

Prepared for:  
Ontario Civil Legal Needs Project  
The Law Society of Upper Canada  
Pro Bono Law Ontario  
Legal Aid Ontario  
The Law Foundation of Ontario

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## CONTENTS

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EXECUTIVE SUMMARY .....	1
INTRODUCTION .....	5
DETAILED FINDINGS .....	7
ATTITUDES TOWARD THE LEGAL SYSTEM .....	9
REASONS FOR NEEDING FUTURE LEGAL ASSISTANCE .....	13
INCIDENCE OF JUSTICIABLE ISSUES.....	15
SEEKING LEGAL ASSISTANCE FOR PROBLEMS .....	19
ACCESSING LEGAL ASSISTANCE .....	31
PREFERRED METHOD OF RESOLVING LEGAL PROBLEMS .....	35
AWARENESS AND KNOWLEDGE OF LEGAL ASSISTANCE OPTIONS .....	37
PROBLEM RESOLUTION AND ASSESSMENT.....	45
PROBLEMS WHERE LEGAL ASSISTANCE WAS NOT SOUGHT.....	51
EXPERIENCE WITH NON-LEGAL ASSISTANCE .....	55
IMPACT OF LEGAL PROBLEMS .....	59
LEGAL INSURANCE .....	63
SPOTLIGHT ON LOW-INCOME ONTARIANS.....	67
RESPONDENT CHARACTERISTICS.....	73
METHODOLOGY .....	75
APPENDIX: QUESTIONNAIRE	



## EXECUTIVE SUMMARY

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EnviroNics Research Group is pleased to present this summary of key results from research into the civil legal needs of low and middle-income Ontarians on behalf of the Ontario Civil Legal Needs Project. This research consisted of a telephone survey conducted between June 2 and 28, 2009 among 2,000 residents of Ontario with household incomes less than \$75,000. The results can be considered accurate to within plus or minus 2.2 percentage points, 19 times out of 20.

EnviroNics also conducted a qualitative research study consisting of a series of seven focus groups with front-line legal and social service providers across Ontario. A report on that qualitative research is available under separate cover.

### Attitudes toward the legal system and perceived legal needs

Lower and middle-income Ontarians:

- Believe in the fairness of the justice system (66%) and see the courts as an important way for ordinary people to protect their rights (82%).
- Think that the legal system works better for rich people than for poor people (79%) and that only the poorest can receive free legal assistance (58%).
- Are divided on whether middle-income Ontarians can afford legal services (49% who agree vs. 46% who disagree), and whether there are enough free or affordable legal services available (43% who agree vs. 39% who disagree).
- Tend to believe lawyers and paralegals do not provide the same services (50% who believe that the services are not the same vs. 30% who believe they are the same).

- Mention a broad range of problems or issues that might cause them or someone in their household to need legal assistance in the near future; the most commonly mentioned problems involve wills and powers of attorney (17%), family relationship problems (14%), real estate transactions (12%), personal injury problems (7%), and housing or land problems (7%). Four in ten (40%) think they would have no need for legal assistance or cannot think of any potential legal issues they might face.

### Incidence of justiciable issues and propensity for seeking assistance

Among lower and middle-income Ontarians in the past three years:

- One-third (35%) have had a non-criminal legal problem or issue, including nine percent (9%) who have had multiple problems.
- The most commonly mentioned problems or issues for which they sought legal assistance or for which legal assistance would have been helpful, are family relationship problems (30%), wills and powers of attorney (13%), housing or land problems (10%), real estate transactions (9%), employment problems (9%), criminal problems (9%), personal injury problems (7%), and money or debt problems (5%).
- One-quarter (26%) have had a non-criminal legal problem or issue for which they sought legal assistance, including three percent (3%) who had multiple problems.

- The most commonly mentioned problems or issues for which legal assistance was sought are family relationship problems (32%), wills and powers of attorney (14%), real estate transactions (11%), criminal problems (11%), housing or land problems (8%), employment problems (7%) and personal injury problems (6%).
- Fourteen percent (14%) have had a non-criminal legal problem or issue for which they did not seek legal assistance, including two percent (2%) who had multiple problems; this represents 43 percent (43%) of those who had any non-criminal problem.
- The most commonly mentioned problems or issues for which legal assistance would have been helpful but was not sought are family relationship problems (25%), employment problems (11%), housing or land problems (9%), personal injury problems (6%), and wills and powers of attorney (6%).

## Seeking assistance for legal problems

The most frequently sought after source of assistance is a lawyer in private practice (41%), but friends and relatives (30%), the Internet (27%) and Legal Aid Ontario (19%) are also leading sources of assistance for those with legal problems or issues who decide to seek assistance.

Most who seek legal assistance for non-criminal legal problems and issues turn to a lawyer they engage themselves (65%). Smaller proportions seek assistance from a legal clinic or Legal Aid Ontario office (28%), the Law Society of Upper Canada Lawyer Referral Service (20%) or a duty counsel (18%). They are less likely to turn to a mediator (10%), a paralegal (10%) or an immigration consultant (2%).

Most of these sources of information or assistance receive positive assessments of their helpfulness from those who made use of them, notably *pro bono* lawyers or programs, immigration consultants, and the Law Society Lawyer Referral Service. Paralegals and mediators receive the lowest assessments in terms of helpfulness, but even here majorities provide positive assessments.

Two in ten (19%) paid less than \$1,000 for the legal assistance they sought; 36 percent (36%) paid more than \$1,000. Three in ten (28%) received free services and 17 percent (17%) offer no response. Among those who paid for the legal assistance they received, the mean amount paid is \$8,066; the median amount is \$2,000.

## Decision not to seek legal assistance

Lower and middle-income Ontarians who did not seek legal assistance are most likely to give as their main reason issues relating to the cost of legal assistance such as feeling that they could not afford a lawyer (42%), or believing they would not qualify for legal aid or free legal assistance (8%). Smaller proportions offered a variety of other reasons such as the problem not being important enough or the issue resolving itself (6% and 3%, respectively), thinking it would take too much time (5%), not knowing what to do (5%), thinking nothing could be done (4%), and not knowing where to get legal assistance or that there was no lawyer available nearby practising in the areas in which help was required (4% and 2%, respectively).

Most lower and middle-income Ontarians (60%) who did not seek legal assistance feel that the outcome would have been better if they had sought assistance.

## Accessing legal assistance

Among lower and middle-income Ontarians in general, one in ten (9%) report problems with accessing legal assistance. The most frequently cited difficulties are associated with the cost of legal care, either because it is too expensive (31%) or as a result of being refused for legal aid (20%).

When asked to choose a preferred source of assistance, low or middle-income Ontarians are most likely to choose a lawyer they pay for as their preferred source of legal assistance (34%); lawyers or a law firm in general (14%), a legal aid lawyer (12%) or a lawyer doing *pro bono* work (8%) are also among the more frequently chosen sources of assistance.

## Preferred method of problem resolution

Low and middle-income Ontarians in general are most likely to prefer that a legal problem be resolved by themselves with legal advice (34%); smaller proportions would prefer a legal problem to be resolved through an informal process such as mediation (22%), by themselves with help from family or friends (16%), through a formal process such as a court or tribunal (13%), by themselves without any help (6%), or by doing nothing and having the problem sort itself out (3%).

## Non-legal assistance

Almost one-half (46%) of low and middle-income Ontarians report seeking non-legal assistance from a variety of sources to help solve their legal problems during the past three years.

The sources of non-legal assistance that emerge as most frequently used are friends and relatives (25%), the Internet (17%), the police (12%), and a government, MP or MPP's office (11%); the least frequently used sources of assistance are unions (4%) and cultural organizations (3%). The sources of non-legal assistance seen as most helpful by those who used them are support groups, and spiritual or religious organizations.

## Knowledge and use of options for legal assistance

Low and middle-income Ontarians are more aware of Legal Aid Ontario (46%) than of Pro Bono Law Ontario (17%). In the past three years, 11 percent have had some contact with Legal Aid Ontario.

Majorities are aware that in addition to covering criminal cases, Legal Aid Ontario will also cover welfare and social assistance cases (55%), and family law cases (53%). Smaller proportions know that Legal Aid Ontario also covers refugee cases (45%) and poverty law cases involving employment (44%) and housing (41%). Three in ten (31%) think that Legal Aid Ontario will cover civil litigation, which it does not – which may be indicative of common misconceptions about Legal Aid Ontario's mandate.

The most well-known of the legal assistance websites are the Legal Aid Ontario website (46% have used or have heard of) and the Law Society of Upper Canada website (39%), followed by the Justice Ontario website (28%) and the Lawyer Referral Service website (23%); the Law Help Ontario website provided by Pro Bono Law Ontario is least familiar (9%). Very few – less than 10 percent (10%) each – had used any of the websites, but all of the websites received positive assessments in terms of their usefulness by those who had used them.

## Legal problem resolution

Among low and middle-income Ontarians who sought legal assistance for a non-criminal legal problem:

- The highest levels of resolution were experienced for problems involving housing or land, and wills or powers of attorney; these two kinds of legal issues are also the most likely to be resolved within one year.
- The lowest levels of resolution were experienced with problems involving employment and personal injury; these are also among the issues least likely to be resolved within a year, along with family relationship issues, and money or debt issues.
- Among those who have resolved their legal problem, the most frequently mentioned methods of resolution are going to court or a tribunal (26%), and reaching an agreement between themselves and the other party (24%).
- The most positive ratings in terms of fairness are given to resolution processes for problems involving wills and powers of attorney, and real estate; low and middle-income Ontarians are also most likely to indicate satisfaction with the outcomes of their experiences involving these issues.
- The lowest ratings in terms of fairness are given to resolution processes for problems involving family relationship problems, employment problems and personal injury; employment and personal injury problems are also least likely to provide satisfactory outcomes.

## Impact of legal problems

Three-quarters (76%) report experiencing at least some disruption in their daily lives as a result of their legal problems or issue; significant proportions report that they experienced stress-related or mental illness (46%), loss of confidence (46%), physical ill-health (33%), loss of employment or income (31%), and relationship breakdown (28%).

## Interest in legal expense insurance

Interest in a legal expense insurance product, and propensity to purchase it if it were bundled with homeowner's or tenant's insurance packages, is somewhat limited; only three in ten each express interest (31%) or a propensity to purchase (31%). However, this limited response may be in part due to the belief of most low and middle-income Ontarians that it would not be needed (56%) or that it would be too expensive (29%).

The mean annual fee proposed as reasonable for such insurance is \$675.30; the median annual fee proposed is \$200.

## Key demographic and behavioural findings

Incidence of reported legal problems of any kind is higher among:

- women
- middle-aged people
- those who have received income assistance in the past three years
- those not in the workforce
- members of equality-seeking communities.<sup>1</sup>

The incidence of reported legal problems is lower among:

- those born outside Canada
- older people.

Women and middle-aged people tend to be more likely to have multiple legal problems.

The types of legal problems that cluster most among those with multiple problems include:

- family relationship issues (46%)
- wills and powers of attorney (23%)

- housing and land issues (19%)
- real estate (18%)
- personal injury (11%)
- money and debt problems (9%)
- legal actions (7%).

Among those who reported any legal problem, those most likely to have sought legal assistance for at least one problem include:

- middle-aged people
- Aboriginal people
- persons with disabilities.

Among those who reported any legal problem, those most likely to say they did not seek legal assistance for at least one problem include:

- those with the lowest incomes
- members of equality-seeking communities in general.

Those living outside the GTA and women tend to be more likely to cite cost as their reason for not seeking legal assistance. Members of equality-seeking communities in general are more likely to say they didn't believe they would qualify for legal aid.

Those who are more likely to have found their legal problem to be extremely or very disruptive include:

- women
- those aged 30 to 59
- those with household incomes of less than \$20,000
- members of equality-seeking communities, particularly persons with disabilities
- those who have received income assistance in the last three years
- those with multiple legal problems
- those who did not seek assistance for their legal problems.

Those most likely to report problems accessing legal assistance include:

- those with lower incomes
- those who have received income assistance in the past three years
- those who are middle-aged
- members of equality-seeking communities.

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<sup>1</sup> Equality-seeking communities identified in this survey include: Francophones, Aboriginal people, persons with disabilities, members of racialized communities, gay men, lesbians and bisexuals, and trans-identified persons.

## INTRODUCTION

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This report presents the findings of a quantitative telephone survey conducted by Environics Research Group with 2,000 low and middle-income Ontarians on behalf of the Ontario Civil Legal Needs Project, a legal research project being undertaken through the partnership of the Law Society of Upper Canada, Pro Bono Law Ontario and Legal Aid Ontario, and with the contribution of the Law Foundation of Ontario.

Environics also conducted a qualitative research study consisting of a series of seven focus groups with front-line legal and social service providers across Ontario. A report on that qualitative research is available under separate cover.

### The Project

The Ontario Civil Legal Needs Project (the “Project”) is a comprehensive legal research project designed to promote access to justice by identifying and quantifying the “everyday” legal problems experienced by low and middle-income Ontarians. The Project seeks to identify gaps and facilitate the development of strategies to enhance access to civil justice for the people of Ontario.

### The Project partners

This project is a unique partnership between three key organizations that provide services and information related to access to justice for low and middle-income Ontarians: the Law Society of Upper Canada (“The Law Society”), Legal Aid Ontario (“LAO”) and Pro Bono Law Ontario (“PBLO”).

The Law Society is the governing body of the legal profession (lawyers and paralegals) in Ontario. Its mandate is to regulate the legal and legal services professions

in the public interest. In the course of carrying out its function, The Law Society has a duty to act to facilitate access to justice and to protect the public interest.

LAO’s mandate is to “promote access to justice throughout Ontario for low-income individuals by means of providing consistently high quality legal aid services in a cost-effective and efficient manner.” LAO provides legal aid services to low-income individuals and disadvantaged communities in Ontario for a variety of legal problems, including criminal matters, family disputes, immigration and refugee hearings, and poverty law issues, such as landlord/tenant disputes, disability support and family benefits payments.

PBLO is the provincial organization dedicated to promoting opportunities for lawyers to provide *pro bono* (free) legal services to persons of limited means. PBLO provides technical support and strategic guidance to law firms, law associations and legal departments looking to provide free legal services to persons of limited means and the community-based organizations that serve them. The organization manages three streams of projects in-house: children’s projects, projects serving charitable organizations and projects serving unrepresented litigants with civil, non-family matters.

Together, The Law Society, LAO and PBLO provide legal information, advice and representation to hundreds of thousands of low and middle-income Ontarians seeking access to civil justice in the province. Their participation in this Project is governed by a Memorandum of Understanding, which outlines the principles of the Project, the expected roles and responsibilities of each partner, and each partner’s financial and in-kind contribution. The Project also received generous support from the Law Foundation of Ontario (LFO).

## Background

The Project came about as a result of the recognition by the Project partners that obstacles exist that presently impede full access to legal and social services in Ontario. Furthermore the partners recognized the need to develop an empirically-based understanding of unmet legal needs in order to develop strategic responses to the problem(s). Prior to this Project, there has never been a comprehensive legal needs assessment conducted in Ontario. As a result, there is no reliable data regarding the specific civil legal needs of low and middle-income Ontarians, how they interact with the justice system, the barriers that prevent individuals with justiciable claims from accessing the justice system effectively, the specific causes of problems to the administration of justice and the gaps in service delivery.

Studies in other jurisdictions, including Alberta, British Columbia and Nova Scotia, have identified these obstacles faced by their own residents. The federal Department of Justice (DOJ) has also conducted national surveys looking into the unmet civil legal needs of Canadians.

The Project partners agreed that an Ontario Civil Legal Needs project would provide data that can be compared to the civil legal needs of Canadians from other provinces. The project differs from the other provincial studies because of the breadth of its study group (not only low but also middle-income Ontarians), and its focus on the unmet civil legal needs of individuals who choose between pursuing resolution through the courts and through other means.

The Project partners recognized that this Project would fulfill a number of the recommendations of the November 2007, Justice Coulter Osborne report: *Summary of Findings and Recommendations* (Osborne Report) of the Civil Justice Reform Project.

## The Project components

The three core components of the Ontario Civil Legal Needs Project are as follows:

The first component, or Phase I, consists of a direct empirical assessment of the civil legal needs of low and middle-income Ontarians in various areas of law,

including family, employment and administrative law. This component was carried out in the form of a telephone survey.

The goals of Phase I were to:

- A identify those people who are most vulnerable to justiciable problems;
- B determine the nature and extent of those problems;
- C determine how those problems impact on people's lives; and
- D identify how people respond to their problems, including if or how they access the legal system to resolve or prevent problems.

This report presents the findings of Phase I.

The second component, or Phase II, consists of a series of comprehensive focus groups with front-line legal and social service providers to identify gaps in services among the various agencies, and areas for collaboration. Emerging issues in the provision of legal and social services will also be identified. Further, the focus groups will allow for legal and social service providers to meet together to discuss the interplay between their services and how best to collaborate in order to meet client demand.

The third component, or Phase III, will identify or "map" existing services that promote access to the broad range of civil justice to identify the number, type, range and location of access to justice programs and initiatives (both private and public) directed towards low and middle-income Ontarians.

## Methodology

Envionics Research Group conducted 2,000 22-minute telephone interviews among low and middle-income Ontarians (i.e., household incomes of less than \$75,000) between June 2 and 28, 2009. The results can be considered accurate to within plus or minus 2.2 percentage points, 19 times out of 20.

A more detailed description of the methodology used to conduct this survey is presented in the appendix of this report, along with a copy of the questionnaire.

## DETAILED FINDINGS

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This report presents the detailed findings from a telephone survey of 2,000 low and middle-income Ontarians conducted between June 2 and 28, 2009. The survey examines the opinions, perceptions and experiences of low and middle-income Ontarians on a range of topics having to do with the non-criminal legal needs of this group of Ontarians and how those needs can best be met.

Specific topics addressed in this report include the attitudes of low and middle-income Ontarians toward the legal system; the kinds of circumstances that they believe might result in a future need for legal services; the experiences of those who have experienced non-criminal legal problems or issues in the past three years, both those who sought legal assistance with their problems and those who did not; their preferences in terms of accessing legal assistance and resolving legal issues; their knowledge and use of existing sources of legal assistance and information; and their opinions on the concept of legal expenses insurance.



## ATTITUDES TOWARD THE LEGAL SYSTEM

In order to determine their basic attitudes toward the legal system, low and middle-income Ontarians were read a series of statements dealing with various aspects of the legal system and the affordability of legal assistance, and asked to indicate their degree of agreement or disagreement with each statement.

Low and middle-income Ontarians believe in the fairness of the justice system and see the courts as an important way for ordinary people to protect their rights, but at the same time they think that the legal system works better for rich people than for poor people and that only the poorest can receive free legal assistance. They are divided on whether middle-income Ontarians can afford legal services, and whether there are enough free or affordable legal services available. Most disagree with the assertion that lawyers and paralegals provide the same types of legal services.

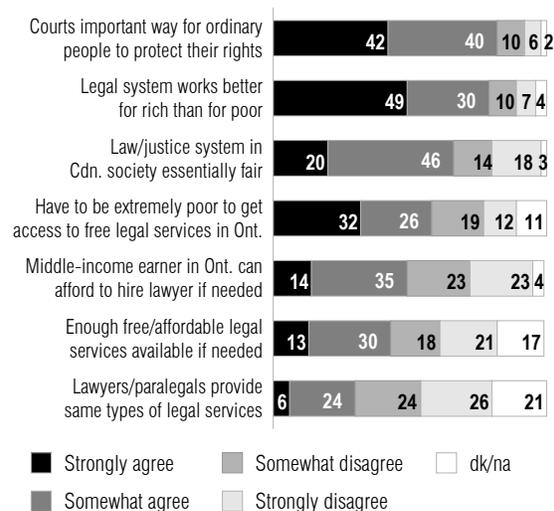
### Do you agree that “The courts are an important way for ordinary people to protect their rights”?

Low and middle-income Ontarians place considerable emphasis on the role of the courts as protectors of the rights of the people. Eight in ten (82%) strongly (42%) or somewhat (40%) agree that “the courts are an important way for ordinary people to protect their rights.”

Strong agreement with this statement is more prevalent among:

- residents of the GTA, particularly the City of Toronto
- residents of Northern Ontario
- those who are 18 to 44 years of age
- those who have had at least some university education
- those born outside Canada.

### Attitudes toward legal system June 2009



### Q.3

*I am going to read you a series of statements about our legal system. Would you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following ... The laws and the justice system in Canadian society are essentially fair ... Courts are an important way for ordinary people to protect their rights ... The legal system works better for rich people than for poor people ... A middle-income earner in Ontario can afford to hire a lawyer if he or she needs one ... There are enough free or affordable legal services available if you were in need ... You have to be extremely poor to get access to any free legal services in Ontario ... Lawyers and paralegals provide the same types of legal services?*

Disagreement with this statement is more prevalent among:

- rural dwellers
- those who had a legal problem in the past three years, whether they sought legal assistance or not, particularly those who have multiple problem
- those who found their legal problems extremely disruptive.

**Do you agree that “The legal system works better for rich people than for poor people”?**

Low and middle-income Ontarians believe that the wealthy have an advantage when they become involved in legal processes. Eight in ten (79%) strongly (49%) or somewhat (30%) agree that “the legal system works better for rich people than for poor people.”

Strong agreement with this view is more prevalent among:

- men
- middle-aged and older people
- those with household incomes of less than \$40,000
- members of equality-seeking communities in general
- those who had a legal problem in the past three years, whether they sought legal assistance or not, particularly those who had multiple problems
- those who found their problems extremely disruptive
- those who experienced problems related to discrimination, social assistance, and hospital treatment or release.

**Do you agree that “The laws and the justice system in Canadian society are essentially fair”?**

Most low and middle-income Ontarians express confidence in the fairness of the justice system in Canada. Two-thirds (66%) strongly (20%) or somewhat (46%) agree that “the laws and the justice system in Canadian society are essentially fair.”

Strong agreement with this view is more prevalent among:

- residents of the GTA and Eastern Ontario
- men
- those aged 18 to 29
- those who live in larger urban areas of 100,000 inhabitants or more
- those with at least some university education
- those with household incomes of between \$40,000 and \$60,000
- those born outside Canada
- those who experienced legal problems related to real estate transactions.

Disagreement is more frequent among:

- those who had a legal problem in the past three years, whether they sought legal assistance or not, particularly those who had multiple problems
- those who found their problem(s) very or extremely disruptive.

**Do you agree that “You have to be extremely poor to get access to any free legal services in Ontario”?**

A majority of low and middle-income Ontarians believe that only the most economically disadvantaged Ontarians have access to free legal services. Six in ten (58%) agree strongly (32%) or somewhat (26%) that “you have to be extremely poor to get access to any free legal services in Ontario.”

Strong agreement is more likely to be expressed by:

- women
- those aged 45 to 59
- those with a high school or community college education
- members of equality-seeking communities, particularly Aboriginal people, Francophones and persons with disabilities
- those who had a legal problem in the past three years, whether they sought legal assistance or not, particularly those who had multiple problems
- those who found their problem(s) very or extremely disruptive.

**Do you agree that “A middle-income earner in Ontario can afford to hire a lawyer if he or she needs one”?**

Low and middle-income Ontarians are divided on whether legal services are affordable for middle-income earners in Ontario. One-half (49%) strongly (14%) or somewhat (35%) agree that “a middle-income earner in Ontario can afford to hire a lawyer if he or she needs one,” while a similar proportion (46%) disagree strongly (23%) or somewhat (23%).

Strong disagreement is more prevalent among:

- women
- those aged 30 to 59
- members of equality-seeking communities
- those who had a legal problem in the past three years, whether they sought legal assistance or not, particularly those who had multiple problems
- those who found their problem(s) very or extremely disruptive.

However, there is a tendency for those who experienced problems related to wills and powers of attorney, and debts or money to agree strongly with this view.

**Do you agree that “There are enough free or affordable legal services available if you were in need”?**

Low and middle-income Ontarians are divided on the availability of free or affordable legal services for those in need. Just over four in ten (43%) strongly (13%) or somewhat (30%) agree that “there are enough free or affordable legal services available if you were in need;” a similar proportion (39%) strongly (21%) or somewhat (18%) disagree. Almost two in ten (17%) offer no response.

Strong agreement is more prevalent among:

- those aged 18 to 29
- those whose household income is less than \$20,000
- Aboriginal people.

Strong disagreement is more prevalent among:

- residents of Eastern and Central Ontario
- those who had a legal problem in the past three years, whether they sought legal assistance or not, particularly those who had multiple problems
- those who found their problems very or extremely disruptive
- those who experienced problems related to employment, and discrimination or harassment.

**Do you agree that “Lawyers and paralegals provide the same types of legal services”?**

Few low and middle-income Ontarians believe there is no distinction in services between lawyers and paralegals. Only three in ten (30%) agree strongly (6%) or somewhat (24%) that “lawyers and paralegals provide the same types of legal services;” one-half (50%) disagree strongly (26%) or somewhat (24%) with this view. Two in ten (21%) offer no response.

Strong disagreement is more prevalent among: residents of the GTA

- men
- middle-aged people
- those with household incomes between \$40,000 and \$75,000
- those who have sought legal assistance in the past three years
- those who had multiple legal problems.



## REASONS FOR NEEDING FUTURE LEGAL ASSISTANCE

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Many low and middle-income Ontarians are aware of various reasons why they might need legal assistance in the future; however, significant proportions cannot see a future need for legal services or are unable to suggest any reasons why they might need legal services in the future.

Low and middle-income Ontarians mention a broad range of problems or issues that might cause them or someone in their household to need legal assistance, including: wills and powers of attorney (17%), family relationship problems (14%), real estate transactions (12%), personal injury problems (7%), housing or land problems (7%), criminal problems (5%), employment problems (4%), legal action problems (3%), money or debt problems (3%), traffic offences (2%), small or personal business issues (2%), and immigration problems (2%). Seven percent (7%) mention other problems or issues, 21 percent (21%) say there would be no need for a lawyer, and 19 percent (19%) offer no response.

Those more likely to mention family relationship problems or issues include:

- women
- those aged 30 to 44
- Aboriginal people
- those who are gay, lesbian or bisexual
- those with multiple legal problems
- those who found their recent or current legal problem(s) very or extremely disruptive.

Those more likely to mention wills and powers of attorney include:

women

- those aged 45 or older
- those with household incomes between \$40,000 and \$75,000.

### Reasons for needing future legal assistance June 2009

Wills and powers of attorney problems	17
Family relationship problems	14
Real estate transactions	12
Personal injury problems	7
Housing or land problems	7
Criminal problems	5
Employment problems	4
Legal action problems	3
Money or debt problems	3
Traffic/speeding offences/violations/tickets	2
Small or personal business issues	2
Immigration problems	2
Other	7
None, won't need a lawyer	21
dk/na	19

#### *Q.1*

*There are many different problems or issues that might cause a person to need legal assistance. What are the most likely reasons you can think of for why you or someone in your household might need legal assistance in the near future?*

Those more likely to mention housing or land problems include:

- those aged 45 to 59
- those with higher levels of education
- those with multiple legal problems.

Those more likely to mention real estate transactions include:

- those with higher levels of education
- those with household incomes between \$40,000 and \$75,000.

Those more likely to mention employment problems include:

- those with higher levels of education.



## INCIDENCE OF JUSTICIABLE ISSUES

One of the key concerns in assessing the civil legal needs of low and middle-income Ontarians lies in the degree to which low and middle-income Ontarians are aware of the kinds of issues where legal assistance can be helpful to them.

In the current survey, respondents were asked to volunteer the kinds of issues and problems that they had experienced for which they had sought legal assistance or for which they thought legal assistance might have been helpful even though they did not avail themselves of such assistance. The responses to these questions can indicate what kinds of justiciable issues come to mind among low and middle-income Ontarians, but does not necessarily provide the actual incidence of issues that they experience where legal assistance could be of use.

### Reported experience with legal problems

Most low and middle-income Ontarians in the current survey report that in the past three years they have not experienced any legal problem for which they or someone in their household sought legal assistance, or could have sought legal assistance but did not.

A total of 38 percent (38%) of low and middle-income Ontarians say they have experienced some kind of legal problem or issue. Six in ten (61%) say they have not experienced any legal problem or issue.

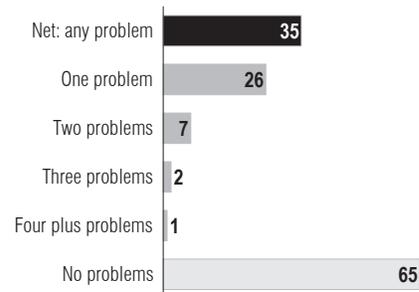
When we exclude those who only experienced a criminal legal problem or issue, one-third (35%) of low and middle-income Ontarians have had a civil legal problem or issue in the past three years. Looking at the number of problems experienced by individuals, 26 percent (26%) had only one such problem or issue, while fewer than one in ten each reported having two problems (7%), three problems (2%), or four or more

problems (1%). Two-thirds (65%) say they have not had such a problem or issue at all.

Those more likely to report having a non-criminal legal problem include:

- women
- members of equality-seeking communities in general
- those who have received income assistance in the past three years
- those born in Canada.

### Number of non-criminal problems June 2009



#### Q.5

*For what types of problems or issues did you seek legal assistance?*

*Subsample: Those who sought legal assistance in the past three years*

#### Q.22

*What type of problems or issues did you have where legal assistance would have been helpful, but where you did not actually seek any?*

*Subsample: Those who had a problem where legal assistance would have been helpful, but for which they did not seek any legal assistance – excluding those who only experienced a criminal problem*

Those more likely to report more than one non-criminal legal problem or issue include:

women

- those aged 45 to 59
- members of equality-seeking communities, particularly persons with disabilities.

The types of problems that cluster most among those with two or more problems include:

- family relationship issues (46%)
- wills and powers of attorney (23%)
- housing and land (19%)
- real estate (18%)
- personal injury (11%)
- money or debt (9%)
- legal actions (7%).

Those less likely to report having any non-criminal legal problem include:

- those aged 60 or older
- those who have not graduated from high school.

## Types of justiciable issues

Low and middle-income Ontarians in the current survey mention a number of problems or issues for which they sought legal assistance or for which legal assistance would have been helpful, including family relationship problems (30%), wills and powers of attorney (13%), housing or land problems (10%), real estate transactions (9%), employment problems (9%), criminal problems (9%), personal injury problems (7%), money or debt problems (5%), legal action problems (3%), neighbourhood problems and property damage (3%), non-criminal driving or traffic offences (3%), small or personal business issues (2%), discrimination or harassment problems (2%), disability-related issues (2%), consumer problems (2%) and immigration problems (2%). Ten percent (10%) mention other problems.

Among the total sample of low and middle-income Ontarians, the proportions mentioning these problems or issues are: family relationship problems (12%), wills and powers of attorney (5%), housing or land problems (4%), real estate transactions (4%), employment problems (4%), criminal problems (3%), personal injury problems (3%), money or debt problems (2%), legal action problems (1%), neighbourhood problems and property damage (1%), small or personal business

issues (1%), non-criminal driving or traffic offences (1%), discrimination or harassment problems (1%), disability-related problems (1%), consumer problems (1%), immigration problems (1%), and welfare and social assistance problems (1%).

## Types of legal problems

June 2009

	TOTAL SAMPLE	HAD LEGAL PROBLEM
Family relationship problems	12	30
Wills and powers of attorney problems	5	13
Housing or land problems	4	10
Real estate transactions	4	9
Employment problems	4	9
Criminal problems	3	9
Personal injury problems	3	7
Money or debt problems	2	5
Legal action problems	1	3
Neighbourhood problems/property damage	1	3
Traffic/speeding offences/violations/tickets	1	3
Disability-related issues	1	2
Consumer problems	1	2
Immigration problems	1	2
Small or personal business issues	1	2
Discrimination/harassment problems	1	2
Welfare or social assistance problems	1	1
Hospital treatment or release problems	*	1
Treatment by police	—	—
Other	3	8
None	62	1
dk/na	*	*

\* Less than one percent

### Q.5

*For what types of problems or issues did you seek legal assistance?  
Subsample: Those who sought legal assistance in the past three years*

### Q.22

*What type of problems or issues did you have where legal assistance would have been helpful, but where you did not actually seek any?*

*Subsample: Those who had a problem where legal assistance would have been helpful, but for which they did not seek any legal assistance*

Those more likely to mention family relationship issues include:

- women
- those who have received income assistance in the past three years
- those born in Canada
- Aboriginal people.

Those more likely to mention wills and powers of attorney include:

- women
- those aged 45 or older
- those with at least some university education
- trans-identified people.

Those more likely to mention housing or land problems include:

- those living outside the GTA, particularly those in Eastern and Central Ontario.

Those more likely to mention real estate transactions include:

- those with household income between \$40,000 and \$75,000.

Those more likely to mention discrimination or harassment, and disability issues include:

- members of equality-seeking communities in general
- those who have received income assistance in the past three years.



## SEEKING LEGAL ASSISTANCE FOR PROBLEMS

Among low and middle-income Ontarians who experienced some kind of non-criminal legal problem or issue in the past three years, those who sought legal assistance with this problem or issue were asked a number of questions concerning their experience, in order to determine what kinds of problems low and middle-income Ontarians seek legal assistance for, what are their sources of information and assistance, their assessments of the degree to which the assistance they sought was helpful, and the cost of such assistance.

### Incidence of seeking legal assistance

Three in ten low and middle-income Ontarians (29%) report that they or someone in their household had a problem or issue for which they sought legal assistance in the past three years. Seven in ten (71%) say that they have not experienced any such problem or issue in the past three years.

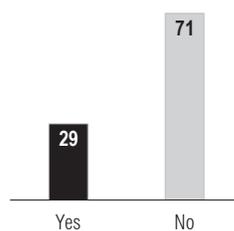
When we exclude those who only experienced a criminal legal problem or issue, one-quarter (26%) of low and middle-income Ontarians say that they have had a non-criminal legal problem or issue in the past three years for which they sought legal assistance. Looking at the number of problems experienced by individuals, 22 percent (22%) had only one such problem or issue, while very few reported having two problems (3%), three problems (less than 1%), or four or more problems (less than 1%).

Among those who have had a civil legal problem in the past three years, three-quarters (75%) have sought assistance for at least one of those problems.

Those who are more likely to say that they or someone in their household have experienced a problem or issue in the last three years for which they had sought legal assistance include:

- women
- those aged 30 to 59
- those who have attended at least some post-secondary education
- those born in Canada
- members of equality-seeking communities particularly Aboriginal people and persons with disabilities
- those who have received income assistance in the past three years
- those who experienced multiple legal problems.

Incidence of seeking legal assistance  
June 2009



Q.4

*During the last three years, have you or anyone in your household had any sort of a problem or issue where you sought legal assistance?*

## Types of problem(s)

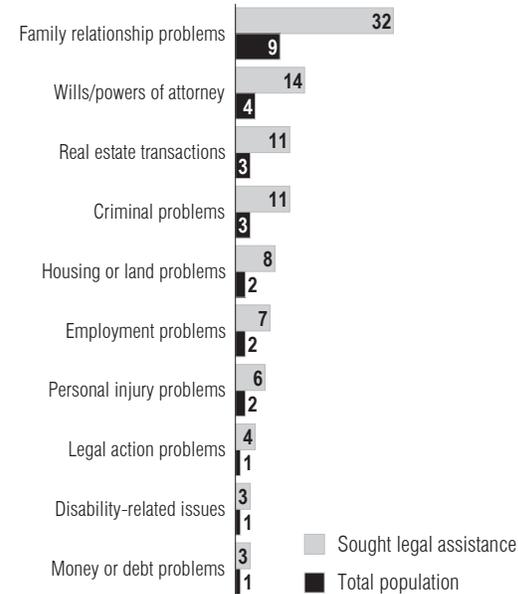
Low and middle-income Ontarians who report that they or someone in their household had a problem or issue for which they sought legal assistance in the past three years mention a broad range of problems or issues for which legal assistance was sought, including: family relationship problems (32%), wills and powers of attorney (14%), real estate transactions (11%), criminal problems (11%), housing or land problems (8%), employment problems (7%), personal injury problems (6%), legal action problems (4%), disability-related issues (3%), money or debt problems (3%), traffic offences (2%), immigration problems (2%), small or personal business issues (2%), and discrimination or harassment problems (2%). One in ten (10%) mention other problems or issues.

Among the total sample of low and middle-income Ontarians, the proportions mentioning these issues are: family relationship problems (9%), wills and powers of attorney (4%), real estate transactions (3%), criminal problems (3%), housing or land problems (2%), employment problems (2%), personal injury problems (2%), legal action problems (1%), disability-related issues (1%), money or debt problems (1%), traffic offences (1%), immigration problems (1%), small or personal business issues (less than 1%), and discrimination or harassment problems (less than 1%).

When the small proportion of low and middle-income Ontarians (n=80) who mention seeking assistance for more than one problem or issue are asked which of these was, or is, the most serious for them, and therefore the most important to resolve, they most likely mention family relationship problems (34%), wills and powers of attorney problems (12%), real estate transactions (8%), housing or land problems (8%), personal injury problems (7%), legal action problems (5%), money or debt problems (3%), disability-related issues (3%), small or personal business issues (3%), and employment issues (3%). Due to the small sample size, caution is advised in the interpretation of these findings.

## Types of problems for which legal assistance sought

Top mentions June 2009



Q.5

*For what types of problems or issues did you seek legal assistance?*

*Subsample: Those who sought legal assistance in the past three years*

Those who are more likely to mention family relationship problems include:

women

- those with household incomes of less than \$20,000
- those who experienced multiple legal problems – whether they sought assistance or not
- those who found their legal problem(s) very or extremely disruptive.

Those who are more likely to problems with wills and powers of attorney include:

- women
- those aged 45 or older
- those with at least some university education.

Those who are more likely to mention real estate transactions include:

- those with post-graduate or professional education
- those with household incomes between \$40,000 and \$75,000
- those who experienced multiple legal problems – whether they sought assistance or not.

Those who are more likely to mention housing or land problems include:

- those aged 18 to 29
- those who experienced multiple legal problems – whether they sought assistance or not.

Those who are more likely to mention disability-related issues include:

- those with household incomes of less than \$20,000
- members of equality-seeking communities in general
- those who found their legal problem(s) very or extremely disruptive.

Other notable differences among demographic groups:

- members of equality-seeking communities in general are also more likely to mention discrimination or harassment problems
- those who experienced multiple legal problems – whether they sought assistance or not – are more likely to mention seeking assistance for legal action problems.

## Causes of problems

The causes of the legal problems mentioned by low and middle-income Ontarians are as varied as the problems themselves. The most frequently cited cause is relationship breakdown (15%), followed by death of a family member (5%), purchase or sale of property or real estate (5%), job loss or change of employment (5%), lack of a will or power of attorney (4%), losing custody of children (4%), taking on too much debt (4%), domestic violence (4%), illness or poor health (3%), dispute over a will (3%), injury or accident (3%), child support payments (3%), receiving incorrect information or false advertising (3%), being the victim of a crime (3%), being taken advantage of (2%), alcohol or drugs (2%), disability (2%), and the respondent or a family member being charged with a crime (2%). Fourteen percent (14%) mention other causes and 13 percent (13%) offer no opinion.

Those more likely to mention relationship breakdown as a cause of a legal problem include:

- residents of Eastern Ontario and Hamilton-Niagara
- those who live in cities and towns of fewer than one million inhabitants
- those with lower household incomes
- those who found their legal problem to be very or extremely disruptive.

Those more likely to mention death of a family member as a cause of a legal problem include:

- those aged 60 or older
- those with higher household incomes.

Other notable differences among various demographic groups include:

- those aged 18 to 29 are more likely to mention receiving incorrect information or false advertising
- those aged 30 to 44 are more likely to mention job loss or change of employment and losing custody of children
- those aged 60 or older are more inclined to mention lack of a will or power of attorney, and illness or poor health
- those with higher household incomes are more likely to mention purchase or sale of property or real estate.

## Main cause of problem

June 2009

Relationship break-down (e.g., divorce or separation)	15
Death of a family member	5
Purchasing/selling property/real estate	5
Job loss or change of employment	5
Lack of a will/power of attorney	4
Losing custody of child(ren)	4
Taking on too much debt/easy credit/over-committing	4
Domestic violence	4
Illness or poor health	3
Dispute over a will/estate/inheritance	3
Injury/accident (various)	3
Child support payments	3
Receiving incorrect information/false advertising	3
Being the victim of a crime	3
Being taken advantage of	2
Alcohol or drugs	2
Disability	2
Myself or a family member was charged with a crime	2
Other	14
dk/na	13

### Q.8

*And what was the one main thing that caused the {problem from Q.5 or most important problem from Q.6 except for criminal problems} problem to happen in the first place?*

*Subsample: Those who sought legal assistance in the last three years for a non-criminal problem*

In general, causes of legal problems mentioned by low and middle-income Ontarians tend to be closely related to the types of legal problems they report:

- Those who experienced a family relationship problem tend to mention relationship breakdowns, losing custody of children and domestic violence.
- Those who experienced a problem with wills or powers of attorney tend to mention death of a family member, lack of a will or power of attorney, and a dispute over an estate or inheritance.
- Those who experienced a problem with real estate transactions tend to mention purchasing or selling property, and a lack of a will or power of attorney.
- Those who experienced a housing or land problem tend to mention purchasing or selling property, and loss of home or eviction.
- Those who experienced employment-related problems tend to mention job loss or change of employment.
- Those who experienced a personal injury problem tend to mention injury or accident.
- Those who experienced disability-related legal problems tend to mention illness or poor health/disability, and being denied financial assistance or claims.
- Those who experienced an immigration-related legal problem tend to mention immigration.
- Those who experienced a problem related to discrimination or harassment tend to mention relationship breakdown, being the victim of a crime and racism.
- Those who experienced a social assistance or welfare problem tend to mention disability.

## Sources of legal information or assistance

The most frequently sought after source of legal assistance is a lawyer in private practice, but friends and relatives, the Internet and Legal Aid Ontario are also leading sources of assistance for those with legal problems or issues who decide to seek assistance.

Low and middle-income Ontarians who sought legal advice for a non-criminal problem are most likely to mention seeking out a lawyer in private practice (41%) as a source of information and assistance, but they also mention a wide range of other sources, including: a friend or relative (30%), the Internet (27%), Legal Aid Ontario (19%), a friend or relative who works as a lawyer (9%), another professional (8%), court (7%), the phone book or Yellow Pages (6%), an advocacy or community organization (6%), a government organization

## Where went for information or assistance

June 2009

Lawyer – private practice	41
Friend or relative (unspecified)	30
Internet site(s) (incl. Googling)	27
Legal Aid Ontario	19
Friend or relative, who works as a lawyer	9
Other professional	8
Court	7
Phone book/Yellow Pages	6
Advocacy/community group/organization – non-legal	6
Government organization	5
Police	4
Community legal clinic	3
Company/business (including bank)	3
Member of Parliament/MPP	2
Published self-help source	2
Private agency/organization	2
Other	13
dk/na	3

### Q.9

*Please tell me everywhere you went for information or assistance about this problem, starting with where you went first. This can include friends, written information, Internet sites, organizations, etc.*

*Subsample: Those who sought legal assistance in the last three years for a non-criminal problem*

(5%), the police (4%), a community legal clinic (3%), a company or business (3%), an MP or MPP (2%), a published self-help resource (2%), or a private agency or organization (2%). Thirteen percent (13%) mention some other source of information or assistance.

Those who sought more than one source of information or assistance are most likely to say the most useful source for them was a private lawyer (24%), followed by a friend or relative (11%), the Internet (10%), Legal Aid Ontario (7%), a friend or lawyer who works as a lawyer (6%), court (4%), the phone book or Yellow Pages (3%), the police (3%), advocacy and community organizations (3%), a lawyer or law firm (2%), community legal clinic (2%) or other professional (2%). Thirteen percent (13%) mention other sources and eight percent (8%) offer no response.

Those more likely to say they sought assistance from a lawyer in private practice include:

- residents of Central Ontario and Southwestern Ontario
- those aged 60 or older
- those who have at least completed secondary education
- those whose household income is between \$60,000 and \$75,000
- those in smaller cities (10,000 to 100,000 inhabitants).

Those more likely to mention a friend or relative include:

- residents of larger cities (100,000 or more inhabitants)
- younger people
- those who attended community college or university
- those with post-graduate education are more likely to mention a friend or relative who works as a lawyer.

Those more likely to mention the Internet include:

- residents of the GTA, particularly those in the Outer GTA, and residents of Eastern Ontario and Hamilton-Niagara
- younger people
- those with at least some university education
- those whose household income is between \$40,000 and \$75,000.

## Most useful source of information or assistance June 2009

Private lawyer	24
Friend or relative (unspecified)	11
Internet site(s) (incl. Googling)	10
Legal Aid Ontario	7
Friend or relative, who works as a lawyer	6
Court	4
Phone book/Yellow Pages	3
Police	3
Advocacy/community group/organization – non-legal	3
Lawyer/law firm	2
Community legal clinic	2
Other professional	2
Other	13
dk/na	8

### Q.10

*Of all of these places you went to for information or assistance, which was the most useful to you?*

*Subsample: Those who sought legal assistance in the last three years for a non-criminal problem – and went to more than one place for information*

Those more likely to mention Legal Aid include:  
younger people

- those without any university education
- those with lower household incomes
- members of equality-seeking communities in general.

Other notable difference among demographic groups:

- women are more likely to mention court, and advocacy or community organizations
- those with lower household incomes are more likely to mention advocacy and community organizations, government organizations and community legal clinics.

A lawyer in private practice is mentioned more frequently by those who experienced legal problems related to:

- wills and powers of attorney
- real estate transactions
- housing and land problems
- legal actions.

Friends and relatives are mentioned more frequently by those who experienced legal problems related to:

- family relationship issues
- wills and powers of attorney
- real estate transactions
- employment issues
- personal injury.

Legal Aid is mentioned more frequently by those who experienced legal problems related to:

- family relationship issues
- legal actions
- immigration.

The Internet is mentioned more frequently by those who experienced legal problems related to:

- legal actions
- immigration.

Court is mentioned more frequently by those who experienced problems related to:

- family relationship issues
- debt or money issues.

## Use and helpfulness of sources of information and assistance

The survey examined what sources of information and assistance were used by low and middle-income Ontarians who had sought legal advice in the past three years for non-criminal problems, and how they assessed the helpfulness of the sources they had used.

Most low and middle-income Ontarians who seek legal assistance for non-criminal legal problems and issues turn to a lawyer they engage themselves. Much smaller proportions of low and middle-income Ontarians sought assistance from a legal clinic or Legal Aid Ontario office, the Law Society of Upper Canada Lawyer Referral Service or a duty counsel. They are least likely to turn to a mediator, a paralegal or an immigration consultant.

Most of these sources of information or assistance receive positive assessments of their helpfulness from those who made use of them, notably *pro bono* lawyers or programs, immigration consultants, and the Law Society Lawyer Referral Service. Paralegals and mediators receive the lowest assessments in terms of helpfulness, but even here majorities provide positive assessments.

It should be noted that, in many instances, the sample sizes of those who sought assistance from these sources are very small, ( $n < 100$ ) and caution is therefore advised in the interpretation of these findings.

### A lawyer paid for by the respondent

Two-thirds (65%) of low and middle-income Ontarians who sought legal advice in the past three years for non-criminal problems turned to a lawyer whom they paid.

Those who are more likely to have turned to a lawyer whom they paid include:

- residents of the outer GTA and Hamilton-Niagara
- residents of medium-sized cities and towns (between 10,000 and one million inhabitants)
- those aged 60 or older
- those with at least some university education
- those with household incomes of \$40,000 to \$75,000
- those who experienced problems related to wills or powers of attorney, or real estate.

## Helpfulness of sources

June 2009

	USED THIS SOURCE	FOUND VERY/SOMEWHAT HELPFUL**
Lawyer that you paid for	65	81
Legal clinic/legal aid office	28	66
Lawyer referral service through Law Society of Upper Canada	20	73
Duty counsel	18	72
<i>Pro bono</i> lawyer or program	13	84
Community advocate/agency	13	70
Telephone advice line	12	69
Paralegal*	10	62
Mediator	10	57
Immigration consultant*	2	84
Somewhere else	21	82

\* Small sample sizes in "Found very/somewhat helpful" column

### Q.11a-k

*You indicated that you sought legal assistance to help solve the {problem from Q.5 or most important problem from Q.6 except for criminal problems} problem you experienced in the past three years. Which, if any, of the following did you turn to for legal assistance to help you solve this problem ... A lawyer that you paid for ... The lawyer referral service through the Law Society of Upper Canada ... A paralegal ... An immigration consultant ... A mediator ... Duty counsel (a lawyer providing free services at court) ... Pro bono lawyer or program (lawyer who provides services free of charge) ... A legal clinic or legal aid office ... A community advocate or agency ... A telephone advice line ... Somewhere else?*

*Subsample: Those who sought legal assistance in the last three years for a non-criminal problem*

### Q.11aa

*And was that assistance very, somewhat, not very or not at all helpful ...?*

*\*\*Subsample: Those who sought legal assistance in the last three years for a non-criminal problem – and turned to this source for legal assistance*

Among those who sought assistance from a lawyer whom they paid themselves, eight in ten (81%) found this assistance very (54%) or somewhat (27%) helpful.

Those who are more likely to have found a lawyer very helpful include:

- residents of Toronto
- those aged 60 or older.

### A legal clinic or Legal Aid Ontario office

Three in ten (28%) low and middle-income Ontarians who sought legal advice in the past three years for non-criminal problems turned to a legal clinic or Legal Aid Ontario office.

Those who are more likely to have turned to a legal clinic or Legal Aid Ontario office include:

- residents of Central Ontario
- those aged 18 to 29
- those who have not graduated high school
- those who attended community college
- those who have received income assistance in the past three years
- members of equality-seeking communities in general
- those who experienced problems related to disability issues, discrimination and harassment, or social assistance.

Among those who sought assistance from a legal clinic or Legal Aid Ontario office, two-thirds (66%) found this assistance very (31%) or somewhat (35%) helpful.

Those who have not graduated from high school are more likely to have found this assistance very helpful.

### The Lawyer Referral Service through the Law Society of Upper Canada

Two in ten (20%) low and middle-income Ontarians who sought legal advice in the past three years for non-criminal problems turned to the Lawyer Referral Service through the Law Society of Upper Canada.

Those who are more likely to have turned to the Lawyer Referral Service include:

- residents of the GTA
- Aboriginal people
- Francophones
- persons with disabilities
- members of racialized communities
- those who experienced problems related to legal actions, and debt or money issues.

Among those who sought assistance from the Lawyer Referral Service, just over seven in ten (73%) found this assistance very (40%) or somewhat (33%) helpful.

Those aged 18 to 29, and those aged 60 or older are more likely to have found this assistance very helpful.

### Duty counsel (a lawyer providing free services at court)

Two in ten (18%) low and middle-income Ontarians who sought legal advice in the past three years for non-criminal problems turned to a duty counsel.

Those who are more likely to have turned to a duty counsel include:

- residents of Toronto
- younger people
- those who have not graduated high school
- those whose household income is less than \$20,000
- those who have received income assistance in the past three years
- those who experienced problems related to family relationship issues
- those who are gay, lesbian or bisexual.

### *Pro bono* lawyer or program

Just over one in ten (13%) low and middle-income Ontarians who sought legal advice in the past three years for non-criminal problems turned to a *pro bono* lawyer or program where the lawyer provides services free of charge.

Those who are more likely to have turned to a *pro bono* lawyer or program include:

- those whose household income is less than \$20,000
- those who have received income assistance in the past three years
- those who have experienced legal problems related to disability issues.

### A community advocate or agency

Just over one in ten (13%) low and middle-income Ontarians who sought legal advice in the past three years for non-criminal problems turned to a community advocate or agency.

Those who are more likely to have turned to a community advocate or agency include:

- those who attended community college
- those whose household income is less than \$20,000
- those who have received income assistance in the past three years
- members of equality-seeking communities in general
- those who have experienced legal problems related to debt or money issues, disability and immigration.

### A telephone advice line

One in ten (12%) low and middle-income Ontarians who sought legal advice in the past three years for non-criminal problems turned to a telephone advice line.

Those who are more likely to have turned to a telephone advice line include:

- younger people
- those who have graduated high school or attended community college.

### A paralegal

One in ten (10%) low and middle-income Ontarians who sought legal advice in the past three years for non-criminal problems turned to a paralegal.

Those who are more likely to have turned to a paralegal include:

- residents of the GTA, Eastern Ontario and Hamilton-Niagara
- those who have attended community college
- those who have received income assistance in the past three years
- members of equality-seeking communities in general
- those who have experienced legal problems related to immigration.

### A mediator

One in ten (10%) low and middle-income Ontarians who sought legal advice in the past three years for non-criminal problems turned to a mediator.

Those who are more likely to have turned to a mediator include:

- residents of Eastern Ontario and Hamilton-Niagara
- members of equality-seeking communities, particularly persons with disabilities
- those who experienced legal problems related to family relationship issues, and debt and money issues.

### An immigration consultant

Only two percent (2%) of low and middle-income Ontarians who sought legal advice in the past three years for non-criminal problems turned to an immigration consultant.

Those who are more likely to have turned to an immigration consultant include:

- those born outside Canada
- those who have experienced a legal problem related to immigration.

## Other sources of assistance

Two in ten (21%) low and middle-income Ontarians who sought legal advice in the past three years for non-criminal problems turned to other sources, including various other mentions of lawyers, attorneys and legal aid services, court clerks, friends or family members, the Internet, bankers, employers or unions, police officers, realtors, counsellors, the Yellow Pages or the Pink Pages (directory of gay and lesbian services in Toronto), and newspaper ads.

Those who are more likely to have turned to some other source of assistance include:

- residents of Northern Ontario
- those aged 30 and older
- those who have graduated from high school or who have at least some post-secondary education.

Among those who sought assistance from other sources, eight in ten (82%) found this assistance very (48%) or somewhat (34%) helpful.

## Cost of legal assistance

The cost of the legal assistance received by low and middle-income Ontarians who sought such assistance for a non-criminal problem in the past three years varies widely.

Two in ten (19%) report that they paid less than \$1,000, including two percent (2%) who paid less than \$100, nine percent (9%) who paid between \$100 and \$499, and eight percent (8%) who paid between \$500 and \$999. Just over one-third (36%) report that they paid more than \$1,000, including 18 percent (18%) who paid between \$1,000 and \$4,999, eight percent (8%) who paid between \$5,000 and \$9,999, seven percent (7%) who paid between \$10,000 and \$49,999 and two percent (2%) who paid \$50,000 or more. Three in ten (28%) report that the services they received were free. Seventeen percent (17%) offer no response.

Those who are more likely to have received legal services for free include:

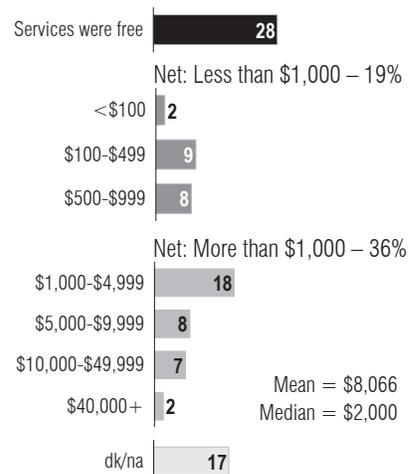
- residents of the City of Toronto
- those aged 18 to 29
- those who have not graduated from high school
- those who have household incomes of less than \$20,000
- those who have received income assistance in the past three years
- Aboriginal people.

Those who are more likely to have paid less than \$1,000 include:

- those who do not live in the GTA
- those aged 60 or older
- those born in Canada
- those who are gay, lesbian or bisexual.

## Cost of legal assistance

June 2009



Q.13

*Overall, about how much, if anything, did the legal assistance you received for your problems cost you?*

*Subsample: Those who sought legal assistance in the last three years for a non-criminal problem*

Those who are more likely to have paid more than \$1,000 include:

- residents of Niagara-Hamilton and the Outer GTA
- those aged 45 to 59
- those who have household incomes of between \$40,000 and \$75,000
- members of a racialized community
- those whose legal problem was related to family relationships, real estate, legal actions, immigration or consumer issues
- those with multiple legal problems
- those who found their legal problem(s) extremely disruptive.

Among those who paid for the legal assistance they received, the mean amount paid is \$8,066; the median amount is \$2,000.

Groups that report a higher mean amount paid for legal services include:

- residents of Hamilton-Niagara and the Outer GTA
- those living in communities with between 100,000 and one million inhabitants
- men
- those aged 45 to 59
- those with household incomes of less than \$20,000
- those who attended some university or who received an undergraduate degree
- members of equality-seeking communities, particularly Francophones, persons with disabilities and members of racialized communities
- those born outside Canada
- those who received income assistance in the past three years.

Groups that report a lower mean amount paid for legal services include:

- residents of Toronto
- those with less than a high school education
- those who are gay, lesbian, bisexual or trans-identified.

Groups that report a higher median amount paid for legal services include:

- residents of Hamilton-Niagara and the Outer GTA
- those living in communities with between 5,000 and 10,000 inhabitants
- Francophones
- Aboriginal people.

Groups that report a lower median amount paid for legal services include:

- residents of Central Ontario
- those aged 60 or older
- those who are gay, lesbian, bisexual or trans-identified.

## ACCESSING LEGAL ASSISTANCE

One in ten low and middle-income Ontarians report problems with accessing legal assistance. The most frequently cited difficulties are associated with the cost of legal care, either directly or as a result of being refused for legal aid.

The services of a lawyer are clearly seen by low and middle-income Ontarians as the best source of legal assistance. When asked to choose a preferred source, low or middle-income Ontarians are most likely to choose a lawyer they pay for as their preferred source of legal assistance; lawyers or a law firm in general, a legal aid lawyer or a lawyer doing *pro bono* work are also among the more frequently chosen sources of assistance.

### Problems accessing legal assistance

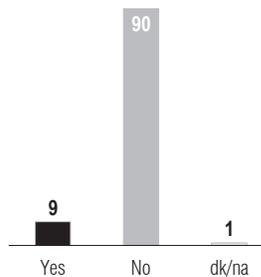
One in ten (9%) low and middle-income Ontarians have experienced problems in trying to access or get legal assistance with their legal issues. Among those who had a legal problem in the past three years, two in ten (22%) have experienced problems in accessing legal assistance. Excluding all those who had a legal problem for which they did not seek assistance, 15 percent (15%) of those who did seek assistance for any and all legal problems experienced difficulties in accessing legal assistance.

Those who are more likely to have experienced problems with access to legal assistance include:

- residents of Central Ontario
- those aged 30 to 59
- those with household incomes less than \$40,000
- members of equality-seeking communities, particularly persons with disabilities
- those who have received income assistance in the past three years
- those with multiple legal problems
- those who found their legal problem very or extremely disruptive
- those with legal problems related to discrimination or harassment.

### Experienced problems accessing legal assistance

June 2009



Q.32

*During the past three years, have you experienced any problems or difficulties in trying to access or get legal assistance with your problems?*

Among those who have experienced problems or difficulties in accessing legal assistance, the most frequently mentioned difficulties are cost (31%), and being refused or not qualifying for legal aid (20%). Other difficulties mentioned include: no lawyer was available nearby practising in the required area (11%), being unable or having difficulty finding the information being sought (10%), lack of communication (6%), could not arrange a meeting (3%), medical or health issues (3%), referred to someone else (3%), unable to contact (3%), did not know how to contact legal assistance (3%), contact unable to help due to overwork (2%), immigration status (2%), time-consuming (2%) and lack of accommodation for disability (2%). Nine percent (9%) mention other difficulties and 11 percent (11%) offer no response.

Those more likely to mention cost as a barrier include:

- residents of Eastern Ontario
- those aged 45 or older
- university graduates or those with some university education (but not post-graduates)
- those who did not seek legal assistance for their legal problems
- those with a problem related to real estate or employment.

Other notable differences:

- Those with a problem related to family relationship issues tend to be more likely to mention not qualifying for Legal Aid Ontario services.
- Those with a problem related to employment also tend to be more likely to say there was no lawyer available with a practice in their field.

## Types of problems accessing legal assistance June 2009

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Cost/too expensive	31
Refused/did not qualify for legal aid	20
No lawyer available nearby practicing in the area I required help with	11
Unable/difficult to find the information I was looking for	10
Lack of communication/information	6
Couldn't arrange convenient meeting time/office not open	3
Health/medical issue	3
They referred me on to someone/somewhere else	3
Unable to contact	3
Didn't know how to contact legal assistance	3
They were not able to help because they had too much work	2
Status card/immigration status	2
Time-consuming	2
Lack of accommodation for my disability	2
Other	9
dk/na	11

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### Q.33

*What sorts of problems or difficulties were these?*

*Subsample: Those who have experienced difficulties trying to access legal assistance*

## Preferred source of assistance

The largest proportion of low and middle-income Ontarians would prefer to get assistance from a lawyer they would hire and pay for (34%). Other preferred sources include: friends or other family members (16%), a lawyer or lawyer's office (14%), a Legal Aid Ontario lawyer (12%), the Internet (10%), a lawyer doing *pro bono* work (8%), a religious or spiritual community or organization (7%), the police (4%), a community centre (3%), a government agency or department (2%), and paralegals (2%). Twelve percent (12%) mention other sources, three percent (3%) say their preferred source depends on the problem, and 11 percent (11%) offer no response.

Those who are more likely to prefer a lawyer whom they would pay include:

- those who live outside the GTA, particularly residents of Southwestern Ontario
- those aged 60 or older
- those with household incomes between \$40,000 and \$75,000
- those with a legal problem related to wills or powers of attorney, or real estate issues.

Those who are more likely to prefer friends or family include:

- residents of Hamilton-Niagara
- those aged 18 to 44
- those with at least some university education.

Those who are more likely to prefer a Legal Aid Ontario lawyer include:

- residents of Hamilton-Niagara
- those with less than high school education
- those with household incomes below \$20,000
- members of equality-seeking communities, particularly persons with disabilities
- those who have received income assistance in the past three years
- those who did not seek legal assistance for their legal problem
- those with a problem related to family relationship issues, and housing or land issues.

## Preferred source of legal advice or assistance June 2009

Lawyer you would pay for	34
Friends or other family members	16
Lawyer/lawyer's office (unspecified)	14
Legal Aid lawyer	12
Internet site/Google	10
Lawyer doing <i>pro bono</i> or voluntary work	8
Religious or spiritual community or organization	7
Police	4
Community centre	3
Government agency or department	2
Paralegal	2
Other	12
Depends on problem	3
None/would not seek help or advice	1
dk/na	11

### Q.35

*If you did have a legal problem or issue that needed to be resolved, where would you prefer to go to get actual advice or help?*

Those more likely to prefer the Internet include:

- those aged 18 to 44
- those with at least some university education
- those with household incomes between \$40,000 and \$75,000.

Those more likely to prefer a religious or spiritual community or organization include:

- residents of Toronto
- those with at least some university education
- members of equality-seeking communities.

Other notable differences:

- Those with a legal problem related to discrimination or harassment tend to be more likely to prefer a lawyer doing *pro bono* work.
- Those with a legal problem related to consumer issues tend to be more likely to prefer a government agency or department.



## PREFERRED METHOD OF RESOLVING LEGAL PROBLEMS

The largest proportion of low and middle-income Ontarians would prefer a legal problem to be resolved by themselves with legal advice (34%). Two in ten or fewer each would prefer a legal problem to be resolved through an informal process such as mediation (22%), by themselves with help from family or friends (16%), through a formal process such as a court or tribunal (13%), by themselves without any help (6%), or by doing nothing and having the problem sort itself out (3%).

Those more likely to prefer resolving a legal problem by themselves with legal advice include:

- those with incomes between \$40,000 and \$75,000
- those with a problem related to wills or powers of attorney.

Those more likely to prefer resolving a legal problem through an informal process include:

- those aged 30 to 59
- those with post-secondary education
- those with household incomes of between \$60,000 and \$75,000
- those born in Canada
- those who have had a legal problem in the past three years
- those who found their legal problem extremely disruptive
- those with multiple legal problems.

Those more likely to prefer resolving a legal problem through a formal process include:

- those aged 18 to 44
- members of equality-seeking communities in general
- those who have had a legal problem in the past three years

### Preferred way of resolving legal problem June 2009



#### Q.36

*Whether you are currently experiencing a legal problem or not, in which of the following ways would you prefer a legal problem of yours to be resolved ... Through a formal process, such as a court or a tribunal ... Through an informal process, such as mediation ... By yourself with legal advice ... By yourself with help from family or friends ... By yourself without any help ... By doing nothing and hoping the problem sorts itself out?*

- those who found their legal problem extremely disruptive,
- those with a problem related to family relationship issues, and discrimination or harassment.

Those more likely to prefer resolving a legal problem by themselves with help from family or friends include:

- those aged 18 to 29
- those with incomes less than \$40,000
- those born outside Canada.



## AWARENESS AND KNOWLEDGE OF LEGAL ASSISTANCE OPTIONS

Most low and middle-income Ontarians are at least somewhat aware of the legal assistance options available in Ontario and what services they provide, but few have actually had contact with the most well-known of these options, Legal Aid Ontario.

Majorities are aware that, in addition to covering criminal cases, Legal Aid Ontario supports welfare and social assistance cases, and family law cases. Smaller proportions know that Legal Aid Ontario supports refugee cases, and poverty law cases involving employment and housing.

Most would use the Internet or the telephone directory to locate a Legal Aid Ontario office or clinic if they needed to apply for legal aid.

### Awareness of Pro Bono Law Ontario and Legal Aid Ontario

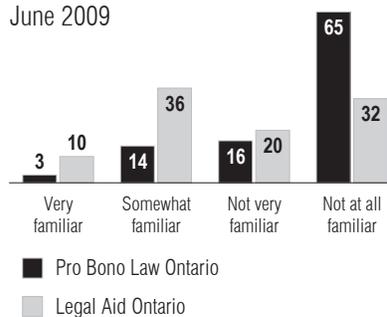
Low and middle-income Ontarians are more familiar with Legal Aid Ontario than they are with Pro Bono Law Ontario. Almost one-half (46%) are very (10%) or somewhat (36%) familiar with Legal Aid Ontario; one-half (52%) are not very (20%) or not at all (32%) familiar.

Those more likely to be familiar with Legal Aid Ontario include:

- residents of Eastern Ontario
- those aged 30 to 59
- those with household incomes less than \$20,000
- members of equality-seeking communities in general
- those who have received income assistance in the past three years

### Familiarity with Pro Bono Law Ontario and Legal Aid Ontario

June 2009



#### Q.40

*Before doing this survey, how familiar would you say you were with the organization “Pro Bono Law Ontario”? Were you very, somewhat, not very or not at all familiar with it?*

#### Q.41

*Before doing this survey, how familiar would you say you were with Legal Aid Ontario? Were you very, somewhat, not very or not at all familiar with it?*

- those who have experienced a legal problem in the past three years – whether they sought legal assistance or not
- those who found their legal problem extremely disruptive
- those with problems related to family relationship issues or immigration.

Those more likely to be familiar with Pro Bono Law Ontario include:

- residents of Eastern Ontario
- those who have received income assistance in the past three years
- those with a post-graduate university education.

## Knowledge and experience of Legal Aid Ontario

### Accessing Legal Aid Ontario

Low and middle-income Ontarians would be most likely to use the Internet or the telephone directory to find out where the nearest Legal Aid Ontario office or clinic was if they wanted to apply for legal aid or access a legal clinic.

Almost one-half (47%) of low and middle-income Ontarians say that they would use the Internet to find out where the nearest Legal Aid Ontario office was located. Other methods of trying to contact a Legal Aid Ontario office or clinic mentioned include: the telephone directory (33%), the government directory or Blue Pages (8%), word-of-mouth, friends or family (7%), contacting a lawyer (3%), contacting an MP or MPP's office (3%), contacting the courthouse (3%), contacting city hall or a city councillor (2%), contacting social services or a social worker (2%), or calling 411 (2%). Ten percent (10%) offer other methods, two percent (2%) say they know where the nearest office or clinic is and nine percent (9%) offer no response.

Those more likely to use the Internet include:

- residents of the GTA, Eastern Ontario and Hamilton-Niagara
- those aged 18 to 44
- those with post-secondary education
- those with household incomes between \$40,000 and \$75,000
- those born outside Canada
- those with a legal problem related to immigration.

Those more likely to use a telephone directory include:

- those living outside the GTA, particularly residents of Hamilton-Niagara, Southwestern Ontario, Northern Ontario and Central Ontario
- those aged 45 and older
- those without any university education
- those with household incomes less than \$20,000
- those born in Canada
- those with a legal problem related to family relationship issues, wills and powers of attorney, housing and land issues, employment or legal action.

### Method for finding location of nearest legal aid office or clinic

June 2009

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Internet search/"Googling"	47
Telephone book/directory (general)	33
Government directory/Blue Pages	8
Word-of-mouth/friends/family	7
Contact a lawyer	3
Contact MP/MPP office	3
Contact/go to courthouse	3
Contact city hall/city councillor	2
Contact social services/social worker	2
Already know where it is	2
Call 411	2
Other	10
Would never apply in the first place	*
dk/na	9

\* Less than one percent

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#### Q.43

*If you wanted to apply for legal aid or access a legal clinic, how would you find out where the nearest legal aid office or clinic was located?*

Those more likely to use the Blue Pages include: those born in Canada

- members of equality-seeking communities, particularly Francophones and persons with disabilities.

Other notable differences:

- those aged 60 or older are more likely to mention contacting a lawyer, MP or MPP's office, or city hall.

## Problems covered by Legal Aid Ontario

A majority of low and middle-income Ontarians think that Legal Aid Ontario provides coverage for criminal cases, welfare and social assistance cases, and family law cases such as divorce and custody for those who qualify. It is notable that a large minority of low and middle-income Ontarians have misconceptions about what Legal Aid Ontario actually covers and tend to think that it will always provide coverage in numerous areas where coverage is actually quite limited. Four in ten or more think Legal Aid Ontario provides coverage for refugee cases, employment cases such as wrongful dismissal, and housing cases such as foreclosure and eviction. Three in ten think that Legal Aid Ontario provides coverage for civil litigation, even though this is something that is not covered at all. Significant numbers of low and middle-income Ontarians do not know or cannot say whether these various kinds of legal cases are covered by Legal Aid Ontario.

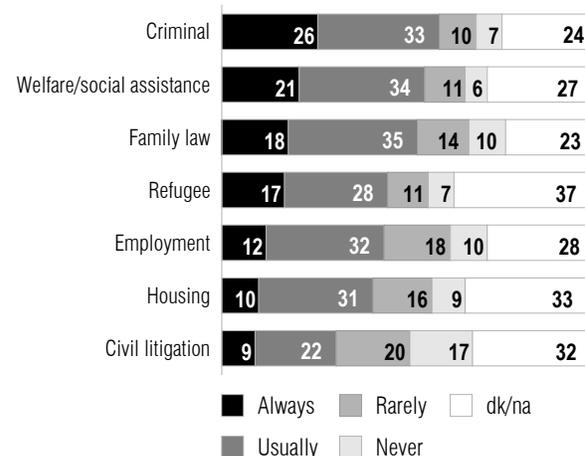
Six in ten (59%) say that Legal Aid Ontario will always (26%) or usually (33%) cover criminal cases if a person qualifies for legal aid in Ontario. Less than two in ten (17%) think criminal cases are covered rarely or never, and one-quarter (24%) offer no response.

Almost six in ten (55%) say that Legal Aid Ontario will always (21%) or usually (34%) cover welfare and social assistance cases. Less than two in ten (17%) think welfare and social assistance cases are covered rarely or never, and almost three in ten (27%) offer no response.

Just over one-half (53%) think that Legal Aid Ontario will always (18%) or usually (35%) cover family law cases. One-quarter (24%) think family law cases are rarely or never covered, and one-quarter (23%) offer no response.

Almost one-half (45%) think that Legal Aid Ontario will always (17%) or usually (28%) cover refugee cases. Two in ten (18%) think refugee cases are rarely or never covered, and almost four in ten (37%) offer no response.

## Types of cases covered by Legal Aid June 2009



### Q.44

*As far as you know, if a person qualifies for legal aid in Ontario, will legal aid always, usually, rarely or never cover each of the following types of legal problems ...?*

More than four in ten (44%) think that Legal Aid Ontario will always (12%) or usually (32%) cover employment cases. Three in ten (28%) think employment cases are rarely or never covered, and three in ten (28%) offer no opinion.

Four in ten (41%) think that Legal Aid Ontario will always (10%) or usually (31%) cover housing cases. One-quarter (25%) think housing cases are rarely or never covered, and one-third (33%) offer no opinion.

Three in ten (31%) think that Legal Aid Ontario will always (9%) or usually (22%) cover civil litigation. Almost four in ten (37%) think civil litigation is rarely or never covered, and three in ten (32%) offer no response.

Those more likely to think that Legal Aid Ontario always provides coverage for criminal cases include:

- men
- those aged 18 to 44
- members of equality-seeking communities in general
- those born in Canada
- those who have received income assistance in the last three years
- those who have sought legal assistance in the past three years.

Those more likely to think that Legal Aid Ontario always covers refugee cases include:

- men
- those with household incomes between \$60,000 and \$75,000.

Other notable differences in response include:

- Those aged 30 to 59 are more likely to think that Legal Aid Ontario always covers welfare and social assistance cases.
- Residents of Toronto are more likely to think Legal Aid Ontario always covers employment cases.
- Those aged 60 or more are less likely to think that Legal Aid Ontario always covers family law and refugee cases.
- Women are more likely to think that Legal Aid Ontario always covers family law cases.

## Contact with Legal Aid Ontario

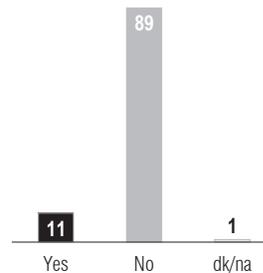
One in ten (11%) low and middle-income Ontarians report that they or someone in their household had some contact with Legal Aid Ontario in the past three years.

Those who are more likely to have had some contact with Legal aid Ontario include:

- women
- those with less than high school education or a community college education
- those with household incomes of less than \$20,000
- members of equality-seeking communities, particularly Aboriginal people and persons with disabilities
- those who have received income assistance in the past three years
- those who have had a legal problem – whether or not they sought legal assistance
- those who have had multiple legal problems
- those who found their problem to be very or extremely disruptive
- those with legal problems related to family relationship issues, disability issues, immigration, discrimination or harassment, or social assistance issues.

## Household contact with Legal Aid Ontario in past three years

June 2009



Q.45

*Have you or anyone in your household had any contact at all with Legal Aid Ontario in the past three years?*

## On-line legal assistance and information

One way of making certain kinds of legal information and assistance available to those in need is through the use of websites, which can be used by anyone who has access to the Internet, whether at home, at work, at school or somewhere else, such as through a public access facility such as a library or Internet cafe.

### Access to the Internet

Internet penetration is relatively high among low and middle-income Ontarians – in total 84 percent (84%) have access to the Internet at home, work, school, or somewhere else, and some have access at more than one location. Specifically, 72 percent (72%) have access at home, while much smaller proportions have access at work (7%), at school (1%), or somewhere else (4%). Sixteen percent (16%) have no Internet access.

Access to the Internet is more prevalent among:

- residents of Northern Ontario, Eastern Ontario and the GTA
- those in rural areas
- those aged 18 to 29
- Aboriginal people.

Access to the Internet is less prevalent among:

- those living outside the GTA, particularly residents of Central Ontario, Hamilton-Niagara and Southwestern Ontario
- those aged 60 or older
- those with lower levels of education, particularly those who have not graduated from high school
- those with lower levels of income, particularly those with household incomes less than \$40,000
- those born outside Canada
- members of equality-seeking communities in general, particularly persons with disabilities.

## Familiarity with legal assistance websites

Low and middle-income Ontarians who do have Internet access were asked whether they had heard of or used any of five websites that offer legal information and assistance; those who have used any of the websites were asked about the utility of the sites they had used.

In general, very few – one in ten or fewer each – had used any of the websites, but all of the websites received positive assessments in terms of their usefulness by those who had used them. The most well-known of the websites are the Law Society of Upper Canada website and the Legal Aid Ontario website; the Law Help Ontario website provided by Pro Bono Law Ontario is least familiar to low and middle-income Ontarians.

## Experience with on-line legal assistance and information

June 2009

	USED WEBSITE	FOUND VERY/SOMEWHAT USEFUL
Law Society of Upper Canada	8	84
Legal Aid Ontario	7	84
Justice Ontario	6	87
Law Referral Service	5	81
Law Help Ontario*	1	86

\* Small sample sizes in "Found very/somewhat useful" column

### Q.48

*Have you ever heard of or used each of the following websites that offer on-line legal assistance and information ... The Justice Ontario website, provided by the Government of Ontario (<http://www.attorneygeneral.jus.gov.on.ca/english/justice-ont/>) ... Law Society of Upper Canada ([www.lsuc.on.ca/public](http://www.lsuc.on.ca/public)) ... Legal Aid Ontario ([www.legalaid.on.ca](http://www.legalaid.on.ca)) ... Law Help Ontario provided by Pro Bono Law Ontario ([www.lawhelpontario.org](http://www.lawhelpontario.org)) ... The Lawyer Referral Service website provided by the Law Society (<http://www.lsuc.on.ca/public/faq---lawyer-referral-service/>)? Subsample: Those who have Internet access*

### Q.48aa

*And how useful did you find that site? Was it very, somewhat, not very or not at all useful ...?*

*Subsample: Those who used the site and found it to be useful*

It should be noted that in most instances, the sample sizes of those who had used these websites are very small ( $n < 100$ ) and caution is therefore advised in the interpretation of these findings.

**Law Society of Upper Canada website:** [www.lsuc.on.ca/public](http://www.lsuc.on.ca/public). One in ten (8%) low and middle-income Ontarians have used the Law Society of Upper Canada website and three in ten (31%) have heard of but not used it, for a total of four in ten (39%) who have at least some awareness of the website. Six in ten (60%) have never heard of it.

Those more likely to have used the Law Society of Upper Canada website include:

- residents of the GTA and Eastern Ontario
- those aged 45 to 59
- those with at least some university education
- those who have had a legal problem in the past three years – whether or not they sought legal assistance
- those with multiple legal problems
- those who found their legal problem extremely disruptive.

Those most likely to have heard of but not used the Law Society of Upper Canada website include:

- residents of the GTA and Central Ontario
- those aged 45 and older
- those with household incomes between \$40,000 and \$75,000
- those with at least some university education.

Among those who used this site, more than eight in ten (84%) found it very (34%) or somewhat (50%) useful; only 15 percent (15%) said it was not very or not at all useful.

Those more likely to think the Law Society of Upper Canada website is very useful include:

- those aged 18 to 29
- those with household incomes less than \$20,000.

Among the very small proportion ( $n = 24$ ) who did not find the site to be useful, reasons given for this response included that it did not address the legal question they had, it is hard to navigate, and the answers did not provide enough information.

**Legal Aid Ontario website:** [www.legalaid.on.ca](http://www.legalaid.on.ca). Less than one in ten (7%) low and middle-income Ontarians with Internet access have used the Legal Aid Ontario website, and four in ten (39%) have heard of but not used it, for a total of almost one-half (46%) who have at least some awareness of the website. Just over one-half (53%) have never heard of this website.

Those more likely to have used the Legal Aid Ontario website include:

- residents of Eastern Ontario
- those aged 18 to 44
- those who have received income assistance in the past three years
- those who have had a legal problem in the past three years – whether or not they sought legal assistance
- those who found their legal problems very or extremely disruptive
- those with an immigration problem.

Those more likely to have heard of but not used the Legal Aid Ontario website include:

- residents of the GTA
- those who have a university education but do not have a post-graduate degree
- those with household incomes between \$20,000 and \$75,000.

Among those who used this site, more than eight in ten (84%) found it very (24%) or somewhat (60%) useful; only 16 percent (16%) said it was not very or not at all useful.

Among the very small proportion ( $n = 16$ ) who did not find the site to be useful, reasons given for this response include: it did not address the question they had, the answer did not provide enough information, they did not understand the explanations given, it was hard to navigate, and they did not understand how to apply the information to their legal situation.

**Justice Ontario website:** [www.attorneygeneral.jus.gov.on.ca/english/justice-ont](http://www.attorneygeneral.jus.gov.on.ca/english/justice-ont). Less than one in ten (6%) low and middle-income Ontarians have used the Justice Ontario website and two in ten (22%) have heard of but have not used it, for a total of three in ten (28%) who have at least some awareness of the website. Seven in ten (71%) have never heard of the website.

Those more likely to have used the Justice Ontario website include:

- residents of the GTA and Eastern Ontario
- those aged 18 to 29
- those with at least some university education
- members of equality-seeking communities, particularly members of a racialized community
- those who have had a legal problem in the past three years – whether or not they sought legal assistance
- those with multiple legal problems
- those who found their legal problems extremely disruptive
- those with money or debt problems.

Those more likely to have heard of but not used the Justice Ontario website include:

- those aged 18 to 29
- those with at least some university education
- those with personal injury problems.

Among the small proportion (n=94) who have used the website, almost nine in ten (87%) found it to be very (37%) or somewhat (50%) useful; only 11 percent (11%) found it not very or not at all useful.

Among the very small proportion (n=10) who did not find the website to be useful, the reasons given for this response include: it did not address the legal question they had, they did not understand the explanations given, it was hard to navigate, the answer did not provide enough information, and they did not understand how to apply the information to their legal situation.

Lawyer Referral Service website: [www.lsuc.on.ca/public/a/faqs---lawyer-referral-service](http://www.lsuc.on.ca/public/a/faqs---lawyer-referral-service). Less than one in ten (5%) low and middle-income Ontarians have used the Lawyer Referral Service website and two in ten (18%) have heard of but not used it, for a total of one-quarter (23%) who have at least some awareness of the website. Three-quarters (76%) have never heard of the website.

Those more likely to have used the Lawyer Referral Service website include:

- residents of Toronto
- those with post-secondary education
- those who have had a legal problem in the past three years – whether or not they sought legal assistance

- those who found their legal problems extremely disruptive
- those with a debt or money problem.

Those more likely to have heard of but never used the Lawyer Referral Service website include:

- those aged 45 or older
- those with university educations
- members of equality-seeking communities in general
- those who sought legal assistance for a legal problem in the past three years.

Among the small proportion (n=90) who have used the website, eight in ten (81%) found it very (28%) or somewhat (53%) useful; 17 percent (17%) found it not very or not at all useful.

Among the very small proportion (n=17) who did not find the website useful, the reasons given for this response include: the charge or upfront fee, it did not address the legal question they had, they did not need it, the answer did not provide enough information, it did not give a good referral, it was too expensive, it was not knowledgeable about the law, it misrepresented itself, it was limited with only a few lawyers, lawyers are particular about the cases they take, and they did not understand how to apply the information to their legal situation.

Law Help Ontario website: [www.lawhelpontario.org](http://www.lawhelpontario.org). Very few (1%) low and middle-income Ontarians have used the Law Help Ontario website, and one in ten (8%) have heard of but not used it, for a total of one in ten (9%) who have at least some familiarity with the website. Nine in ten (90%) have not used the website.

Among the very small proportion (n=19) who have used the website, almost nine in ten (86%) found it very (25%) or somewhat (61%) useful; 15 percent (15%) found it not very or not at all useful.

Among the very small proportion (n=3) who did not find the website useful, the reasons given for this response include: it did not address the legal question they had, and the answer did not provide enough information.



## PROBLEM RESOLUTION AND ASSESSMENT

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Among low and middle-income Ontarians who experienced some kind of non-criminal legal problem or issue in the past three years, those who sought legal assistance with this problem or issue were asked a number of questions concerning the resolution of their problem or issues, in order to better understand their experiences, to identify areas where the assistance sought did not result in a timely and satisfactory resolution, and to gain an assessment of their degree of satisfaction with the outcome of the resolution process.

Low and middle-income Ontarians who sought legal assistance for a non-criminal legal problem report the

highest levels of resolution for problems involving housing or land, and wills or powers of attorney; these two kinds of legal issues are also the most likely to be resolved within one year. The lowest levels of resolution are seen with problems involving employment and personal injury; these are also among the issues least likely to be resolved within a year, along with family relationship issues, and money or debt issues.

Among those who have resolved their legal problem, the most frequently mentioned methods of resolution are going to court or a tribunal, and reaching an agreement between themselves and the other party.

## Length of time

Low and middle-income Ontarians who sought legal assistance for a non-criminal problem in the past three years were asked how long it took for them to resolve their problem or, if it is still unresolved, how long they had been working to resolve their problem.

It should be noted that, in many instances, the sample sizes of those who had a specific problem, and especially the sample sizes of those who have not resolved their problem, are very small ( $n < 100$ ), and caution is therefore advised in the interpretation of these findings.

## Family relationship problem

Among those low and middle-income Ontarians who experienced a family relationship problem ( $n = 172$ ), one-quarter (24%) report that it took less than one year to resolve their problem, a similar proportion (27%) report that it took one year or more, and more than four in ten (44%) say the problem is still unresolved. Five percent (5%) offer no response.

Those who are more likely to report that their family relationship problem is still unresolved include:

- residents of the GTA, particularly the Outer GTA
- those with household incomes of less than \$20,000
- those who have received income assistance in the past three years.

Among the small proportion who have an unresolved family relationship problem ( $N = 76$ ), three-quarters report that they have been working for one year or more to resolve this problem.

## Length of time to resolve problem

June 2009

TYPE OF PROBLEM	NET: <1 Yr.	1 Mo.	2-5 Mo.	6-11 Mo.	NET: 1 Yr. OR MORE	12-23 Mo.	24-35 Mo.	3 Yrs. OR MORE	STILL UNRESOLVED
Housing/land*	63	32	26	5	10	7	—	3	23
Will/power or attorney	55	32	12	11	7	3	3	—	23
Real estate	50	28	20	2	7	4	1	1	24
Employment *	28	16	12	—	14	6	5	2	55
Money/debt*	27	9	4	14	25	17	7	—	40
Personal injury*	25	7	12	7	19	2	6	11	49
Family/relationship	24	4	8	11	27	15	4	8	44

\* Small sample size

### Q.14

*How long did it take for you to resolve your {insert problem from Q.5 or the most important problem from Q.6 except for criminal problems} or is it still unresolved?*

*Subsample: Those who sought legal assistance in the last three years for a non-criminal problem*

### Will or power of attorney problem

Among the small proportion of low and middle-income Ontarians who experienced a will or power of attorney problem (n=88), more than one-half (55%) report that it took less than one year to resolve their problem, less than one in ten (7%) report that it took one year or more, and one-quarter (23%) say the problem is still unresolved. Fifteen percent (15%) offer no response.

### Real estate problem

Among the small proportion of low and middle-income Ontarians who experienced real estate problems (n=66), one-half (50%) report it took less than one year to resolve their problem, less than one in ten (7%) report it took one year or more, and one-quarter (24%) say the problem is still unresolved. Twenty percent (20%) offer no response.

### Other problems

- Among those who experienced a housing or land problem (n=43), just over six in ten (63%) took less than one year to resolve their problem, 10 percent (10%) took one year or more, and one-quarter (23%) say the problem is still unresolved.
- Among those who experienced an employment problem (n=36), three in ten (28%) took less than one year, 14 percent (14%) one year or more, and more than one-half (55%) say the problem is still unresolved.
- Among those who experienced a personal injury problem (n=35), one-quarter (25%) took less than one year to resolve their problem, two in ten (19%) took one year or more, and one-half (49%) say the problem is still unresolved.
- Among those who experienced a money or debt problem (n=20), one-quarter (27%) took less than one year to resolve their problem, a similar proportion (25%) took one year or more, and four in ten (40%) say the problem is still unresolved.

## Nature of resolution

Low and middle-income Ontarians who have resolved the problem for which they sought legal assistance in the past three years mention a range of ways in which their problems were resolved.

The largest proportion mention going to court or a tribunal (26%), and reaching an agreement between themselves and the other party (24%). Other kinds of resolution mentioned include: signing the necessary papers (11%), through a lawyer or legal assistance in general (9%), through mediation (8%), the problem just sorted itself out (5%), they solved the problem on their own without any help (4%), transfer of ownership/custody (3%), help from someone other than a mediator or family and friends (3%), a successful transaction (2%) and received compensation (2%). Eleven percent (11%) mention other methods of resolution, four percent (4%) say the problem was not resolved, and six percent (6%) offer no response.

Those most likely to mention going to court or a tribunal include:

- those aged 18 to 29
- those who have received income assistance in the past three years
- those with legal problems related to family relationship issues
- those whose problems were very or extremely disruptive.

Those most likely to mention reaching an agreement between themselves and the other party include:

- men
- those with problems related to debt or money issues.

Those most likely to mention signing the necessary papers include:

- those with problems relating to wills or powers of attorney, real estate or unemployment.

## Nature of resolution

June 2009

After going to court or a tribunal	26
Agreement was reached between you and the other party	24
I/we the lawyer signed necessary papers	11
Through a lawyer/legal assistance (unspecified)	9
Through mediation	8
The problem just sorted itself out	5
Solved the problem on your own without any help of anyone else	4
Transfer of ownership/custody	3
Help from someone other than a mediator or family and friends	3
Successful transaction	2
Received compensation	2
Other	11
Was not resolved/still unresolved	4
dk/na	6

### Q.17

*And how was the problem or issue resolved in the end? What was the process?*

*Subsample: Those who sought legal assistance in the last three years for a non-criminal problem – and the problem was resolved*

Those most likely to mention mediation include:

- those with post-graduate education
- those with household incomes between \$60,000 and \$75,000
- those with a disability-related problem.

Among the very few respondents (n=6) who said they gave up trying to resolve their problem, or did nothing, reasons mentioned for responding in this way included: it cost too much, they tried to seek help or advice but no one could help them, and it would not have made any difference.

## Assessment of process and outcome

Low and middle-income Ontarians who sought legal assistance for a non-criminal problem in the past three years were asked to assess the fairness of the resolution process, and their satisfaction with the outcome of their non-criminal legal problem or issue.

Low and middle-income Ontarians who sought legal assistance rate the resolution process for problems involving wills and powers of attorney, and real estate most highly in terms of fairness; they are also most inclined to indicate satisfaction with the outcomes of their experiences involving these issues. The resolution process for problems involving family relationship problems, employment problems and personal injury receive the lowest ratings in terms of fairness; employment and personal injury problems are also least likely to provide satisfactory outcomes.

It should be noted, that in many instances, the sample sizes of those who had a specific problem, and especially the sample sizes of those who have resolved their problems, are very small (n < 100), and caution is therefore advised in the interpretation of these findings.

### Family relationship problem

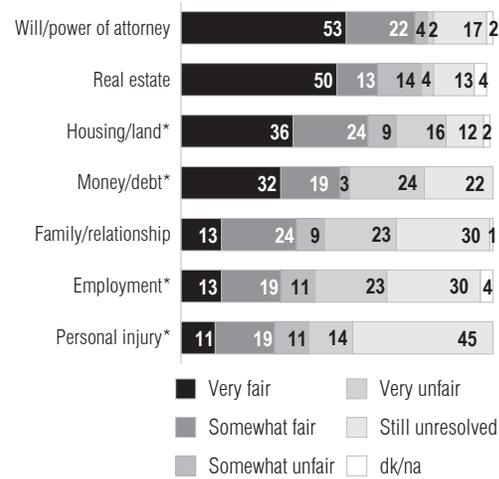
Among those low and middle-income Ontarians who experienced a family relationship problem (n = 172), almost four in ten (37%) report that the process for resolving this problem was very (13%) or somewhat (24%) fair. Three in ten (32%) say the process was very (23%) or somewhat (9%) unfair. Three in ten (30%) say the problem is still unresolved.

Among those whose family relationship problem has been resolved, six in ten (60%) say that they are very (23%) or somewhat (37%) satisfied with the outcome. Almost four in ten (37%) say that they are very (29%) or somewhat (8%) dissatisfied with the outcome.

Women are more likely than men to say that the process was fair and to express strong satisfaction with the outcome.

## Process for resolving legal problems

June 2009



\* Small sample size

Q.19

Overall, how would you describe the process for resolving each of the legal problems or issues you experienced in the past 3 years? Was the process very fair, somewhat fair, somewhat unfair or very unfair for the {insert problem(s) from Q.5 except for criminal problems}, or is the problem still unresolved?

Subsample: Those who sought legal assistance in the last three years for a non-criminal problem

## Will or power of attorney problem

Among the small proportion of low and middle-income Ontarians who experienced a will or power of attorney problem (n=88), three-quarters (75%) report that the process for resolving this problem was very (53%) or somewhat (22%) fair. Six percent (6%) say the process was very (2%) or somewhat (4%) unfair. Two in ten (17%) say the problem is still unresolved.

Those with household incomes between \$20,000 and \$60,000 tend to be more likely to say that the process was very fair.

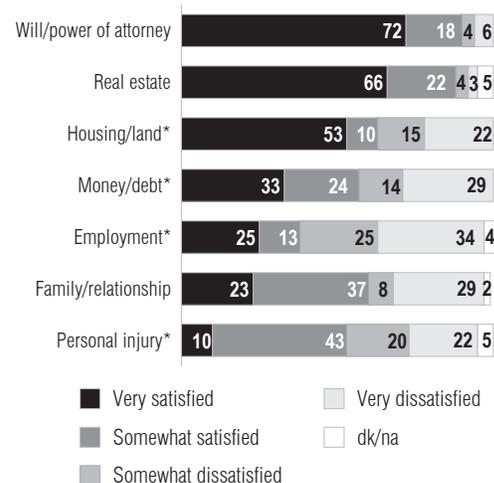
## Other problems

- Among those who experienced a real estate problem (n=66), just over six in ten (63%) found the resolution process fair. Two in ten (18%) say it was unfair. Just over one in ten (13%) say the problem is still unresolved.
- Among those who experienced a housing or land problem (n=43), six in ten (60%) found the resolution process fair. One-quarter (25%) say it was unfair. One in ten (12%) say the problem is still unresolved.
- Among those who experienced an employment problem (n=36), three in ten (32%) found the resolution process fair. One-third (34%) say it was unfair. Three in ten (30%) say the problem is still unresolved.

- Among those who experienced a personal injury problem (n=35), three in ten (30%) found the resolution process fair. One-quarter (25%) say it was unfair. More than four in ten (45%) say the problem is still unresolved.
- Among those who experienced a money or debt problem (n=20), one-half (51%) found the resolution process fair. Almost three in ten (27%) say it was unfair. Two in ten (22%) say the problem is still unresolved.

## Satisfaction with outcomes

June 2009



\* Small sample size

Q.20

Overall, how satisfied are you with the outcome(s) of the {insert problem(s) from Q.5 except for criminal problems} you experienced in the past three years?

Subsample: Those who sought legal assistance in the last three years for a non-criminal problem

## PROBLEMS WHERE LEGAL ASSISTANCE WAS NOT SOUGHT

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Among low and middle-income Ontarians who experienced some kind of non-criminal legal problem or issue in the past three years, those who did not seek legal assistance were asked a number of questions concerning their experience in order to determine the kinds of problems or issues they chose not to seek assistance for, their reasons for not seeking legal assistance, and what they believed the outcome of the issue would have been if legal assistance had been sought.

### Incidence of problems where legal assistance was not sought

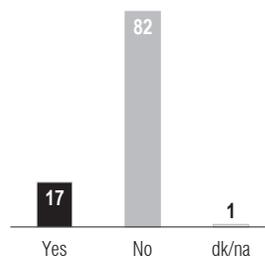
Almost two in ten (17%) low and middle-income Ontarians report that they or someone in their household had a problem or issue where legal assistance would have been helpful, but where they did not actually seek out any assistance. Eight in ten (82%) say they have not experienced such a problem in the past three years

When we exclude those who only experienced a criminal legal problem or issue, 14 percent (14%) of low and middle-income Ontarians say that they have had a non-criminal legal problem or issue in the past three years for which they did not seek legal assistance even though it would have been helpful. Looking at the number of problems experienced by individuals, 13 percent (13%) had only one such problem or issue, while very few reported having two problems (2%), three problems (less than 1%), or four or more problems (less than 1%).

Among those who have had a civil legal problem in the past three years, just over four in ten (43%) did not seek assistance for at least one of those problems, even though it would have been helpful.

### Had problem but did not seek legal assistance

June 2009



#### Q.21

*During the last three years, have you or anyone in your household had any sort of a problem or issue where legal assistance would have been helpful, but where you did not actually seek any assistance?*

Those who are more likely to say that they or someone in their household have experienced a problem or issue in the last three years for which they did not seek legal assistance include:

- residents of Central Ontario and the Outer GTA
- women
- younger people
- those with household incomes less than \$20,000
- members of equality-seeking communities in general
- those who have received income assistance in the past three years
- those with multiple problems
- those who found their problem(s) extremely disruptive.

The incidence of reporting a legal problem for which assistance was not sought, even though it would have been helpful, varies by the type of problem reported:

- consumer issues (86%)
- neighbourhood or property damage issues (67%)
- discrimination or harassment issues (62%)
- employment problems (59%)
- debt and money problems (53%)
- housing and land problems (50%)
- legal problems related to family relationships (48%)
- legal action (33%)
- wills and powers of attorney (32%)
- real estate transactions (24%).

### Type of problem(s)

Low and middle-income Ontarians who say that they or someone in their household had a problem where legal assistance would have been helpful but for which they did not seek any legal assistance report a wide range of problems or issues, including: family relationship problems (25%), employment problems (11%), housing or land problems (9%), personal injury problems (6%), wills and powers of attorney (6%), criminal problems (5%), money or debt problems (5%), neighbourhood problems and property damage (4%), consumer problems (3%), non-criminal driving or traffic offences (3%), discrimination or harassment problems (3%), small or personal business issues (3%), and real estate transactions (2%). Sixteen percent (16%) mention other types of issues, two percent (2%) say they would not need a lawyer and eight percent (8%) offer no response.

Among the total sample of low and middle-income Ontarians, the proportions mentioning these issues are: family relationship problems (4%), employment problems (2%), housing or land problems (2%), personal injury problems (1%), wills and powers of attorney (1%), criminal problems (1%), money or debt problems (1%), neighbourhood problems and property damage (1%), and consumer problems (1%); all other issues are mentioned by less than one percent (1%) each. More than eight in ten (84%) had no problems or say they would not need a lawyer.

### Type of problem where legal assistance would have been helpful but none sought

June 2009

	TOTAL SAMPLE	SUBSAMPLE**
Family relationship problems	4	25
Employment problems	2	11
Housing or land problems	2	9
Personal injury problems	1	6
Wills and powers of attorney problems	1	6
Criminal problems	1	5
Money or debt problems	1	5
Neighbourhood problems and property damage	1	4
Consumer problems	1	3
Non-criminal driving/traffic offences	*	3
Discrimination/harassment problems	*	3
Small or personal business issues	*	3
Real estate transactions	*	2
Other	2	16
None, won't need a lawyer	84	2
dk/na	1	8

\* Less than one percent

### Q.22

*What type of problems or issues did you have where legal assistance would have been helpful, but where you did not actually seek any?*

*\*\*Subsample: Those who had a problem where legal assistance would have been helpful, but for which they did not seek any legal assistance*

When the small number of low and middle-income Ontarians who mention more than one problem or issue (n=35) are asked which one of them was, or is, the most serious for them, and therefore the most important to resolve, they are most likely to mention family relationship problems (30%), wills and powers of attorney (14%), employment problems (11%), discrimination or harassment problems (8%), housing or land problems (7%), personal injury problems (7%), neighbourhood problems and property damage (4%), hospital treatment or release problems (4%), real estate transactions (3%), and money or debt problems (2%). Ten percent (10%) mention other problems or issues and five percent (5%) offer no response.

Specific kinds of problems are more likely to be mentioned by certain groups. Those more likely to mention family and relationship problems include:

- women
- those with post-graduate education
- younger people
- those born in Canada
- those who have received income assistance in the past three years.

Those more likely to mention employment problems include:

- residents of Southwestern Ontario
- those with some university education or who are university graduates
- Francophones.

Those more likely to mention housing or land problems include:

- those who live outside the GTA
- those with household incomes between \$20,000 and \$40,000
- those who are gay, lesbian or bisexual.

## Reason for not seeking legal assistance

Low and middle-income Ontarians who did not seek legal assistance for the non-criminal legal problem they experienced are most likely to give as their main reason the cost of legal assistance and the fact that they could not afford a lawyer (42%). A further eight percent (8%) believed they would not qualify for legal aid or free legal assistance.

Other reasons offered include: it was not important enough (6%), it would take too much time (5%), they didn't know what to do (5%), they thought nothing could be done (4%), they did not know where to get legal assistance (4%), the issue resolved itself (3%), it was too stressful (2%), there was no lawyer available nearby practising in the areas in which help was required (2%), and fear of further retribution or threatening remarks (2%).

## Reason for not seeking legal assistance

June 2009

Cost too much/could not afford a lawyer	42
Did not believe that I would qualify for legal aid or free legal assistance	8
Not important enough	6
It would take too much time	5
Didn't know what to do	5
Thought nothing could be done	4
Did not know where to get legal assistance	4
Issue resolved itself	3
Too stressful	2
No lawyer available nearby practicing in the area I required help with	2
Further retribution/threatening remarks	2
Other	10
dk/na	6

### Q.24

*What was the main reason why you did not seek any legal assistance for {problem from Q.22 or most important problem from Q.23 except for criminal problem}, even though it would have been helpful?*

*Subsample: Those who had a problem where legal assistance would have been helpful, but for which they did not seek any legal assistance*

Those most likely to mention cost or inability to afford a lawyer include:

- those living outside the GTA, particularly residents of Eastern Ontario
- women
- middle-aged people
- those with legal problems related to wills and powers of attorney, real estate, and housing or land issues.

Those most likely to say they did not think they would qualify for legal aid include:

- members of equality-seeking communities in general
- those with problems related to family relationships.

## Outcome if legal assistance had been sought

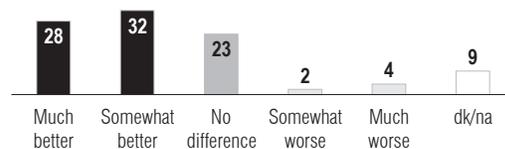
Most low and middle-income Ontarians who did not seek legal assistance for their non-criminal legal problem feel that the outcome would have been better if they had sought assistance.

Six in ten (60%) think the outcome would have been much better (28%) or somewhat better (32%). One-quarter (23%) think it would have made no difference, and six percent (6%) think the outcome would have been much worse (4%) or somewhat worse (2%).

The proportions of low and middle-income Ontarians who believe that the outcome of their problem would have been much better if they had sought legal assistance are relatively similar across regional and demographic subgroups. However, those who found their legal problem extremely disruptive are more likely to say that the outcome would have been much better if they had sought legal assistance.

## Outcome if legal assistance had been sought

June 2009



### Q.25

*If you had sought legal assistance for the {problem/most important problem from Q.22/23 except for criminal problem} you faced, do you think the outcome would have been much better, somewhat better, somewhat worse, much worse or would it have made no difference to the outcome?*

*Subsample: Those who had a problem where legal assistance would have been helpful, but for which they did not seek any legal assistance*

## EXPERIENCE WITH NON-LEGAL ASSISTANCE

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Low and middle-income Ontarians (both those who had previously reported experiencing a legal problem and those who had not) were asked about their use of non-legal sources of assistance in order to help solve legal problems (both criminal and civil), and whether they found the sources they used helpful or not.

Almost one-half (46%) of low and middle-income Ontarians report seeking non-legal assistance from a variety of sources to help solve their legal problems during the past three years.

The sources of non-legal assistance that emerge as most frequently used are friends and relatives, and the Internet; the least frequently used sources of assistance are unions and cultural organizations. The sources of non-legal assistance seen as most helpful by those who used them are support groups, and spiritual or religious organizations.

It should be noted that, in some instances, the sample sizes of those who sought assistance from specific sources are very small ( $n < 100$ ) and caution is therefore advised in the interpretation of these findings.

### Friends and relatives

One-quarter (25%) of low and middle-income Ontarians sought assistance from friends and relatives to help them solve a legal problem.

Those more likely to have sought assistance from friends and relatives include:

- younger and middle-aged people
- those with post-secondary education
- members of equality-seeking communities, particularly members of a racialized community
- those who have received income assistance in the past three years

### Experience with non-legal assistance June 2009

	USED THIS SOURCE	FOUND VERY/ SOMEWHAT HELPFUL
Friends/relatives	25	85
Self-help through Internet	17	86
Police	12	73
Government office/MP or MPP's office	11	62
Religious/spiritual organization	5	92
Resources through employer	5	74
Support group	5	93
Community centre	5	88
Union	4	74
Cultural organization*	3	86
Somewhere else	6	78

\* Small sample sizes in "Found very/somewhat helpful" column

#### *Q.29a-k*

*People often also seek non-legal assistance to help solve their legal problems. During the past three years, did you turn to any of the following for non-legal assistance to help you solve a legal problem ...?*

#### *Q.29aa*

*And was that assistance very, somewhat, not very or not at all helpful ...?*

*Subsample: Those who turned to this source for non-legal assistance to help solve a legal problem*

- those who found their legal problem very or extremely disruptive
- those with multiple legal problems
- those with a legal problem related to family relationship issues, employment, or neighbourhood issues or property damage.

Among those who sought assistance from friends and relatives, more than eight in ten (85%) found that assistance very (37%) or somewhat (48%) helpful.

Those living outside the GTA, and those aged 60 or older are more likely to have found the assistance of friends and relatives helpful.

## Self-help through the Internet

Almost two in ten (17%) low and middle-income Ontarians sought assistance through the Internet to help them solve a legal problem.

Those more likely to have sought assistance through the Internet include:

- residents of the GTA
- men
- younger and middle aged people
- those with at least some university education
- members of equality-seeking communities, particularly members of a racialized community
- those who received income assistance in the past three years
- those who found their legal problem extremely disruptive
- those with multiple legal problems
- those with a legal problem related to employment, discrimination or harassment, and consumer issues.

Among those who sought self-help through the Internet, almost nine in ten (86%) found this assistance very (25%) or somewhat (61%) helpful.

## Police

One in ten (12%) low and middle-income Ontarians sought assistance from the police to help them solve a legal problem (including both criminal and civil legal problems).

Those more likely to have sought assistance from the police include:

- women
- those aged 18 to 44
- those with household incomes less than \$20,000
- those born in Canada

- members of equality-seeking communities, particularly Aboriginal people
- those who have received income assistance in the past three years
- those whose legal problem was very or extremely disruptive
- those with multiple problems
- those whose problem was related to family relationship issues, discrimination or harassment, and neighbourhood issues or property damage.

Among those who sought assistance from the police, about three-quarters (73%) found this assistance very (33%) or somewhat (40%) helpful.

Those aged 60 or older are more likely to have found the assistance of the police very helpful.

## A government office, MP or MPP's office

One in ten (11%) low and middle-income Ontarians sought assistance from a government office, MP or MPP's office to help them solve a legal problem.

Those more likely to have sought assistance from a government office, MP or MPP's office include:

- members of equality-seeking communities particularly Aboriginal people, persons with a disability and members of a racialized community
- those who have received income assistance in the past three years
- those whose legal problem was very or extremely disruptive
- those with multiple problems
- those with a problem related to discrimination or harassment, social assistance issues, or hospital treatment or release.

Among those who sought assistance from a government office, MP or MPP's office, six in ten (62%) found this assistance very (32%) or somewhat (30%) helpful.

Residents of Northern Ontario, and those aged 60 or older are more likely to have found the assistance of a government office, MP or MPP's office very helpful.

## Religious or spiritual organization

Five percent (5%) of low and middle-income Ontarians sought assistance from a religious or spiritual organization, including: a church in general, a Christian religious organization, a Muslim organization or mosque, a Catholic church, a minister, pastor or priest, a Baptist church, a temple, or various other religious organizations.

Those most likely to have sought assistance from a religious or spiritual organization include:

- those with household incomes of less than \$20,000
- those born outside of Canada
- members of equality-seeking communities, particularly trans-identified people and members of a racialized community
- those who received income assistance in the past three years
- those who found their legal problem extremely disruptive
- those with multiple legal problems.

Among those who sought assistance from a religious or spiritual organization, nine in ten (92%) found this assistance very (53%) or somewhat (39%) helpful.

## Resources through an employer

Five percent (5%) of low and middle-income Ontarians sought assistance from resources accessed through their employer.

Those more likely to have sought assistance from resources accessed through their employer include:

- those with multiple problems
- those with a problem related to family relationship issues.

Among the small proportion who sought assistance from resources accessed through their employer (n=98), three-quarters (74%) found this assistance very (33%) or somewhat (41%) helpful.

## Support groups

Five percent (5%) of low and middle-income Ontarians sought assistance from a support group to help them solve their legal problem.

Those more likely to have sought assistance from a support group include:

- those with household incomes less than \$20,000
- those who received income assistance in the past three years
- those born outside Canada
- members of equality-seeking communities in general
- those who found their legal problem extremely disruptive.

Among the small proportion who sought assistance from a support group (n=89), just over nine in ten (93%) found this assistance very (51%) or somewhat (42%) helpful.

## Community centre

Five percent (5%) of low and middle-income Ontarians sought assistance from a community centre to help them solve a legal problem.

Those more likely to have sought assistance from a community centre include:

- residents of the GTA
- those aged 18 to 44
- those with household incomes of less than \$40,000
- members of equality-seeking communities in general
- those who received income assistance in the past three years
- those who found their legal problem extremely disruptive.

Among the small proportion who sought assistance from a community centre (n=86), nine in ten (88%) found this assistance very (38%) or somewhat (50%) useful.

## Unions

Four percent (4%) of low and middle-income Ontarians sought assistance from a union to help them solve a legal problem.

Among the small proportion who sought assistance from a union (n=79), three-quarters (74%) found this assistance very (39%) or somewhat (35%) useful.

## Cultural organizations

Three percent (3%) of low and middle-income Ontarians sought assistance from a cultural organization to help them solve a legal problem.

Those more likely to have sought assistance from a cultural organization include:

- those with household incomes less than \$40,000
- those born outside Canada
- members of equality-seeking communities, particularly Aboriginal people, trans-identified people and members of a racialized community.

Among the small proportion who sought assistance from a cultural organization (n=49), almost nine in ten (86%) found this assistance very (36%) or somewhat (50%) helpful.

## Other sources of non-legal assistance

Six percent (6%) of low and middle-income Ontarians sought non-legal assistance from some other source, including word-of-mouth, the Internet, a counsellor, books in the library, Alcoholics Anonymous, municipal government and credit counselling. Those who found their legal problem very or extremely disruptive are more likely to have sought assistance from other sources.

Among those who sought assistance from another source of non-legal assistance, eight in ten (78%) found this assistance very (47%) or somewhat (31%) helpful.

## IMPACT OF LEGAL PROBLEMS

Low and middle-income Ontarians who have had a non-criminal legal problem or issue often experience impacts that go beyond the immediate nature of the problem itself. Three-quarters of low and middle-income Ontarians report experiencing at least some disruption in their daily lives as a result of their legal problem or issue.

When asked to identify specific types of impacts they may have experienced, significant proportions of low and middle-income Ontarians report that they experienced stress-related or mental illness, loss of confidence, physical ill-health, loss of employment or income, and relationship breakdown.

### Intensity of impact

Many low and middle-income Ontarians who have had a legal problem in the past three years have experienced serious disruptions in their daily lives as a result of these problems.

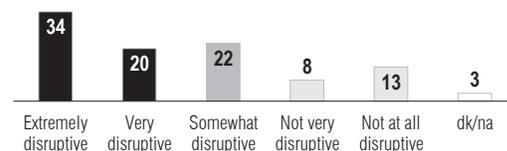
More than one-half (54%) report that the legal problems they experienced were extremely (34%) or very (20%) disruptive to their daily life. Two in ten (22%) say these problems were somewhat disruptive, and a similar proportion (21%) say their legal problems were not very (8%) or not at all (13%) disruptive.

Those more likely to say their legal problems were extremely or very disruptive include:

- residents of Northern Ontario, Eastern Ontario and to a lesser extent, the outer GTA and Southwestern Ontario
- those living in rural areas (with less than 5,000 inhabitants)
- women
- those aged 30 to 59
- those with household incomes less than \$20,000
- members of equality-seeking communities, particularly persons with disabilities
- those who have received income assistance in the last three years
- those with multiple legal problems
- those who did not seek assistance for their legal problems
- those with legal problems related to family relationship issues, legal action, immigration, discrimination or harassment, or disability issues.

### Impact of legal problems

June 2009



Q.37

*Thinking about the legal problems you experienced within the past three years, when they were at their worst, how disruptive were they to your daily life? Were they extremely, very, somewhat, not very or not at all disruptive?*

*Subsample: Those who have had a legal problem in the past three years*

## Types of impact

Low and middle-income Ontarians who have had legal problems in the past three years experienced a range of specific impacts as a result of those problems, most notably stress-related or mental illness, and loss of confidence.

Seven in ten (71%) report at least one serious impact or consequence in response to the legal problem or problems they experienced.

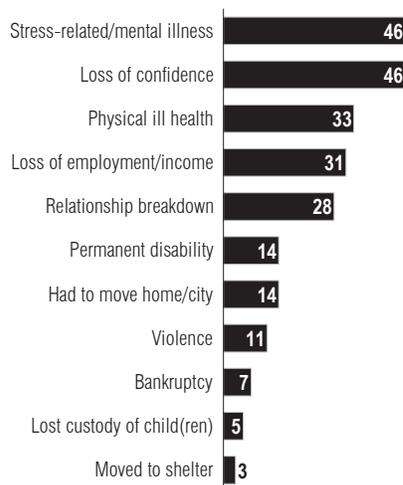
Those who are more likely to report at least one serious impact or consequence in response to their legal problem(s) include:

- residents of Central Ontario
- those living in small towns and rural areas
- those aged 45 to 59
- those with household incomes less than \$40,000
- members of equality-seeking communities in general
- those who have received income assistance in the past three years
- those who did not seek legal assistance for their problem
- those with multiple legal problems
- those who found their problems extremely disruptive.

Almost one-half (46%) report experiencing stress-related or mental illness as a result of their legal problem. Those more likely to experience stress-related or mental illness include:

- residents of Central Ontario
- those aged 30 to 59
- those with household incomes less than \$40,000
- members of equality-seeking communities, particularly persons with disabilities
- those who received income assistance in the past three years
- those who did not seek legal assistance for their problem
- those with problems related to family relationship issues, employment, debt and money issues, discrimination or harassment, and hospital treatment
- those with multiple legal problems
- those who found their problems extremely disruptive.

## Experienced as a result of legal problems June 2009



### Q.39

*Did you experience any of the following as a result of the legal problem(s) you had ...?*

*Subsample: Those who have had a legal problem in the past three years*

About one-half (46%) report experiencing loss of confidence. Those most likely to experience loss of confidence include:

- those aged 30 to 59
- those with household incomes less than \$40,000
- members of equality-seeking communities, particularly persons with disabilities
- those who received income assistance in the past three years
- those who did not seek legal assistance for their problem
- those with family relationship issues, debt or money issues, disability, discrimination or harassment, employment, and hospital treatment or release issues
- those with multiple legal problems
- those who found their problems extremely disruptive.

One-third (33%) report experiencing physical ill health. Those who are most likely to experience physical ill health include:

- women
- those aged 30 to 59
- those with household incomes less than \$40,000
- members of equality-seeking communities, particularly persons with disabilities
- those who received income assistance in the past three years
- those who did not seek legal assistance for their problem
- those with problems related to personal injury, disability, and discrimination and harassment
- those with multiple legal problems
- those who found their problems extremely disruptive.

Three in ten (31%) report experiencing loss of employment or income. Those more likely to experience loss of employment or income include:

- residents of Southwestern Ontario
- those aged 45 to 59
- those with household incomes less than \$40,000
- members of equality-seeking communities in general
- those who have received income assistance in the past three years
- those who did not seek legal assistance for their problem
- those with problems related to employment, personal injury and disability
- those with multiple legal problems
- those who found their problems extremely disruptive.

Three in ten (28%) report experiencing relationship breakdown. Those more likely to experience relationship breakdown include:

- younger and middle-aged people
- those with household incomes less than \$40,000
- those who have received income assistance in the past three years
- those who did not seek legal assistance for their problem

- persons with disabilities
- those with problems related to family relationship issues and disability
- those with multiple legal problems
- those who found their problems extremely disruptive.

More than one in ten (14%) report experiencing permanent physical or mental disability. Those more likely to experience permanent physical or mental disability include:

- residents of Central Ontario
- those aged 60 or older
- those with a high school education or less
- those with a household income of less than \$40,000
- members of equality-seeking communities, particularly trans-identified people and persons with disabilities
- those who have received income assistance in the past three years
- those who did not seek legal assistance for their problem
- those with problems related to personal injury and disability
- those with multiple legal problems
- those who found their problems extremely disruptive.

More than one in ten (14%) report having to move home or to another city. Those more likely to have moved home or to another city include:

- those with a household income of less than \$40,000
- those who received income assistance in the past three years
- those who did not seek legal assistance for their problem
- those with problems related to family relationship issues, immigration, and discrimination or harassment
- those who found their problems extremely disruptive.

One in ten (11%) report experiencing violence. Those more likely to have experienced violence include:

- those aged 18 to 44
- those with a household income of less than \$20,000
- members of equality-seeking communities in general
- those who have received income assistance in the past three years
- those who did not seek legal assistance for their problem
- those with problems related to family relationship issues, and discrimination or harassment
- those with multiple legal problems
- those who found their problems extremely disruptive.

Less than one in ten (7%) report experiencing bankruptcy. Those more likely to have experienced bankruptcy include:

- those with less than high school education
- those with household incomes less than \$40,000
- those who have received income assistance in the past three years
- those with problems related to family relationship issues, and debt or money issues
- those who found their problems extremely disruptive.

Less than one in ten (5%) report experiencing losing custody of a child or children. Those more likely to have lost custody of a child include:

- men
- members of equality-seeking communities in general
- those with problems related to family relationship issues
- those who found their problems extremely disruptive.

Less than one in ten (3%) report having moved to a shelter. Those who are more likely to have moved to a shelter include:

- those with less than high school education
- those who have received income assistance in the past three years
- those who found their problems extremely disruptive.

## LEGAL INSURANCE

One option for closing the gap in access to legal services for low and middle-income Ontarians could be through the creation of a legal expenses insurance product.

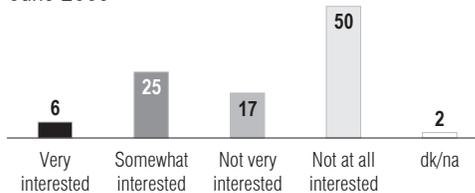
Interest in such a product, and propensity to purchase it if it were bundled with homeowner's or tenant's insurance packages, is somewhat limited; only three in ten low and middle-income Ontarians each express interest or a propensity to purchase. However, this limited response may be in part due to the belief of most low and middle-income Ontarians that it would not be needed, or that it would be too expensive.

### Interest in legal insurance

Low and middle-income Ontarians were told that there has been discussion about creating an insurance product to cover certain legal expenses. The insured would pay premiums like any other insurance policy and the insurance would pay for the costs of legal fees for any non-criminal legal problems the insured or his or her family might have.

Interest in this insurance product is somewhat limited. Three in ten (31%) low and middle-income Ontarians are very (6%) or somewhat (25%) interested in such a product, while two-thirds (67%) are not very (17%) or not at all (50%) interested.

### Interest in buying legal expense insurance June 2009



#### Q.51

*There has been some talk of creating an insurance product to cover certain legal expenses in Ontario. You would pay premiums like any other insurance policy and the insurance would pay for the costs of legal fees for any non-criminal legal problems that you and your family might have. Would you be very, somewhat, not very or not at all interested in buying legal expense insurance?*

Those who are more inclined to express interest in legal expenses insurance include:

- those with household incomes less than \$20,000
- members of equality-seeking communities in general
- those who have received income assistance in the past three years
- those who have had a legal problem in the past three years – whether or not they sought legal assistance
- those who found their legal problems very or extremely disruptive
- those with a legal problem related to family relationship.

## Propensity to purchase legal insurance

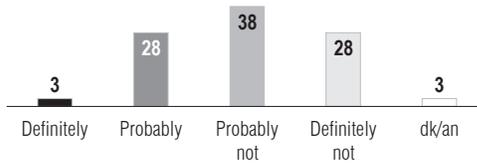
If legal expense insurance could be available as an extension to existing home or tenant insurance policies, three in ten (31%) low and middle-income Ontarians would definitely (3%) or probably (28%) buy such insurance. Two-thirds (66%) would probably not (38%) or definitely not (28%) buy such insurance.

Those who are more likely to express an overall propensity to purchase legal insurance include:

- residents of the GTA, particularly the outer GTA
- those aged 18 to 44
- members of equality-seeking communities in general
- those who have received income assistance in the past three years
- those who have had a legal problem in the past three years – whether or not they sought assistance
- those who have multiple legal problems
- those who found their legal problems extremely disruptive
- those with legal problems related to family relationship issues, or debt and money issues.

## Likelihood of buying legal expense insurance as extension to home/tenant insurance policy

June 2009



Q.52

*If you could buy legal expense insurance as an extension to your existing home or tenant insurance policy, how likely would you be to buy it? Would you definitely, probably, probably not or definitely not buy legal expense insurance?*

Among those who would not be interested in buying legal expense insurance, the primary reasons for this response are that they would not need it (56%), and that it would probably cost too much and they would not be able to afford it (29%). Smaller proportions mention a number of other reasons, including: they do not trust insurance products (5%), it would probably not cover what they need it for (4%), they do not understand what it is or how it works (3%), it would be a bad deal, the premiums would be more than the legal expenses (2%), and they are already covered or have enough other insurance (2%). Fifteen percent (15%) offer other reasons.

Those more likely to say they would not need legal expense insurance include:

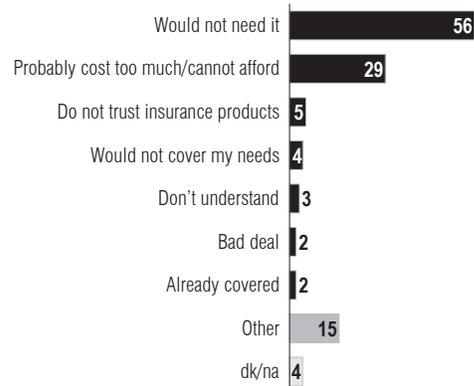
- high school graduates and those with post-secondary education
- those with household incomes between \$20,000 and \$75,000
- those born in Canada.

Those more likely to think a legal expense insurance product would probably cost too much include:

- residents of Central Ontario
- those aged 45 to 59
- those with household incomes less than \$40,000
- members of equality-seeking communities in general
- those who have had a legal problem in the past three years but did not seek legal assistance
- those who found their legal problem extremely disruptive
- those with legal problems related to family relationship issues, debt or money issues, disability issues or social assistance issues.

## Reasons not interested in legal expense insurance

June 2009



Q.53

*What are the main reasons why you would not be interested in legal expense insurance?*

*Subsample: Those who are not interested in legal expense insurance*

## Annual fees

Low and middle-income Ontarians, regardless of whether they would be interested in buying legal expense insurance, propose a wide range of annual fees they consider as reasonable to pay for legal expense insurance, whether as part of existing home or tenant insurance or not.

Just over one in ten (13%) propose annual fees of less than \$100, and similar proportions propose fees between \$100 and \$199 (14%), between \$200 and \$499 (15%), and \$500 or more (13%). Almost one-half (45%) offer no opinion.

Those more likely to propose a fee of less than \$100 include:

- residents of Hamilton-Niagara
- those with at least some university education but not a post-graduate degree.

Those more likely to propose a fee between \$100 and \$199 include:

- those aged 30 to 59
- those with at least some university education but not a post-graduate degree.

Those more likely to propose a fee between \$200 and \$499 include:

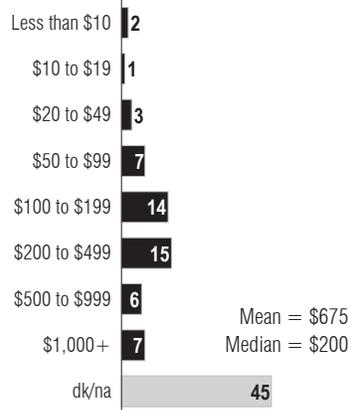
- younger people
- those with at least some university education
- those with household incomes between \$40,000 and \$75,000
- those who sought legal assistance in the past three years.

Those more likely to propose a fee of \$500 or more include:

- men
- those aged 18 to 29
- those with household incomes between \$60,000 and \$75,000
- those who sought legal assistance in the past three years.

## Reasonable annual fee for legal expense insurance

June 2009



Q.54

*Regardless of whether you'd be interested in buying legal expense insurance, what would you consider to be a reasonable annual fee to pay for legal expense insurance, whether or not it is part of your existing home or tenant insurance?*

The mean annual fee proposed is \$675.30; the median annual fee proposed is \$200.

Groups that propose a higher mean annual fee for legal insurance include:

- residents of Toronto, Central Ontario and Southwestern Ontario
- those aged 18 to 29
- men
- those with less than a high school education
- those with household incomes between \$20,000 and \$40,000
- trans-identified people
- members of a racialized community.

## SPOTLIGHT ON LOW-INCOME ONTARIANS

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This section details the specific perceptions and legal needs of Ontarians with the lowest incomes (under \$20,000).

### Overview

Ontarians with the lowest household incomes are equally as likely to experience serious legal problems as other low to middle-income Ontarians, and they generally experience the same number of legal issues. However, they tend to experience issues related to family relationships, social assistance and disabilities more often, and they are less in need of assistance with real estate transactions.

As well, low-income Ontarians are less likely than other low to middle-income Ontarians to look for legal assistance on these issues. Although these Ontarians generally provide similar reasons for not seeking legal assistance for a serious civil issue (such as not being

able to afford a lawyer), they are much more likely than those with higher household incomes to turn to non-legal forms of assistance. Half of those with the lowest incomes report using some other form of assistance, and in general, they rely on these personal support networks more than other low to middle-income Ontarians.

Ontarians with the lowest incomes report experiencing issues accessing legal assistance more frequently than those with higher household incomes. As well, they are generally more likely than other low to middle-income Ontarians to find the legal problems they experience to be disruptive. Seven in ten low-income Ontarians report that their problems were extremely or very disruptive, and nearly nine in ten low-income Ontarians report experiencing at least one personal issue as a result of some legal problem. Low-income Ontarians are twice as likely as other low to middle-income Ontarians to report experiencing violence as a result of some legal issue.

## Types of justiciable issues

Three in ten (30%) Ontarians with household incomes of less than \$20,000 report that they experienced a problem in the last three years where they sought legal assistance. They are equally as likely as other low to middle-income Ontarians to report seeking legal assistance for a problem. Similarly, Ontarians with the lowest incomes report experiencing the same number of problems as other lower and middle income Ontarians, with three in ten (28%) reporting experiencing one problem, and 11 percent reporting two problems or more.

While Ontarians with the lowest incomes tend to experience the same number of justiciable issues as other low to middle-income Ontarians, there are some differences in the types of problems they experience. Ontarians with household incomes of less than \$20,000 are the most likely to report experiencing family relationship problems (16%), criminal problems (5%), disability-related issues (3%), and welfare or social assistance issues (2%).

When low to middle-income Ontarians who sought legal assistance are asked what caused the most serious legal problem they experienced in the last three years, those with the lowest household incomes are more likely than Ontarians with higher household incomes to report that their most serious problem was caused by a relationship breakdown, and they are twice as likely as those with incomes of between \$60,000 and \$75,000 to say this. Ontarians with the lowest incomes are less likely than other low to middle-income Ontarians to report that their serious legal issue was caused by problems that arose when they were purchasing or selling real estate property.

## Incidence of legal problems June 2009

	COMBINED HOUSEHOLD INCOME	
	LESS THAN \$20,000 (%)	TOTAL SAMPLE (%)
NET: Any problem	38	35
Family relationship problems	16	12
Wills and powers of attorney problems	5	5
Criminal problems	5	3
Personal injury problems	4	3
Housing or land problems	3	4
Employment problems	3	4
Money or debt problems	3	2
Disability-related issues	3	1
Real estate transactions	2	4
Welfare or social assistance problems	2	1
None, won't need a lawyer/ did not have any problems	58	62

### Q.5

*For what types of problems or issues did you seek legal assistance?*

*Subsample: Those who sought legal assistance in the past three years*

### Q.22

*What type of problems or issues did you have where legal assistance would have been helpful, but where you did not actually seek any?*

*Subsample: Those who had a problem where legal assistance would have been helpful, but for which they did not seek any legal assistance – excluding those who only experienced a criminal problem*

## Seeking legal assistance for problems

In general, Ontarians with the lowest incomes are more likely than those with higher incomes to report seeking legal assistance for family relationship problems (43%) and disability-related issues (10%), and they are less likely to have sought assistance for real estate transactions (5%) and employment problems (1%).

Although Ontarians with the lowest incomes are equally as likely as those with incomes of between \$20,000 and \$75,000 to report experiencing an issue where they sought legal assistance, the legal services to which they turned for assistance differ dramatically from those with higher household incomes. Perhaps predictably, just over half (53%) of these Ontarians chose to seek assistance from a legal clinic or legal aid office, while over four in ten (44%) sought services from a lawyer for which they paid. These Ontarians are also more likely than others to have used duty counsel (27%), a community advocate (23%), or to have sought assistance from a *pro bono* lawyer or program (23%).

One-quarter (23%) of low-income Ontarians report that they experienced a problem where legal assistance would have been helpful, but where they did not actually seek out any assistance – and they are more likely than those with incomes of between \$20,000 and \$75,000 to believe they could have benefited from legal assistance. Consistent with the relatively high incidence of family relationship problems, one-quarter (26%) of these Ontarians believe they could have benefitted from legal assistance when addressing an issue with a family member. Smaller proportions mentioned problems with employment (12%), money or debt problems (7%), criminal problems (7%), wills and power of attorney issues (6%), personal injury problems (5%), discrimination or harassment problems (5%), real estate transactions (4%), and welfare or social assistance problems (4%).

Ontarians in the lowest income category generally provide similar reasons as other low to middle-income Ontarians for not seeking legal assistance. A plurality (39%) believe that legal assistance would have cost too much and that they could not afford a lawyer. Smaller proportions believed that they did not qualify for legal aid or free legal assistance (7%), they did not know where to go to get legal assistance (6%) or they did not know what to do to resolve their issue (5%).

## Problems where legal assistance was not sought

Many Ontarians in the lowest income bracket chose to turn to non-legal forms of assistance when resolving some civil justiciable issues. Half (51%) of those with the lowest incomes report using some other form of assistance, and they tend to rely on these support mechanisms more often than other low to middle-income Ontarians. Low-income Ontarians rely more than others on their friends and relatives (31%), the police (16%), support groups (9%), community centres (9%), religious or spiritual organizations (8%), and cultural organizations (5%).

## Non-legal assistance

June 2009

	COMBINED HOUSEHOLD INCOME	
	LESS THAN \$20,000 (%)	TOTAL SAMPLE (%)
NET: Any form of non-legal assistance	51	46
Friends and relatives	31	25
Self-help through the Internet	18	17
The police	16	12
A government office, an MP or MPP's office	14	11
A support group	9	5
Community centre	9	5
Religious or spiritual organization	8	5
Cultural organization	5	3
Resources through my employer	4	5
A union	2	4
Somewhere else	8	6
None/dk/na	49	54

### Q.29a-k

*People often also seek non-legal assistance to help solve their legal problems. During the past three years, did you turn to any of the following for non-legal assistance to help you solve a legal problem ...?*

## Problems accessing legal assistance

Some Ontarians with the lowest incomes who turned to non-legal forms of assistance to help solve their justiciable issues may have done so because they had difficulty gaining access to legal assistance. While a clear majority of Ontarians report experiencing no issues gaining access to legal assistance (regardless of household income), more than one in ten (15%) Ontarians with household incomes of less than \$20,000 report that they experienced difficulties accessing legal assistance – twice as many as among those with incomes of between \$40,000 and \$75,000.

Although Ontarians with the lowest incomes are more likely to report experiencing some difficulty accessing legal assistance, the issues they experienced are consistent other low to middle-income Ontarians. One-quarter (26%) of Ontarians with the lowest incomes report that legal assistance cost too much, while under two in ten (16%) noted that they were refused or did not qualify for legal aid. Just over one in ten (13%) stated that there was no lawyer available nearby, and one in ten (9%) noted that they were unable to find the information for which they were looking. Smaller proportions had issues with lack of communication or information (7%), or could not contact someone providing legal assistance (7%).

## Impact of legal problems

In addition to the relative difficulty that Ontarians with the lowest incomes experienced when attempting to access legal assistance, civil legal problems are generally more disruptive to those with the lowest incomes than to other low to middle-income Ontarians. Seven in ten Ontarians with household incomes of less than \$20,000 report that these problems were extremely (48%) or very (22%) disruptive, and they are twice as likely as those with incomes of between \$60,000 and \$75,000 to say these problems were extremely disruptive.

Among low to middle-income Ontarians, those with the lowest incomes are the most likely to report experiencing other personal issues as a result of a legal problem. Nearly nine in ten (85%) low-income Ontarians report experiencing at least one personal issue as a result of a legal problem in their daily lives; these Ontarians are more likely than those with household incomes of between \$20,000 and \$75,000 to report experiencing a loss of confidence (61%), stress-related or mental illness (58%), physical ill health (51%), a relationship breakdown (39%), a permanent disability (29%), having to move home or to another city (26%), or violence (23%). Notably, Ontarians with the lowest incomes are twice as likely as Ontarians with higher incomes to report experiencing violence as a result of a legal problem.

Only 15 percent of those with the lowest incomes who had a legal problem did not report experiencing some other personal issue as a result of that legal problem, compared to nearly half (46%) of those with incomes of between \$60,000 and \$75,000. Those with the lowest incomes are two to three times more likely than other low to middle-income Ontarians to report experiencing another personal issue because of a legal problem.

## Impact of legal problems June 2009

	COMBINED HOUSEHOLD INCOME	
	LESS THAN \$20,000 (%)	TOTAL SAMPLE (%)
NET: Any disruption	85	71
Loss of confidence	61	46
Stress-related or mental illness	58	46
Physical ill health	51	33
Loss of employment or income	40	31
Relationship breakdown	39	28
Permanent disability, either physical or mental	29	14
Had to move home or to another city	26	14
Violence	23	11
Bankruptcy	10	7
Lost custody of child(ren)	6	5
Moved to a shelter	5	3
None/dk/na	15	29

### Q.39

*Did you experience any of the following as a result of the legal problem(s) you had ...?*

*Subsample: Those who have had a legal problem in the past three years*

## Future problems

Consistent with the perceptions of other low to middle-income Ontarians, those with the lowest incomes tend to believe that they will likely experience an issue with a family relationship (17%). However, they are less likely to believe they will need assistance with wills and powers of attorney (11%), and with real estate transactions (5%).

## Perceptions of Legal Aid Ontario

Ontarians with the lowest household incomes are generally more familiar with Legal Aid Ontario than other low to middle-income Ontarians, and are the most likely of all Ontarians to be very familiar (18%) with Legal Aid Ontario. And while most (77%) low-income Ontarians have not contacted Legal Aid Ontario in the past three years, they are more likely to have done so than those with higher household incomes.

## Profile of respondents with the lowest incomes

The characteristics of Ontarians with incomes of less than \$20,000 are as follows:

- Ontarians with the lowest incomes are more likely to be female (62%) than male (38%).
- They are relatively equally spread across the age categories. There is no age group that is more or less represented within this income bracket.
- These Ontarians are more likely than other low to middle-income Ontarians to be single (46%), divorced (16%) or widowed (12%).

- Many live with one other person (50%).
- Compared to the total sample, these Ontarians are more likely to be members of an equality-seeking community, with higher proportions than other income brackets of those who identify themselves as a person with a disability (42%); those who identify themselves as members of a racial minority (16%); Aboriginal people (10%); those who are gay, lesbian or bisexual (6%); and trans-identified people (3%).
- Ontarians with the lowest incomes are less likely than those with incomes of between \$20,000 and \$75,000 to have graduated college or attended university.
- These Ontarians are more likely to be unemployed (17%), retired (21%), on disability (10%) or students (6%).
- In general, Ontarians with the lowest incomes are more likely than other low to middle-income Ontarians to be on income assistance, with half (51%) of low-income Ontarians reporting that they received some form of social assistance in the last three years.
- Seven in ten (71%) Ontarians with household incomes of less than \$20,000 have Internet access; however, they less likely than other low to middle-income Ontarians to do so.

## RESPONDENT CHARACTERISTICS

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The socio-demographic characteristics of the respondents to this quantitative survey are presented in the table on the following page; all figures are expressed as percentages.

## Respondent characteristics

	%		%
<b>Gender</b>		<b>Social assistance</b>	
Female	55	Have received social assistance, housing supplements, or child or income support in the past three years	24
Male	45		
<b>Age</b>		<b>Equality-seeking community</b>	34
18 to 29	20	Persons with disabilities	16
30 to 44	31	Racial minorities	13
45 to 59	26	Francophone	5
60 and older	23	Aboriginal	4
<b>Marital status</b>		Gay, lesbian or bisexual	3
Married or living as a couple	45	Trans-identified (including transgendered or transsexual)	1
Single	30		
Divorced	10	<b>Country of origin</b>	
Widowed	8	Born in Canada	74
Separated	5	Great Britain	4
<b>Household composition</b>		India	2
One-person households	30	United States	2
Two-person households	29	Other (various)	15
Three-person households	14		
Four person households	13	<b>Language preferences</b>	
Five persons or more	8	Most comfortable with	
<b>Employment status</b>		English	91
Working full-time	35	French	2
Working part-time	12	Urdu	1
Self-employed	7	Chinese	1
Unemployed and looking for a job	10	Other	5
Unemployed but not looking for a job	5	Prefer to receive legal assistance	
Students	5	English	95
On a disability	4	French	1
Retired	19	Other	4
<b>Education</b>		<b>Region</b>	
Have not completed high school	9	The GTA	44
High school graduates	16	City of Toronto	22
Some community college, vocational or trade school	10	Outer Belt	22
Completed community college, vocational or trade school	23	Western Ontario	19
Some university education but not a degree	11	Eastern Ontario	12
Bachelor's degree	16	Central Ontario	10
Post-graduate or professional school education	14	Hamilton-Niagara	8
<b>Income</b>		Northern Ontario	7
Less than \$10,000	6	<b>Community size</b>	
\$10,000 - \$20,000	10	One million or more	22
\$20,000 - \$30,000	14	100,000 - one million	40
\$30,000 - \$40,000	14	25,000 - 100,000	18
\$40,000 - \$50,000	16	10,000 - 25,000	10
\$50,000 - \$60,000	15	5,000 - 10,000	6
\$60,000 - \$75,000	18	Less than 5,000	4

## METHODOLOGY

The results of the survey are based on questions asked to 2,000 low and middle-income Ontarians (i.e., with annual household incomes of less than \$75,000) aged 18 or older by telephone from June 2 to 28, 2009.

### Sample selection

The sampling method was designed to complete approximately 2,000 interviews with qualified Ontarians (i.e., 18 years of age and older with annual household incomes of less than \$75,000) living within households randomly selected across seven regions of Ontario. In order to ensure a robust sample size for all regions, quotas were utilized to allocate interviews. Age quotas were also used to allocate interviews. The final sample is distributed as follows.

By REGION	QUOTAS	N (UNWEIGHTED)	N (WEIGHTED)	MARGIN OF OF ERROR (%)
Ontario	2,000	2,000	2,000	2.2
City of Toronto	370	369	430	5.1
Outer GTA	390	391	450	5.0
Eastern Ontario	300	300	240	5.7
Central Ontario	200	200	200	6.9
Hamilton-Niagara	160	160	160	7.7
Southwestern Ontario	380	380	380	5.0
Northern Ontario	200	200	140	6.9

By AGE	QUOTAS	N (UNWEIGHTED)	N (WEIGHTED)	MARGIN OF OF ERROR (%)
18-29	325	325	400	5.4
30-44	450	450	620	4.6
45-59	643	643	520	3.9
60+	582	582	460	4.1

Envronics uses a sampling method in which sample is generated using the RDD (random digit dialling) technique. Samples are generated using a database of active phone ranges. These ranges are made up of a series of contiguous blocks of 100 contiguous phone numbers and are revised three to four times per year after a thorough analysis of the most recent edition of an electronic phonebook. Each number generated is processed through an appropriate series of validation procedures before it is retained as part of a sample. Each number generated is looked up in a recent electronic phonebook database to retrieve geographic location, business indicator and “do not call” status. The postal code for listed numbers is verified for accuracy and compared against a list of valid codes for the sample stratum. Non-listed numbers are assigned a “most probable” postal code based on the data available for all listed numbers in the phone exchange. This sample selection technique ensures that both unlisted numbers and numbers listed after the directory publication are included in the sample.

For this survey, RDD sample generation was augmented with return-to-sample and Forward Sorting Area (FSA) geographically targeted sampling in order to ensure that certain key demographic groups were well represented.

From within each multi-person household contacted, respondents 18 years of age and older were screened for random selection using the “most recent birthday” method. The use of this technique produces results that are as valid and effective as enumerating all persons within a household and selecting one randomly.

In the data analysis, the sample was weighted by region based on population data to reflect the actual proportions of each region. The sample was also weighted by age to reflect proportions found in the general population.

## Telephone interviewing

Fieldwork was conducted at Environics' central facilities in Toronto and Montreal. Field supervisors were present at all times to ensure accurate interviewing and recording of responses. During fieldwork, 10 percent of each interviewer's work was unobtrusively monitored for quality control. The survey was conducted in accordance with the standards set out by the Marketing Research and Intelligence Association (MRIA) and applicable federal legislation (PIPEDA), and was registered with the Canadian Survey Research Council. A minimum of five calls were made to each household selected into the sample before classifying it as a "no answer."

## Completion results

The sample for this survey consisted of 2,000 interviews completed among adult Ontarians with annual household incomes of less than \$75,000. The margin of error for a sample of 2,000 is +/- 2.2 percentage points, 19 times in 20. The margin of error is greater for results pertaining to regional or socio-demographic subgroups of the total sample.

The effective response rate for the survey is five percent.<sup>2</sup> This is calculated as the number of responding participants (completed interviews, disqualifications and over-quota participants – 3,844), divided by unresolved numbers (busy, no answer – 21,678) plus non-responding households or individuals (refusals, language barrier, missed callbacks – 44,936) plus responding participants (3,844)  $\{R/(U + IS + R)\}$ . The disposition of all dialled sample is presented in the adjacent table.

## Completion results

Total sample dialled	93,605
<b>UNRESOLVED NUMBERS (U)</b>	<b>21,678</b>
Busy	178
No answer	8,810
Answering machine/voicemail	12,690
<b>RESOLVED NUMBERS (Total minus Unresolved)</b>	<b>71,927</b>
OUT OF SCOPE (Invalid/non-eligible)	23,147
Non-residential	2,413
Not-in-service	18,243
Fax/modem	2,491
IN SCOPE NON-RESPONDING (IS)	<b>44,936</b>
Refusals – household	31,466
Refusals – respondent	3,078
Language barrier	2,029
Callback missed/respondent not available	8,223
Break-offs (interview not completed)	140
IN SCOPE RESPONDING (R)	<b>3,844</b>
Disqualified	1,485
Quota filled	359
Completed	2,000
<b>RESPONSE RATE <math>[R / (U + IS + R)]</math></b>	<b>5%</b>

2 This response rate calculation is based on a new formula recently developed by MRIA in consultation with the Government of Canada (Public Works and Government Services).

APPENDIX:  
QUESTIONNAIRE



**Ontario Civil Legal Needs Project  
Survey of Middle and Low Income Ontarians  
FINAL Questionnaire  
PN6470**

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**Introduction**

Good afternoon/evening/Bonjour. My name is \_\_\_\_\_ and I am calling from Environics Research Group. We are conducting a survey on behalf of a group of non-profit legal organizations to learn more about legal needs and issues that middle and low-income people may encounter in everyday life in Ontario.

IF ASKED: The survey will take between 15 and 25 minutes, depending on your answers to some of the questions.

CONFIRM WHETHER RESPONDENT WISHES TO BE INTERVIEWED IN ENGLISH OR FRENCH: We can conduct this interview in either English or French. Which language would you prefer?

This survey is being conducted with a randomly selected group of several thousand Ontarians, aged 18 and over. All of the answers provided will remain completely confidential and anonymous.

May I speak to the person in your household who is 18 or over, and who has had the most recent birthday?

IF ASKED: This survey is registered with the National Survey Registration System. The registration system has been created by the Canadian survey research industry to allow the public to verify that a survey is legitimate, get information about the survey industry or register a complaint. The registration systems toll-free telephone number is 1-800-554-9996.

Before we begin the survey, I need to ask you some questions to make sure you qualify for this study.

- A. In what year were you born? [CONTINUE if 18 years old or older, TERMINATE if under 18]. Must be born before June 1991.
- B. Thinking about your total household income from all sources for 2008 – that is the combined income of all people living in your household before taxes, which of the following categories would apply to your household...? **READ**  
**IF RELUCTANT:** We ask for an income range so that we can group your responses with those of other Ontarians.

01 - Under \$50,000  
02 - \$50,000 to \$75,000  
03 - \$75,000 to \$100,000 **THANK AND TERMINATE**  
04 – Over \$100,000 **THANK AND TERMINATE**  
99 - REFUSE/DK/NA **PROBE FOR WHETHER UNDER OVER OVER  
\$75K IF POSSIBLE, OTHERWISE TERMINATE**

01 – Under \$75,000 **CONTINUE**  
02 – Over \$75,000 **TERMINATE**

### Incidence of Problems

I am going to start with some questions about your use or need for any legal assistance. By legal assistance, I mean such things as retaining a lawyer or hiring a paralegal, applying for legal aid, accessing a legal aid clinic, as well as seeking legal information on your own.

1. There are many different problems or issues that might cause a person to need legal assistance. What are the most likely reasons you can think of for why you or someone in your household might need legal assistance in the near future? **DO NOT READ...PROBE FOR MULTIPLE RESPONSES...CODE ALL THAT APPLY**

**01 - Consumer problems** (i.e., purchasing faulty goods or appliances, receiving incorrect or misleading information, being overcharged for goods and services, etc.)

**02 - Employment problems** (i.e., job loss, harassment, bullying or discrimination, difficulty collecting employment benefits or unemployment insurance, etc.)

**03 - Money or debt problems** (i.e., inability to make payments, personal bankruptcy, collecting a debt, etc.)

**04 - Welfare or social assistance problems** (i.e., seeking or obtaining benefits, reduction in benefits, difficulty with a benefit company or government agency, etc.)

**05 – Housing or land problems** (i.e., landlord-tenant problems, eviction, foreclosure etc.)

**06 - Immigration problems** (i.e., difficulty with government agencies, obtaining proper documents and papers, threatened deportation etc.)

**07 – Discrimination/harassment problems** (i.e., racial, ethnic, gender-based discrimination and/or harassment involving housing or services, etc.)

**08 – Criminal problems** (i.e., being questioned, charged with an offence or arrested, etc.)

**09 - Family relationship problems** (i.e., divorce or separation, child custody or access, division of property, support payments, domestic violence etc.)

**10 - Wills and powers of attorney problems** (i.e., writing a will, managing the affairs of someone unable to do so on their own, managing the estate of a deceased person, etc.)

**11 - Personal injury problems** (i.e., car accident, slip and fall, medical malpractice, a dog bite, etc.)

**12 - Hospital treatment or release problems** (i.e., patient's rights or mental health issues, etc.)

**13 - Legal action problems** (i.e., being sued or receiving letters threatening to sue or wanting to sue someone, etc.)

**14 – Disability-related issues**

**15 - Neighbourhood problems and property damage**

**16 – Real estate transactions**

**17 – Small or personal business issues** (i.e., issues relating to incorporation, partnerships and sole proprietorships, copyright and intellectual property)

18 – Other (SPECIFY) \_\_\_\_\_

19 – None, won't need a lawyer

99 – DK/NA

3. I am going to read you a series of statements about our legal system. Would you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following ...? **READ AND ROTATE STATEMENTS**

a. The laws and the justice system in Canadian society are essentially fair.

01 – Strongly agree

02 – Somewhat agree

03 – Somewhat disagree

04 – Strongly disagree

99 – DK/NA

b. Courts are an important way for ordinary people to protect their rights.

c. The legal system works better for rich people than for poor people.

d. A middle-income earner in Ontario can afford to hire a lawyer if he or she needs one.

e. There are enough free or affordable legal services available if you were in need.

f. You have to be extremely poor to get access to any free legal services in Ontario.

g. Lawyers and paralegals provide the same types of legal services.

4. During the last three years, have you or anyone in your household had any sort of a problem or issue where you sought **legal** assistance?

01 – Yes, sought legal assistance

02 – No, did not seek legal assistance **SKIP TO Q. 21**

99 – DK/NA

**IF ANSWERED YES to Q.4, ASK**

5. For what types of problems or issues did you seek **legal** assistance? **DO NOT READ...PROBE FOR AS MANY RESPONSES AS POSSIBLE...CODE ALL THAT APPLY**

**01 - Consumer problems** (i.e., purchasing faulty goods or appliances, receiving incorrect or misleading information, being overcharged for goods and services, etc.)

- 02 - Employment problems** (i.e., job loss, harassment, bullying or discrimination, difficulty collecting employment benefits or unemployment insurance, etc.)
- 03 - Money or debt problems** (i.e., inability to make payments, personal bankruptcy, collecting a debt, etc.)
- 04 - Welfare or social assistance problems** (i.e., seeking or obtaining benefits, reduction in benefits, difficulty with a benefit company or government agency, etc.)
- 05 - Housing or land problems** (i.e., landlord-tenant problems, eviction, foreclosure etc.)
- 06 - Immigration problems** (i.e., difficulty with government agencies, obtaining proper documents and papers, threatened deportation etc.)
- 07 - Discrimination/harassment problems** (i.e., racial, ethnic, gender-based discrimination and/or harassment involving housing or services, etc.)
- 08 - Criminal problems** (i.e., being questioned, charged with an offence or arrested, etc.) – **(N.B. We will collect the data but not ask follow-up questions regarding criminal issues as they are outside the parameters of the survey.)**
- 09 - Family relationship problems** (i.e., divorce or separation, child custody or access, division of property, support payments, domestic violence etc.)
- 10 - Wills and powers of attorney problems** (i.e., writing a will, managing the affairs of someone unable to do so on their own, managing the estate of a deceased person, etc.)
- 11 - Personal injury problems** (i.e., car accident, slip and fall, medical malpractice, a dog bite, etc.)
- 12 - Hospital treatment or release problems** (i.e., patient’s rights or mental health issues, etc.)
- 13 - Legal action problems** (i.e., being sued or receiving letters threatening to sue or wanting to sue someone, etc.)
- 14 - Disability-related issues**
- 15 - Neighbourhood problems and property damage**
- 16 - Real estate transactions**
- 17 - Small or personal business issues** (i.e., issues relating to incorporation, partnerships and sole proprietorships, copyright and intellectual property)
- 18 - Other (SPECIFY) \_\_\_\_\_
- 19 - None
- 99 - DK/NA

**IF RESPONDENT SAYS NONE OR DK/NA OR ONLY MENTIONS A CRIMINAL PROBLEM IN Q. 5, SKIP TO Q. 21**

**IF MORE THAN ONE PROBLEM IN Q. 5 (NOT COUNTING 08 – CRIMINAL PROBLEMS), ASK:**

6. Which **one** of these problems or issues do you think was, or is, the most serious for you and therefore the most important to resolve? **READ RESPONSES FROM Q. 5 EXCLUDING “Criminal problems”**

---

99 – DK/NA

**~~IF MORE THAN THREE PROBLEMS IN Q. 5 (NOT COUNTING 08 – CRIMINAL PROBLEMS), ASK:~~**

7. ~~Of the other problems or issues you had, which **two** do you think were, or are, the most serious for you to resolve? **READ RESPONSES FROM Q. 5 EXCLUDING “Criminal problems” AND RESPONSE TO Q. 6.**~~

---

~~99 – DK/NA~~

8. And what was the **one** main thing that caused the [INSERT PROBLEM FROM Q. 5 OR MOST IMPORTANT PROBLEM FROM Q. 6 except for criminal problems] problem to happen in the first place? **DO NOT READ**

- 01 – Job loss or change of employment
- 02 - Other job-related issues (i.e., such as bullying, harassment, overwork, etc.)
- 03 – Low wages or irregular income (e.g., different from week-to-week/month-to-month)
- 04 - A reduction in benefit/change of benefit status
- 05 - Taking on too much debt/easy credit/over-committing/inability to meet payments
- 06 – Repossession
- 07 - Illness or poor health
- 08 - Relationship break-down (e.g., divorce or separation)
- 09 - Domestic violence
- 10 - Receiving incorrect information/being misled/false advertising
- 11 - Faulty goods/appliances
- 12 - Being overcharged for a good or service
- 13 - Being taken advantage of
- 14 - Alcohol or drugs
- 15 - Losing your home/eviction
- 16 - Being the victim of a crime, (e.g., theft, burglary, assault, etc.)
- 17 - Myself or a family member was charged with a crime
- 18 - Death of a family member
- 19 - Immigration
- 20 - Losing custody of child(ren)
- 21 - Injury at work
- 22 - Lack of insurance coverage
- 23 - Dispute over a will/estate/inheritance
- 24 - Lack of a will/power of attorney
- 25 - Disability
- 26 - Other (specify)\_\_\_\_\_
- 99 – DK/NA

9. Please tell me everywhere you went for information or assistance about this problem, starting with where you went first. This can include friends, written information, Internet sites, organizations, etc. **DO NOT READ...PROBE FOR MULTIPLE MENTIONS...RECORD WHERE PEOPLE WENT FIRST, SECOND, THIRD ETC...**

- 01 - Friend or relative, who works as a lawyer
- 02 - Friend or relative - unspecified
- 03 - Published self help source
- 04 - Internet site(s) (inc. googling)

- 05 - Member of Parliament/MPP
- 06 - Government organization
- 07 – Advocacy/community group/organization – non-legal (e.g., tenants rights, equity group, anti-poverty group, environmental group, etc.)
- 08 - Library
- 09 - Union or professional body
- 10 - Employer
- 11 - School/school counsellor/teacher
- 12 - Insurance company/broker
- 13 - Private agency/organization (e.g., debt collection agency, employment agency, real estate agent)
- 14 - Company/business (including bank)
- 15 - Police
- 16 - Industry complaint handling body (e.g., banking ombudsman, insurance complaints scheme)
- 17 - Community legal clinic
- 18 - Legal aid
- 19 - Private lawyer
- 20 - Other professional (e.g., doctor, accountant, psychologist, counselor, etc.)
- 21 - Court
- 22 – Religious organization/church/clergy
- 23 – Other (SPECIFY) \_\_\_\_\_
- 24 – None, went nowhere
- 99 – DK/NA

**IF RESPONDENT WENT TO MORE THAN ONE PLACE FOR INFORMATION/ASSISTANCE IN Q. 9, ASK:**

10. Of all of these places you went to for information or assistance, which was the most useful to you? **READ RESPONSES FROM Q. 9 IF NECESSARY**

- 01 - Friend or relative, who works as a lawyer
- 02 - Friend or relative - unspecified
- 03 - Published self help source
- 04 - Internet site(s) (inc. googling)
- 05 - Member of Parliament/MPP
- 06 - Government organization
- 07 – Advocacy/community group/organization - non legal (e.g., tenants rights, equity group, anti-poverty group, environmental group, etc.)
- 08 - Library
- 09 - Union or professional body
- 10 - Employer
- 11 - School/school counsellor/teacher
- 12 - Insurance company/broker
- 13 - Private agency/organization (e.g., debt collection agency, employment agency, real estate agent)
- 14 - Company/business (including bank)
- 15 - Police
- 16 - Industry complaint handling body (e.g., banking ombudsman, insurance complaints scheme)
- 17 - Community legal clinic
- 18 - Legal aid

- 19 - Private lawyer
- 20 - Other Professional (e.g., doctor, accountant, psychologist, counselor, etc.)
- 21 - Court
- 22 – Religious organization/church/clergy
- 23 – Other (SPECIFY)\_\_\_\_\_
- 24 – None, went nowhere
- 99 – DK/NA

**Sought legal assistance**

11. You indicated that you sought legal assistance to help solve the **[INSERT PROBLEM FROM Q. 5 except for Criminal problems – IF RESPONDENT HAD MORE THAN ONE PROBLEM, USE THE ONE NAMED AS THE MOST SERIOUS IN Q. 6]** problem you experienced in the **past 3 years**. Which, if any, of the following did you turn to for **legal** assistance to help you solve this problem ...? **READ AND ROTATE LIST...ITEM K ALWAYS LAST**

a. A lawyer that you paid for

- 01 – Yes
- 02 – No
- 99 – DK/NA

**IF YES FOR TO EACH ITEM, ASK:**

aa. And was that assistance very, somewhat, not very or not at all helpful ...?

- 01 - Very helpful
- 02 - Somewhat helpful
- 03 – Not very helpful
- 04 – Not at all helpful
- 99 – DK/NA

- b. The lawyer referral service through the Law Society of Upper Canada
- c. A paralegal
- d. An immigration consultant
- e. A mediator
- f. Duty counsel (a lawyer providing free services at court)
- g. Pro bono lawyer or program (lawyer who provides services free of charge)
- h. A legal clinic or legal aid office
- i. A community advocate or agency
- j. A telephone advice line
- k. Somewhere else (SPECIFY)\_\_\_\_\_

13. Overall, about how much, if anything, did the legal assistance you received for your problems cost you? **PROBE FOR AN APPROXIMATE DOLLAR FIGURE**

- 01 – Nothing, services were free
- \$ \_\_\_\_\_

99 – DK/NA

14. How long did it take for you to resolve your **[INSERT EACH PROBLEM FROM Q. 5 except for Criminal problems – IF RESPONDENT HAD MORE THAN THREE PROBLEMS, ONLY USE THE ONES MENTIONED IN Q. 6/7]**, or is it still unresolved? **PROBE FOR AN APPROXIMATE NUMBER OF MONTHS**

01 – Still unresolved  
\_\_\_\_ months  
99 – DK/NA

**ASK Q. 15, THEN SKIP TO Q. 19**  
**SKIP TO Q. 17**  
**SKIP TO Q. 17**

**IF PROBLEM IS STILL UNRESOLVED, ASK:**

15. How long have you been working to resolve your **[INSERT EACH PROBLEM FROM Q. 5 except for Criminal problems – IF RESPONDENT HAD MORE THAN THREE PROBLEMS, ONLY USE THE ONES MENTIONED IN Q. 6/7]** to this point? **PROBE FOR AN APPROXIMATE NUMBER OF MONTHS**

\_\_\_\_ months  
99 – DK/NA

17. And how was the problem or issue resolved in the end? What was the process? **DO NOT READ...CODE ALL THAT APPLY...IF RESPONDENT SAYS “I WON” OR “I LOST” PROBE FOR THE PROCESS BY WHICH IT HAPPENED.**

- 01 - After going to court or a tribunal
- 02 - Through mediation
- 03 - Help from someone other than a mediator or family and friends
- 04 - Help from family or friends
- 05 - Solved the problem on your own without any help of anyone else
- 06 - Agreement was reached between you and the other party
- 07 – I gave up trying to solve the problem **ASK Q. 18**
- 08 – I did nothing to resolve the problem **ASK Q. 18**
- 09 - The problem just sorted itself out
- 10 – Other (SPECIFY)\_\_\_\_\_
- 99 – DK/NA

**IF RESPONDENT GAVE UP “07” OR DID NOTHING “08”, ASK, Q. 18, OTHERS SKIP TO Q. 19.**

18. Why did you **[RESPONSE TO Q. 17 – i.e., GIVE UP/DO NOTHING]**? **DO NOT READ...CODE ALL THAT APPLY**

- 01 - Was not serious or important enough to bother with
- 02 - Resolved before got around to seeking help
- 03 - Thought it would resolve itself
- 04 – Would not have made any difference
- 05 - Language difficulties
- 06 - Take too much time
- 07 - Cost too much
- 08 - Didn't know what to do or where to go

- 09 - Embarrassed, shy or scared
- 10 - Don't trust lawyers
- 11 - Don't trust/intimidated by government/official agencies
- 12 - Help not available locally
- 13 - Uncertain of your rights
- 14 - Tried to seek help/advice but no one could help
- 15 - Fear of discrimination
- 16 - The other party was right
- 17 - Too stressful to take any action
- 18 - Did not want to damage the relationship with the other party
- 19 - Confused by the legal process/intimidated by it
- 20 - You wanted to keep it quiet
- 21 - No lawyer available nearby practicing in the area I required help with
- 22 - Other reason (SPECIFY)\_\_\_\_\_
- 99 - DK/NA

**ASK ALL WHO EXPERIENCED ANY LEGAL PROBLEMS IN Q. 4 OTHERS SKIP TO Q. 21**

19. Overall, how would you describe the **process** for resolving each of the legal problems or issues you experienced in the **past 3 years**? Was the process very fair, somewhat fair, somewhat unfair or very unfair for the **[INSERT PROBLEM(S) FROM Q. 5 except for criminal problems]**, or is the problem still unresolved?

- 01 - Very fair
- 02 - Somewhat fair
- 03 - Somewhat unfair
- 04 - Very unfair
- 05 - Still unresolved     **SKIP TO Q. 21**
- 99 - DK/NA

20. Overall, how satisfied are you with the **outcome(s)** of the **[INSERT PROBLEM(S) FROM Q. 5 except for criminal problems]** you experienced in the **past 3 years**?

- 01 - Very satisfied
- 02 - Somewhat satisfied
- 03 - Somewhat dissatisfied
- 04 - Very dissatisfied
- 99 - DK/NA

**Not using the legal system – ASK ALL**

21. During the last three years, have you or anyone in your household had any sort of a problem or issue where legal assistance would have been helpful, but where you did **NOT** actually seek any assistance?

- 01 - Yes, had issues where legal assistance would have been helpful, but did not seek any
- 02 - No, had no issues     **SKIP TO Q. 29**
- 99 - DK/NA

**IF ANSWERED YES, HAD ISSUES WHERE LEGAL ASSISTANCE WOULD HAVE BEEN HELPFUL IN Q. 21, ASK**

22. What type of problems or issues did you have where legal assistance would have been helpful, but where you did not actually seek any? **DO NOT READ...CODE ALL THAT APPLY**

**01 - Consumer problems** (i.e., purchasing faulty goods or appliances, receiving incorrect or misleading information, being overcharged for goods and services, etc.)

**02 - Employment problems** (i.e., job loss, harassment, bullying or discrimination, difficulty collecting employment benefits or unemployment insurance, etc.)

**03 - Money or debt problems** (i.e., inability to make payments, personal bankruptcy, collecting a debt, etc.)

**04 - Welfare or social assistance problems** (i.e., seeking or obtaining benefits, reduction in benefits, difficulty with a benefit company or government agency, etc.)

**05 - Housing or land problems** (i.e., landlord-tenant problems, eviction, foreclosure etc.)

**06 - Immigration problems** (i.e., difficulty with government agencies, obtaining proper documents and papers, threatened deportation etc.)

**07 - Discrimination/harassment problems** (i.e., racial, ethnic, gender-based discrimination and/or harassment involving housing or services, etc.)

**08 - Criminal problems** (i.e., being questioned, charged with an offence or arrested, etc.) – Note to interviewer: Collect the data but do not ask follow-up questions regarding criminal or police issues because this is outside the parameters of the survey.

**09 - Family relationship problems** (i.e., divorce or separation, child custody or access, division of property, support payments, domestic violence, etc.)

**10 - Wills and powers of attorney problems** (i.e., writing a will, managing the affairs of someone unable to do so on their own, managing the estate of a deceased person, etc.)

**11 - Personal injury problems** (i.e., car accident, slip and fall, medical malpractice, a dog bite, etc.)

**12 - Hospital treatment or release problems** (i.e., patient's rights or mental health issues, etc.)

**13 - Legal action problems** (i.e., being sued or receiving letters threatening to sue or wanting to sue someone, etc.)

**14 - Disability-related issues**

**15 - Neighbourhood problems and property damage**

**16 - Real estate transactions**

**17 - Small or personal business issues** (i.e., issues relating to incorporation, partnerships and sole proprietorships, copyright and intellectual property)

**18 - Other (SPECIFY) \_\_\_\_\_**

**19 - None, won't need a lawyer**

**99 - DK/NA**

**IF RESPONDENT SAYS NONE OR DK/NA OR ONLY HAD A CRIMINAL ISSUE IN Q. 22, SKIP TO Q. 29**

**IF MORE THAN ONE PROBLEM IN Q. 22 (NOT COUNTING 08 – CRIMINAL PROBLEMS), ASK:**

23. Which **one** of these problem or issues do you think was, or is, the most serious for you that it was the most important to resolved? **READ RESPONSES FROM Q. 22 EXCLUDING “Criminal problems”**

---

99 – DK/NA

24. What was the main reason why you did **NOT** seek any legal assistance for **[INSERT PROBLEM FROM Q. 22 OR MOST IMPORTANT PROBLEM FROM Q. 23 except for criminal problem]**, even though it would have been helpful? **DO NOT READ**

- 01 – Not important enough
- 02 - Thought nothing could be done
- 03 - Was uncertain of my rights
- 04 - Didn't know what to do
- 05 - It would take too much time
- 06 - Might damage my relationship with the other side
- 07 - Cost too much/could not afford a lawyer
- 08 - The other side was right
- 09 - Was too afraid/shy to seek legal assistance
- 10 - Too stressful
- 11 – Did not know where to get legal assistance
- 12 – Don't like involving lawyers
- 13 – Thought I could represent myself
- 14 – Not available in my language of choice
- 15 – Did not believe that I would qualify for legal aid or free legal assistance
- 16 – Issue resolved itself
- 17 - Lack of accommodation for my disability
- 18 – Got help from community/cultural/religious/spiritual agency or service
- 19 - No lawyer available nearby practicing in the area I required help with.
- 20 - Other reasons (please specify): \_\_\_\_\_
- 99 – DK/NA

25. If you had sought legal assistance for the **[INSERT PROBLEM/MOST IMPORTANT PROBLEM FROM Q. 22/23 except for criminal problem]** you faced, do you think the outcome would have been much better, somewhat better, somewhat worse, much worse, or would it have made no difference to the outcome?

- 01 - Much better outcome
- 02 - Somewhat better outcome
- 03 - Would have made no difference
- 04 - Somewhat worse outcome
- 05 - Much worse outcome
- 99 – DK/NA

#### **ASK ALL**

29. People often also seek NON-legal assistance to help solve their legal problems. During the **past 3 years**, did you turn to any of the following for **non-legal**

assistance to help you solve a legal problem? **READ AND ROTATE LIST...CODE ALL THAT APPLY**

a. A union

01 – Yes

02 – No

99 – DK/NA

**IF YES FOR EACH ITEM, ASK:**

aa. And was that assistance very, somewhat, not very or not at all helpful ...?

01 - Very helpful

02 - Somewhat helpful

03 – Not very helpful

04 – Not at all helpful

99 – DK/NA

b. The police

c. A government office, an MP or MPPs office

d. Friends and relatives

e. A support group

f. Self-help through the Internet

g. Resources through my employer

h. Community centre

i. Cultural organization

j. Religious or spiritual organization **IF YES TO Q. 29j**, ASK: What type of religious or spiritual organization did you seek help from? \_\_\_\_\_

k. Somewhere else (SPECIFY)\_\_\_\_\_

### **Source of Advice or Help**

32. During the past three years, have you experienced any problems or difficulties in trying to access or get legal assistance with your problems?

01 – Yes

02 – No **SKIP TO Q. 35**

99 – DK/NA

**IF YES TO Q. 32, ASK**

33. What sorts of problems or difficulties were these? **DO NOT READ...CODE ALL THAT APPLY**

01 - Couldn't arrange convenient meeting time/office not open

02 - Office/location too far away

03 - Transport issues

04 - Unable to contact

05 - Cost/too expensive

- 06- Not available in my language of choice
- 07 - Illiteracy problems
- 08 - Lack of accommodation for my disability
- 09 - They were not able to help because they had too much work
- 10 - Didn't know how to contact legal assistance
- 11 - Fear of or experienced discrimination
- 12 - Physically difficult to access or get into the premises
- 13 - Lack of child care facilities
- 14 - They did not relate to or understand my culture
- 15 - Was unable or it was difficult to find the information I was looking for
- 16 - They referred me on to someone/somewhere else
- 17 - No lawyer available nearby practicing in the area I required help with
- 18 – Other (SPECIFY) \_\_\_\_\_
- 99 – DK/NA

### Preference for Getting Advice and Information

#### ASK ALL

35. If you did have a legal problem or issue that needed to be resolved, **where** would you prefer to go to get actual advice or help? **DO NOT READ...PROBE FOR MULTIPLE MENTIONS...CODE ALL THAT APPLY**

- 01 - Leaflet, booklet or other publication
- 02 - Internet site/Google
- 03 – City Hall/city council
- 04 - Community centre
- 05 - Court-based self-help centre
- 06 - Local social services and advocacy organizations
- 07 - Telephone hotline
- 08 - Lawyer you would pay for
- 09 - Lawyer doing pro bono or voluntary work
- 10 - Legal aid lawyer
- 11 - Insurance company
- 12 - Government agency or department
- 13 - Police
- 14 - Doctor or other health professionals
- 15 - Mediation or reconciliation service
- 16 - Member of Parliament/MPP
- 17 – Ombudsman
- 18 - Friends or other family members
- 19 - Union
- 20 - Court desk
- 21 - Religious or spiritual community or organization (SPECIFY) \_\_\_\_\_
- 22 - Aboriginal organization
- 23 – Cultural organization
- 24 - Other (SPECIFY) \_\_\_\_\_
- 25 - Depends on problem
- 26 - None/would not seek help or advice
- 99 – DK/NA

36. Whether you are currently experiencing a legal problem or not, in which of the following ways would you prefer a legal problem of yours to be resolved ...? **READ AND ROTATE WITH 06 ALWAYS LAST – CODE ONE ONLY**

- 01 - Through a formal process, such as a court or a tribunal
- 02 - Through an informal process, such as mediation
- 03 - By yourself with legal advice
- 04 - By yourself with help from family or friends
- 05 - By yourself without any help
- 06 – By doing nothing and hoping the problem sorts itself out

**VOLUNTEERED**

- 07 – Other (SPECIFY) \_\_\_\_\_
- 99 – DK/NA

**ASK ALL WITH LEGAL PROBLEMS (IE: YES 01 IN EITHER Q. 4, or Q. 21), OTHERS SKIP TO Q. 40**

**Impact of Problems**

37. Thinking about the legal problems you experienced within the **past 3 years**, when they were at their worst, how disruptive were they to your daily life? Were they extremely, very, somewhat, not very or not at all disruptive?

- 01 - Extremely disruptive
- 02 - Very disruptive
- 03 - Somewhat disruptive
- 04 - Not very disruptive
- 05 - Not at all disruptive
- 99 – DK/NA

39. Did you experience any of the following as a result of the legal problem(s) you had ...? **READ AND ROTATE.**

a. Physical ill health

- 01 – Yes
- 02 – No
- 99 – DK/NA

- b. Stress-related or mental illness
- c. Relationship breakdown
- d. Violence
- e. Had to move home or to another city
- f. Loss of employment or income
- g. Loss of confidence
- h. Permanent disability, either physical or mental
- i. Lost custody of child(ren)
- j. Moved to a shelter
- k. Bankruptcy

## Awareness of/Experience with Pro Bono/Legal Aid/Legal Clinics

### ASK ALL

40. Before doing this survey, how familiar would you say you were with the organization “Pro Bono Law Ontario”? Were you very, somewhat, not very or not at all familiar with it?

- 01 – Very familiar
- 02 – Somewhat familiar
- 03 – Not very familiar
- 04 – Not at all familiar
- 99 – DK/NA

41. Before doing this survey, how familiar would you say you were with Legal Aid Ontario? Were you very, somewhat, not very or not at all familiar with it?

- 01 – Very familiar
- 02 – Somewhat familiar
- 03 – Not very familiar
- 04 – Not at all familiar
- 99 – DK/NA

43. If you wanted to apply for legal aid or access a legal clinic, how would you find out where the nearest legal aid office or clinic was located? **DO NOT READ...CODE ALL THAT APPLY...IF RESPONDENT SAYS “I’D CONTACT LEGAL AID ONTARIO...FIND OUT HOW THEY WOULD FIND IT**

- 01 – Internet search/”googling”
- 02 – Yellow pages
- 03 – Government directory/Blue Pages
- 04 – Call 411
- 05 – Contact Service Ontario/Service Canada
- 06 – Contact city hall/city councillor
- 07 – Contact MP/MPP office
- 08 – Other (SPECIFY)\_\_\_\_\_
- 09 – Would never apply in the first place
- 99 – DK/NA

44. As far as you know, if a person qualifies for legal aid in Ontario, will legal aid always, usually, rarely or never cover each of the following types of legal problems? **READ AND ROTATE**

a. Criminal cases

- 01 – Always
- 02 – Usually
- 03 – Rarely
- 04 – Never
- 99 – DK/NA

- b. Family law cases, such as divorce and custody
- c. Refugee cases
- d. Housing cases, such as foreclosure and eviction
- e. Welfare and social assistance cases
- f. Employment cases (i.e. wrongful dismissal etc...)
- g. Civil litigation (i.e. suing someone)

45. Have you or anyone in your household had any contact at all with Legal Aid Ontario in the past three years?

- 01 – Yes
- 02 – No
- 99 – DK/NA

47. Do you have any access to the Internet at home, work, school or somewhere else?

- 01 – Yes, at home
- 02 – Yes, work
- 03 – Yes, school
- 04 – Yes, somewhere else
- 05 – No, no Internet access **SKIP TO Q. 51**

48. Have you ever heard of or used each of the following websites that offer on-line legal assistance and information? **READ AND ROTATE**

a. The Justice Ontario website, provided by the Government of Ontario (<http://www.attorneygeneral.jus.gov.on.ca/english/justice-ont/>)

- 01 – Heard of and used
- 02 – Heard of but not used
- 03 – Never heard of
- 99 – DK/NA

**IF 01 “USED” FOR EACH ITEM, ASK:**

aa. And how useful did you find that site? Was it very, somewhat, not very or not at all useful ...?

- 01 – Very useful
- 02 – Somewhat useful
- 03 – Not very useful **ASK Q. ab**
- 04 – Not at all useful **ASK Q. ab**
- 99 – DK/NA

**IF 03 OR 04 “NOT VERY/NOT AT ALL USEFUL”, ASK:**

ab. Why did you **not** find the site to be useful?

- 01 – Did not address the legal question I had
- 02 - Answer did not provide enough information
- 03 - Did not understand how to apply the information to my legal situation

- 04 - Did not understand the explanations given
- 05 – Hard to navigate
- 06 – Other (SPECIFY) \_\_\_\_\_
- 99- DK/NA

- b. Law Society of Upper Canada ([www.lsuc.on.ca/public](http://www.lsuc.on.ca/public))
- c. Legal Aid Ontario ([www.legalaid.on.ca](http://www.legalaid.on.ca))
- d. Law Help Ontario provided by Pro Bono Law Ontario ([www.lawhelpontario.org](http://www.lawhelpontario.org))
- e. The Lawyer Referral Service website provided by the Law Society (<http://www.lsuc.on.ca/public/a/faqs---lawyer-referral-service/>)

### ASK ALL

51. There has been some talk of creating an insurance product to cover certain legal expenses in Ontario. You would pay premiums like any other insurance policy and the insurance would pay for the costs of legal fees for any non-criminal legal problems that you and your family might have. Would you be very, somewhat, not very or not at all interested in buying legal expense insurance?

- 01 – Very interested
- 02 – Somewhat interested
- 03 - Not very interested
- 04 - Not at all interested
- 99 – DK/NA

52. If you could buy legal expense insurance as an extension to your existing home or tenant insurance policy, how likely would you be to buy it? Would you definitely, probably, probably not or definitely not buy legal expense insurance?

- 01 – Definitely
- 02 – Probably
- 03 – Probably not
- 04 – Definitely not
- 99 – DK/NA

### IF NOT VERY OR NOT AT ALL INTERESTED IN Q. 51, ASK

53. What are the main reasons why you would **not** be interested in legal expense insurance? **DO NOT READ...PROBE FOR MULTIPLE RESPONSES...CODE ALL THAT APPLY**

- 01 - Don't understand what it is or how it works
- 02 - Don't have any insurance for anything now
- 03 - Would probably cost too much/would not be able to afford it
- 04 - Would probably not cover what I would need it for
- 05 – Would not need it
- 06 - Don't trust insurance products
- 07 – Bad deal, premiums will be more than legal expenses
- 08 – Other (SPECIFY) \_\_\_\_\_
- 99 – DK/NA

**ASK ALL**

54. Regardless of whether you'd be interested in buying legal expense insurance, what would you consider to be a reasonable **annual** fee to pay for legal expense insurance, whether or not it is part of your existing home or tenant insurance?

**PROBE FOR AN APPROXIMATE DOLLAR FIGURE**

\$ \_\_\_\_\_/YEAR  
99 – DK/NA

**Respondent Characteristics**

*To finish up, I'd like to ask a few final questions about you to help us analyze the survey data. Please be assured that your answers will remain completely confidential.*

A. In what country were you born? **DO NOT READ, CODE ONE ONLY**

- 01 - Canada
- 02 - United States
- 03 – Other Please specify) \_\_\_\_\_
- 99 - REFUSE/NA

B. In what language do you feel most comfortable?

- 01 - English
- 02 - French
- 03 - Other (Please specify) \_\_\_\_\_

C. In what language would you prefer to receive legal assistance?

- 01 - English
- 02 - French
- 03 - Other (Please specify) \_\_\_\_\_

The next questions about how you identify yourself are voluntary.

D. Do you consider yourself to be or to belong to any of the following ...? **READ AND ROTATE**

a. Aboriginal (e.g., Status or Non-status Indian, Métis, Inuit)

- 01 – Yes
- 02 – No
- 99 – DK/NA

- b. Francophone
- c. Trans-identified (includes transgendered or transsexual)
- d. Gay, lesbian or bisexual
- e. A person with a disability
- f. A racial minority

**IF YES TO “D a.” (IDENTIFIES AS ABORIGINAL), ASK:**

E. Do you consider yourself to be Métis, Inuit, Status Indian/First Nation or Non-Status Indian/First Nation?

- 01 – Métis
- 02 – Inuit
- 03 – Status Indian/First Nation
- 04 – Non-Status Indian/First Nation
- 99 – DK/NA

**IF YES TO “D f.” (IDENTIFIES AS RACIAL MINORITY), ASK:**

F. Which racial community do you identify with? **DO NOT READ...CODE ALL THAT APPLY**

- 01 – Chinese-Canadian
- 02 - Latin American, Hispanic or Latino-Canadian (e.g., Mexican, Brazilian, Cuban etc...)
- 03 - African-Canadian, Black Canadian
- 04 - South Asian (e.g., Indo-Pakistani Canadian, Sri Lankan, Tamil Canadian etc...)
- 05 - East-Asian Canadian (e.g., Japanese, Korean)
- 06 - South-East Asian Canadian (e.g., Vietnamese, Cambodian, Thailand, Philippines etc...)
- 07 – Arab/Central Asian Canadian (e.g., Persian, Turkish, Arab, Afghan etc...)
- 08 – Aboriginal (e.g., Status or Non-status Indian, Métis, Inuit)
- 09 - Other (PLEASE SPECIFY) \_\_\_\_\_
- 99 – DK/NA

H. What is the highest level of education that you have reached? **DO NOT READ – CODE ONE ONLY**

- 01 – Some elementary (Grades 1-6)
- 02 – Completed elementary (Grade 7 or 8)
- 03 – Some high school (Grades 9-11)
- 04 – Completed high school (Grades 12 or 13 or OAC)
- 05 – Some community college, vocational, trade school (or some CEGEP)
- 06 – Completed community college, vocational, trade school (or completed CEGEP)
- 07 – Some university (no degree)
- 08 – Completed university (Bachelor’s Degree)
- 09 – Post graduate/professional school (Master’s Degree, Ph.D., Law, Engineering etc.)
- 10 – No schooling
- 99 – DK/NA

I. Which of the following best describes your current marital status? Are you ...?

**READ – CODE ONE ONLY**

- 01 – Married or living as a couple, including as a same-sex couple
- 02 – Single
- 03 – Widowed
- 04 – Separated or
- 05 – Divorced
- 99 – NA/REFUSE

J. How many people, are currently living in your household, or you are otherwise supporting financially? (**NB: THIS COULD INCLUDE BOTH CHILDREN AND ELDERLY PARENTS ETC...**)

- \_\_\_ \_\_\_ Number of people
- 00 - None
  - 99 – DK/NA/REFUSE

L. Which of the following best describes your own present employment status?

**READ – PROBE FULL OR PART-TIME HOURS – CODE ONE ONLY**

- 01 – Working full-time
- 02 – Working part-time
- 03 – Unemployed or looking for a job
- 04 – Self-employed
- 05 – Unemployed and not looking for a job
- 06 – Student, or
- 07 – Retired
- VOLUNTEERED**
- 08 – Disability pension
- 99 – REFUSAL

M. Have you or others in your household received social assistance, housing supplements, child or income support in the past three years? [**INCLUDES DISABILITY PENSION/BENEFITS**]

- 01 – Yes
- 02 – No
- 99 – REFUSE/NA

O. Which of the following categories best corresponds to the total annual income, before taxes, of all members of your household, for 2008 ...? **READ IF RELUCTANT:** We ask for an income range so that we can group your responses with those of other Canadians.

- 01 - Under \$10,000
- 02 - \$10,000 to under \$20,000
- 03 - \$20,000 to under \$30,000
- 04 - \$30,000 to under \$40,000
- 05 - \$40,000 to under \$50,000
- 06 - \$50,000 to under \$60,000

07 – Over \$60,000  
99 - REFUSE/DK/NA

And to better understand how results vary by region, may I have your 6-digit postal code? **ACCEPT FIRST THREE DIGITS IF THAT IS ALL RESPONDENT IS WILLING TO GIVE**

\_\_\_\_\_  
999999 – DK/NA

This completes the survey. On behalf of the project partners, thank you very much for your time and cooperation. In case my supervisor would like to verify that I conducted this interview, may I have your first name?

We want to conduct some follow up research on this topic. Could we re-contact you at a future date to be a paid participant in a focus group discussion on this topic?

01 – Yes

02 - No

First Name: \_\_\_\_\_

IF RESPONDENT ASKS FOR INFORMATION ABOUT THIS SURVEY: You can get more information about this research by contacting Josée Bouchard at the Law Society of Upper Canada at 416-947-3300.

RECORD:

P. Gender

01 – Male

02 – Female

Q. Language of Interview

01 – English

02 – French

R. Community Size

01 – One million +

02 – 100,000 to one million

03 – 10,000 to 100,000

04 – 5,000 to 10,000

05 – Less than 5,000

S. Region

Eastern Ontario

Central Ontario

Hamilton-Niagara

Southwestern Ontario

Northern Ontario

City of Toronto

GTA – Outer Belt