

Researcher: _____

Number: _____

Alberta Legal Services Mapping Project
Bar Members – Questionnaire & Interview

Introduction: *As part of mapping legal and related services that are available to Albertans and what further services are needed, we have asked representatives from a variety of organizations for details about the legal information, advice, representation and/or social support services they provide. We also want to include Bar members' perspectives about the needs of Albertans, as well as strengths and gaps in the provision of legal services in Alberta.*

I will be asking you what you think the priority needs of Albertans are in relation to areas of law and the steps/stages of the court/tribunal process. I will also be asking you to speak specifically to your experience working with members of the public as well as networking with other members of the justice community.

Legal Services Provided: *I am going to start by asking you the legal services you provide.*

1. To begin, in what areas of law do you practice?

2. Do you consider yourself to have expertise (through experience or special training) in any of the following:

Please check all that apply:

➤ Disability Law	<input type="checkbox"/>
➤ Mental Illness Law	<input type="checkbox"/>
➤ Aboriginals (incl. Inuit & Métis) Law	<input type="checkbox"/>
➤ Canadian Ethnic Minority Groups	<input type="checkbox"/>
➤ Immigration Law	<input type="checkbox"/>
➤ Minority Rights Law	<input type="checkbox"/>
➤ Gay/Lesbian/Bisexual/Transgendered People Rights Law	<input type="checkbox"/>
➤ Poverty Law	<input type="checkbox"/>
➤ Domestic Violence Law	<input type="checkbox"/>
➤ Children (under 12)	<input type="checkbox"/>
➤ Youth (under 18)	<input type="checkbox"/>
➤ Seniors	<input type="checkbox"/>

Researcher: _____

Number: _____

Alberta Legal Services Mapping Project
Bar Members – Questionnaire & Interview

3. From which geographic regions do you accept clients?						
4. Do you provide services to individuals?		Yes	No	It depends		
5. If it depends , explain.						
6. Do you represent clients in: a) court? b) tribunals?		Yes	No			
		Yes	No			
7. If you represent clients in court, please specify which one(s).		Provincial Court		<input type="checkbox"/>		
		Court of Queen's Bench		<input type="checkbox"/>		
		Court of Appeal		<input type="checkbox"/>		
		Federal Court		<input type="checkbox"/>		
		Tax Court		<input type="checkbox"/>		
		Other: _____		<input type="checkbox"/>		
8. If you represent clients at tribunals, please specify which ones.						
9. Do you charge fees on a sliding scale for services?		Always	Often	Sometimes	Never	D/K
10. Do you offer services Pro Bono?		Always	Often	Sometimes	Never	D/K
11. Do you take work on Legal Aid Certificates?		Always	Often	Sometimes	Never	D/K
12. Do you provide services in any language other than English?		Y	N	D/K		
13. If yes , which one(s)?						

Researcher: _____

Number: _____

Alberta Legal Services Mapping Project
Bar Members – Questionnaire & Interview

<p>14. Are there restrictions/barriers for individuals who require your services? Prompt: Can you tell me more about that?</p> <ul style="list-style-type: none">• Wait Lists Define: _____ _____ • Costs Define: _____ _____ • Priority System Define: _____ _____ • Language Define: _____ _____ • Life Style (e.g., Substance Use, Criminal Activities) Define: _____ _____ • Other _____ Define: _____ _____	<p>Y N D/K</p> <p>Y N D/K</p> <p>Y N D/K</p> <p>Y N D/K</p> <p>Y N D/K</p> <p>Y N D/K</p>
<p>15. There is currently a lot of discussion about unbundling legal services. Do you think that it would be helpful for service providers and service users (e.g., time management) if there were legal professionals (e.g., lawyers, paralegals) who would help with only specific parts of legal processes (e.g., limited retainers to speak for them in court, negotiate settlements, draft pleadings)?</p>	<p>Y N Sometimes D/K</p>
<p>16. If yes, at which points in the legal process might this be helpful? Prompt: <i>e.g., help and advice filling in forms</i></p>	

Researcher: _____

Number: _____

Alberta Legal Services Mapping Project
Bar Members – Questionnaire & Interview

17. Do you think that there could be a role for paralegals working independently or working under the supervision of a lawyer; a) in your practice b) appearing in courts/tribunals c) in community services	Y N D/K Y N D/K Y N D/K
18. Can you tell me more about your thoughts on this? <i>Prompt: What about remote communities?</i>	
19. If yes to #16 , do you/your firm currently employ paralegal(s)?	Y N D/K N/A
20. If yes , what types of duties do these paralegals perform?	
21. Are there any other points you would like to make about unbundling or paralegal services?	
22. Do any of your clients have multiple legal problems? <i>Prompt: Do they have other legal issues that you are not addressing.</i>	Always Often Sometimes Never D/K

Researcher: _____

Number: _____

Alberta Legal Services Mapping Project
Bar Members – Questionnaire & Interview

23. If yes , do you see any patterns in the types of legal problems that tend to occur together?	
24. If yes , can you address all their legal needs?	Always Often Sometimes Never D/K
25. What do you do if you cannot address all of your clients' legal needs? Prompts: <i>Do you provide referrals? Do you advocate for your client?</i>	
Referrals <i>These questions are intended to understand how well Albertans are connected with appropriate legal and related services and how widely referrals are being made between these services.</i>	
26. Do you receive referrals?	Always Often Sometimes Never D/K
27. From which types of organizations and/or professionals?	
28. Are the referrals you receive appropriate (i.e., the referred persons actually need services that you provide)?	Always Often Sometimes Never D/K

Researcher: _____

Number: _____

Alberta Legal Services Mapping Project
Bar Members – Questionnaire & Interview

29. **If applicable**, could you tell us more about the appropriate referrals you receive?

Prompt: Where do they tend to come from?

30. **If applicable**, could you tell us more about the inappropriate referrals you receive?

31. Do you make referrals to other organizations and/or professionals?

Always Often Sometimes Never D/K

32. If **yes**, to which types of organizations and/or professionals?

33. Are there resources or referrals that you would like to be available to assist you in helping your clients?

Prompts:

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

What types of referrals?

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

Do the services just not exist?

34. Do you ever encounter people who are representing themselves in court or at tribunals?

Y N D/K N/A

Researcher: _____

Number: _____

Alberta Legal Services Mapping Project
Bar Members – Questionnaire & Interview

35. If **yes**, do you find that some groups of people are more likely than others to be self-representing (e.g., type of legal issue, residence, gender, education, income, and ethnicity)?
 Y N D/K N/A

36. If **yes**, explain?

37. For those people who have not retained a lawyer do any of the following categories describe their situation?

a) People who have an overall lack of resources (e.g., low income, education, literacy...).	Always	Often	Sometimes	Never	N/A
b) People who have low income but some social resources (e.g., education, communication skills...).	Always	Often	Sometimes	Never	N/A
c) People who have low income and are living with additional social barriers (e.g., disabilities, language...).	Always	Often	Sometimes	Never	N/A
d) People who could afford a lawyer but are unable to find one.	Always	Often	Sometimes	Never	N/A
e) People who were previously represented by a lawyer but are self-representing (e.g., ran out of money).	Always	Often	Sometimes	Never	N/A
f) People involved in cases where representation is supposed to be unnecessary (e.g., small claims, tribunals).	Always	Often	Sometimes	Never	N/A
g) People who could retain a lawyer but prefer to self-represent.	Always	Often	Sometimes	Never	N/A
h) Other:	Always	Often	Sometimes	Never	N/A

Researcher: _____

Number: _____

Alberta Legal Services Mapping Project
Bar Members – Questionnaire & Interview

38. What is it like for you when the opposing party is self-represented?			
Awareness & Collaboration			
<i>Now I have some questions about service awareness, collaboration and networking.</i>			
39. Are your services advertised anywhere?			
• Internet webpage	Yes	No	D/K
• Television	Yes	No	D/K
• Telephone Book	Yes	No	D/K
• Radio	Yes	No	D/K
• Newspapers	Yes	No	D/K
• Posters	Yes	No	D/K
• Specialized Directory (e.g., Legal Directory)	Yes	No	D/K
• Other Agencies	Yes	No	D/K
• Other _____	Yes	No	D/K
40. Do you conduct presentations to educate the public about the law in your area of practice?	Yes	No	D/K
41. If yes , to whom?			
42. If no , would you ever consider doing so?			
43. Are you part of any justice community networking groups?	Yes	No	D/K
<i>Prompts; CBA chapters, Trial Lawyers Association, Community Groups</i>			
<i>Define "networking" as: the exchange of information or services among individuals, groups or organizations.</i>			
44. If yes , which ones?			
45. If no , are you aware of any that you might be involved in?			
46. If yes , what you do think of their quality?	Good	Fair	Poor N/A
<i>Prompts: How effective are they? Are they a good use of your time? Why or why not? What are the best features? What could be improved?</i>			

Researcher: _____

Number: _____

Alberta Legal Services Mapping Project
Bar Members – Questionnaire & Interview

<p>47. Are you part of any justice related collaborations? (<i>For example for policy/program development or change.</i>)</p> <p><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></p>	<p>Yes No D/K</p>
<p>48. If no, have you had the opportunity to be involved?</p> <p>49. If yes, which ones?</p>	
<p>50. How do you find the experience of collaborating or networking?</p> <p><i>Prompts:</i> <i>What are the goals of collaboration? What is the intent behind the collaboration? What is hoped that the collaboration will achieve?</i></p>	

Researcher: _____

Number: _____

Alberta Legal Services Mapping Project
Bar Members – Questionnaire & Interview

51. Is there any type of networking or collaboration that you would like to see happen more?

Y N D/K

52. If **yes**, specify (e.g., justice community networking groups, information seminars, team meetings, local/regional/provincial/national)?

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?*

General

The following questions are intended to give you an opportunity to speak freely about the work that you do and the clients you serve. This is also an opportunity to add information to any of the previous questions.

53. 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?

Researcher: _____

Number: _____

Alberta Legal Services Mapping Project
Bar Members – Questionnaire & Interview

54. Do you have any questions for me?

55. Is there anything else you would like to say? *Let them speak freely.*

Prompts:

Any other concerns not addressed by these questions (e.g., missing services, groups of people not being served, work that has been done well, etc.)

Researcher: _____

Number: _____

Alberta Legal Services Mapping Project
Bar Members – Questionnaire & Interview

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*