

Researcher: _____

Number: _____

Introduction:

Hello. My name is _____ and I am a Researcher with the Canadian Forum on Civil Justice. I am part of a team that is conducting research to find out what legal needs you might have, what legal services exist in Alberta and what your experiences of those services might be. Would you be interested in knowing more about legal needs?

Your Legal Need(s):

We are interested in finding out about the legal needs you currently have, or have experienced in the past. When we talk about legal needs we mean any of the following kinds of situations:

People often have legal needs if they are:

- 1) in a dispute which **could be** resolved using the law,
- 2) going to a court, tribunal or board, or
- 3) creating formal legal documents.

Do you have a legal need that you know of?

If the participant does NOT identify their legal need right away, read the following:

People will have legal needs if they are involved in disputes around:

Criminal Law: (ex: Charges, warrants and pardons)

Family Law: (ex: Custody, access, divorce, child support, property division)

Suing or being sued for accident or contracts/debts: (ex: negligence, breaking a contract or promise)

Rights Law: (ex: human rights or workplace rights violated)

Landlord and Tenant entitlements: (ex: eviction, collecting rent, forcing a landlord to make repairs)

Immigration and Citizenship: (ex: applying for refugee or citizenship status, appealing a government determination)

Disputes over property, wills, estates or guardianship: (ex: challenging the terms in a will, a dispute with a neighbour over your property line)

Pursuing benefits they applied for, but were denied (ex: AISH, Unemployment Benefits (UIB), Alberta Works or Workers' Compensation).

Challenging tickets they received in court

Business matters (ex: partnership incorporation, leases)

Labour and Employment disputes (ex: wrongful dismissal, safety issues)

People also have legal needs if they use the law to plan for events in their lives when writing wills, negotiating contracts (including house sales) or applying for guardianship. These are the kinds of situations where assistance is usually needed from a lawyer, a "how to" legal kit or from a government department that offers legal information.

Might you be interested taking part in this research? If you do take part your insights will help us make recommendations about how to improve the delivery of legal services in the future.

If **YES**, ask questions 1 – 5 before we proceed with the consent and actual interview.

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<p>1. In which language are you most comfortable communicating? <i>If other than English, ask them if they are comfortable receiving information and services in English.</i></p> <p>2. When you have to communicate in English, would you say that you are:</p> <ul style="list-style-type: none">a) Completely comfortableb) Reasonably comfortablec) Somewhat Uncomfortabled) Very uncomfortable <p><i>If not completely comfortable ask if they would like to attempt the interview in English. If NO, you will have to take all contact details and assure them that you will attempt to find an interpreter. You should ask if they have a friend who they would like to have interpret for them.</i></p>	
<p><i>Only ask this if there is a possibility the person is under 18 (that is they look a day under 30)</i></p> <p>3. Are you over 18 years of age?</p>	<p>Yes No</p> <p>If no, we really do want them to take part. <i>Explain the need for guardian consent and ask if we may call their guardian to explain the project. Or they can take the consent to the guardian. Make arrangements to re-connect.</i></p>
<p>4. Thinking about the description of legal needs do you currently have a legal need?</p>	<p>Yes No</p>
<p>5. If NO, have you had any legal needs in the past 6 months?</p> <p><i>Prompt: If NO, ask about the past year.</i></p>	<p>Yes No</p>

If they answer NO to #4 and 5, thank them for their time and end the interview.

IF PARTICIPANT MEETS REQUIREMENTS & AGREES TO MEET WITH YOU, THANK THEM (SEE BELOW) & GIVE INFORMATION & CONSENT FORM.

Thank you for your interest. I just want you to know that you do not have to take part and if you do you can end your participation at any time. None of your answers will be directly linked to you in any way and your personal information will be kept completely confidential.