

Researcher: \_\_\_\_\_

Number \_\_\_\_\_

**Alberta Legal Services Mapping Project**  
**(Brief) Legal & Related Services – Questionnaire & Interview**

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*We are interested in knowing about what supports/service components you offer to your service users/clients that may be related to legal problems. Please share your thoughts and opinions freely. If you do not understand what I am asking you at any point, please ask me for clarification.*

*Please tell what the mandate of your service is:*

Researcher <b>determine for yourself:</b>	Yes	No	D/K	N/A
Is this a sole purpose legal service provider?	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>
Is this a legal service with a social/health component?	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>
Is this a health/social with a legal component?	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>
Is this a health/social service only?	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>

**Who Uses Your Service?**

1. Please begin by explaining what your service provides for members of the public and briefly describing your specific duties.

2. If <b>LEGAL</b> : In your experience, do your service users/clients have problems that have current or potential social/health aspects?	Always D/K <b>1</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>
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3. Explain:

*Prompt: What are the social and health aspects presented by your clients?*

4. If <b>SOCIAL</b> : In your experience, do your service users/clients have problems that have current or potential legal aspects?	Always D/K <b>1</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>
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5. Do you offer service users/clients who have legal problems any kind of assistance in accessing the legal services that they need such as information, referrals or advocacy?	Always D/K <b>1</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>
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<p>6. If any answer other than <b>Always</b>, explain.  <i>If <b>always</b>, we will ask more about this later in the interview.</i></p>					
<p>7. When people contact your service, do you find their expectations of what you offer accurate?</p>	Always N/A	Often	Sometimes	Never	D/K
	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
<b>0</b>					
<p>8. Are any groups of your service users/clients more likely to have <b>(ask of all participants)</b>:</p> <p style="margin-left: 20px;">a) <u>Legal</u> problems than others?</p> <p style="margin-left: 20px;">b) <u>Social/health</u> problems than others?</p>	Yes	No	D/K	N/A	
	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	
	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	
<p>9. Please explain.</p>					
<p>10. Are there any groups of people who tend to use your services <b>more</b> than others?</p>	Yes N/A	No	D/K		
	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	
<p>11. If <b>YES</b>, what group(s)?</p> <p><i>Prompts:</i>  <i>Do you see (or do your records reflect) that the majority of your clients fit into any particular grouping (e.g., women, low income, high education, Types of legal issues...)? Are they group(s) your organization targets?</i></p>					
<p>12. Do you ever go to court as part of your duties with this service?</p>	Yes	No	D/K	N/A	
	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	
<p>13. If the answer is <b>YES</b>, can you explain what the experience of going to court has been like for you?</p>					

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<p>14. If <b>YES</b>: For what courts or tribunals do you provide support to the public:</p> <ul style="list-style-type: none"> <li>• Provincial Court             <ul style="list-style-type: none"> <li>▪ Civil</li> <li>▪ Criminal</li> <li>▪ Family</li> <li>▪ Youth</li> </ul> </li> <li>• Court of Queen’s Bench</li> <li>• Court of Appeal</li> <li>• Federal Courts</li> <li>• Administrative Tribunals</li> </ul>	<p style="background-color: #e0e0e0; margin: 0;"><b>Please respond using this scale:</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Always</td> <td>Sometimes</td> <td>Never</td> <td>D/K</td> </tr> <tr> <td>Always</td> <td>Sometimes</td> <td>Never</td> <td>D/K</td> </tr> <tr> <td>Always</td> <td>Sometimes</td> <td>Never</td> <td>D/K</td> </tr> <tr> <td>Always</td> <td>Sometimes</td> <td>Never</td> <td>D/K</td> </tr> <tr> <td>Always</td> <td>Sometimes</td> <td>Never</td> <td>D/K</td> </tr> <tr> <td>Always</td> <td>Sometimes</td> <td>Never</td> <td>D/K</td> </tr> <tr> <td>Always</td> <td>Sometimes</td> <td>Never</td> <td>D/K</td> </tr> <tr> <td>Always</td> <td>Sometimes</td> <td>Never</td> <td>D/K</td> </tr> </table>	Always	Sometimes	Never	D/K	Always	Sometimes	Never	D/K	Always	Sometimes	Never	D/K	Always	Sometimes	Never	D/K	Always	Sometimes	Never	D/K	Always	Sometimes	Never	D/K	Always	Sometimes	Never	D/K	Always	Sometimes	Never	D/K
Always	Sometimes	Never	D/K																														
Always	Sometimes	Never	D/K																														
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Always	Sometimes	Never	D/K																														
Always	Sometimes	Never	D/K																														
Always	Sometimes	Never	D/K																														
<p><b>Eligibility</b>  <i>Please answer the following questions about what criteria people must meet in order to qualify for your service. Please give as much information as possible. If your organization is currently making any exceptions to standard eligibility criteria, please specify the actual criteria AND when exceptions are being made and why.</i></p>																																	
<p>15. Are there eligibility criteria to receive your service?  <b>(If no, go to #17.)</b></p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Yes</td> <td style="text-align: center;">No</td> <td style="text-align: center;">D/K</td> <td style="text-align: center;">N/A</td> </tr> <tr> <td style="text-align: center;"><b>3</b></td> <td style="text-align: center;"><b>2</b></td> <td style="text-align: center;"><b>1</b></td> <td style="text-align: center;"><b>0</b></td> </tr> </table>	Yes	No	D/K	N/A	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>																								
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<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>																														
<p>16. What are the eligibility criteria to qualify for your service?</p>																																	
a) Abuse/Domestic Violence	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%;">Y</td> <td style="width: 5%;">N</td> <td style="width: 90%;">Define: _____</td> </tr> <tr> <td style="text-align: center;"><b>3</b></td> <td style="text-align: center;"><b>2</b></td> <td></td> </tr> </table>	Y	N	Define: _____	<b>3</b>	<b>2</b>																											
Y	N	Define: _____																															
<b>3</b>	<b>2</b>																																
b) Age (including over or under 18)	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%;">Y</td> <td style="width: 5%;">N</td> <td style="width: 90%;">Define: _____</td> </tr> <tr> <td style="text-align: center;"><b>3</b></td> <td style="text-align: center;"><b>2</b></td> <td></td> </tr> </table>	Y	N	Define: _____	<b>3</b>	<b>2</b>																											
Y	N	Define: _____																															
<b>3</b>	<b>2</b>																																
c) Agency Referral	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%;">Y</td> <td style="width: 5%;">N</td> <td style="width: 90%;">Define: _____</td> </tr> <tr> <td style="text-align: center;"><b>3</b></td> <td style="text-align: center;"><b>2</b></td> <td></td> </tr> </table>	Y	N	Define: _____	<b>3</b>	<b>2</b>																											
Y	N	Define: _____																															
<b>3</b>	<b>2</b>																																
d) Child Welfare Involvement	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%;">Y</td> <td style="width: 5%;">N</td> <td style="width: 90%;">Define: _____</td> </tr> <tr> <td style="text-align: center;"><b>3</b></td> <td style="text-align: center;"><b>2</b></td> <td></td> </tr> </table>	Y	N	Define: _____	<b>3</b>	<b>2</b>																											
Y	N	Define: _____																															
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e) Citizenship (Canadian)	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%;">Y</td> <td style="width: 5%;">N</td> <td style="width: 90%;">Define: _____</td> </tr> <tr> <td style="text-align: center;"><b>3</b></td> <td style="text-align: center;"><b>2</b></td> <td></td> </tr> </table>	Y	N	Define: _____	<b>3</b>	<b>2</b>																											
Y	N	Define: _____																															
<b>3</b>	<b>2</b>																																
f) Criminal History/Charges	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%;">Y</td> <td style="width: 5%;">N</td> <td style="width: 90%;">Define: _____</td> </tr> <tr> <td style="text-align: center;"><b>3</b></td> <td style="text-align: center;"><b>2</b></td> <td></td> </tr> </table>	Y	N	Define: _____	<b>3</b>	<b>2</b>																											
Y	N	Define: _____																															
<b>3</b>	<b>2</b>																																
g) Crisis (legal, social or health)	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%;">Y</td> <td style="width: 5%;">N</td> <td style="width: 90%;">Define: _____</td> </tr> <tr> <td style="text-align: center;"><b>3</b></td> <td style="text-align: center;"><b>2</b></td> <td></td> </tr> </table>	Y	N	Define: _____	<b>3</b>	<b>2</b>																											
Y	N	Define: _____																															
<b>3</b>	<b>2</b>																																
h) Ethnicity/Culture	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%;">Y</td> <td style="width: 5%;">N</td> <td style="width: 90%;">Define: _____</td> </tr> <tr> <td style="text-align: center;"><b>3</b></td> <td style="text-align: center;"><b>2</b></td> <td></td> </tr> </table>	Y	N	Define: _____	<b>3</b>	<b>2</b>																											
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i) Gender	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%;">Y</td> <td style="width: 5%;">N</td> <td style="width: 90%;">Define: _____</td> </tr> <tr> <td style="text-align: center;"><b>3</b></td> <td style="text-align: center;"><b>2</b></td> <td></td> </tr> </table>	Y	N	Define: _____	<b>3</b>	<b>2</b>																											
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j) Health (physical, mental, intellectual)	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%;">Y</td> <td style="width: 5%;">N</td> <td style="width: 90%;">Define: _____</td> </tr> <tr> <td style="text-align: center;"><b>3</b></td> <td style="text-align: center;"><b>2</b></td> <td></td> </tr> </table>	Y	N	Define: _____	<b>3</b>	<b>2</b>																											
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k) Identification	Y <b>3</b>	N <b>2</b>	Define: _____
l) Immigration Status	Y <b>3</b>	N <b>2</b>	Define: _____
m) Income	Y <b>3</b>	N <b>2</b>	Define: _____
n) Justice System Involvement	Y <b>3</b>	N <b>2</b>	Define: _____
o) Legal Action Initiated	Y <b>3</b>	N <b>2</b>	Define: _____
p) Marital Status	Y <b>3</b>	N <b>2</b>	Define: _____
q) Non-Legal Considerations	Y <b>3</b>	N <b>2</b>	Define: _____
r) Parental/Legal Guardian Consent	Y <b>3</b>	N <b>2</b>	Define: _____
s) Parental Status	Y <b>3</b>	N <b>2</b>	Define: _____
t) Religion	Y <b>3</b>	N <b>2</b>	Define: _____
u) Residence	Y <b>3</b>	N <b>2</b>	Define: _____
v) Type of Legal Need	Y <b>3</b>	N <b>2</b>	Define: _____
w) Victim of Crime	Y <b>3</b>	N <b>2</b>	Define: _____
x) Other _____	Y <b>3</b>	N <b>2</b>	Define: _____
<b>17. Are there other restrictions/barriers to receiving services?</b>			
a) Wait Lists (for intake/initial appointments/assessment)	Y <b>3</b>	N <b>2</b>	Define: _____
b) Priority System (e.g., ranked by degree of urgency)	Y <b>3</b>	N <b>2</b>	Define: _____
c) Life Style (e.g., Substance Use, Criminal Activities)	Y <b>3</b>	N <b>2</b>	Define: _____
d) Other _____	Y <b>3</b>	N <b>2</b>	Define: _____
<b>18. Do you make any exceptions to your eligibility criteria?</b>	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b> N/A <b>0</b>
<b>19. If yes, what exceptions do you make?</b>			

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20. Who do you most often have to turn away?

*Note: If asking a social/health service provider, ask specifically about people with legal needs.*

21. Do you ever charge fees for services?	Always <b>5</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>
22. Do you ever charge fees on a sliding scale for services?	Always <b>5</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>
23. Do you ever offer <i>Pro Bono</i> /free services?	Always <b>5</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>

24. Is there anything else you would like to say about eligibility for your service?

**Application Procedures**

*Please answer the following questions about the process that people must complete in order to receive your service.*

25. From your perspective can you describe what an average application process looks like?

*Prompts:*

*Length of time, one or more appointments, steps in the process...*

26. Do you have forms that must be completed in order to request services?	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
27. How many forms <u>does your service administer</u> that must be completed (per applicant)?	_____ (Number) <b>3 (enter # next)</b> _____ (It depends) <b>2</b> _____ D/K <b>1</b> _____ N/A <b>0</b>			

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28. If <b>it depends</b> , on what?					
29. How do people get these forms?	<input type="checkbox"/> Online <b>4</b> <input type="checkbox"/> Mail out <b>3</b> <input type="checkbox"/> Pick up at office <b>2</b> <input type="checkbox"/> Other <b>1</b> <input type="checkbox"/> N/A <b>0</b>				
30. Who completes these forms?					
a) Staff Member	Always N/A <b>5</b> <b>0</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>
b) Client	Always N/A <b>5</b> <b>0</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>
c) Other _____	Always N/A <b>5</b> <b>0</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>
31. Do you require that service users produce any of the following documentation as <u>part of their application</u> for your service? <b>(Not as legal evidence.)</b>					
a) Medical (e.g., diagnosis, medical assessment)	Always N/A <b>5</b> <b>0</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>
b) Legal (e.g., divorce/custody, tenancy agreement)	Always N/A <b>5</b> <b>0</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>
c) Proof of Income (e.g., pay stubs, letter)	Always N/A <b>5</b> <b>0</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>
d) Identification (e.g., birth certificate, driver's license)	Always N/A <b>5</b> <b>0</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>
e) Proof of Residence (e.g., passport, work permit)	Always N/A <b>5</b> <b>0</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>

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f) Other _____	Always N/A <b>5</b> <b>0</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>
32. Do you have any further comments about application procedures?					
<b>Transportation</b>					
<i>Now we would like to look at how people access your service.</i>					
33. Is your organization accessible by public transit?	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>	
• By Bus					
<i>Prompts:</i> <i>How frequently do the busses run?</i>	_____				
<i>Are bus schedules available in the organization?</i>	_____				
• By Train (C-Train, LRT)	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>	
• By Taxi	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>	
34. Do you provide any assistance with transportation?	Always N/A <b>5</b> <b>0</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>
35. If yes, what assistance?	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>	
a) Transit Tickets or Passes	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>	
b) Shuttle Service (vehicles hired by service)	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>	
c) Volunteer Drivers (unpaid)	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>	
d) Taxi Vouchers (or payment)	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>	
e) Other _____	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>	
36. If you have a shuttle service, does it go right to the clients' homes?	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>	

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37. Is parking available for service users?	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>	
38. If yes, is there <b>free</b> parking?	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>	
39. Are there any safety concerns for service users who use public transportation or drive private vehicles to your location(s)?	Always N/A <b>5</b> <b>0</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>
40. If yes, please explain. <i>Prompts</i> <i>Is the neighbourhood the service is offered in safe? Are people physically safe on public transit?</i>					
41. Is transportation an issue for some of your service users?	Always N/A <b>5</b> <b>0</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>
42. If yes, please explain. <i>Prompts:</i> <i>Rural with no public transportation? Not on a bus route? Are some busses only available at limited times? Can people afford transportation? Do people live far away and have no transportation? Is public transit equipped to deal with people's special needs (e.g., wheelchairs, seeing impaired, hearing impaired)?</i>					
43. Anything else you would like to say about the transportation needs of service users or staff?					
<b>Accessibility</b> <i>Please answer the following questions about how your service is specially tailored to help people from different groups who may have unique circumstances and may require specialized service.</i>					

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44. Is your office accessible for people with reduced mobility (e.g., wheelchairs, walkers, strollers)?	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>	
45. Do you have a TTY machine in your office?	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>	
46. Do you post directions (e.g., where to line up, what documents to have ready) in writing?	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>	
47. Do you provide any material that is printed in Braille?	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>	
48. Do your public elevators, computers or telephones (if applicable) have Braille on the keypads?	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>	
49. Do you have audio recordings in your entry ways or elevators to direct people?	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>	
50. Do you provide child care for service users?	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>	
51. Do you <b>have specific programs, resources or specific staff training in place</b> that help the following people access your services? <b>(These are programs in your service that are set up specifically for people who are in any of the following groups and training about working with people who fall into any of these groups. This applies to staff that are hired because they have specialized training or formal training that this service funds or provides.)</b>					
	<b>Programs:</b>		<b>Resources:</b>		<b>Training:</b>
a) People with Hearing Impairments	Yes <b>2</b>	No <b>3</b>	Yes <b>2</b>	No <b>3</b>	No <b>2</b>
b) People with Sight Impairments	Yes <b>2</b>	No <b>3</b>	Yes <b>2</b>	No <b>3</b>	No <b>2</b>
c) People with Cognitive/Intellectual Disabilities	Yes <b>2</b>	No <b>3</b>	Yes <b>2</b>	No <b>3</b>	No <b>2</b>
d) People with Mental Illness	Yes <b>2</b>	No <b>3</b>	Yes <b>2</b>	No <b>3</b>	No <b>2</b>
e) Low English Literacy.	Yes <b>2</b>	No <b>3</b>	Yes <b>2</b>	No <b>3</b>	No <b>2</b>
f) Low Legal Literacy	Yes <b>2</b>	No <b>3</b>	Yes <b>2</b>	No <b>3</b>	No <b>2</b>
g) Low Computer Literacy	Yes <b>2</b>	No <b>3</b>	Yes <b>2</b>	No <b>3</b>	No <b>2</b>
h) Without Computer Access	Yes <b>2</b>	No <b>3</b>	Yes <b>2</b>	No <b>3</b>	No <b>2</b>
i) Aboriginals (incl. Inuit & Métis)	Yes <b>2</b>	No <b>3</b>	Yes <b>2</b>	No <b>3</b>	No <b>2</b>
j) Canadian Ethnic Minority Groups	Yes <b>2</b>	No <b>3</b>	Yes <b>2</b>	No <b>3</b>	No <b>2</b>
k) Immigrants and Refugees (5 years or less)	Yes <b>2</b>	No <b>3</b>	Yes <b>2</b>	No <b>3</b>	No <b>2</b>
l) Gay/Lesbian/Bisexual/Transgendered People	Yes <b>2</b>	No <b>3</b>	Yes <b>2</b>	No <b>3</b>	No <b>2</b>
m) People living in Poverty	Yes <b>2</b>	No <b>3</b>	Yes <b>2</b>	No <b>3</b>	No <b>2</b>

Researcher: \_\_\_\_\_

Number \_\_\_\_\_

**Alberta Legal Services Mapping Project**  
**(Brief) Legal & Related Services – Questionnaire & Interview**

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n) Victims of domestic violence	Yes 3 No 2 2	Yes 3 No 2	Yes 3 No 2		
o) Children (under 12)	Yes 3 No 2 2	Yes 3 No 2	Yes 3 No 2		
p) Youth (under 18)	Yes 3 No 2 2	Yes 3 No 2	Yes 3 No 2		
q) Seniors	Yes 3 No 2 2	Yes 3 No 2	Yes 3 No 2		
52. Do you provide written information in <b>plain language</b> ? <i>This refers to print material that has been edited to replace language that is specific to the legal profession with lay terms. It also refers to material that is written at 8<sup>th</sup> grade level (Canadian standards).</i>		Yes 3	No 2	D/K 1	N/A 0
53. What languages do you provide services in?		<b>Oral Service</b>		<b>Written Material</b>	
a) Blackfoot		Yes 3	No 2	Yes 3	No 2
b) Cree		Yes 3	No 2	Yes 3	No 2
c) Dene		Yes 3	No 2	Yes 3	No 2
d) Michif (Métis language)		Yes 3	No 2	Yes 3	No 2
e) English		Yes 3	No 2	Yes 3	No 2
f) French		Yes 3	No 2	Yes 3	No 2
g) German		Yes 3	No 2	Yes 3	No 2
h) Ukrainian		Yes 3	No 2	Yes 3	No 2
i) Chinese (e.g., Mandarin or Cantonese)		Yes 3	No 2	Yes 3	No 2
j) Japanese		Yes 3	No 2	Yes 3	No 2
k) Vietnamese		Yes 3	No 2	Yes 3	No 2
l) Tagalog		Yes 3	No 2	Yes 3	No 2
m) Hindi		Yes 3	No 2	Yes 3	No 2
n) Punjabi		Yes 3	No 2	Yes 3	No 2
o) Italian		Yes 3	No 2	Yes 3	No 2
p) Spanish		Yes 3	No 2	Yes 3	No 2

Researcher: \_\_\_\_\_

Number \_\_\_\_\_

*Alberta Legal Services Mapping Project*  
**(Brief) Legal & Related Services – Questionnaire & Interview**

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q) Other _____	Yes	No	Yes	No
<p>54. If <b>YES</b> to any languages other than English, are you mandated to or do you formally (require that staff members be fluent) provide services in _____ <b>[language(s)]</b>?</p> <p style="text-align: center;"> Mandated      Formal      Informal      D/K      N/A  <b>4</b>              <b>3</b>              <b>2</b>              <b>1</b>              <b>0</b> </p>				
<p>55. If <b>YES</b> to any written material in languages other than English, is the written material about your service specifically (as opposed to other services, general reading material)?</p> <p style="text-align: center;"> Yes              No              D/K              N/A  <b>3</b>              <b>2</b>              <b>1</b>              <b>0</b> </p>				
<p>56. Considering the circumstances listed in #50, does your service specialize helping members of the public with legal matters that relate to specific areas of law (e.g., family or immigration law), groups of people (e.g., youth, First Nations, women, immigrants) or legal needs (e.g., wills, child custody, separation/divorce)?</p> <p style="text-align: center;"> Yes              No              D/K              N/A  <b>3</b>              <b>2</b>              <b>1</b>              <b>0</b> </p> <p>56a. Please explain?</p>				
<p>57. Do you have any comments about the accessibility of your service for people with unique needs?</p>				

Researcher: \_\_\_\_\_

Number \_\_\_\_\_

*Alberta Legal Services Mapping Project*  
**(Brief) Legal & Related Services – Questionnaire & Interview**

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58. Does your <b>service</b> or <b>parent organization</b> provide training for staff ( <i>provide funding or provide in house</i> )?	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
a. At orientation?	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
b. Ongoing training?	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>

58c. If **YES**, what training?

59. If your organization does not offer training **for your service**, please explain why?

**Referrals**  
*These questions are intended to examine how efficiently service users are being connected with appropriate services and how widely referrals are being made between services. **For the following questions, please respond by selecting the BEST answer for the scales to the right of each question (when provided). That is, please respond with Always, Often, Sometimes, Never, or Don't Know.***

60. Do you receive referrals?	Always <b>5</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
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60a. If **ALWAYS, OFTEN** or **SOMETIMES**, from which types of organizations and/or professionals?

60b. If **NEVER, D/K** or **N/A**, explain?

61. Are the referrals you receive appropriate (i.e., the referred persons actually need services that you	Always	Often	Sometimes	Never	D/K	N/A
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Researcher: \_\_\_\_\_

Number \_\_\_\_\_

*Alberta Legal Services Mapping Project*  
**(Brief) Legal & Related Services – Questionnaire & Interview**

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	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>
provide)?						
62. If yes, from which types of organizations and/or professionals? <i>This is covered in the statistics instrument. Only ask this question if they do NOT keep official statistics.</i>						
63. If you receive inappropriate referrals, explain what referrals you are receiving and why they are inappropriate.						
64. Do you make referrals to other organizations and/or professionals?	Always <b>5</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
65. If yes, to which types of organizations and/or professionals? <i>This is covered in the statistics instrument. Only ask this question if they do NOT keep official statistics.</i>						
66. What are the <b>services</b> or <b>professionals</b> that you refer people to most often?	<i>Record the names:</i> _____ _____ _____ _____					
67. Do you ever find out if referrals you made were effective or not?	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>		
68. <b>If yes</b> , how do you find out?						
• The person/family I referred comes back to me.	Always <b>5</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
• The agency I referred to contacts me.	Always <b>5</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
• Other _____	Always <b>5</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>	N/A <b>0</b>

Researcher: \_\_\_\_\_

Number \_\_\_\_\_

*Alberta Legal Services Mapping Project*  
**(Brief) Legal & Related Services – Questionnaire & Interview**

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69. What information or resources would help you to make effective referrals?

*Prompts:*

*What about brochures/online resources/ staffing/money/ on-line searchable database*

70. Are there any types of referrals you would like to make for which you are unable to find appropriate services?

*Prompts:*

*What types of referrals?*

*Does the organization exist but there is some reason clients cannot utilize the services?*

*Do the services just not exist?*

**Referral Scenarios: The following questions are hypothetical scenarios. For each scenario provide one (or more) example of an organization that you would refer the person to. Please give specific names of organizations rather than just general categories such as, “a women’s shelter.”**

71. An elderly woman comes into your office and advises that she has just found an eviction notice on her apartment door. She is low income and states that it is because she has only been able to pay partial rent on the due date and the rest later in the month for the past few months. She has nowhere else to go and wants to stay in her apartment.

You would refer him/her to:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Researcher: \_\_\_\_\_

Number \_\_\_\_\_

*Alberta Legal Services Mapping Project*  
**(Brief) Legal & Related Services – Questionnaire & Interview**

---

<p>72. A woman enters your office in a panic. She was charged last night for driving with a blood alcohol level of .09. She has a job that requires she have regular criminal record checks and a conviction would be grounds for termination.</p>	<p>You would refer him/her to:</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>73. A newly separated parent comes into your office saying the other parent is refusing to pay child support as ordered by Provincial Court. The money is needed to help make ends meet.</p>	<p>You would refer him/her to:</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>74. A young man and his girlfriend enter your office. They had a fight and he was charged with assault and is now looking for a lawyer. The couple is now back together.</p>	<p>You would refer him/her to:</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>75. A man visits your office because he has a diagnosed mental illness and recently applied for AISH. He was rejected because the illness he has been diagnosed with does not qualify. He feels lost in the system, but would like to appeal the decision and advocate his own case.</p>	<p>You would refer him/her to:</p> <p>_____</p> <p>_____</p> <p>_____</p>

**Awareness & Collaboration**

*Now I'd like to talk about how much awareness is being generated about this service and how much staff at this service know about the other services that exist the same geographic area. Please answer the following questions based on what networking and collaboration is like right now for you.*

<p>76. Are your services advertised anywhere?</p>				
<p>a) Internet webpage</p>	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
<p>b) Television</p>	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
<p>c) Telephone Book</p>	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
<p>d) Radio</p>	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
<p>e) Newspapers</p>	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
<p>f) Posters</p>	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
<p>g) Specialized Directory (e.g., Legal Directory)</p>	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>

Researcher: \_\_\_\_\_

Number \_\_\_\_\_

**Alberta Legal Services Mapping Project**  
**(Brief) Legal & Related Services – Questionnaire & Interview**

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h) Other Agencies	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
i) Other	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
77. Do you do presentations to increase awareness about your services?	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
78. If yes, to whom?				
79. Do you have legal information for service users? <i>Prompt: REGARDLESS of their answer, have you seen any PLEI in the interviewee's office/reception area?</i>	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
80. Are there any <b>networking</b> groups that you are aware of?	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
81. What is the networking like with other agencies in your community? <i>Define "networking" as: the exchange of information or services among individuals, groups or organizations.</i>	Good <b>4</b>	Fair <b>3</b>	Poor <b>2</b>	D/K <b>1</b>
82. Explain? <i>Prompts: Would you like it to be better/stronger/wider? What is limiting you from having better relationships? What is working in helping you achieve stronger relationships?</i>				
83. To your knowledge, do any of these services provide justice services, legal information and/or assistance?	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
84. If <b>yes</b> , which ones?				

Researcher: \_\_\_\_\_

Number \_\_\_\_\_

*Alberta Legal Services Mapping Project*  
**(Brief) Legal & Related Services – Questionnaire & Interview**

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85. If <b>no</b> , would it be helpful?				
86. In addition to the networking that you have mentioned, are there any other service <b>collaborations</b> or liaison that you know of? <i>Define "collaboration" as: working together in a cooperative, equitable and dynamic relationship, in which knowledge and resources are shared in order to attain goals and take action that is educational, meaningful, and beneficial to all.</i>	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
87. If <b>YES</b> , please explain?				
<b>ASK THE FOLLOWING 10 QUESTIONS OF LEGAL SERVICE PROVIDERS ONLY (SKIP TO #98 IF SOCIAL/HEALTH SERVICES)</b>				
88. Does your service provide:	Yes	No	D/K	N/A
a. Legal advice	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>
b. Legal representation	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>
c. The ability to appear	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>
89. If <b>YES</b> to any of the above, in what areas?				
90. Do you provide services for people who have retained a lawyer?	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>

Researcher: \_\_\_\_\_

Number \_\_\_\_\_

*Alberta Legal Services Mapping Project*  
**(Brief) Legal & Related Services – Questionnaire & Interview**

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<p>91. Do you provide services for people who are <b>under-</b>represented?</p> <p><i>“Under” could refer to people who may need a lawyer but are using other supports because they cannot get a lawyer or have access only to duty counsel and get no support prior to appearing in court or are not getting the degree of support or representation they need.</i></p>	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>		
<p>92. Do you provide services to people who are going to court without a lawyer (self-representing)?  <b>If No or D/K do NOT ask 93 &amp; 94.</b></p>	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>		
<p>93. If <b>YES</b>, are some groups of your service users <b>more likely</b> to be going to court without a lawyer than others (e.g., type of legal issue, residence, gender, education, income, and ethnicity)? <i>Prompt: When did you learn that the person did not have a lawyer?</i></p>						
<p>94. For those clients/service users who have not retained a lawyer, do any of the following categories describe their situation?</p>						
<p>a) People who have an overall lack of resources (e.g., low income, education, literacy...).</p>	Always <b>5</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
<p>b) People who have low income but some social resources (e.g., education, communication skills...).</p>	Always <b>5</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
<p>c) People who have low income and are living with additional social barriers (e.g., disabilities, language...).</p>	Always <b>5</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
<p>d) People who could afford a lawyer but are unable to find one.</p>	Always <b>5</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
<p>e) People who were previously represented by a lawyer but are no longer (e.g., ran out of money).</p>	Always <b>5</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
<p>f) People involved in cases where representation is supposed to be unnecessary (e.g., small claims).</p>	Always <b>5</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
<p>g) People who could retain a lawyer but prefer to self-represent.</p>	Always <b>5</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>	N/A <b>0</b>

Researcher: \_\_\_\_\_

Number \_\_\_\_\_

*Alberta Legal Services Mapping Project*  
 (Brief) Legal & Related Services – Questionnaire & Interview

---

h) Other:	Always	Often	Sometimes	Never	D/K	N/A
	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>
95. Do any of your service users have <b>multiple</b> legal needs?	Always <b>5</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
<b>Prompt: Do they have more than one legal need (that need to be addressed separately).</b>						
96. If yes, can you address all their legal needs?	Always <b>5</b>	Often <b>4</b>	Sometimes <b>3</b>	Never <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
97. What do you do if you cannot address all of your service users' <u>legal</u> needs?						
<b>Prompts:</b> <b>Do you provide referrals? Do you advocate for your client?</b>						

<b>General</b>				
<i>Now let's finish up with some general questions about your experiences working with members of the community and other professionals.</i>				
98. There is currently a lot of discussion about separating out legal services so that people could just purchase the parts of legal advice or representation that they needed. Do you think that it would be helpful if people could do this?	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
99. As part of this, there is also discussion about using paralegals (properly trained legal professionals who are not actually lawyers) who could help with specific parts of the legal problem/process. (e.g., limited retainers to, speak for them in court, negotiate settlements)? Do you think this would be helpful?	Yes <b>3</b>	No <b>2</b>	D/K <b>1</b>	N/A <b>0</b>
100. At which points in the legal process would this be helpful?				
<b>Prompt:</b> <b>e.g., help and advice filling in forms</b>				

Researcher: \_\_\_\_\_

Number \_\_\_\_\_

*Alberta Legal Services Mapping Project*  
**(Brief) Legal & Related Services – Questionnaire & Interview**

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101. Are there any general thoughts or comments you would like to add about:

- Access to justice?
  
- Needs & expectations of users?
  
- Good service?
  
- Gaps in service?
  
- Other?

102. Do you have any questions for me?

Researcher: \_\_\_\_\_

Number \_\_\_\_\_

*Alberta Legal Services Mapping Project*  
**(Brief) Legal & Related Services – Questionnaire & Interview**

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**Researcher Observations**

*Record any observations about:*

- *the physical environment*
- *the interviewee*
  - o *e.g., general knowledge, confidence, attitude towards job, clients, and you*
- *your experience with the organization*
  - o *e.g., trying to find information, contact them, schedule interview*
- *Any other observations*