

Researcher: _____

Number: _____

Alberta Legal Services Mapping Project
Members of the Public – Questionnaire & Interview

This is where the interview will begin. Review the focus and the definition of legal problems.

1. I would like to know what kind of legal needs you have. Would you be comfortable telling me a little about your legal needs? You don't have to tell me more than you are comfortable sharing.

See what happens. Be prepared to listen to the full story. You must try to remember information given here that is relevant to later questions. With this in mind, be sure to note when they mention the following to clarify later:

- ✓ *How they began to address their legal need*
- ✓ *What forum, if any, they are/will be using to resolve any dispute*
 - *If they have seen/hired a lawyer*
 - *If they have a court or tribunal case and in which court or tribunal*
 - *What other resources they have used (including friends/family, ADR)*
- ✓ *If in court or going to a tribunal, get detail about what type of case*
- ✓ *Are you the Plaintiff/Applicant/Appellant (did they start the case?)*
- ✓ *Are you responding to something somebody else started (Respondent or Defendant)*

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<p>2. Ask as appropriate: Are you going to court OR you said you are going to court? Which court are you going to?</p>	Yes	No	D/K	N/A
<p><i>They may be unclear about this. Ask if they have papers with the names on them. Explain that it is important for us to know which courts, tribunals and services they are using.</i></p>	<ol style="list-style-type: none">1. Provincial Criminal ____2. Provincial Traffic ____3. Provincial Civil (Small Claims) ____4. Provincial Family & Youth ____5. Queens Bench Criminal ____6. Queens Bench Civil ____7. Queens Bench Family ____8. Appeal Criminal ____9. Appeal Civil ____10. Domestic Violence Court ____11. Drug Court ____12. Mental Health Court ____13. Sentencing Circle ____14. Alternative Measures ____15. Federal Court ____16. Tax Court ____17. Supreme Court of Canada ____18. Other ____19. D/K ____20. N/A ____			
<p>3. Are you going before a tribunal OR you said you are going before a tribunal. Which tribunal are you going before? If YES, which tribunal?</p>	Yes	No	D/K	N/A
<p><i>If necessary: Explain that tribunals (AKA Boards, Commissions) oversee such things as Landlord & tenant, social benefits (such as Income support, AISH), human rights, some employment disputes and immigration. Again if they are uncertain ask if they have any papers to help clarify</i></p>				

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4. Are you using Alternative Dispute Resolution?	Yes	No	D/K	N/A
a) Private _____ b) Court Connected _____ (ex: mediation services (Queens Bench, JDR, family, child welfare, civil, victim-offender, community), healing circle, dispute resolution officer, family group conferencing)				

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5. *If the participant is using ADR (Mediation, Arbitration, Dispute Resolution, Sentencing Circle):*

Read the following explanation:

Mediation and arbitration offer alternatives to going to court to resolve your legal disputes. Is there anything more that you want to tell me about your experience using ADR?

Prompts:

- *Did you receive any support or information in your decision to use mediation/arbitration?*
- *What were the steps that led up to the mediation (e.g., attend parenting after separation, meet with a Family Court counsellor, file documents with courts, request from courts that your case be sent to mediation, prepare evidence, and prepare statements)?*
- *Did you get the information or help you needed to prepare for the mediation?*
- *Overall, do you feel you were able to find the resources to prepare for the mediation?*

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6. **(Phrase based on previous answers)** You said you were **OR** are you seeking help from any trained professionals? **If NO, go to #11.**

Yes No

7. If **YES**, can you tell me more about how this person(s) is helping you?

Prompts:

- *How much time has this person(s) spent with you?*
- *Did you get all of the information/assistance that you would have liked to have? Why or why not (e.g., time spent, explanations...)?*
- *Was it easy or difficult to find this professional(s)? Why did you find it easy or difficult?*
- *Probe for accurate information about who they are seeking help from.*

- a) Lawyer ____
- b) Paralegal ____
- c) Native Counselling Services ____
- d) Intake Worker ____
- e) Duty Counsel ____
- f) Court Counsellor ____
- g) Mediator ____
- h) Counsellor ____
- i) Medical Professional ____
- j) Probation Officer ____
- k) Course Instructor ____
- l) Other ____
- m) N/A ____

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8. If **YES**, how and where did you find this person?

Do not ask the options on the right. Ask an open ended question and select the appropriate option yourself, but probe as much as possible to determine if they have seen a member of the Bar.

Prompts: What has happened so far?

Can you tell me more about who you saw?

Did you pay anything?

Did you get a legal aid certificate?

Do you have any papers or an address?

- 1) Legal Aid ____
- 2) A Community Legal Clinic ____
- 3) A Private Law Firm ____
- 4) Your Employer/Union ____
- 5) Employee Assistance Program ____
- 6) Alberta Law Line ____
- 7) Duty Counsel ____
- 8) Lawyer Referral ____
- 9) Legal Expense Insurer ____
- 10) Yellow Pages ____
- 11) Friends/Family ____
- 12) Other _____
- 13) D/K ____
- 14) N/A ____

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<p>9. I would like to know a little bit more about what EACH professional is doing for you regarding your legal needs?</p>	<p>A) _____ 1) Takes care of everything regarding my case. <i>Only ask the following if #1 doesn't apply.</i> 2) Advises what to do and how to do it 3) Explains the court process to me 4) Goes to court/tribunal with me 5) Writes letters/drafts documents 6) Files/serves documents on my behalf 7) Conducts legal research/arguments 8) Negotiates 9) Examination for discovery 10) Speaks to people on my behalf 11) Helps me fill out forms/fills forms out for me 12) Makes referrals on my behalf 13) Other _____ 14) N/A</p> <p>B) _____ 15) Takes care of everything regarding my case. <i>Only ask the following if #1 doesn't apply.</i> 16) Advises what to do and how to do it 17) Explains the court process to me 18) Goes to court/tribunal with me 19) Writes letters/drafts documents</p>

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- 20) Files/serves documents on my behalf
- 21) Conducts legal research/arguments
- 22) Negotiates
- 23) Examination for discovery
- 24) Speaks to people on my behalf
- 25) Helps me fill out forms/fills forms out for me
- 26) Makes referrals on my behalf
- 27) Other _____
- 28) N/A
- C) _____
- 29) Takes care of everything regarding my case.
- Only ask the following if #1 doesn't apply.*
- 30) Advises what to do and how to do it
- 31) Explains the court process to me
- 32) Goes to court/tribunal with me
- 33) Writes letters/drafts documents
- 34) Files/serves documents on my behalf
- 35) Conducts legal research/arguments
- 36) Negotiates
- 37) Examination for discovery
- 38) Speaks to people on my behalf
- 39) Helps me fill out forms/fills forms out for me
- 40) Makes referrals on my behalf
- 41) Other _____
- 42) N/A

10. **(Refer back to #6 (legal problem) & probe gently if special circumstance is present.)** Considering the professionals that you have used, were you able to find **[INSERT PROFESSIONAL]** who specializes in your legal matter? **Go to #12.**

11. As you are not seeking help from a trained professional, can you tell me how you plan to address your legal needs?

Prompts:

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If CIVIL/FAMILY/ADMINISTRATIVE:

- Does the legal need not require a formal resolution? Are they engaging in alternative resolution processes such as mediation, healing circle, getting assistance from government help centres, or using a “do it yourself” kit?

- Are they “letting it go” for some reason such as fear of cost; fear of going to court; expectation of losing?

If CRIMINAL (or respondents/defendants):

-What are they planning to do in this case?

-Are they pleading guilty

If the participant *did not go* to court or a tribunal:

- What were the steps involved in addressing your legal need (e.g., getting a will, being a witness, negotiating your contract, requesting a pardon, etc)?

- Did you get help, information or support through these steps (list steps)?

12. **(Ask Everybody)** Have you represented or are you currently representing yourself in any aspects of your legal matter? Yes No

13. If **YES**, in what ways are you representing yourself?

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14. If **YES**, why have you represented yourself?

*Let them explain why. Do not ask a - i on the right.
Rather tick off when they do apply and record any
other information.*

*If they say they were told they didn't need a lawyer (#2),
ask WHO told them that.*

- a. I could not afford a lawyer ____
- b. I was told that I could do it on my own ____
- c. I did not want a lawyer ____
- d. I did not know that I could have a lawyer ____
- e. I did not know how to find a lawyer ____
- f. I had a lawyer but fired him/her ____
- g. I was rejected by Legal Aid ____
- h. Other _____
- i. N/A ____

Adjust this question based on what has been said already.

15. Ideally, for your legal matter, would you prefer to retain a lawyer:

- | | | | |
|---|-----|----|-----|
| a) For all aspects of the legal process (if so, why?) | Yes | No | N/A |
| b) For just some of the steps (if so which, why and why not?) | Yes | No | N/A |
| c) Would still not retain (why not?) | Yes | No | N/A |

Prompt:

If not mentioned, ask what they would do if cost were not an issue.

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Information & Service

Up until now we have been talking about your legal needs. To fully understand available legal services it is really important to find out which ones you knew about or have been told about. I am now going to ask you about possible services you may have found or been referred to. I may think I know the answers from what you have already told me. However, it is important to be absolutely certain that I have all of the information correct so I'm going to ask you about each one. I would like to know if you found or were referred to any of these, and how useful that was to you.

16. Did you know about or where you referred to (told about) any of the following services?

Name (of service/ organization)	Found On Own or Referred? (F or R)	Did You Go? (Yes or No)	Could they Help with your Legal Need? (Yes or No) Why or Why Not?	Was Service Useful? Why or Why not? <i>Prompts: How long did/would you have had to wait? Was the info you received correct? How were you treated? What was the staff's attitude like? Did they have enough staff to help everyone?</i>
Personal Sources (friends, family) N/A	F R	Y N	Y N	Y N Mixed
A law library N/A	F R	Y N	Y N	Y N Mixed
A public library N/A	F R	Y N	Y N	Y N Mixed

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Name (of service/ organization)	Found On Own or Referred? (F or R)	Did You Go? (Yes or No)	Could they Help with your Legal Need? (Yes or No) Why or Why Not?	Was Service Useful? Why or Why not? <i>Prompts: How long did/would you have had to wait? Was the info you received correct? How were you treated? What was the staff's attitude like? Did they have enough staff to help everyone?</i>
Online Legal Information & Assistance (ACJNet, AB Justice, Tribunal/ Court Webpage) N/A	F R	Y N	Y N	Y N Mixed
Family Justice Services or Family Law Information Centre N/A	F R	Y N	Y N	Y N Mixed <i>Note: FLIC provides Parenting After Separation & Focus on Communication courses & mediation.</i>
Community Clinic (Name _____) N/A	F R	Y N	Y N	Y N Mixed
Alberta Law Line N/A	F R	Y N	Y N	Y N Mixed

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Name (of service/ organization)	Found On Own or Referred? (F or R)	Did You Go? (Yes or No)	Could they Help with your Legal Need? (Yes or No) Why or Why Not?	Was Service Useful? Why or Why not? <i>Prompts: How long did/would you have had to wait? Was the info you received correct? How were you treated? What was the staff's attitude like? Did they have enough staff to help everyone?</i>
Student Legal Assistance/ Services N/A	F R	Y N	Y N	Y N Mixed
Legal Aid N/A	F R	Y N	Y N	Y N Mixed
Native Counselling Services of Alberta N/A	F R	Y N	Y N	Y N Mixed
Native Friendship Centres N/A	F R	Y N	Y N	Y N Mixed

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Name (of service/ organization)	F R	Did You Go? (Yes or No)	Could they Help with your Legal Need? (Yes or No) Why or Why Not?	Was Service Useful? <i>Why or Why not?</i> <i>Prompts: How long did/would you have had to wait? Was the info you received correct? How were you treated? What was the staff's attitude like? Did they have enough staff to help everyone?</i>
Law Information Centre LInC (where present) N/A	F R	Y N	Y N	Y N Mixed
Court Counters N/A	F R	Y N	Y N	Y N Mixed
Victims Services N/A	F R	Y N	Y N	Y N Mixed
Youth Justice Services N/A	F R	Y N	Y N	Y N Mixed

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Name (of service/ organization)	Found On Own or Referred? (F or R)	Did You Go? (Yes or No)	Could they Help with your Legal Need? (Yes or No) Why or Why Not?	Was Service Useful? <i>Why or Why not?</i> <i>Prompts: How long did/would you have had to wait? Was the info you received correct? How were you treated? What was the staff's attitude like? Did they have enough staff to help everyone?</i>
Lawyer Referral Service N/A	F R	Y N	Y N	Y N Mixed
Other _____	F R	Y N	Y N	Y N Mixed
<i>So far we have focused on legal services but often legal needs impact other areas of our lives and it becomes necessary to use other services such as social or health care providers. I think I know the answers to some of these already but it is necessary to ask them to be sure.</i>				
Credit Counseling services N/A	F R	Y N	Y N	Y N Mixed
Children's services N/A	F R	Y N	Y N	Y N Mixed

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Name (of service/ organization)	Found On Own or Referred? (F or R)	Did You Go? (Yes or No)	Could they Help with your Legal Need? (Yes or No) Why or Why Not?	Was Service Useful? Why or Why not? <i>Prompts: How long did/would you have had to wait? Was the info you received correct? How were you treated? What was the staff's attitude like? Did they have enough staff to help everyone?</i>
Physical Health Services N/A	F R	Y N	Y N	Y N Mixed
Mental Health or Counselling services N/A	F R	Y N	Y N	Y N Mixed
Addictions services N/A	F R	Y N	Y N	Y N Mixed
Shelters N/A	F R	Y N	Y N	Y N Mixed
Other (Define) N/A	F R	Y N	Y N	Y N Mixed

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17. Is there anything you would like to say about the services you have used and the referrals you have received?

This is a good point for the researcher to go back and revisit any points or threads that need clarification or expanding throughout the interview thus far.

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18. Now I want to ask you in **what ways** you received the legal information that you needed.
Note: The Researcher should first ask the ways information was gained. Next ask the participant how useful each type of information was.

Medium	Used (check all that apply)	In general, how useful was it?			
<i>Did you use:</i>		Not at all	Somewhat	Fairly	Very
<input type="radio"/> Course/Workshop	Y N	1	2	3	4
<input type="radio"/> Brochures/Pamphlets	Y N	1	2	3	4
<input type="radio"/> Video/DVD	Y N	1	2	3	4
<input type="radio"/> Internet	Y N	1	2	3	4
<input type="radio"/> In-person	Y N	1	2	3	4
<input type="radio"/> Mail/letter	Y N	1	2	3	4
<input type="radio"/> Telephone	Y N	1	2	3	4
<input type="radio"/> Other _____	Y N	1	2	3	4

19. If **YES** to any above, do you remember specifically which information was most useful and why? What would have been helpful?

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Accessibility

*Sometimes people have circumstances and need specialized services. I want to ask you about any special needs you may have. But, if you are uncomfortable with the questions, you do not have to answer them. ***DON'T ask these questions if you know they are not applicable.****

20. Did the hours of service (hours the service is open) including for phone & online [live] services, courts and tribunals **[if applicable]** meet your needs?

Yes No N/A

21. If **NO**, what different/additional hours would have better met your needs?

22. Did you need child care? Yes No N/A

23. If **YES**, were you able to get child care? Yes No N/A

a) How did you get child care?

24. If **NO**, why not?

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	Yes	No
<p>25. Are there any circumstances that make accessing legal services more challenging for you than it may be for other people? For example, living with a disability, citizenship, English as an additional language, restricted mobility, or anything else?</p>		
<p>26. If YES, please explain</p>		
<p><i>Do not ask items below. Tick if applicable. Prompt: Are there any circumstances that you find make accessing services more challenging for you than other people? How do your circumstances make accessing services more challenging?</i></p>		
<p>Note: You may know of a circumstance. If so, tactfully ask about it.</p>		
		<ul style="list-style-type: none">• Hearing Impairments ____• Sight Impairments ____• Restricted Mobility ____• Cognitive/Intellectual Disabilities ____• Mental Illness ____• Victim of Abuse ____• Living in Poverty ____• English as an Additional Language ____• Citizenship ____• Other _____• Prefer not to answer ____

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Transportation				
<i>Next, I'd like to talk about your experiences getting to the legal service(s) that you need.</i>				
27. What kinds of transportation do you use?	1. Own car or truck ____ 2. Own bike ____ 3. Public transit ____ 4. Taxi ____ 5. Friends/family ____ 6. Walking ____ 7. Other ____			
28. Is transportation always accessible for you?	Yes	No	D/K	N/A
29. If NO , why not?				
30. Did any of the legal services you used provide you assistance with transportation?	Yes	No	D/K	N/A
31. If you use a private vehicle, did the services you used have parking available for the public?	Yes	No	D/K	N/A
32. If YES , was it free parking?	Yes	No	D/K	N/A
33. If NO , was parking a problem? Please explain				
34. Are there any safety concerns for you when using public transportation or driving a private vehicle to the legal service?	Yes	No	D/K	N/A
35. If yes, please explain.				

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36. Ask only if the participant are/have been in a court or tribunal process:

Read the following explanation:

You said that you are involved in a court/tribunal process. I would like to know a little more about your understanding or experience of that process. Do you feel that you were able to make sense of the steps in the process?

Let them speak freely check off any of the following that they mention. Ask about any relevant points on the right that they DON'T mention:

Prompts:

- Were you able to get the information that you needed in order to understand each step?
- Did the process happen the way you were told they would (or expected they would)?
- If you had to explain the steps in your legal process to somebody else, could you explain them?

Civil/Family

- a) The law (your rights and responsibilities) and legal terminology? ____
- b) How to begin your legal action? ____
- c) Negotiating with the other parties/persons involved in your case? ____
- d) How to prepare and present your legal action? _
 - Preparation of evidence/witnesses
 - Preparation/filing of pleadings/appeal documents
 - Discovery: Oral/documents
 - What to do at the court/tribunal
- e) Pre-trial hearings (chambers)? ____
- f) Alternative Dispute Resolution Processes? ____
- g) Appeals Process? ____
- h) Your order/judgment? ____
 - Understanding the order/judgment
 - Serving and/or Enforcing the order/judgment

Administrative Tribunal

- a) The law (your rights and responsibilities) and legal terminology? ____
- b) How to start the process? ____
- c) How to prepare and present your side (evidence/legal argument)? ____
 - Preparation of evidence/witnesses
 - Preparing/serving documents
- d) Alternative Dispute Resolution Processes? ____
- e) What to do at the tribunal? ____
- f) Appeals Process/Judicial review? ____
- g) Request for a tribunal file? ____
- h) Understanding and/or enforcing a decision? ____

Criminal

- i) The law (your rights and responsibilities) and legal terminology? ____
- j) Entering a plea? ____
- k) Pre –trial Hearings (such as bail hearings)? ____
- l) Alternative Measures? ____
- m) Preparing a defense? ____
 - Preparation of evidence/witnesses? ____
 - How to present your side (evidence/legal argument)?
- n) Crown Disclosure? ____
- o) What to do at the court? ____
- p) Sentencing? ____
- q) Appeals Process/Judicial review? ____

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General

37. *At this point, I would like to know if you have any other thoughts, experiences or comments about accessing legal services that we haven't covered.*

Prompts: For example

- ✓ **Were your legal needs met?** *If not, which needs were met and which were not?*
 - *What steps in the process would you have like to have had more help with, if any?*
- ✓ *What has been most helpful to you in your experience seeking legal help? What has been most difficult for you to manage?*
- ✓ *What else should we know about the services you have used?*

38. If we could change anything about the legal services in your community, what would that be?

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General Information

I have a few final questions for you.

We need to ask these because previous research shows that different groups in society have different perspectives and experiences. Knowing a little about people taking part in the research helps us to understand how needs vary. This allows us to make better recommendations for change and helps improve communication and services in the future.

*Again, you do not have to answer if you do not wish to. **Any information you provide will remain absolutely confidential.***

39. In what city or town do you live?

40. May I have your postal code?

For possible use in creating geographic mapping, so that we can see where people live in relation to where legal services are located.

If they hesitate, say that even the first 3 digits will do.

Yes, my Postal Code is: _____
No, I prefer not to give my Postal Code ____

41. What level of education have you achieved?

LEVEL OF EDUCATION

check **highest** level only

Less than high school

High school graduate

Some university, college, trade or training program (**Indicate which by circling**)

Community college, trade or other training diploma (**Indicate which by circling**)

College diploma

University degree (Bachelor)

Graduate or professional degree (**Indicate which by circling**)

Trade certificate

42. What is your age? _____

Say ONLY if they hesitate: *Previous research has shown that age is related to what kinds of services people need and how they prefer to access them has been inconsistent in grouping people by age categories so it would be more helpful if you tell me your exact age.*

Family income is important in knowing if people can afford legal services.

43. What is your total family income (as you define family) before taxes?

Gross Income = \$ _____

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44. How many people are supported by this income?

Number = _____

45. Were you born in Canada?

___ Yes ___ No

46. a) Do you think of yourself as part of any First Nation, Métis, or Inuit peoples?

___ Yes ___ No

Which Group(s)? _____

b) **If First Nation**, are you Status or Non-Status?

If Status, are you a member of a Band or First Nation?

___ Yes ___ No

i) **If Yes:**

Which Band/First Nation? _____

Do you live on or off-reserve? On ___ Off ___

c) **If Métis**, are you a member of a Métis Settlement?

___ Yes ___ No

i) **If Yes:**

Which Settlement? _____

Do you live on or off-settlement? On ___ Off ___

47. Do you think of yourself as part of any ethnic or minority group?

___ Yes ___ No

Which Group(s)? _____

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48. I am at the end of my questions now. Do you have any questions for me?

49. 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.)

In Conclusion: Thank them for participating, make sure you have contact information and vice versa. Remind them that reports will be posted on the Forum website, as well as updates about any follow up activities.

THANK YOU FOR PARTICIPATING!!!

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Researcher Observations

Record any observations about:

- *the physical environment*
- *the interviewee*
- *Any other observations*