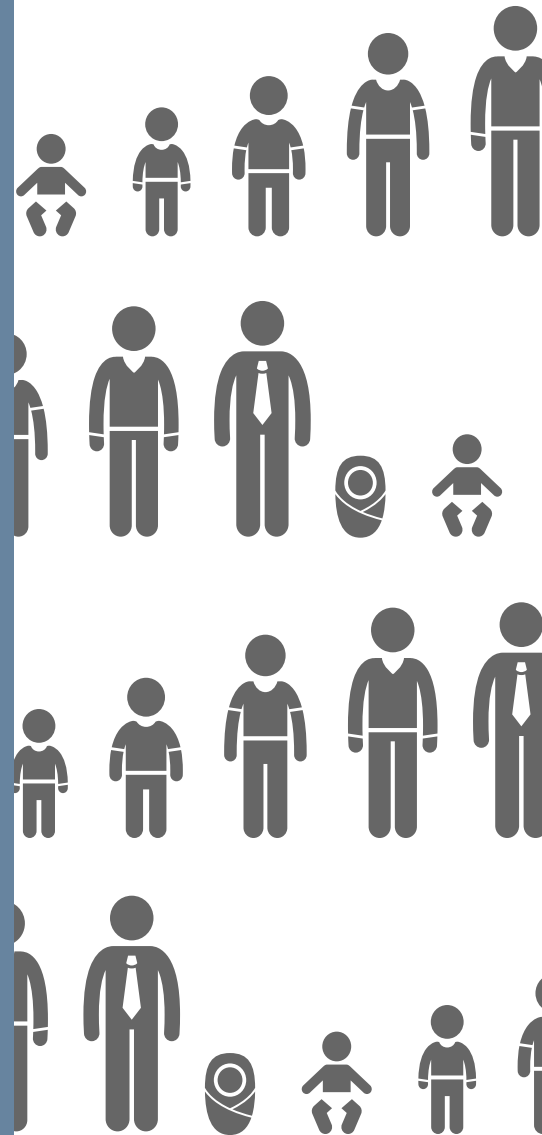

EVERYDAY LEGAL PROBLEMS AND THE COST OF JUSTICE IN CANADA

AGE



The Right Honourable
Beverley McLachlin, P.C.,
Chief Justice of Canada
(2011)

“This research...by the Canadian Forum on Civil Justice will be essential in helping us understand the true extent of the problem of cost and how it impacts on the justice system. I believe that it will prove to be of great assistance to...identify concrete solutions to the problem of access to justice.”

The Canadian Forum on Civil Justice is a national not-for-profit organization dedicated to civil justice reform and access to justice research and advocacy. Established by the Canadian Bar Association and affiliated with Osgoode Hall Law School, the CFCJ envisions an accessible, sustainable and effective justice system for all Canadians.

Overview of the Cost of Justice project. The Cost of Justice project (2011-2017) examines the social and economic costs of Canada’s justice system. It is guided by two questions: What is the cost of delivering access to justice? And what is the cost of not delivering access to justice? Comprised of leading

researchers investigating various dimensions of access to justice and cost across the country, the Cost of Justice project is producing empirical data that will inform the future of access to justice in Canada and abroad. The lead research team includes: Trevor C.W. Farrow (Principal Investigator), Lisa Moore, Nicole Aylwin, Les Jacobs and Diana Lowe.

The Cost of Justice project is funded by a \$1 million grant from the Social Sciences and Humanities Research Council of Canada. For more details please visit Canadian Forum on Civil Justice, “Cost of Justice”, online: CFCJ <www.cfcj-fcjc.org/cost-of-justice>.



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EVERYDAY LEGAL PROBLEMS AND THE COST OF JUSTICE IN CANADA AGE

OVERVIEW

INTRODUCTION

The national "Everyday Legal Problems and the Cost of Justice in Canada" survey was conducted with a random sample of 3,263 adults aged 18 years and older, of which 3,051 resided in households with landlines and 212 used cell phones only. The data presented in the following pages are based on the 3,051 land line calls. Weighted to the Canadian population, this represents an estimated 23,590,697 people from the ten provinces.¹

For this first national legal needs survey in ten years, respondents were asked questions aimed at measuring the frequency and ways in which they experience civil and family justice problems. Based on our survey results, it is estimated that within a 3-year period, 11.4 million adult Canadians (or 48.4%) will experience at least one everyday legal problem that they consider to be serious and difficult to resolve. Respondents to the Canadian Forum on Civil Justice's "Everyday Legal Problems and the Cost of Justice in Canada" survey were asked a series of demographic questions to help aid the analysis of the survey results. This report presents some of the key data from the "Everyday Legal Problems and the Cost of Justice in Canada" survey based on age. Data in this report are

organized into 4 age categories: 18 to 40, 41 to 54, 55 to 65 and 66 or older.

Of the 84 specific problem scenarios around which the *Everyday Legal Problems* national questionnaire was developed, problems were organized into the following 17 problem categories: Consumer, Debt, Employment, Neighbours, Discrimination, Family (Relationship Breakdown), Wills & Incapacity, Medical Treatment, Housing, Personal Injury, Treatment by Police, Disability Assistance, Threat of Legal Action, Social Assistance, Immigration, Family (Other) and Criminal Charges (in the context of experiences of civil justice problems).² The data reflecting respondent experiences of each of these problem types have been reproduced in this report based on each of the 4 age categories.

The introductory pages of this report provide details on responses related to general attitudes towards the Canadian justice system. The remaining sections of this report present data related to: actions taken to address legal problems, satisfaction with the option(s) chosen and spending to address everyday legal problems.

1 For more information see: Canadian Forum on Civil Justice, *Everyday Legal Problems and the Cost of Justice in Canada: Overview Report* (Toronto, Canadian Forum on Civil Justice, 2016), online: <<http://www.cfcj-fcjc.org/sites/default/files/Everyday%20Legal%20Problems%20and%20the%20Cost%20of%20Justice%20in%20Canada%20-%20Overview%20Report.pdf>>

2 For more information on each of these problem types, see: Canadian Forum on Civil Justice, *Everyday Legal Problems and the Cost of Justice in Canada: Fact Sheets on 17 Problem Types* (Toronto, Canadian Forum on Civil Justice, 2016), online: <<http://cfcj-fcjc.org/cost-of-justice>>

AGE GROUPS

AGE GROUP	POPULATION ESTIMATE
18 to 40	6,806,670
41 to 54	6,812,427
55 to 65	4,638,604
66 or older	4,865,277
Total	23,122,978

Of the survey's 3,051 land line respondents, 78 respondents declined to provide their age. Of the 2,973 respondents, a total of 510 respondents indicated that they were 18 to 40, 873 indicated that they were 41 to 54, 792 indicated that they were 55 to 65 and 798 indicated that they were 66 or older. Weighted to the population, this represents an estimated 6,806,670 who are 18 to 40, 6,812,427 who are 41 to 54, 4,638,604 who are 55 to 65 and 4,865,277 who are 66 or older.³

³ The difference in the total population presented in this report and the total population in the Canadian Forum on Civil Justice's *Everyday Legal Problems and the Cost of Justice in Canada: Overview Report* is as a result of the respondents who did not provide their age. The total population in the *Overview Report* is 23,590,697.

GENERAL ATTITUDES

Adults in Canada experience approximately 35,745,000 separate everyday legal problems within any given three-year period⁴, of which a significant percent will be addressed with help from legal professionals and through the formal justice system. Notwithstanding, people in Canada have differing views on the fairness and accessibility of the Canadian justice system.

As part of the “Everyday Legal Problems and the Cost of Justice in Canada” survey, respondents were asked to indicate their level of agreement — strongly agree, somewhat agree, somewhat disagree or strongly disagree — with four statements about the justice system in Canada. The resulting data from these questions is presented in this General Attitudes section.

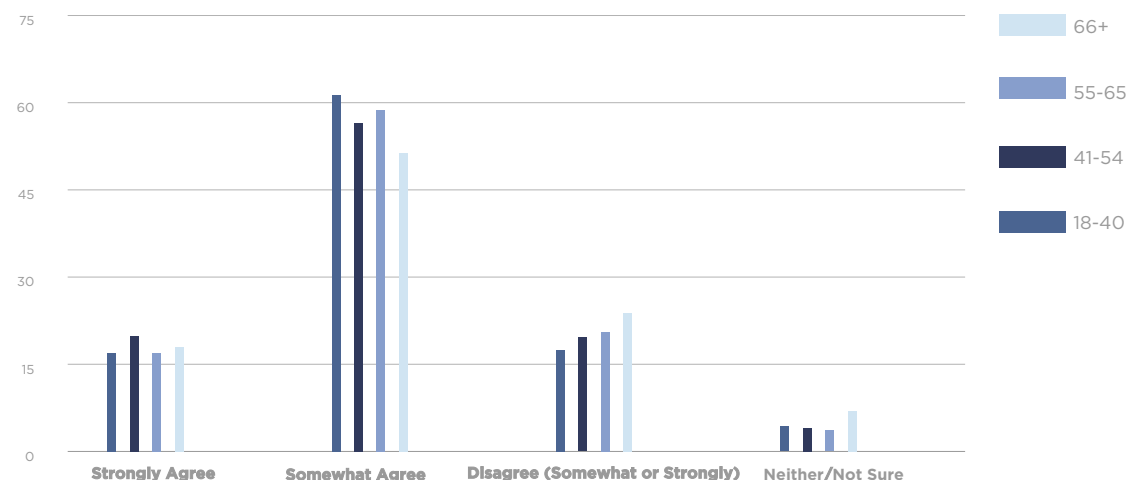
⁴ Canadian Forum on Civil Justice *Overview Report*, *supra* note 1 at 7

FAIRNESS

Respondents were asked to indicate to what extent they agree with the following statement:

The justice system in Canada is mostly fair

The Justice System in Canada is Mostly Fair



A majority of people in Canada over 18—75.4%—agree in some respect that the justice system in Canada is mostly fair.

Canadians 18 to 40 who somewhat agree that the justice system is mostly fair represent the largest group with a shared opinion on the fairness of the justice system—61.3% or approximately 4,169,139 people in Canada. This is followed by 58.8% of Canadians 55 to 65 who somewhat agree and 56.5% of Canadians 41 to 54 who somewhat agree that the justice system is mostly fair.

Canadians who are 66 or older represent the largest age group who disagree (somewhat or strongly) that the justice system in Canada is mostly fair. 23.8% share this view.

Fairness		Responses Based on Four Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
Strongly Agree	Population Estimate	1,156,793	1,350,464	790,299	876,193
	Percentage within 4 age groups	17.0%	19.8%	17.0%	18.0%
Somewhat Agree	Population Estimate	4,169,139	3,847,517	2,727,133	2,495,510
	Percentage within 4 age groups	61.3%	56.5%	58.8%	51.3%
Disagree (somewhat or strongly)	Population Estimate	1,190,986	1,336,680	952,604	1,157,897
	Percentage within 4 age groups	17.5%	19.6%	20.5%	23.8%
Neither / Not Sure	Population Estimate	289,751	277,765	168,568	335,676
	Percentage within 4 age groups	4.3%	4.1%	3.6%	6.9%
Total	Population Estimate	6,806,669	681,2427	4,638,604	4,865,277

WEALTH

Respondents were asked to indicate to what extent they agree with the following statement:

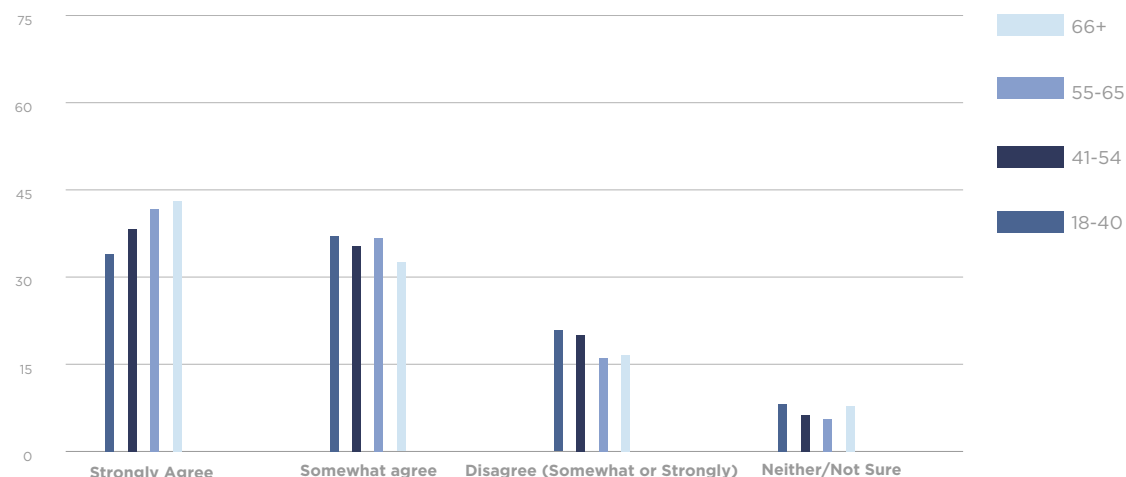
The legal system works better for rich people than poor people

A majority of people in Canada over 18 – 74.2% – agree in some respect that personal wealth plays a part in interactions with the justice system in Canada.

Canadians 66 or older who strongly agree that the legal system works better for rich people than poor people represent the largest age group with a shared opinion in this category – 43.1% or approximately 2,095,452 Canadians. This is followed by 41.7% of Canadians 55 to 65 who strongly agree and 38.2% of Canadians 41 to 54 who strongly agree that the legal system works better for rich people than poor people.

Canadians who are 18 to 40 represent the largest age group who disagree (somewhat or strongly) that the legal system in Canada works better for rich people than poor people. 20.8% in this age group share this view.

The Legal System Works Better for Rich People than for Poor People



Wealth		Responses Based on Four Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
Strongly Agree	Population Estimate	2,319,804	2,600,171	1,931,994	2,095,452
	Percentage within 4 age groups	34.1%	38.2%	41.7%	43.1%
Somewhat Agree	Population Estimate	2,515,228	2,414,781	1,706,011	1,578,900
	Percentage within 4 age groups	37.0%	35.4%	36.8%	32.5%
Disagree (somewhat or strongly)	Population Estimate	1,417,176	1,370,753	740,796	809,318
	Percentage within 4 age groups	20.8%	20.1%	16.0%	16.6%
Neither / Not Sure	Population Estimate	554,461	426,721	259,802	381,607
	Percentage within 4 age groups	8.1%	6.3%	5.6%	7.8%
Total	Population Estimate	6,806,669	6,812,427	4,638,604	4,865,277

CANADIAN CHARTER OF RIGHTS AND FREEDOMS

Respondents were asked to indicate to what extent they agree with the following statement:

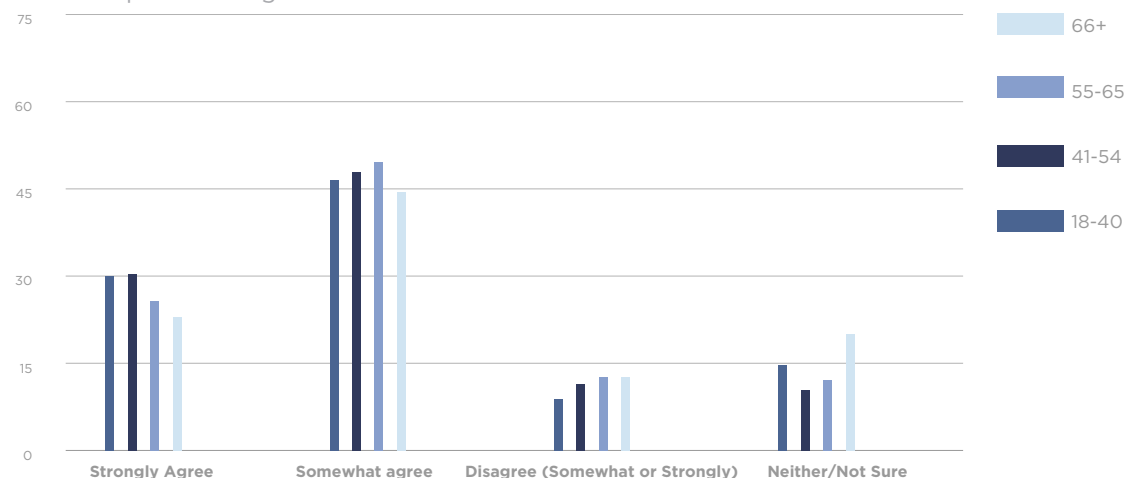
The legal rights guaranteed by the Canadian Charter of Rights and Freedoms make a difference when people have legal problems

A majority of Canadians over 18—74.8%—agree in some respect that the legal rights guaranteed by the Canadian Charter of Rights and Freedoms make a difference when people have legal problems.

Canadians 55 to 65 who somewhat agree that the legal rights guaranteed by the Canadian Charter of Rights and Freedoms make a difference when people have legal problems represent the largest age group with a shared opinion in this category — 49.6% or approximately 2,302,770 Canadians. This is followed by 47.9% of Canadians 41 to 54 who somewhat agree and 46.5% of Canadians 18 to 40 who somewhat agree that the legal rights guaranteed by the Canadian Charter of Rights and Freedoms make a difference when people have legal problems.

Canadians who are 55 to 65 and 66 or older represent the largest age groups who disagree (somewhat or strongly) that the Canadian Charter of Rights and Freedoms make a difference when people have legal problems. 12.6% in each of these age groups share this view.

The Legal Rights guaranteed by the Canadian Charter of Rights and Freedoms make a Difference when People have Legal Problems



Charter		Responses Based on Four Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
Strongly Agree	Population Estimate	2,040,501	2,067,441	1,190,210	1,112,727
	Percentage within 4 age groups	30.0%	30.3%	25.7%	22.9%
Somewhat Agree	Population Estimate	3,165,317	3,259,967	2,302,770	2,164,441
	Percentage within 4 age groups	46.5%	47.9%	49.6%	44.5%
Disagree (somewhat or strongly)	Population Estimate	601,775	774,208	584,330	612,019
	Percentage within 4 age groups	8.8%	11.4%	12.6%	12.6%
Neither / Not Sure	Population Estimate	999,076	710,810	561,294	976,090
	Percentage within 4 age groups	14.7%	10.4%	12.1%	20.1%
Total	Population Estimate	6,806,669	6,812,427	4,638,604	4,865,277

PROTECTION OF RIGHTS

Respondents were asked to indicate to what extent they agree with the following statement:

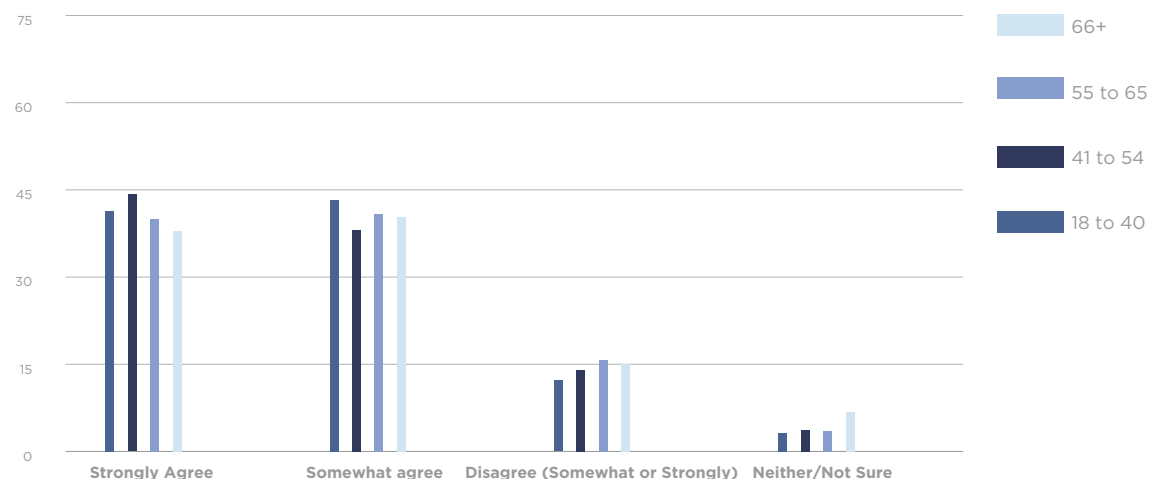
Courts are an important way for ordinary people to protect their rights

A majority of Canadians over 18 — 81.8% — agree in some respect that the courts are an important way for ordinary people to protect their rights.

Canadians 41 to 54 who strongly agree that the courts are an important way for ordinary people to protect their rights represent the largest group with a shared opinion on the importance of the courts — 44.2% or approximately 3,008,087 Canadians. This is followed by 43.2% of Canadians 18 to 40 who somewhat agree and 41.4% of Canadians 18 to 40 who strongly agree that the courts are an important way for ordinary people to protect their rights.

Canadians who are 55 to 65 represent the largest percentage who disagree (somewhat or strongly) that the courts are an important way for ordinary people to protect their rights. 15.7% share this view.

Courts are an Important Way for Ordinary People to Protect their Rights



Courts		Responses Based on Four Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
Strongly Agree	Population Estimate	2,819,192	3,008,087	1,854,350	1,845,097
	Percentage within 4 age groups	41.4%	44.2%	40.0%	37.9%
Somewhat Agree	Population Estimate	2,939,171	2,596,723	1,891,632	1,958,639
	Percentage within 4 age groups	43.2%	38.1%	40.8%	40.3%
Disagree (somewhat or strongly)	Population Estimate	833,554	954,186	730,226	730,265
	Percentage within 4 age groups	12.2%	14.0%	15.7%	15.0%
Neither / Not Sure	Population Estimate	214,752	253,430	162,396	331,275
	Percentage within 4 age groups	3.2%	3.7%	3.5%	6.8%
Total	Population Estimate	6,806,669	6,812,427	4,638,604	4,865,277

EVERYDAY LEGAL PROBLEMS AND THE COST OF JUSTICE IN CANADA AGE

CIVIL AND FAMILY JUSTICE PROBLEM TYPES

EVERYDAY LEGAL PROBLEMS AND AGE GROUPS

1,321 respondents provided details of their experiences with at least one (and up to seven) serious civil or family justice problem(s).

1,416 respondents in total indicated that they experienced one or more civil or family justice problem(s) during the 3-year reference period of the "Everyday Legal Problems and Cost of Justice in Canada" survey. Of these respondents, 34 respondents refused to provide their age.

Weighted to the population, an estimated 11,420,890 adults in Canada experience at least one serious civil or family justice problem within a 3-year period.

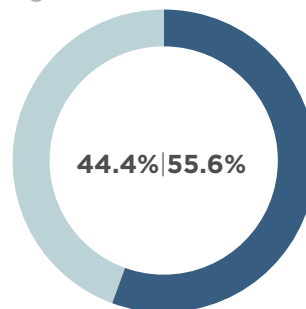
Individuals experiencing 1 or more problems		Age Group			
		18 to 40	41 to 54	55 to 65	66 or older
No	Population Estimate				
		3,023,676	3,176,252	2,448,360	3,272,688
Yes	Population Estimate	3,782,994	3,636,175	2,190,244	1,592,589

EVERYDAY LEGAL PROBLEMS

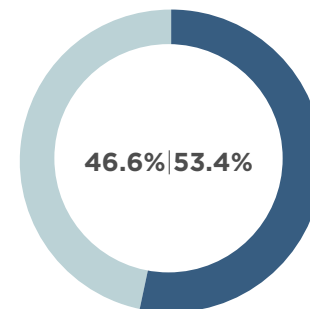
Almost 50% of people in Canada over the age of 18 will experience an everyday legal problem in a given 3-year period. Furthermore, essentially every Canadian will experience an everyday legal problem over the course of their lifetime.

Individuals experiencing 1 or more problems		Responses Based on Four Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
No	Population Estimate	3,023,676	3,176,252	2,448,360	3,272,688
	Percentage within 4 age groups	44.4%	46.6%	52.8%	67.3%
Yes	Population Estimate	3,782,994	3,636,175	2,190,244	1,592,589
	Percentage within 4 age groups	55.6%	53.4%	47.2%	32.7%
Total	Population Estimate	6,806,670	6,812,427	4,638,604	4,865,277

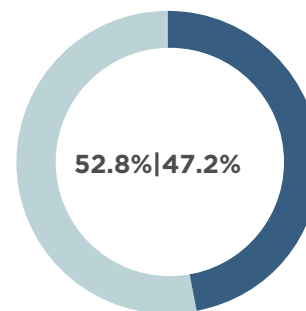
Percentage Of People within Four Age Groups Experiencing One Or More Legal Problems



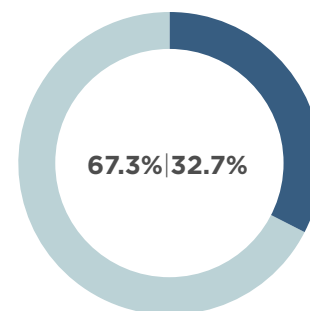
Age 18-40



Age 41-54



Age 55-65



Age 66+

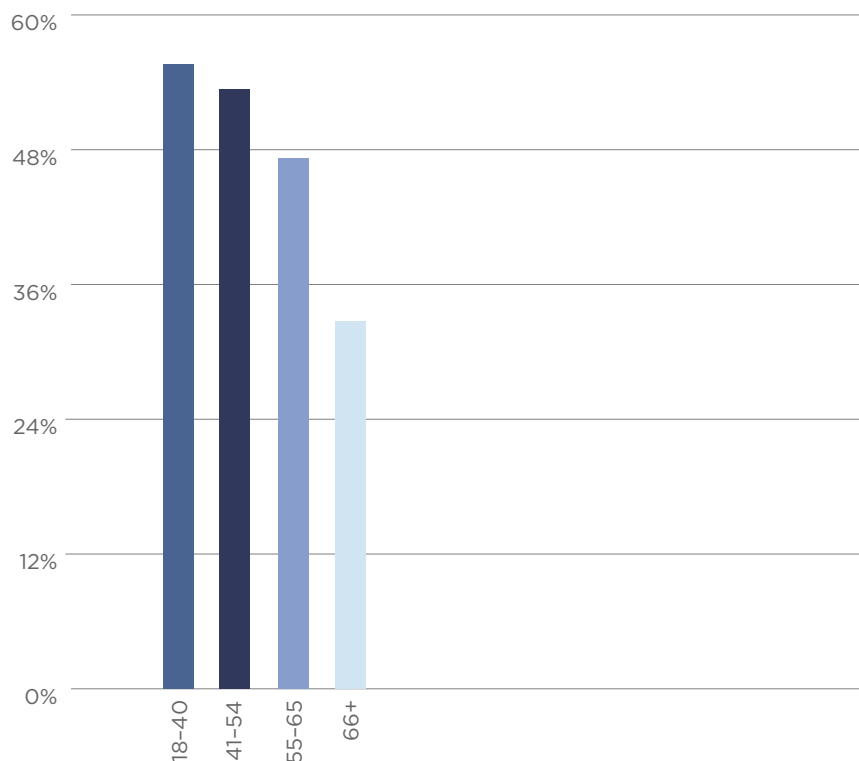
Percentage of individuals who do not experience everyday legal problems within a 3-year period

Percentage of individuals who experience everyday legal problems within a 3-year period

EVERYDAY LEGAL PROBLEMS: NUMBER OF PROBLEMS

Canadian adults between 18 and 40 reported the most experiences of everyday legal problems. 55.6% or an estimated 3,782,994 experience 1 or more serious civil or family justice within a given 3-year period.

Percentage of People in Each Age Group who Experience One or More Everyday Legal Problems



Based on age, it is estimated that:

55.6%

of Canadians who are 18 to 40

53.4%

of Canadians who are 41 to 54

47.2%

of Canadians who are 55 to 65

32.7%

of Canadians who are 66 or older

will experience at least one civil or family justice problem over any given 3-year period.

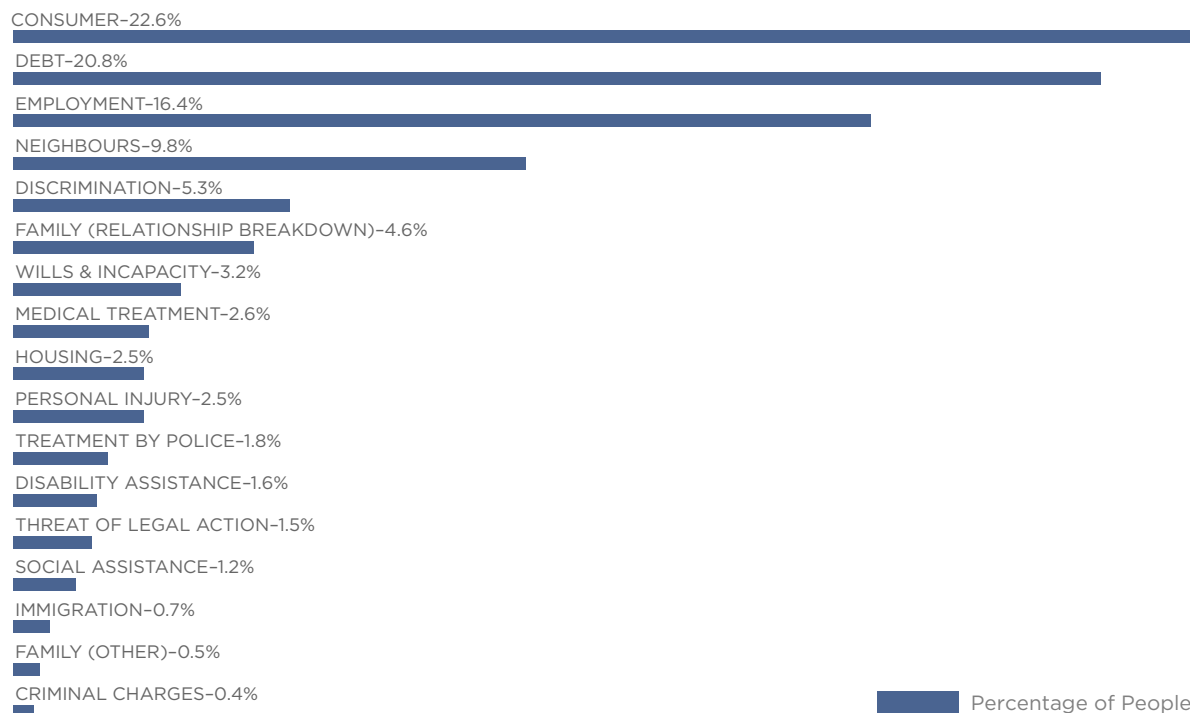
EVERYDAY LEGAL PROBLEM TYPES

Canadians experience a range of civil and family justice problems. Consumer, debt, employment and neighbour problems are the most frequently occurring problem types, followed by family problems (related to relationship breakdown), problems related to wills and incapacity and medical treatment problems.

Percentage Of People Who Will Experience An Everyday Legal Problem Over The Course Of A Given Three-year Period



PERCENTAGE OF PEOPLE EXPERIENCING ONE OR MORE LEGAL PROBLEMS WITHIN PROBLEM TYPES



CONSUMER PROBLEMS

22.6% of people in Canada report experiencing one or more consumer problems.

Within the four age groups, that represents:

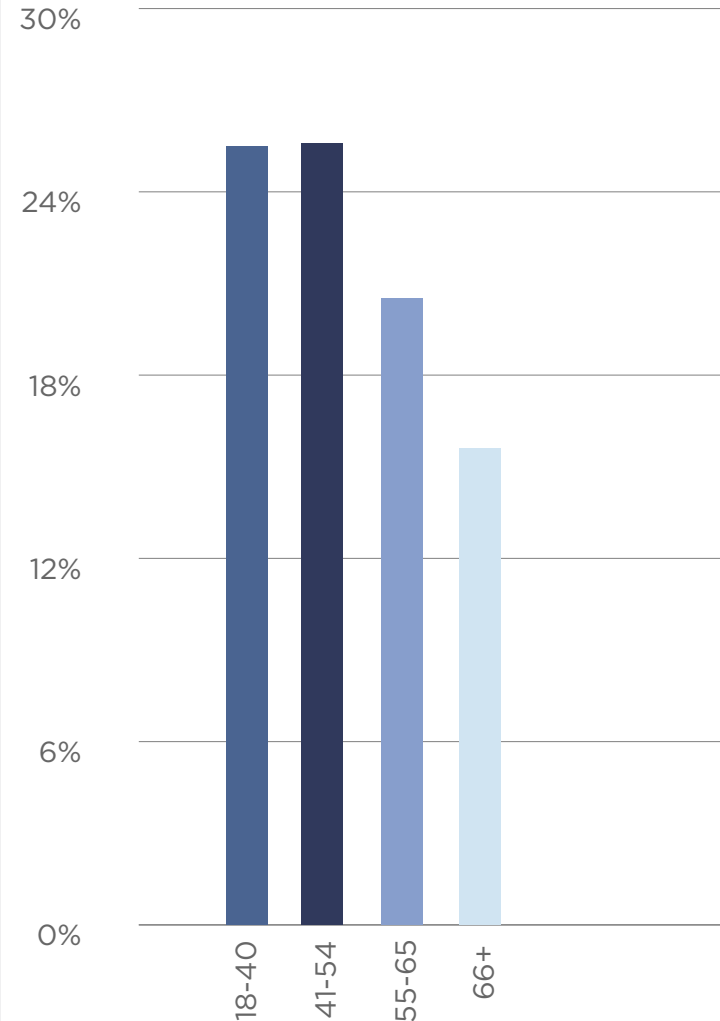
25.5%
of Canadians who are 18 to 40

25.6%
of Canadians who are 41 to 54

20.5%
of Canadians who are 55 to 65

15.6%
of Canadians who are 66 or older

Percentage of People within Four Age Groups with One or More Consumer Problems



NUMBER OF CONSUMER PROBLEMS⁵

It is estimated that 5,328,257 people in Canada will experience at least 1 consumer problem within a 3-year period.

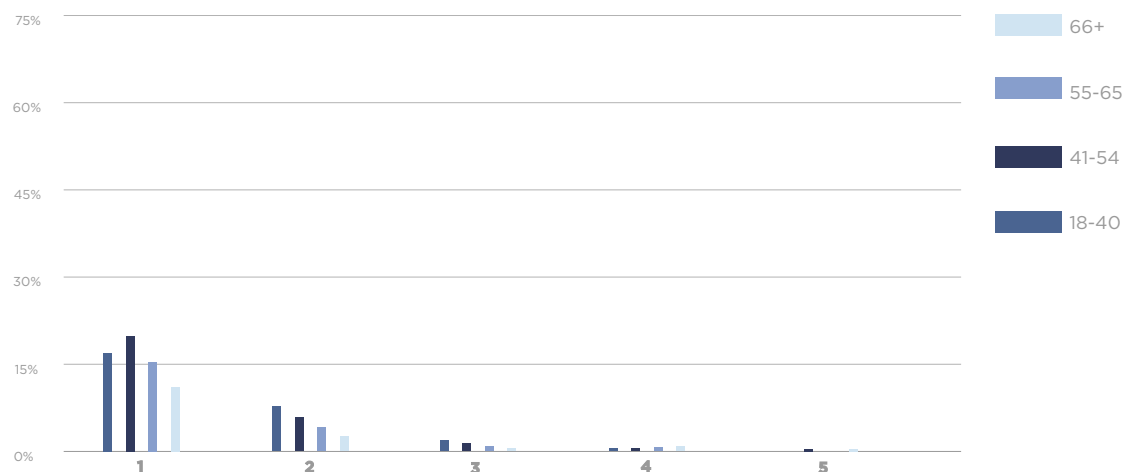
Of this population, an estimated 3,598,890 will experience 1 consumer problem. Based on age, this represents:

- 1,117,555 people who are 18 to 40
- 1,210,773 people who are 41 to 54
- 706,555 people who are 55 to 66
- 564,007 people who are 66 and older

It is estimated that 1,100,117 Canadians will experience 2 consumer problems. Based on age, this represents:

- 445,718 people who are 18 to 40
- 370,477 people who are 41 to 54
- 164,371 people who are 55 to 66
- 119,550 people who are 66 and older

Number of Consumer Problems Experienced Based on Four Age Groups



Number of Consumer Problems		Responses Based on Four Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
1	Population Estimate	1,117,555	1,210,773	706,555	564,007
	Percentage within 4 age groups	16.4%	17.8%	15.2%	11.6%
2	Population Estimate	445,718	370,477	164,371	119,550
	Percentage within 4 age groups	6.5%	5.4%	3.5%	2.5%
3	Population Estimate	148,916	132,006	54,168	44,896
	Percentage within 4 age groups	2.2%	1.9%	1.2%	0.9%
4	Population Estimate	21,525	24,522	27,841	25,158
	Percentage within 4 age groups	0.3%	0.4%	0.6%	0.5%
5	Population Estimate		5,717		6,876
	Percentage within 4 age groups		0.1%		0.1%

⁵ Data not presented for people 18 to 40 who experienced 5 problems and for people 55 to 65 who experienced 5 problems was found to not be statistically significant. Data not presented on subsequent pages was also found to not be statistically significant.

DEBT PROBLEMS

20.8% of people in Canada report experiencing one or more debt problems.

Within the four age groups, that represents:

25.2%

of Canadians who are 18 to 40

24.1%

of Canadians who are 41 to 54

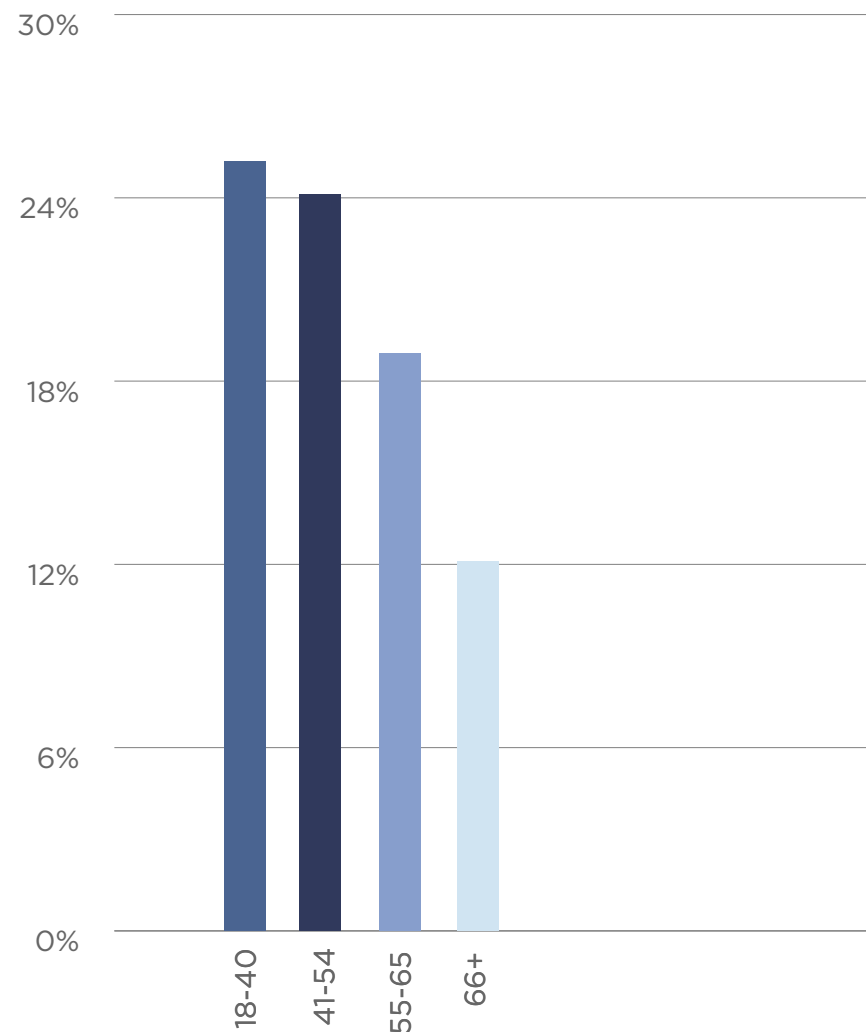
18.9%

of Canadians who are 55 to 65

12.1%

of Canadians who are 66 or older

Percentage of People within Four Age Groups with One or More Debt Problems



NUMBER OF DEBT PROBLEMS

It is estimated that 4,902,209 Canadians will experience at least 1 debt problem within a 3-year period.

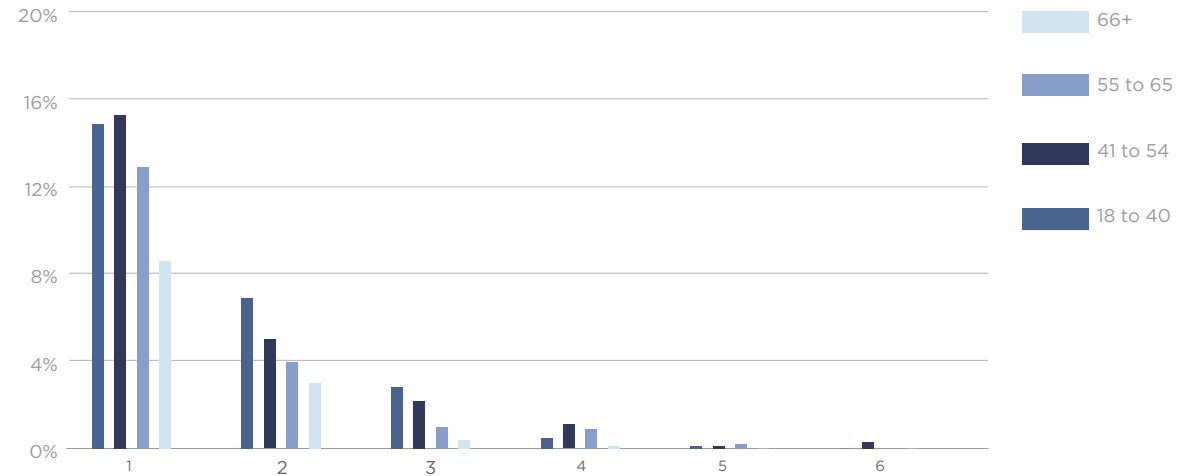
Of this population, an estimated 3,073,218 will experience 1 debt problem. Based on age, this represents:

- 1,011,460 people who are 18 to 40
- 1,045,180 people who are 41 to 54
- 598,143 people who are 55 to 66
- 418,435 people who are 66 and older

It is estimated that 1,146,208 Canadians will experience 2 debt problems within a 3-year period. Based on age, this represents:

- 471,300 people who are 18 to 40
- 341,076 people who are 41 to 54
- 186,063 people who are 55 to 65
- 147,769 people who are 66 or older

Number of Debt Problems Experienced Based on Four Age Groups



Number of Debt Problems		Responses Based on Four Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
1	Population Estimate	1,011,460	1,045,180	598,143	418,435
	Percentage within 4 age groups	14.9%	15.3%	12.9%	8.6%
2	Population Estimate	471,300	341,076	186,063	147,769
	Percentage within 4 age groups	6.9%	5.0%	4.0%	3.0%
3	Population Estimate	189,318	149,608	45,130	17,648
	Percentage within 4 age groups	2.8%	2.2%	1.0%	0.4%
4	Population Estimate	34,327	76,098	39,654	6,408
	Percentage within 4 age groups	0.5%	1.1%	0.9%	0.1%
5	Population Estimate	7,738	5,717	9,132	
	Percentage within 4 age groups	0.1%	0.1%	0.2%	
6	Population Estimate		22,238		
	Percentage within 4 age groups		0.3%		

EMPLOYMENT PROBLEMS

16.4% of people in Canada report experiencing one or more employment problems.

Within the four age groups, that represents:

22.4%

of Canadians who are 18 to 40

20.4%

of Canadians who are 41 to 54

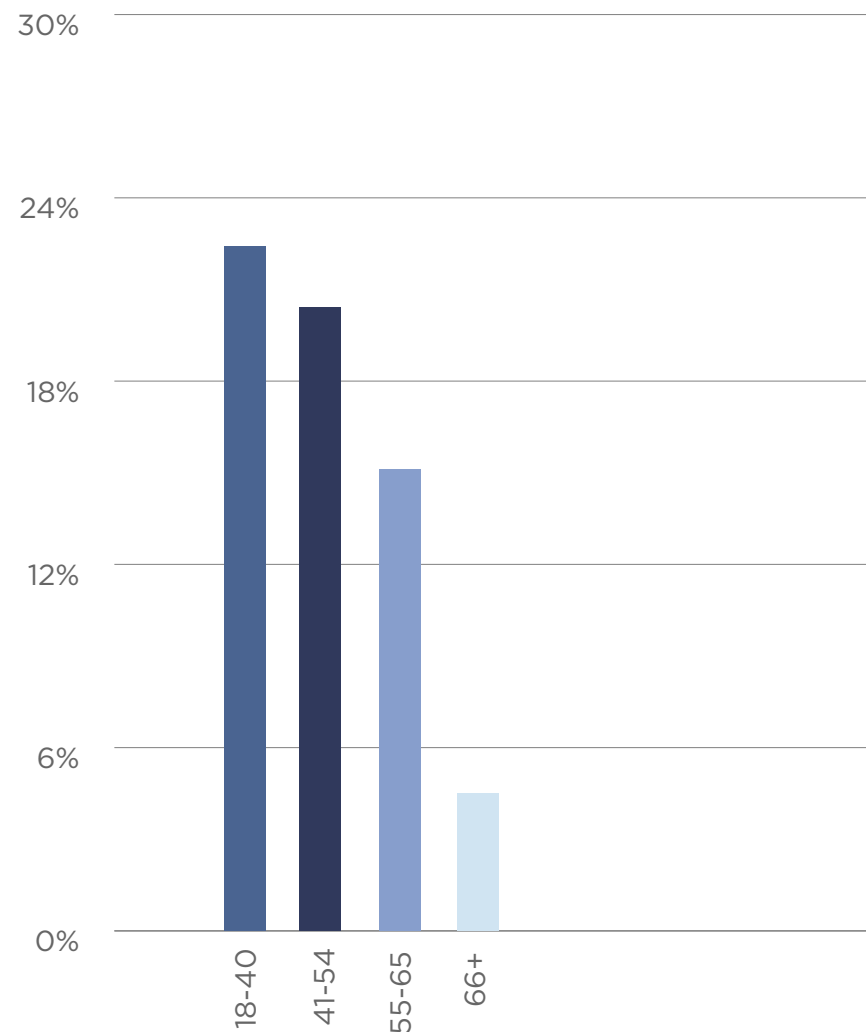
15.1%

of Canadians who are 55 to 65

4.5%

of Canadians who are 66 or older

Percentage of People within Four Age Groups with One or More Employment Problems



NUMBER OF EMPLOYMENT PROBLEMS

It is estimated that 3,869,398 Canadians will experience at least 1 employment problem within a 3-year period.

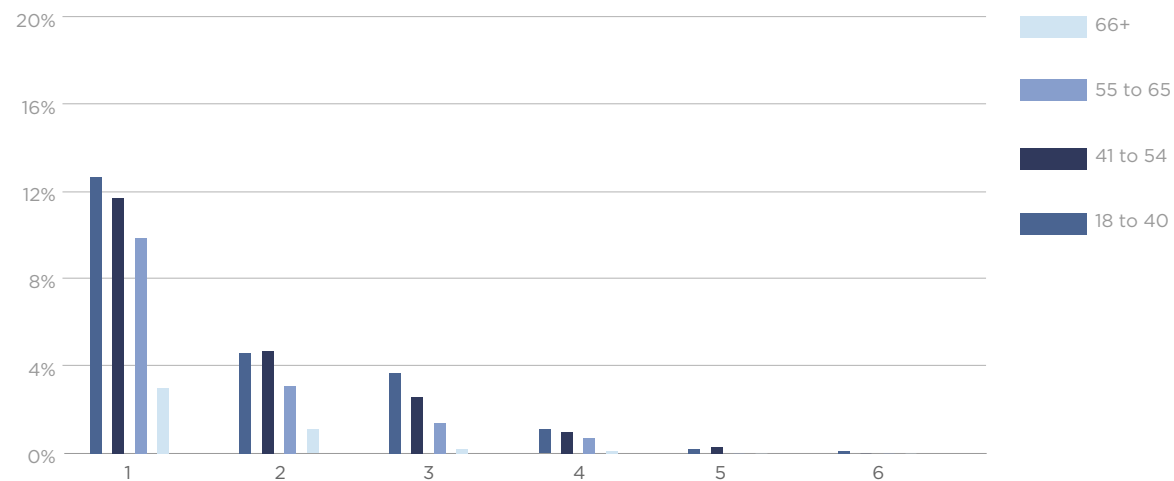
Of this population, an estimated 2,268,612 will experience 1 employment problem. Based on age, this represents:

- 862,514 people who are 18 to 40
- 797,503 people who are 41 to 54
- 460,533 people who are 55 to 66
- 148,062 people who are 66 and older

It is estimated that 835,043 Canadians will experience 2 consumer problems. Based on age, this represents:

- 314,294 people who are 18 to 40
- 320,654 people who are 41 to 54
- 145,685 people who are 55 to 66
- 54,410 people who are 66 and older

Number of Employment Problems Experienced Based on Four Age Groups



Number of Employment Problems		Responses Based on Four Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
1	Population Estimate	862,514	797,503	460,533	148,062
	Percentage within 4 age groups	12.7%	11.7%	9.9%	3.0%
2	Population Estimate	314,294	320,654	145,685	54,410
	Percentage within 4 age groups	4.6%	4.7%	3.1%	1.1%
3	Population Estimate	252,602	178,368	64,155	10,522
	Percentage within 4 age groups	3.7%	2.6%	1.4%	0.2%
4	Population Estimate	72,719	68,795	30,359	6,137
	Percentage within 4 age groups	1.1%	1.0%	0.7%	0.1%
5	Population Estimate	12,167	21,979		
	Percentage within 4 age groups	0.2%	0.3%		
6	Population Estimate	7,738			
	Percentage within 4 age groups	0.1%			

PROBLEMS WITH NEIGHBOURS

9.8% of people in Canada report experiencing one or more problems with neighbours.

Within the four age groups, that represents:

12.8%

of Canadians who are 18 to 40

10.6%

of Canadians who are 41 to 54

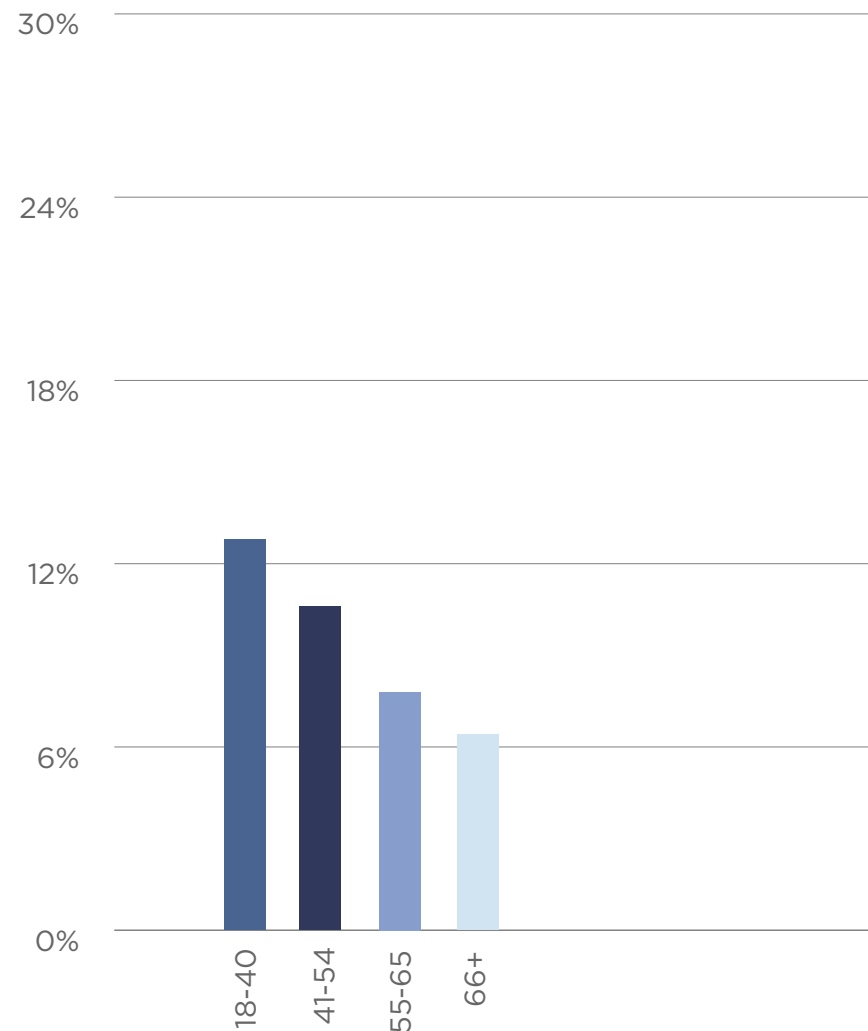
7.8%

of Canadians who are 55 to 65

6.4%

of Canadians who are 66 or older

Percentage of People within Four Age Groups with One or More Problems with Neighbours



NUMBER OF NEIGHBOUR PROBLEMS

It is estimated that 2,302,852 Canadians will experience at least 1 neighbour problem within a 3-year period.

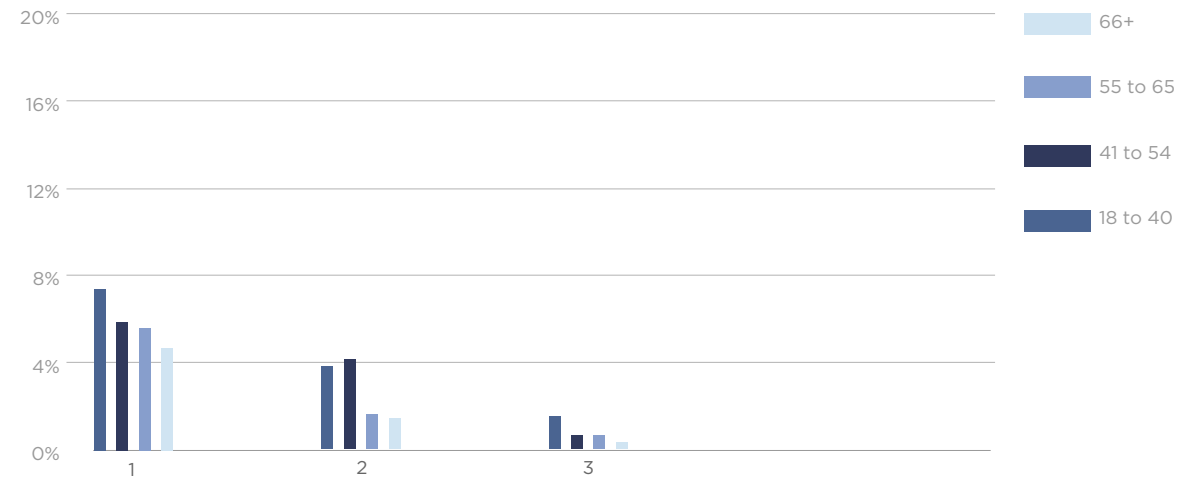
Of this population, an estimated 1,394,280 will experience one problem with neighbours. Based on age, this represents:

- 506,123 people who are 18 to 40
- 399,939 people who are 41 to 54
- 260,251 people who are 55 to 65
- 227,966 people who are 66 or older

It is estimated that 675,911 Canadians will experience 2 neighbour problems. Based on age, this represents:

- 257,438 people who are 18 to 40
- 277,170 people who are 41 to 54
- 72,190 people who are 55 to 65
- 69,113 people who are 66 or older

Number of Neighbour Problems Based on Four Age Groups



Number of Neighbour Problems		Responses Based on Four Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
1	Population Estimate	506,123	399,939	260,251	227,966
	Percentage within 4 age groups	7.4%	5.9%	5.6%	4.7%
2	Population Estimate	257,438	277,170	72,190	69,113
	Percentage within 4 age groups	3.8%	4.1%	1.6%	1.4%
3	Population Estimate	104,846	44,094	27,654	16,146
	Percentage within 4 age groups	1.5%	0.6%	0.6%	0.3%

DISCRIMINATION PROBLEMS

5.3% of people in Canada report experiencing one or more discrimination problems

Within the four age groups, that represents:

7.4%

of Canadians who are 18 to 40

4.8%

of Canadians who are 41 to 54

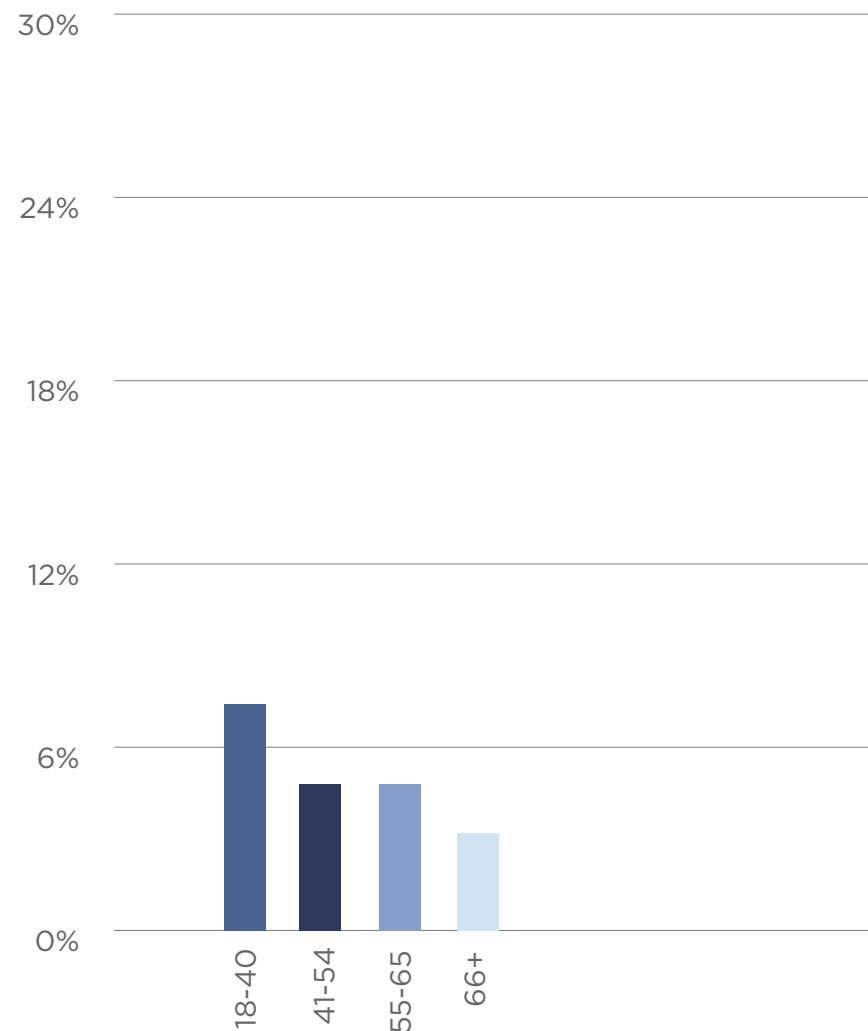
4.8%

of Canadians who are 55 to 65

3.2%

of Canadians who are 66 or older

Percentage of People within Four Age Groups with One or More Discrimination Problems



NUMBER OF DISCRIMINATION PROBLEMS

It is estimated that 1,250,148 Canadians will experience at least 1 discrimination problem within a 3-year period.

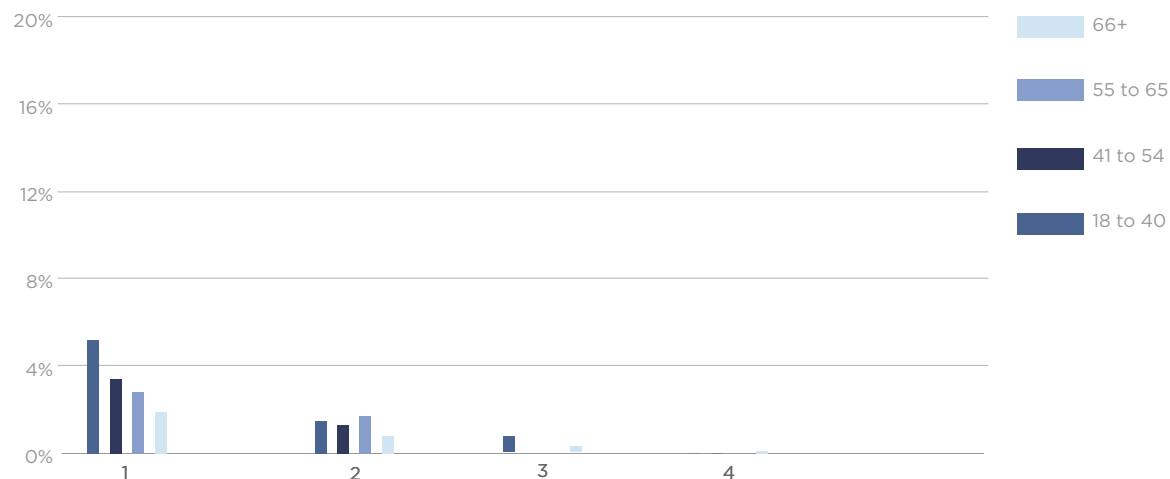
Of this population, an estimated 806,643 will experience one discrimination problem. Based on age, this represents:

- 351,712 people who are 18 to 40
- 233,743 people who are 41 to 54
- 130,215 people who are 55 to 65
- 90,972 people who are 66 or older

It is estimated that 314,400 Canadians will experience 2 discrimination problems. Based on age, this represents:

- 103,167 people who are 18 to 40
- 91,539 people who are 41 to 54
- 80,785 people who are 55 to 65
- 38,909 people who are 66 or older

Number of Discrimination Problems Based on Four Age Groups



Number of Discrimination Problems		Responses Based on Four Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
1	Population Estimate	351,712	233,743	130,215	90,972
	Percentage within 4 age groups	5.2%	3.4%	2.8%	1.9%
2	Population Estimate	103,167	91,539	80,785	38,909
	Percentage within 4 age groups	1.5%	1.3%	1.7%	0.8%
3	Population Estimate	46,778		10,014	19,798
	Percentage within 4 age groups	0.7%		0.2%	0.4%
4	Population Estimate				4,831
	Percentage within 4 age groups				0.1%

FAMILY LAW (RELATIONSHIP BREAKDOWN) PROBLEMS⁶

4.6% of people in Canada report experiencing one or more family law (relationship breakdown) problems.

Within the four age groups, that represents:

7.1%

of Canadians who are 18 to 40

6.0%

of Canadians who are 41 to 54

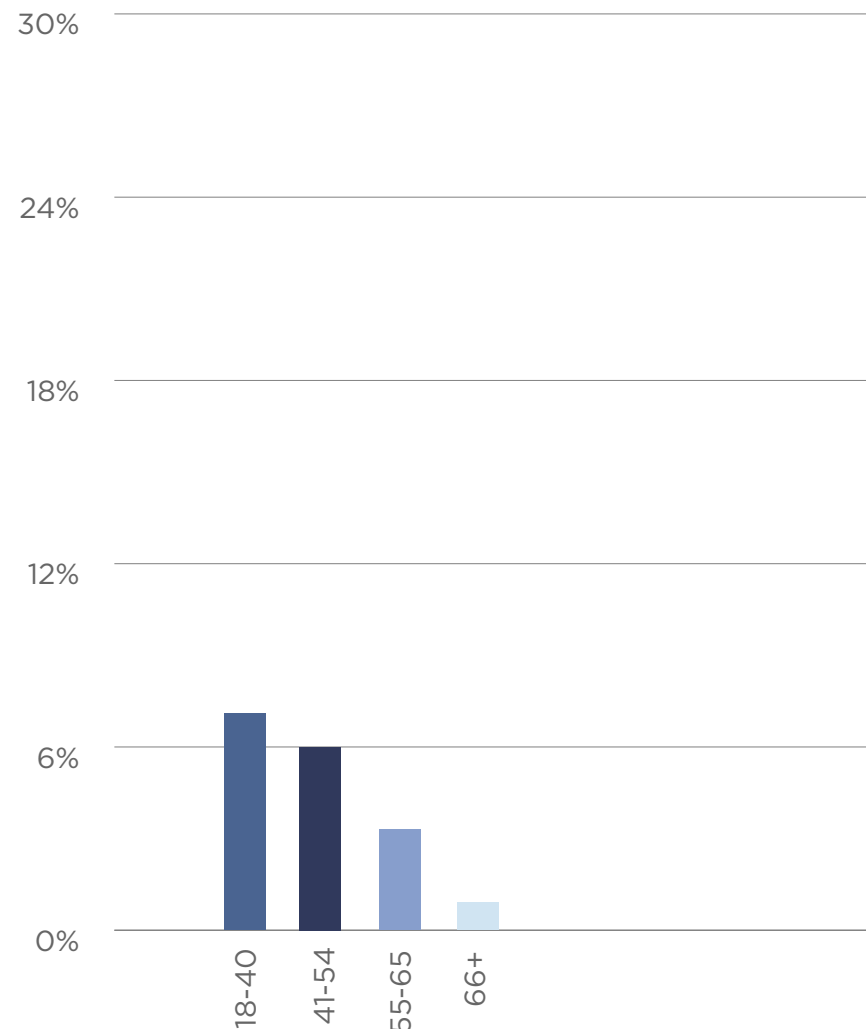
3.3%

of Canadians who are 55 to 65

0.9%

of Canadians who are 66 or older

Percentage of People within Four Age Groups with One or More Family Law (Relationship Breakdown) Problems



⁶ Relationship breakdown problems include: divorce, separation, changes in child support, division of assets after family break-up, collection of spousal support, family matters that involve a restraining order and other relationship breakdown problems.

NUMBER OF FAMILY LAW (RELATIONSHIP BREAKDOWN) PROBLEMS

It is estimated that 1,093,314 Canadians experience at least 1 family law (relationship breakdown) problem within a 3-year period.

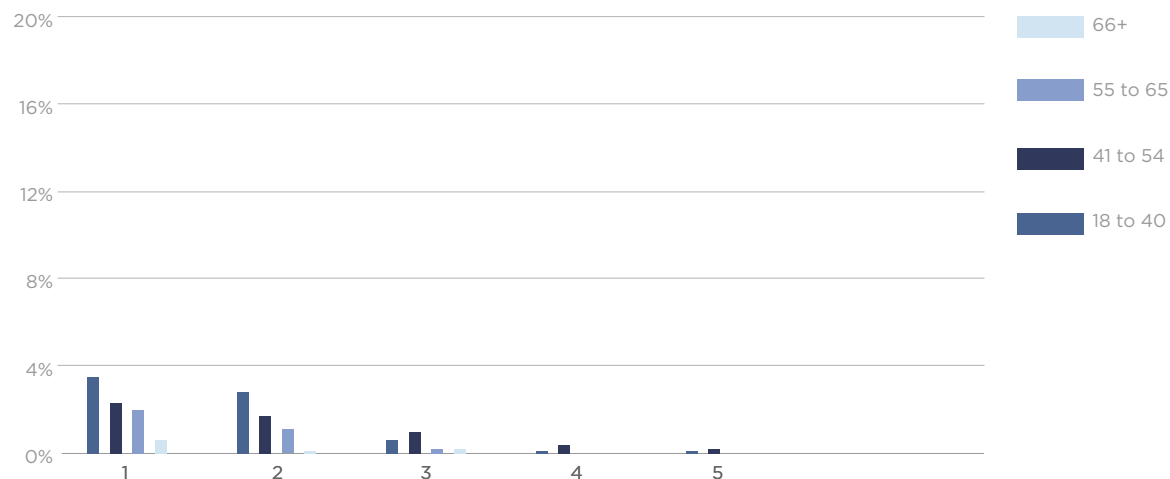
Of this population, an estimated 519,982 will experience 1 family law (relationship breakdown) problem. Based on age, this represents:

- 237,731 people who are 18 to 40
- 157,844 people who are 41 to 54
- 94,705 people who are 55 to 65
- 29,702 who are 66 or older

It is estimated that 360,389 Canadians will experience 2 discrimination problems. Based on age, this represents:

- 189,491 people who are 18 to 40
- 117,850 people who are 41 to 54
- 49,019 people who are 55 to 65
- 4,029 people who are 66 or older

Number of Family Law (Relationship Breakdown) Problems Based on Four Age Groups



Number of Family Law (Relationship Breakdown) Problems		Responses Based on Four Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
1	Population Estimate	237,731	157,844	94,705	29,702
	Percentage within 4 age groups	3.5%	2.3%	2.0%	0.6%
2	Population Estimate	189,491	117,850	49,019	4,029
	Percentage within 4 age groups	2.8%	1.7%	1.1%	0.1%
3	Population Estimate	40,378	68,344	10,629	10,905
	Percentage within 4 age groups	0.6%	1.0%	0.2%	0.2%
4	Population Estimate	6,199	40,805		
	Percentage within 4 age groups	0.1%	0.6%		
5	Population Estimate	8,711	26,971		
	Percentage within 4 age groups	0.1%	0.4%		

WILLS AND INCAPACITY PROBLEMS

3.2% of people in Canada report experiencing one or more problems related to wills and incapacity.

Within the four age groups, that represents:

2.6%

of Canadians who are 18 to 40

3.6%

of Canadians who are 41 to 54

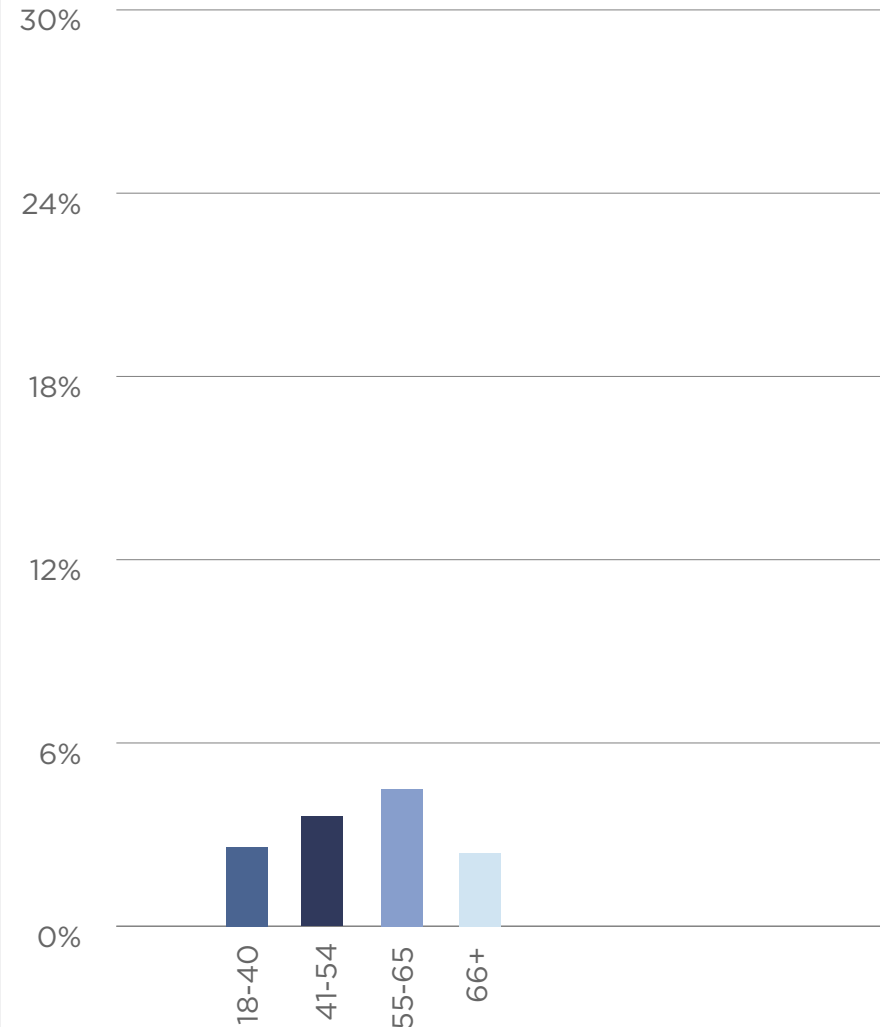
4.5%

of Canadians who are 55 to 65

2.4%

of Canadians who are 66 or older

Percentage of People within Four Age Groups with One or More Problems related to Wills and Incapacity



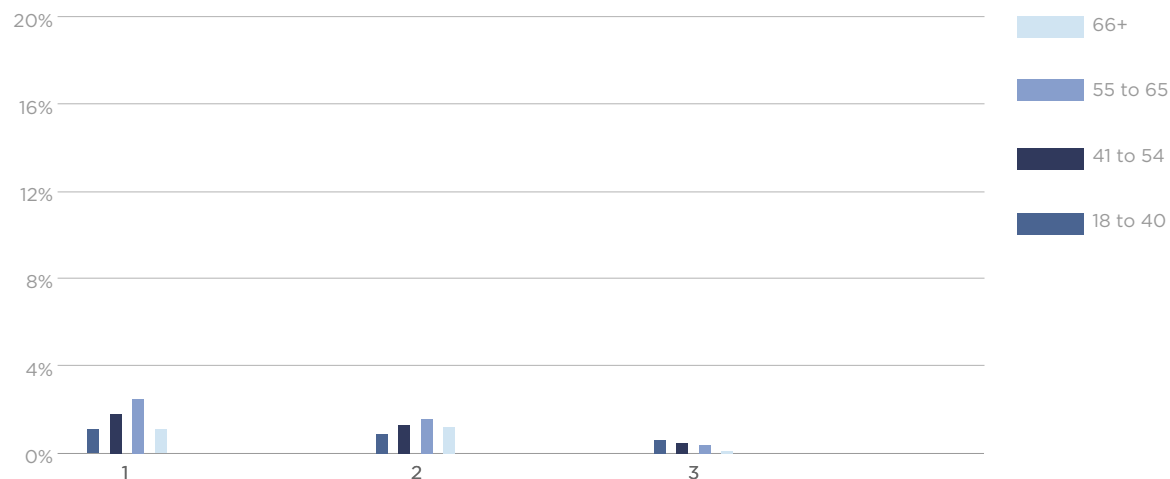
NUMBER OF PROBLEMS RELATED TO WILLS AND INCAPACITY

It is estimated that 755,896 Canadians will experience at least 1 problem related to wills and incapacity within a 3-year period.

Of this population, an estimated 359,611 will experience 1 problem related to wills and incapacity. Based on age, this represents:
 73,526 people who are 18 to 40
 120,245 people who are 41 to 54
 114,309 people who are 55 to 65
 51,532 people who are 66 or older

It is estimated that 284,658 Canadians will experience 2 problem related to wills and incapacity. Based on age, this represents:
 59,745 people who are 18 to 40
 88,598 people who are 41 to 54
 75,743 people who are 55 to 65
 60,573 people who are 66 or older

Number of Wills and Incapacity Problems Based on Four Age Groups



Number of Wills and Incapacity Problems		Responses Based on Four Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
1	Population Estimate	73,526	120,245	114,309	51,532
	Percentage within 4 age groups	1.1%	1.8%	2.5%	1.1%
2	Population Estimate	59,745	88,598	75,743	60,573
	Percentage within 4 age groups	0.9%	1.3%	1.6%	1.2%
3	Population Estimate	42,420	35,264	19,225	4,831
	Percentage within 4 age groups	0.6%	0.5%	0.4%	0.1%

PROBLEMS RELATED TO MEDICAL TREATMENT

2.6% of people in Canada report experiencing one or more problems related to medical treatment.

Within the four age groups, that represents:

3.1%

of Canadians who are 18 to 40

2.3%

of Canadians who are 41 to 54

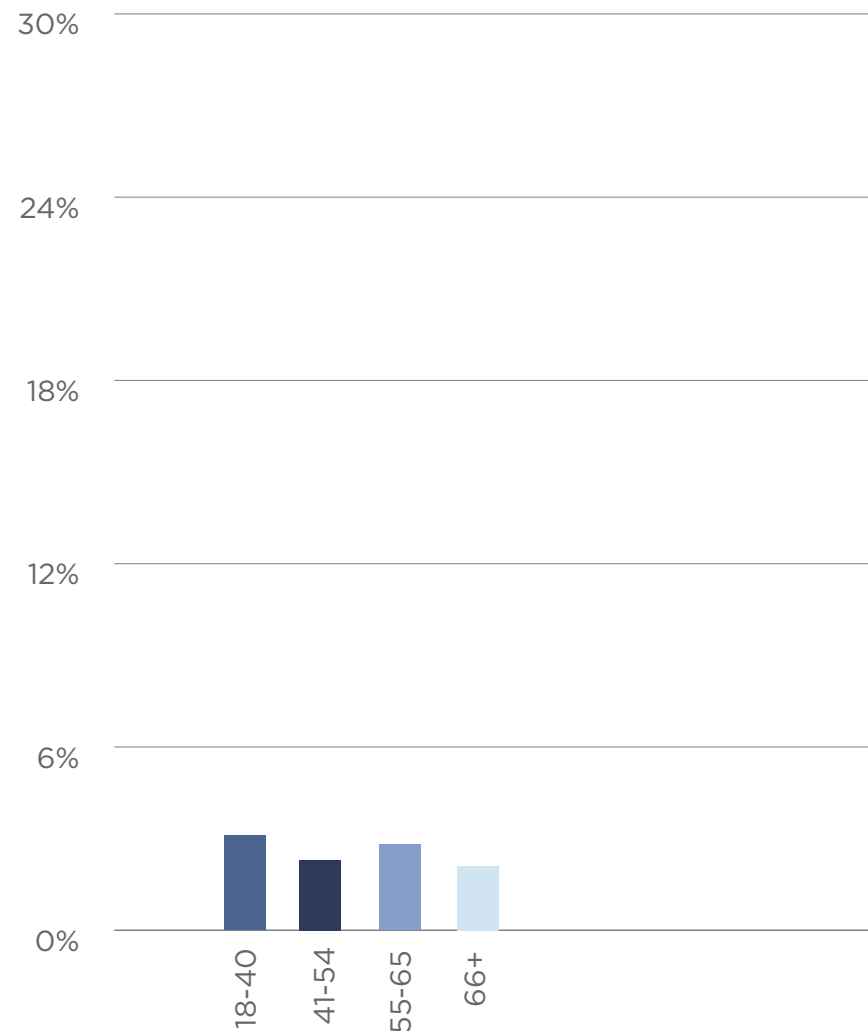
2.8%

of Canadians who are 55 to 65

2.1%

of Canadians who are 66 or older

Percentage of People within Four Age Groups with One or More Problems related to Medical Treatment



NUMBER OF PROBLEMS RELATED TO MEDICAL TREATMENT

It is estimated that 609,917 Canadians will experience at least 1 problem related to medical treatment within a 3-year period.

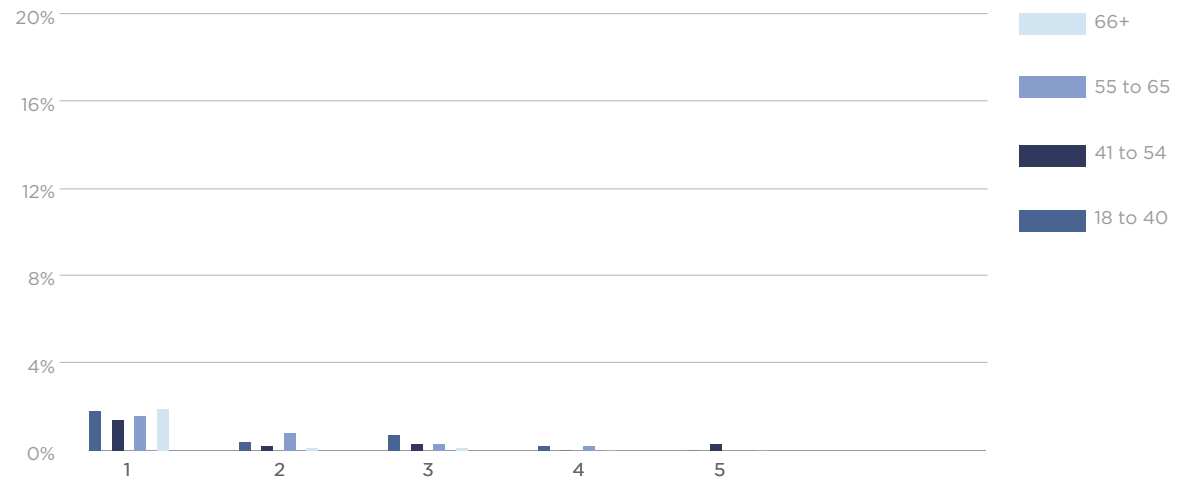
Of this population, an estimated 385,868 will experience 1 medical treatment problem. Based on age, this represents:

- 125,238 people who are 18 to 40
- 96,333 people who are 41 to 54
- 73,258 people who are 55 to 65
- 91,039 people who are 66 or older

It is estimated that 88,191 Canadians will experience 2 problems related to medical treatment. Based on age, this represents:

- 29,490 people who are 18 to 40
- 14,194 people who are 41 to 54
- 37,631 people who are 55 to 65
- 6,876 people who are 66 or older

Number of Medical Treatment Problems Based on Four Age Groups



Number of Medical Treatment Problems		Responses Based on Four Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
1	Population Estimate	125,238	96,333	73,258	91,039
	Percentage within 4 age groups	1.8%	1.4%	1.6%	1.9%
2	Population Estimate	29,490	14,194	37,631	6,876
	Percentage within 4 age groups	0.4%	0.2%	0.8%	0.1%
3	Population Estimate	45,708	20,908	12,506	4,113
	Percentage within 4 age groups	0.7%	0.3%	0.3%	0.1%
4	Population Estimate	10,991		7,999	
	Percentage within 4 age groups	0.2%		0.2%	
5	Population Estimate		22,197		
	Percentage within 4 age groups		0.3%		

HOUSING PROBLEMS

2.5% of people in Canada report experiencing one or more housing problems

Within the four age groups, that represents:

4.4%

of Canadians who are 18 to 40

2.0%

of Canadians who are 41 to 54

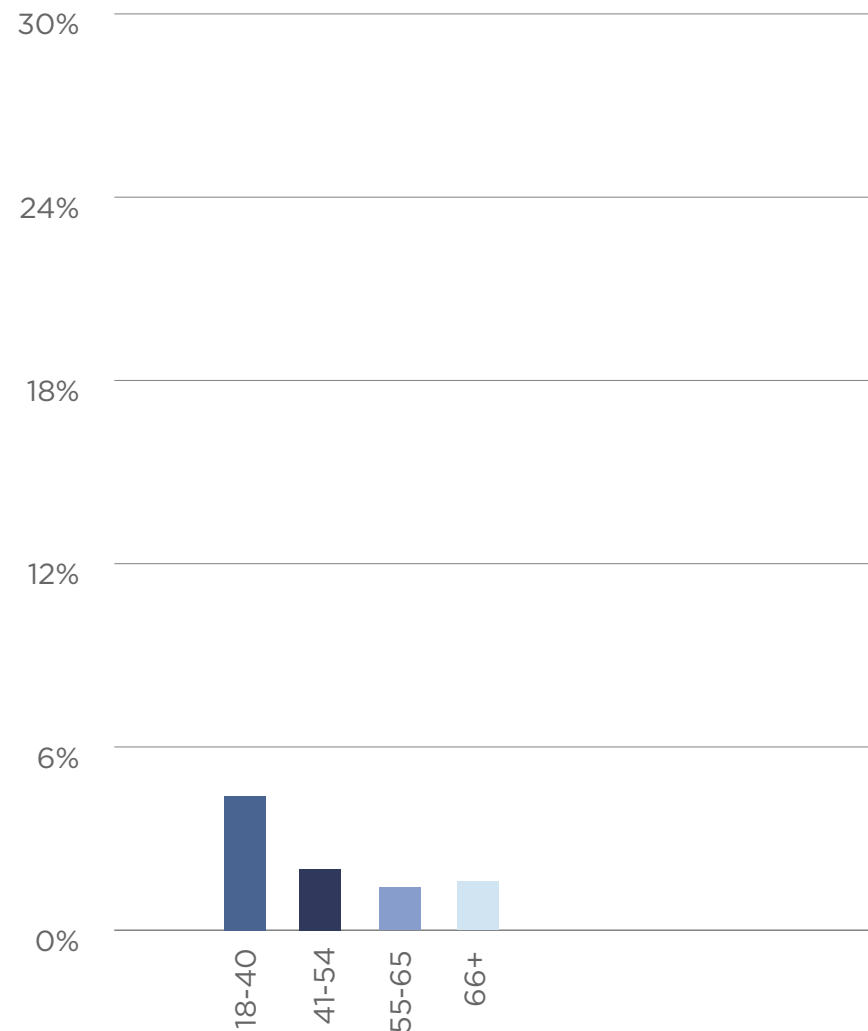
1.4%

of Canadians who are 55 to 65

1.6%

of Canadians who are 66 or older

Percentage of People within Four Age Groups with One or More Housing Problems



NUMBER OF HOUSING PROBLEMS

It is estimated that 584,198 Canadians will experience at least 1 problem related to housing assistance within a 3-year period.

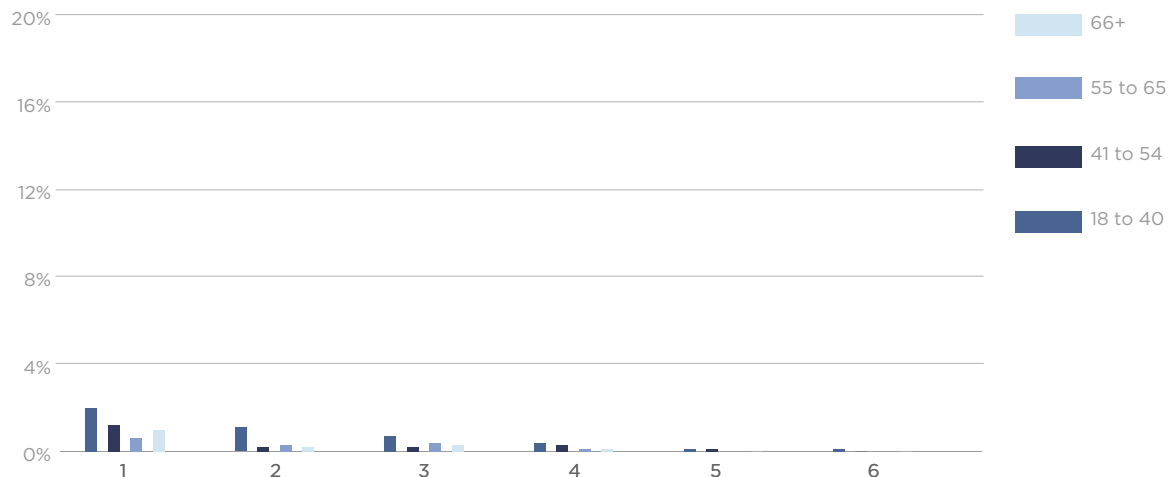
Of this population, an estimated 291,750 will experience 1 housing problem. Based on age, this represents:

- 133,781 people who are 18 to 40
- 80,759 people who are 41 to 54
- 26,806 people who are 55 to 65
- 50,404 people who are 66 or older

It is estimated that 110,778 Canadians will experience 2 housing problems. Based on age, this represents:

- 71,878 people who are 18 to 40
- 12,753 people who are 41 to 54
- 14,908 people who are 55 to 65
- 11,239 people who are 66 or older

Number of Housing Problems Based on Four Age Groups



Number of Housing Problems		Responses Based on Four Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
1	Population Estimate	133,781	80,759	26,806	50,404
	Percentage within 4 age groups	2.0%	1.2%	0.6%	1.0%
2	Population Estimate	71,878	12,753	14,908	11,239
	Percentage within 4 age groups	1.1%	0.2%	0.3%	0.2%
3	Population Estimate	49,904	13,234	18,417	13,451
	Percentage within 4 age groups	0.7%	0.2%	0.4%	0.3%
4	Population Estimate	24,998	19,812	6,385	4,831
	Percentage within 4 age groups	0.4%	0.3%	0.1%	0.1%
5	Population Estimate	7,738	7,803		
	Percentage within 4 age groups	0.1%	0.1%		
6	Population Estimate	8,711			
	Percentage within 4 age groups	0.1%			

PERSONAL INJURY PROBLEMS

2.5% of people in Canada report experiencing one or more personal injury problems.

Within the four age groups, that represents:

1.9%

of Canadians who are 18 to 40

3.4%

of Canadians who are 41 to 54

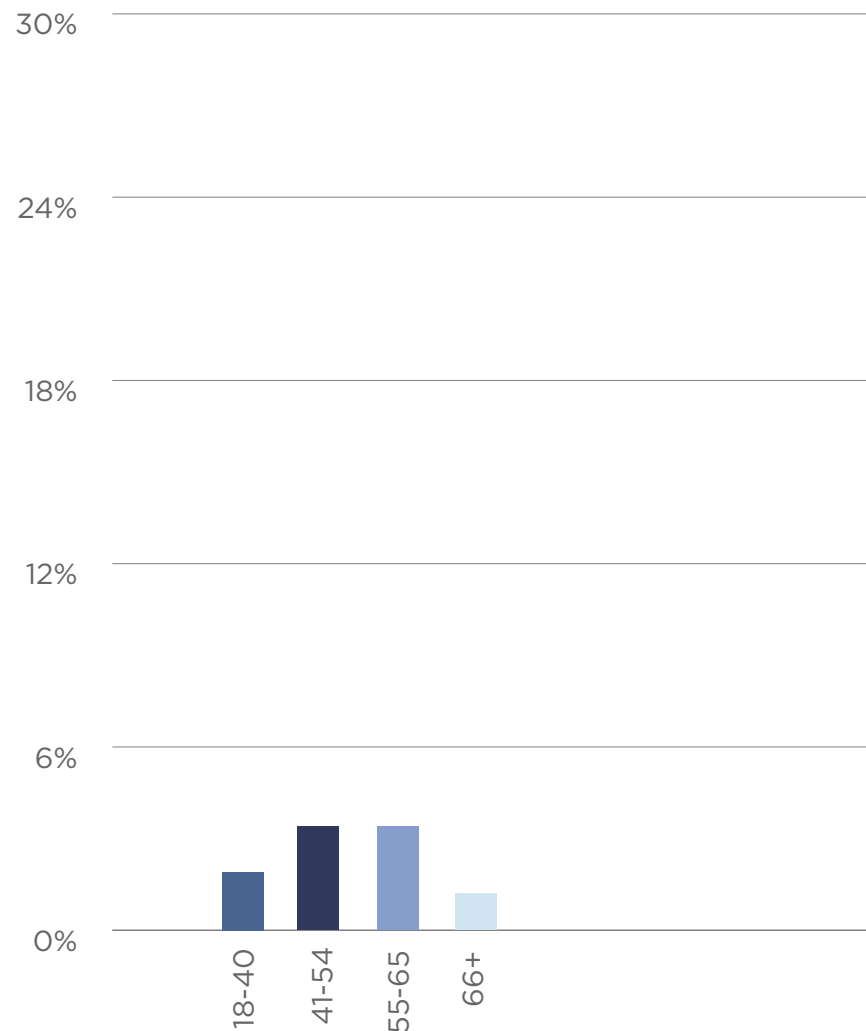
3.4%

of Canadians who are 55 to 65

1.2%

of Canadians who are 66 or older

Percentage of People within Four Age Groups with One or More Personal Injury Problems



NUMBER OF PERSONAL INJURY PROBLEMS

It is estimated that 585,180 Canadians will experience at least 1 personal injury problem within a 3-year period.

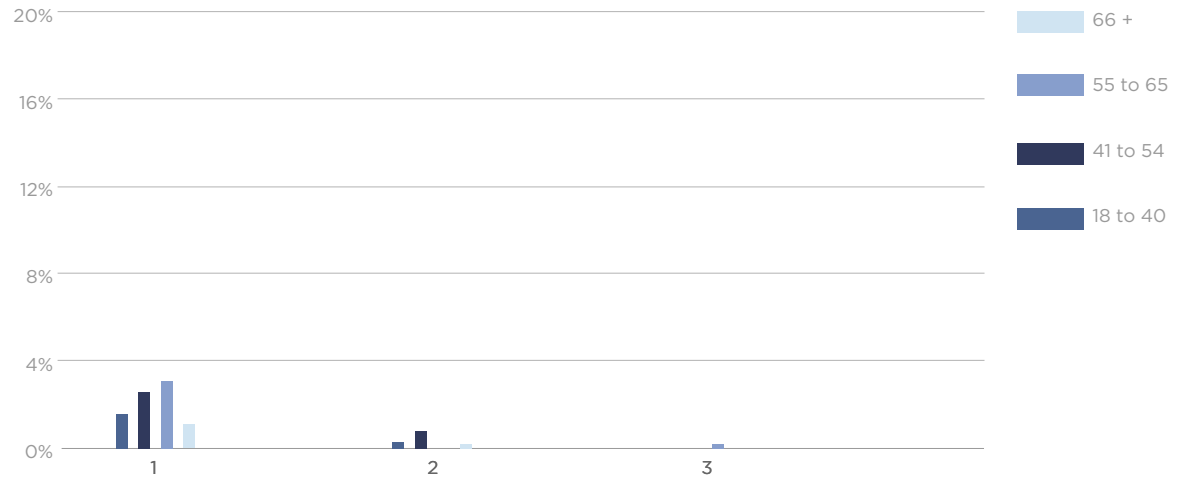
Of this population, an estimated 483,214 will experience 1 personal injury problem. Based on age, this represents:

- 109,123 people who are 18 to 40
- 179,709 people who are 41 to 54
- 142,529 people who are 55 to 65
- 51,852 people who are 66 or older

It is estimated that 82,153 Canadians will experience 2 personal injury problems. Based on age, this represents:

- 22,574 people who are 18 to 40
- 51,502 people who are 41 to 54
- 8,077 people who are 66 or older

Number of Personal Injury Problems Based on Four Age Groups



Number of Personal Injury Problems		Responses Based on Four Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
1	Population Estimate	109,123	179,709	142,529	51,852
	Percentage within 4 age groups	1.6%	2.6%	3.1%	1.1%
2	Population Estimate	22,574	51,502		8,077
	Percentage within 4 age groups	0.3%	0.8%		0.2%
3	Population Estimate			14,097	
	Percentage within 4 age groups			0.3%	

TREATMENT BY POLICE

1.8% of people in Canada report experiencing one or more problems related to treatment by police.

Within the four age groups, that represents:

2.9%

of Canadians who are 18 to 40

2.2%

of Canadians who are 41 to 54

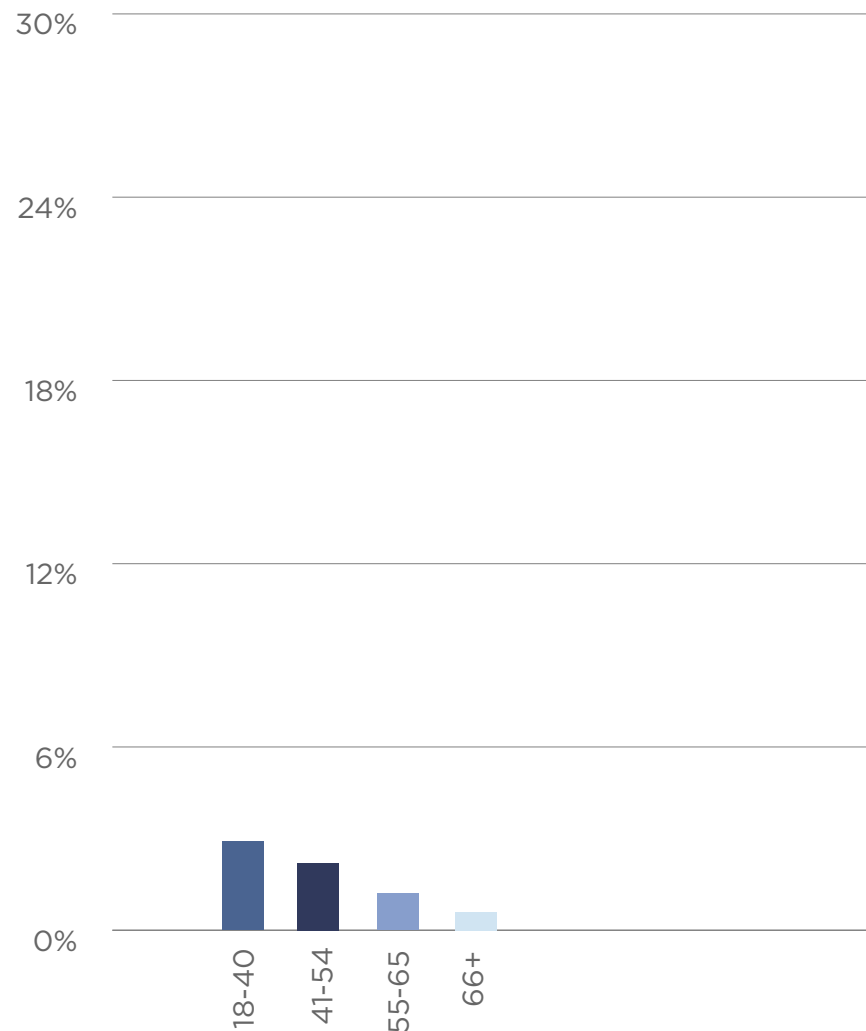
1.2%

of Canadians who are 55 to 65

0.6%

of Canadians who are 66 or older

Percentage of People within Four Age Groups with One or More Problems related to Treatment By Police



NUMBER OF PROBLEMS RELATED TO TREATMENT BY POLICE

It is estimated that 435,373 Canadians will experience at least 1 problem related to treatment by police within a 3-year period.

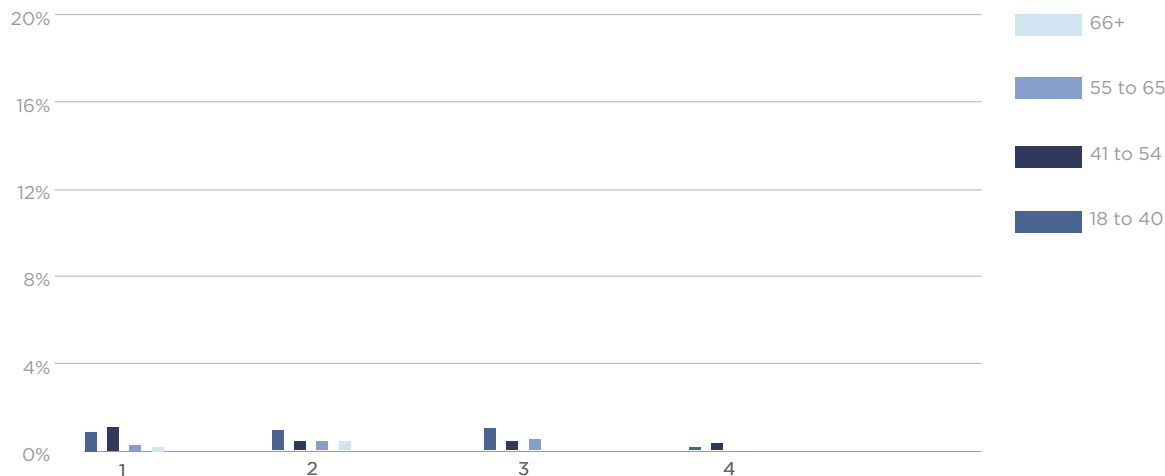
Of this population, an estimated 162,144 will experience 1 discrimination problem. Based on age, this represents:

- 60,257 people who are 18 to 40
- 75,640 people who are 41 to 54
- 15,007 people who are 55 to 65
- 11,239 people who are 66 or older

It is estimated that 124,416 Canadians will experience 2 discrimination problems. Based on age, this represents:

- 59,742 people who are 18 to 40
- 26,272 people who are 41 to 54
- 18,239 people who are 55 to 65
- 20,161 people who are 66 or older

Number of Problems related to Treatment By Police Based on Four Age Groups



Number of Problems related to Treatment by Police		Responses Based on Four Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
1	Population Estimate	60,257	75,640	15,007	11,239
	Percentage within 4 age groups	0.9%	1.1%	0.3%	0.2%
2	Population Estimate	59,742	26,272	18,239	20,161
	Percentage within 4 age groups	0.9%	0.4%	0.4%	0.4%
3	Population Estimate	65,962	24,434	21,683	
	Percentage within 4 age groups	1.0%	0.4%	0.5%	
4	Population Estimate	8,711	22,197		
	Percentage within 4 age groups	0.1%	0.3%		

DISABILITY ASSISTANCE PROBLEMS

1.6% of people in Canada report experiencing one or more disability assistance problems.

Within the four age groups, that represents:

1.7%

of Canadians who are 18 to 40

2.2%

of Canadians who are 41 to 54

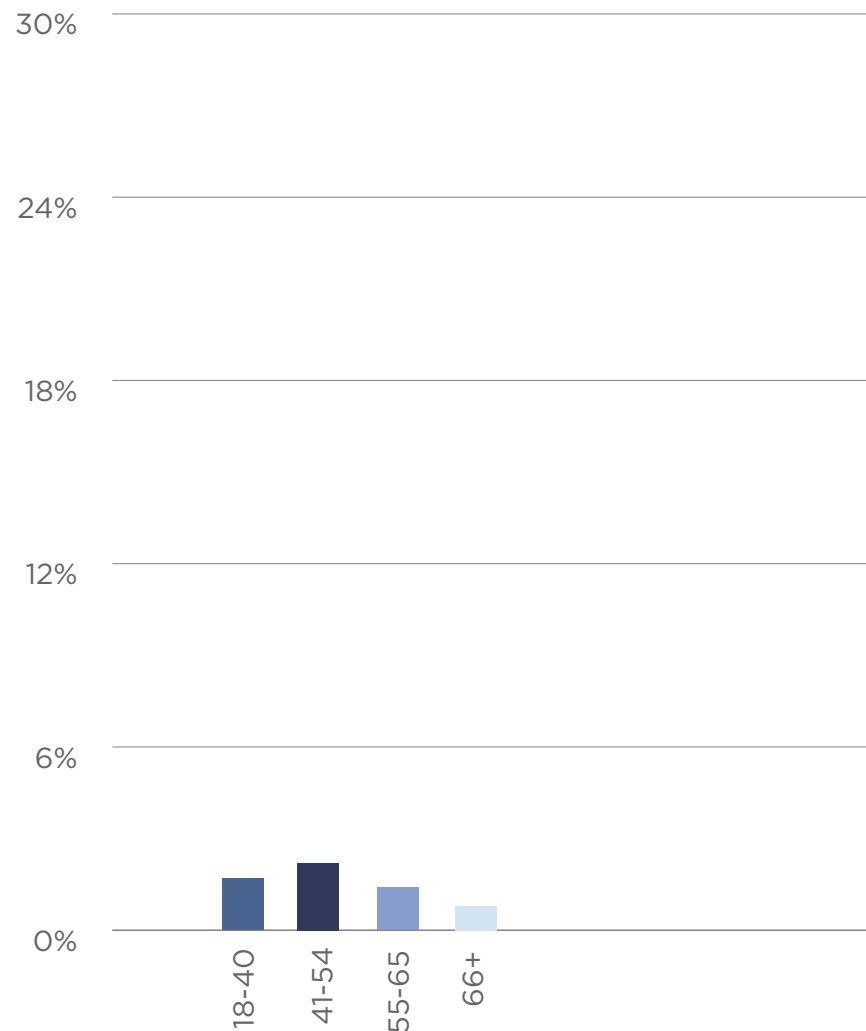
1.4%

of Canadians who are 55 to 65

0.8%

of Canadians who are 66 or older

Percentage of People within Four Age Groups with One or More Disability Assistance Problems



NUMBER OF DISABILITY ASSISTANCE PROBLEMS

It is estimated that 374,533 Canadians will experience at least 1 problem related to disability assistance within a 3-year period.

Of this population, an estimated 305,596 will experience 1 disability assistance problem.

Based on age, this represents:

116,424 people who are 18 to 40

104,553 people who are 41 to 54

49,150 people who are 55 to 65

35,469 people who are 66 or older

It is estimated that 50,701 Canadians will experience 2 disability assistance problems.

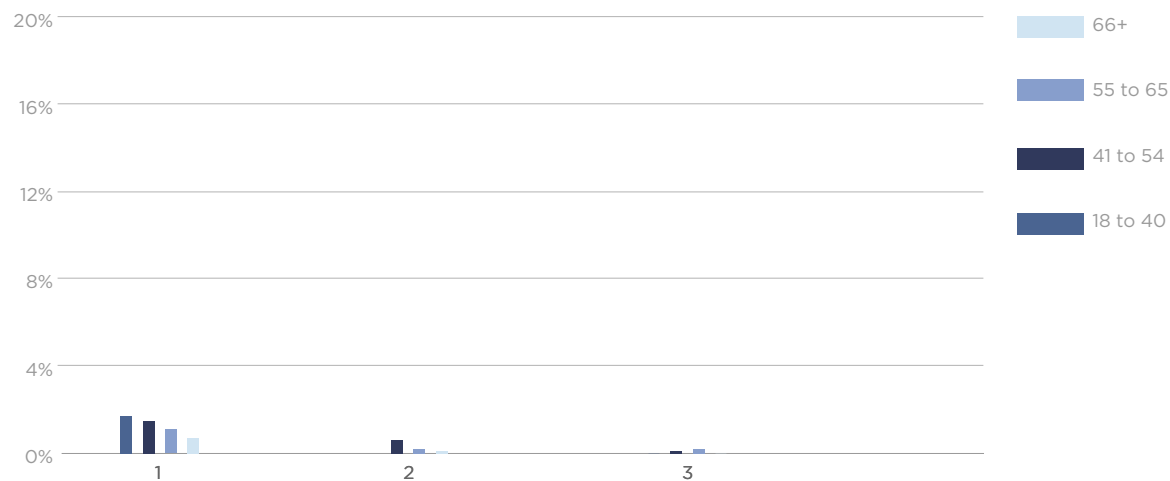
Based on age, this represents:

39,072 people who are 41 to 54

7,515 people who are 55 to 65

4,113 people who are 66 or older

Number of Disability Assistance Problems Based on Four Age Groups



Number of Disability Assistance Problems		Responses Based on 4 Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
1	Population Estimate	116,424	104,553	49,150	35,469
	Percentage within 4 age groups	1.7%	1.5%	1.1%	0.7%
2	Population Estimate		39,072	7,515	4,113
	Percentage within 4 age groups		0.6%	0.2%	0.1%
3	Population Estimate		7,882	10,354	
	Percentage within 4 age groups		0.1%	0.2%	

PROBLEMS RELATED TO THREATS OF LEGAL ACTION

1.5% of people in Canada report experiencing one or more problems related to threats of legal action.

Within the four age groups, that represents:

1.4%

of Canadians who are 18 to 40

1.6%

of Canadians who are 41 to 54

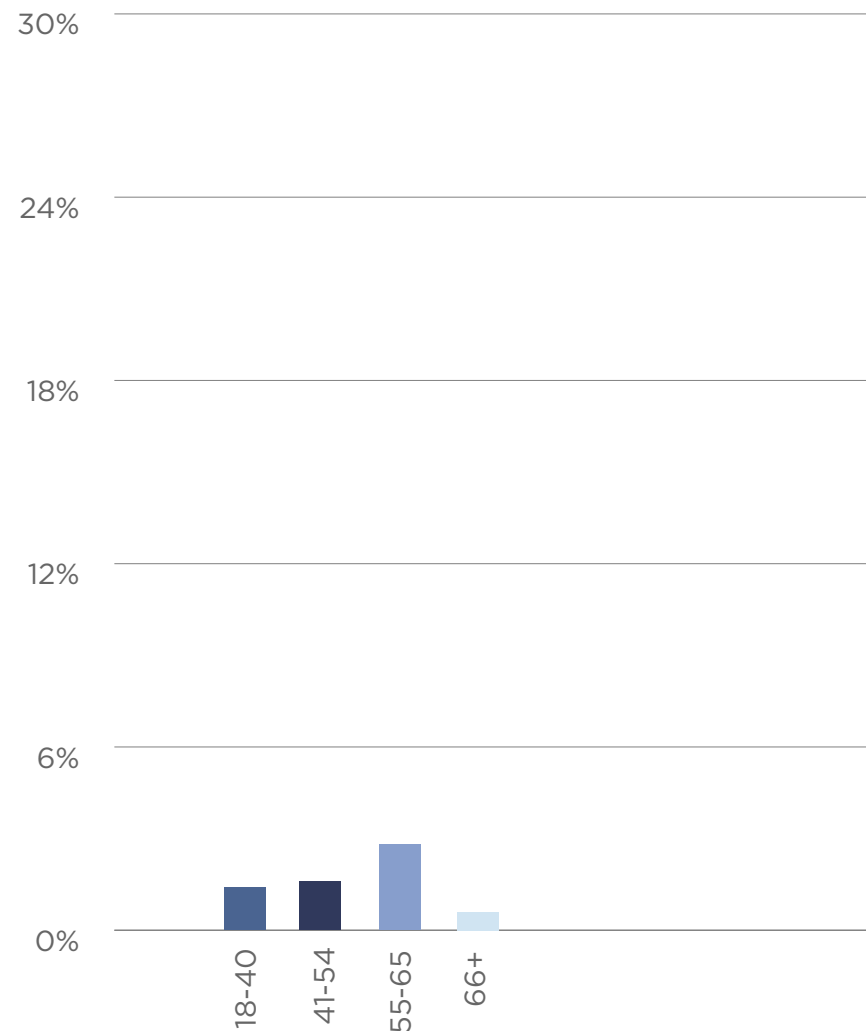
2.8%

of Canadians who are 55 to 65

0.6%

of Canadians who are 66 or older

Percentage of People within Four Age Groups with One or More Problems related to Threats of Legal Action



NUMBER OF PROBLEMS RELATED TO THREAT OF LEGAL ACTION

It is estimated that 359,467 Canadians will experience at least 1 problem related to threats of legal action within a 3-year period.

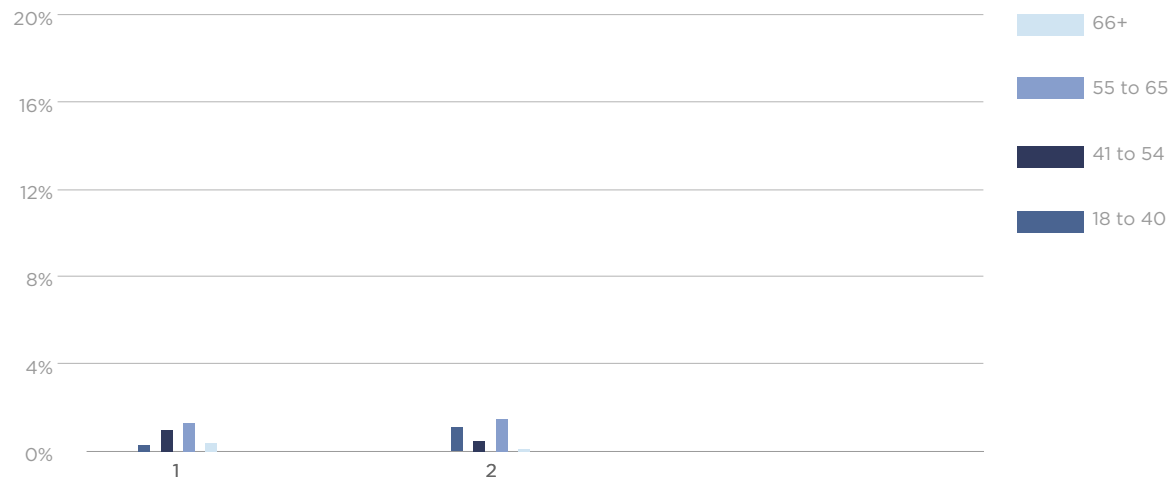
Of this population, an estimated 174,435 will experience 1 problem related to threats of legal action. Based on age, this represents:

- 20,908 people who are 18 to 40
- 71,363 people who are 41 to 54
- 61,638 people who are 55 to 65
- 20,526 people who are 66 or older

It is estimated that 185,033 Canadians will experience 2 problems related to threats of legal action. Based on age, this represents:

- 71,817 people who are 18 to 40
- 36,269 people who are 41 to 54
- 70,538 people who are 55 to 65
- 6,408 people who are 66 or older

Number of Problems Related to Threats of Legal Action Based on Four Age Groups



Number of Problems Related to Threats of Legal Action		Responses Based on 4 Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
1	Population Estimate	20,908	71,363	61,638	20,526
	Percentage within 4 age groups	0.3%	1.0%	1.3%	0.4%
2	Population Estimate	71,817	36,269	70,538	6,408
	Percentage within 4 age groups	1.1%	0.5%	1.5%	0.1%

SOCIAL ASSISTANCE PROBLEMS

1.2% of people in Canada report experiencing one or more social assistance problems.

Within the four age groups, that represents:

1.3%

of Canadians who are 18 to 40

1.1%

of Canadians who are 41 to 54

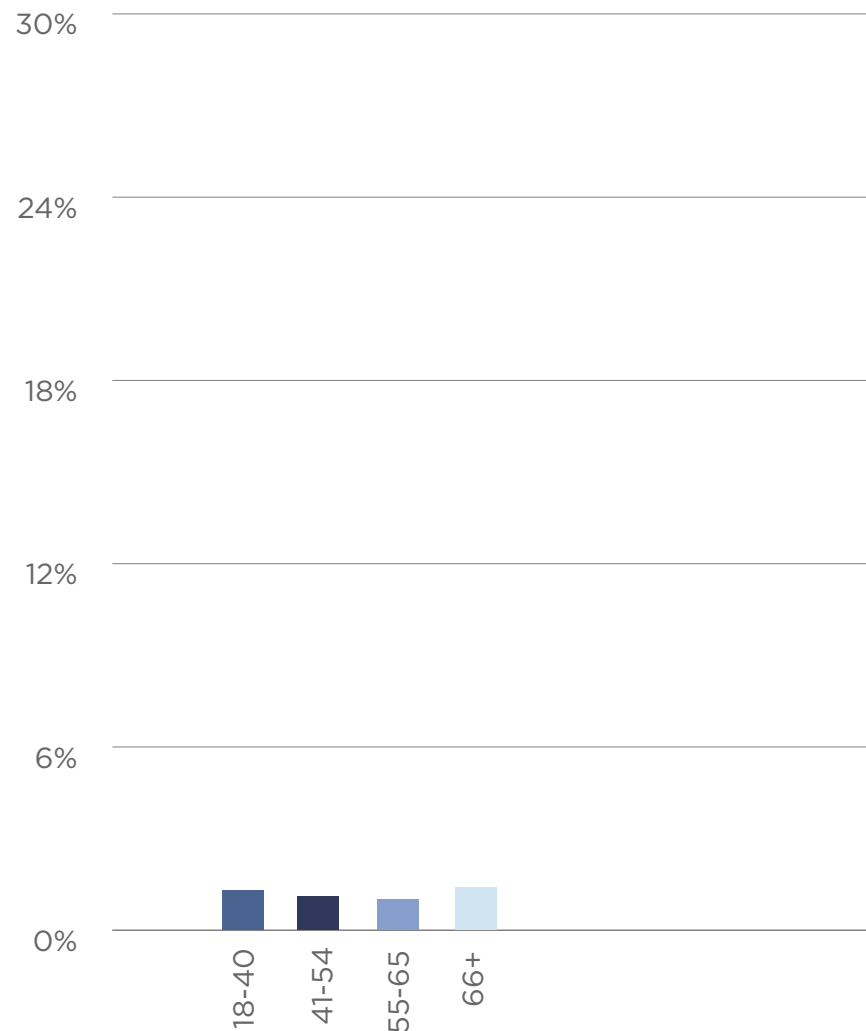
1.0%

of Canadians who are 55 to 65

1.4%

of Canadians who are 66 or older

Percentage of People within Four Age Groups with One or More Social Assistance Problems



NUMBER OF SOCIAL ASSISTANCE PROBLEMS

It is estimated that 282,610 Canadians will experience at least 1 social assistance problem within a 3-year period.

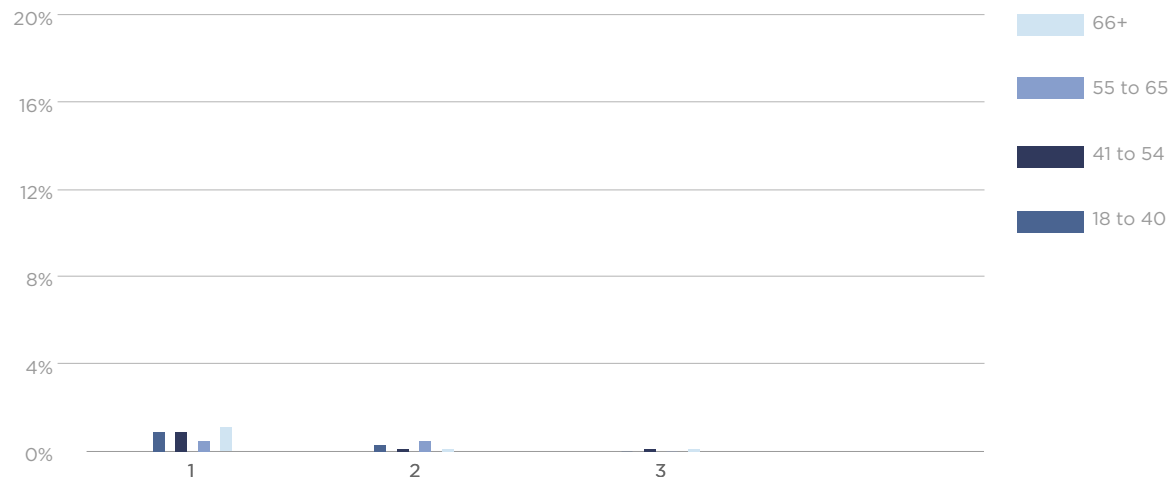
Of this population, an estimated 201,424 will experience 1 social assistance problem. Based on age, this represents:

- 62,977 people who are 18 to 40
- 59,719 people who are 41 to 54
- 23,098 people who are 55 to 65
- 55,629 people who are 66 or older

It is estimated that 62,835 Canadians will experience 2 social assistance problems. Based on age, this represents:

- 22,603 people who are 18 to 40
- 10,001 people who are 41 to 54
- 23,355 people who are 55 to 65
- 6,876 people who are 66 or older

Number of Social Assistance Problems Based on Four Age Groups



Number of Social Assistance Problems		Responses Based on 4 Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
1	Population Estimate	62,977	59,719	23,098	55,629
	Percentage within 4 age groups	0.9%	0.9%	0.5%	1.1%
2	Population Size	22,603	10,001	23,355	6,876
	Percentage within 4 age groups	0.3%	0.1%	0.5%	0.1%
3	Population Size		7,803		4,831
	Percentage within 4 age groups		0.1%		0.1%

IMMIGRATION PROBLEMS

0.7% of people in Canada report experiencing one or more immigration problems.

Within the four age groups, that represents:

1.4%

of Canadians who are 18 to 40

0.5%

of Canadians who are 41 to 54

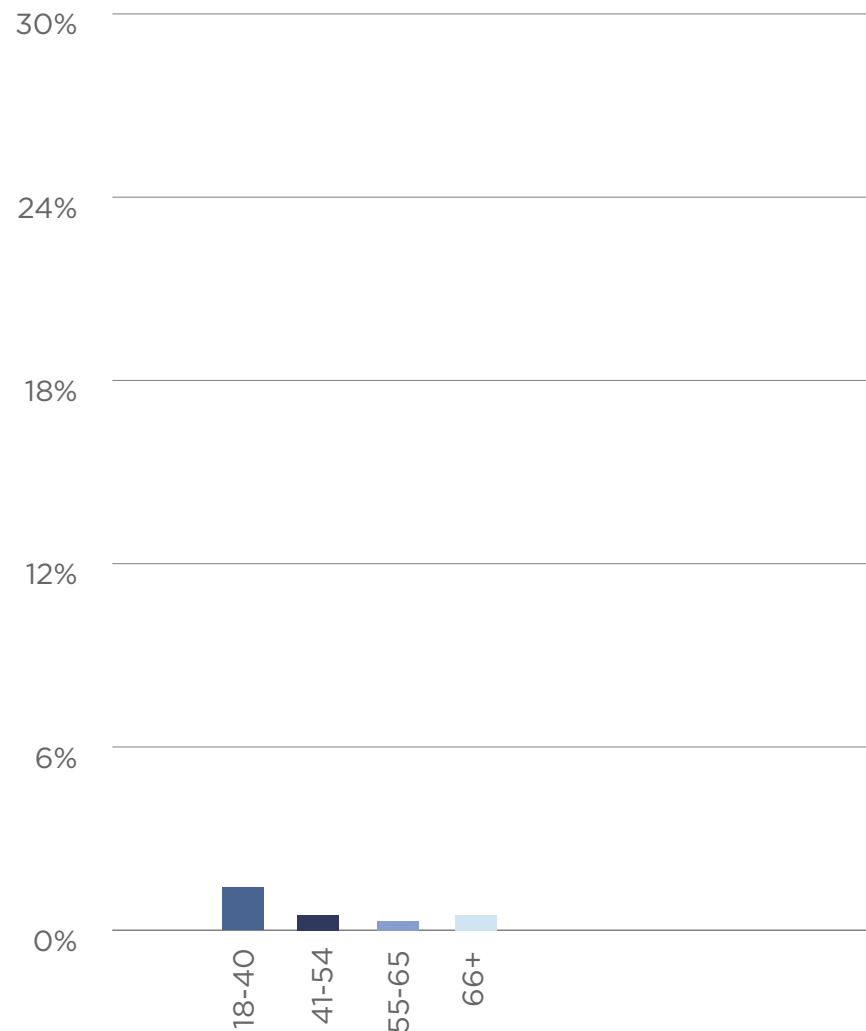
0.3%

of Canadians who are 55 to 65

0.5%

of Canadians who are 66 or older

Percentage of People within Four Age Groups with One or More Immigration Problems



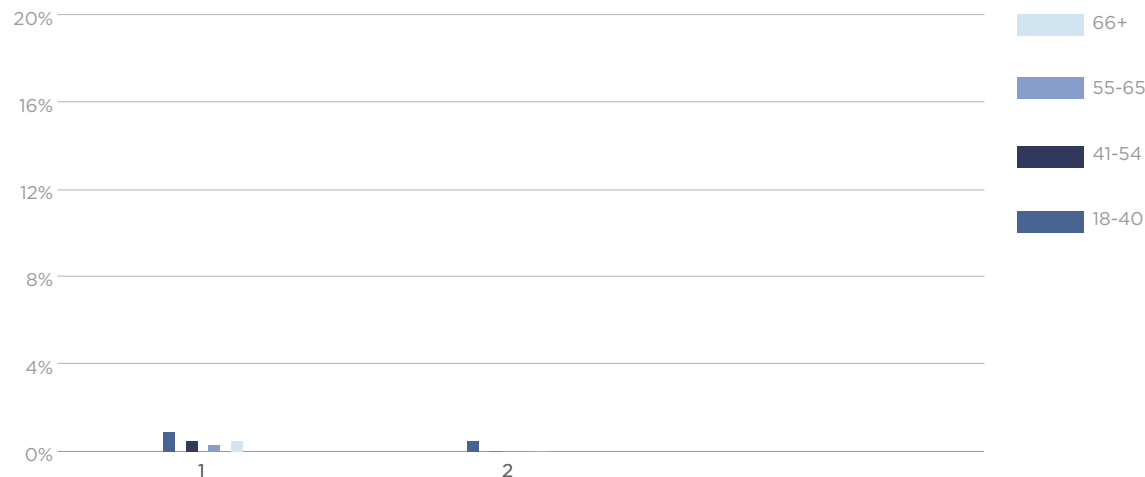
NUMBER OF IMMIGRATION PROBLEMS

It is estimated that 176,013 Canadians will experience at least 1 problem related to immigration assistance within a 3-year period.

Of this population, an estimated 136,575 will experience 1 immigration problem. Based on age, this represents:

- 63,296 people who are 18 to 40
- 33,457 people 41 to 54
- 13,900 people who are 55 to 65
- 25,922 people who are 66 or older

Number of Immigration Problems Based on Four Age Groups



Number of Immigration Problems		Responses Based on 4 Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
1	Population Estimate	63,296	33,457	13,900	25,922
	Percentage within 4 age groups	0.9%	0.5%	0.3%	0.5%
More than 1	Population Estimate	33,721			
	Percentage within 4 age groups	0.5%			

FAMILY (OTHER) PROBLEMS⁷

0.5% of people in Canada report experiencing one or more family problems (other than relationship breakdown).

Within the four age groups, that represents:

1.2%

of Canadians who are 18 to 40

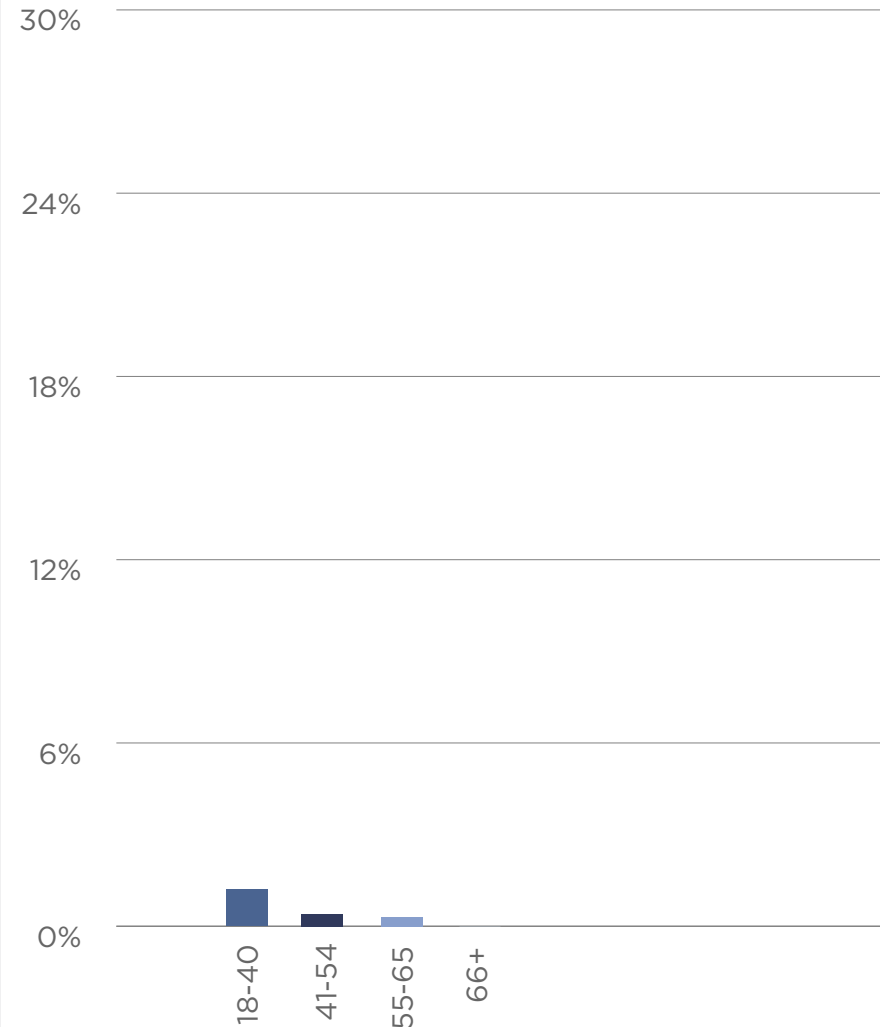
0.4%

of Canadians who are 41 to 54

0.3%

of Canadians who are 55 to 65

Percentage of People within Four Age Groups with One or More Family (Other) Problems



⁷ Family (other) problems relate to: becoming the guardian of a child, having a child under your guardianship taken away, representation for a child in a dispute, child abduction and disputes regarding a child's status in school.

NUMBER OF FAMILY (OTHER) PROBLEMS

It is estimated that 123,184 Canadians will experience at least 1 family (other) problems within a 3-year period.

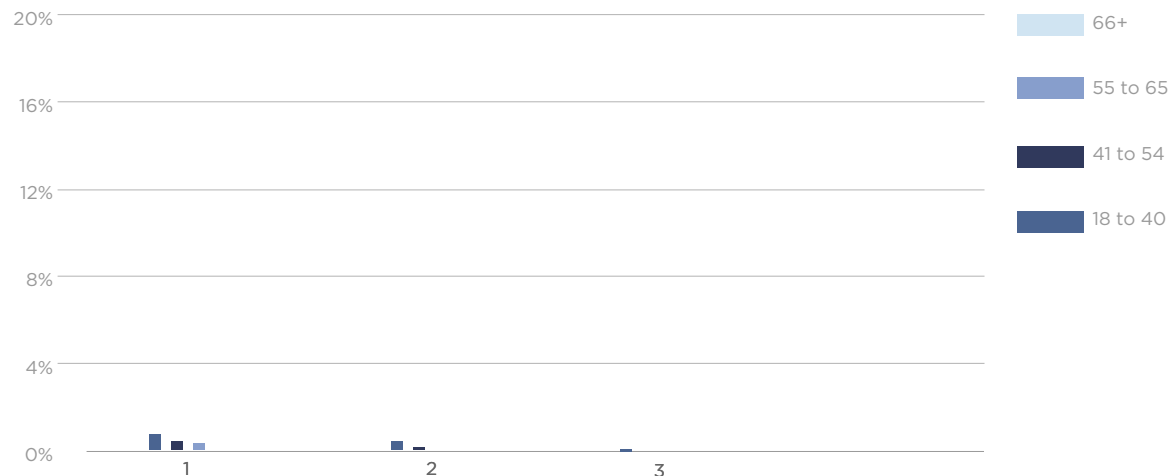
Of this population, an estimated 83,313 will experience 1 family (other) problem. Based on age, this represents:

- 46,391 people who are 18 to 40
- 24,429 people 41 to 54
- 12,493 people who are 55 to 65

It is estimated that 31,040 Canadians will experience 2 discrimination problems. Based on age, this represents:

- 25,323 people who are 18 to 40
- 5,717 people who are 41 to 54

Number of Family (Other) Problems Based on Four Age Groups



Family (Other) Problems		Responses Based on 4 Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
1	Population Estimate	46,391	24,429	12,493	
	Percentage within 4 age groups	0.7%	0.4%	0.3%	
2	Population Estimate	25,323	5,717		
	Percentage within 4 age groups	0.4%	0.1%		
3	Population Estimate	8,830			
	Percentage within 4 age groups	0.1%			

CRIMINAL LAW PROBLEMS

0.4% of people in Canada report experiencing one or more problems related to criminal law (in addition to their civil and family justice problem).

Within the four age groups, that represents:

0.7%

of Canadians who are 18 to 40

0.4%

of Canadians who are 41 to 54

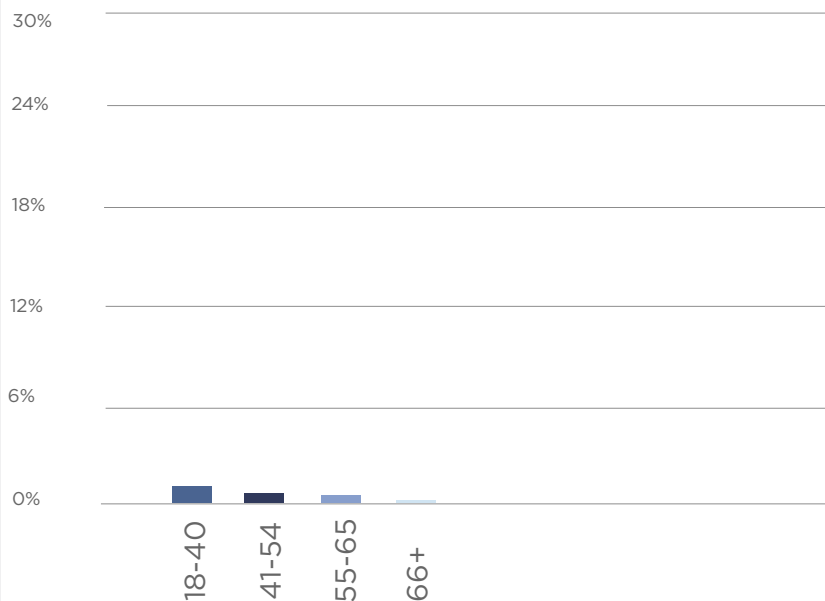
0.3%

of Canadians who are 55 to 65

0.1%

of Canadians who are 66 or older

Percentage of People within Four Age Groups with One or More Problems related to Criminal Charges



Number of Criminal Law Problems		Responses Based on 4 Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
1	Population Size	47,862	25,718	15,298	4,113
	Percentage within 4 age groups	0.7%	0.4%	0.3%	0.1%

SERVICE OPTIONS AND TAKING ACTION

Of the 48.4% of people in Canada who will experience at least 1 civil or family justice problem over a given three-year period, 95% will try to resolve their legal problem in some way.

44.7% of Canadians experience 1 to 7 problems and 3.7% experience 8 or more problems over a given three-year period.

In order to be consistent with previous legal problems surveys, respondents to the "Everyday Legal Problems and the Cost of Justice in Canada" survey were asked follow-up questions about the first 7 problems experienced only. This includes questions about how they dealt with their problem(s), their satisfaction with the options used to address their problem(s) and the types of costs incurred. The following pages provide details on the actions taken, broken down by age group.

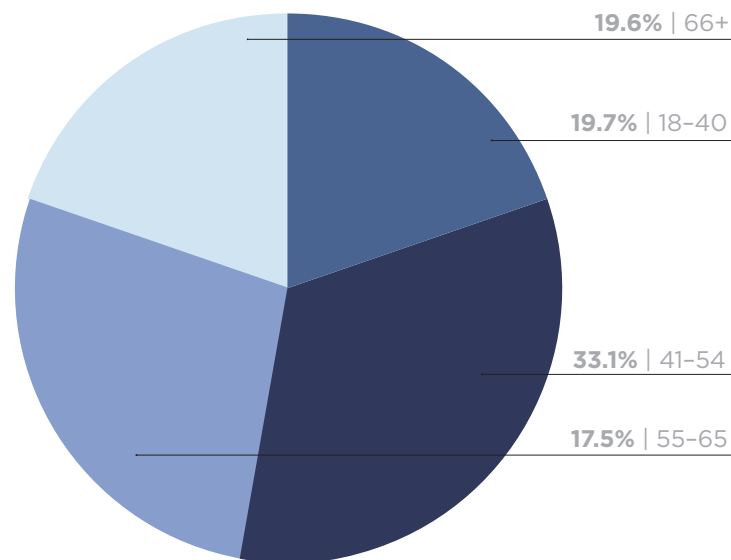
TAKING ACTION

Approximately 10,543,556⁸ people in Canada will experience at least 1 and as many as 7 civil or family justice problems within a given 3-year period.

Within the four age groups, that represents:

- 3,400,242 people who are 18 to 40
- 3,330,334 people who are 41 to 54
- 2,065,010 people who are 55 to 65
- 1,546,234 people who are 66 or older

Percentage of People within Four Age Groups who Experience 1 to 7 Problems



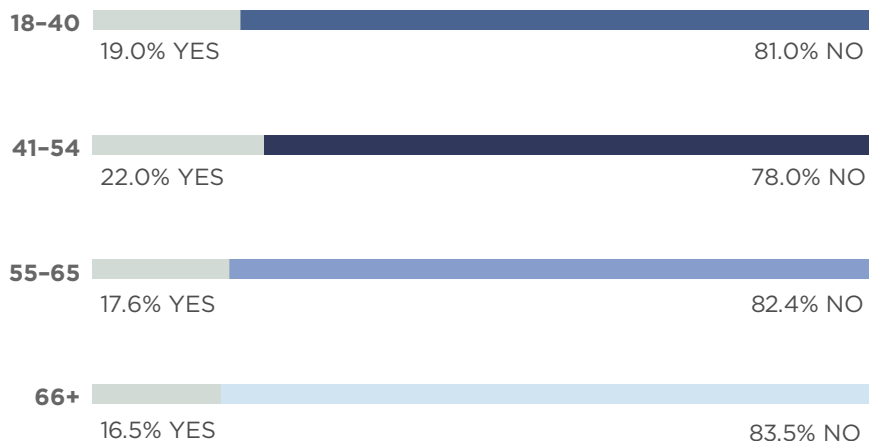
		Responses Based on 4 Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
1 to 7 Problems	Population Estimate	3,400,242	3,330,334	2,065,010	1,546,234

⁸ The difference in the total population who experience 1-7 problems and the sum of the population broken down by age who experience 1-7 problems is as a result of some survey respondents refusing to provide their age.

TAKING ACTION OBTAIN LEGAL ADVICE

19.0% of people in Canada obtain legal advice for help with their everyday legal problem(s).

Percentage who Obtain Legal Advice



Within the four age groups, that represents:

19.0%

of Canadians who are 18 to 40

22.0%

of Canadians who are 41 to 54

17.6%

of Canadians who are 55 to 65

16.5%

of Canadians who are 66 or older

		Responses Based on 4 Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
Obtain legal advice	Population Estimate	2,725,983	2,591,314	1,687,371	1,283,946
	Percentage Within 4 Age Groups	81.0%	78.0%	82.4%	83.5%
Does not obtain legal advice	Population Estimate	638,539	731,984	360,425	254,146
	Percentage Within 4 Age Groups	19.0%	22.0%	17.6%	16.5%

TAKING ACTION

OBTAIN LEGAL ADVICE SOURCES OF LEGAL ADVICE

Within the four age groups, individuals who contact a private lawyer represent:

- 82.6% of people who are 18 to 40
- 77.5% of people who are 41 to 54
- 95.5% of people who are 55 to 65
- 91.5% of people who are 66 or older

People in Canada who contact a free legal clinic represent:

- 9.0% of people who are 18 to 40
- 6.6% of people who are 41 to 54
- 3.0% of people who are 55 to 65

People in Canada who contact Legal Aid for help represent:

- 2.7% of people who are 18 to 40
- 5.8% of people who are 41 to 54
- 1.5% of people who are 55 to 65
- 5.8% of people who are 66 or older

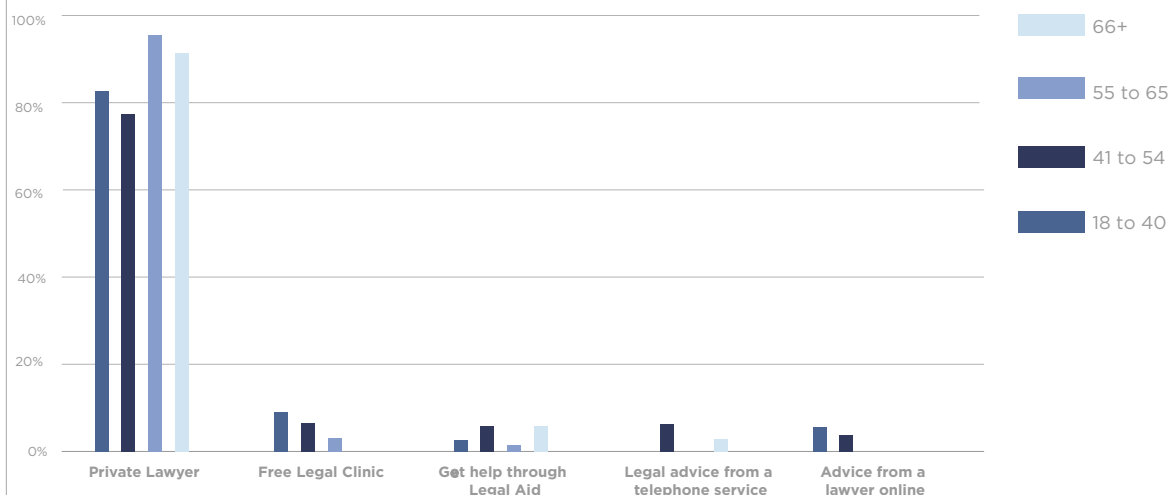
People in Canada who contact a legal advice phone service represent:

- 6.3% of people who are 41 to 54
- 2.8% of people who are 66 or older

People in Canada who get legal advice online from a lawyer represent:

- 5.7% of people who are 18 to 40
- 3.8% of people who are 41 to 54

Percentage of People within Four Age Groups who Obtain Legal Advice from Different Sources



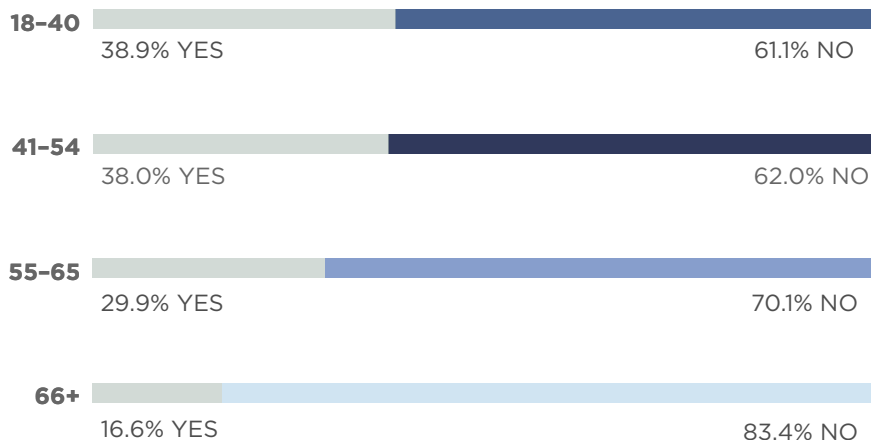
Sources of Legal Advice		Responses Based on 4 Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
Contact Private Lawyer	Population Estimate	504,745	540,434	31,6473	210,827
	Percentage Within 4 Age Groups	82.6%	77.5%	95.5%	91.5%
Contact Free Legal Clinic	Population Estimate	55,130	46,097	10,014	
	Percentage Within 4 Age Groups	9.0%	6.6%	3.0%	
Contact Legal Aid	Population Estimate	16,612	40,310	5,007	13,285
	Percentage Within 4 Age Groups	2.7%	5.8%	1.5%	5.8%
Contact Legal Advice Phone Service	Population Estimate		44,101		6,408
	Percentage Within 4 Age Groups		6.3%		2.8%
Get online Legal Advice	Population Estimate	34,581	26,709		
	Percentage Within 4 Age Groups	5.7%	3.8%		

TAKING ACTION

SEARCH THE INTERNET

33.2% of people in Canada go online to try to get help for their everyday legal problem(s).

Percentage who Search the Internet for help with Legal Problems



Within the four age groups, that represents:

38.9%

of Canadians who are 18 to 40

38.0%

of Canadians who are 41 to 54

29.9%

of Canadians who are 55 to 65

16.6%

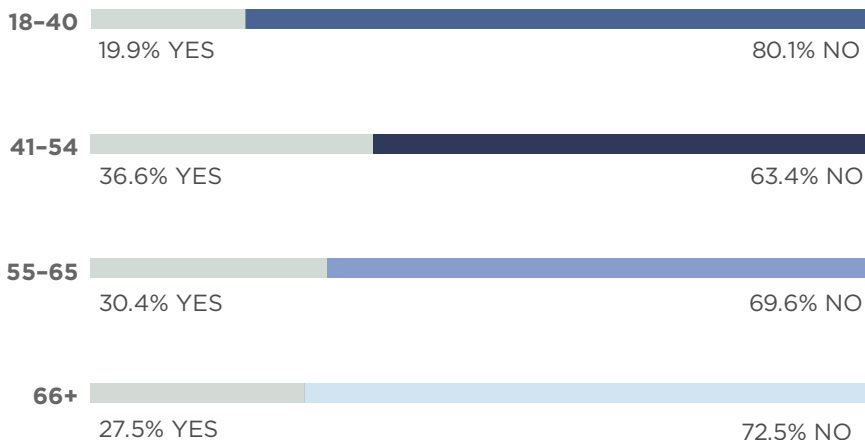
of Canadians who are 66 or older

		Responses Based on 4 Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
Does not search the Internet	Population Estimate	2,056,635	2,059,148	1,435,197	1,282,474
	Percentage Within 4 Age Groups	61.1%	62.0%	70.1%	83.4%
Search the Internet	Population Estimate	1,307,887	1,264,150	612,599	255,617
	Percentage Within 4 Age Groups	38.9%	38.0%	29.9%	16.6%

TAKING ACTION CONTACTING AN ORGANIZATION

28.3% of people in Canada seek help from an organization such as a union or an advocacy group.

Percentage who Contact an Organization for help with Legal Problems



Within the four age groups, that represents:

19.9%

of Canadians who are 18 to 40

36.6%

of Canadians who are 41 to 54

30.4%

of Canadians who are 55 to 65

27.5%

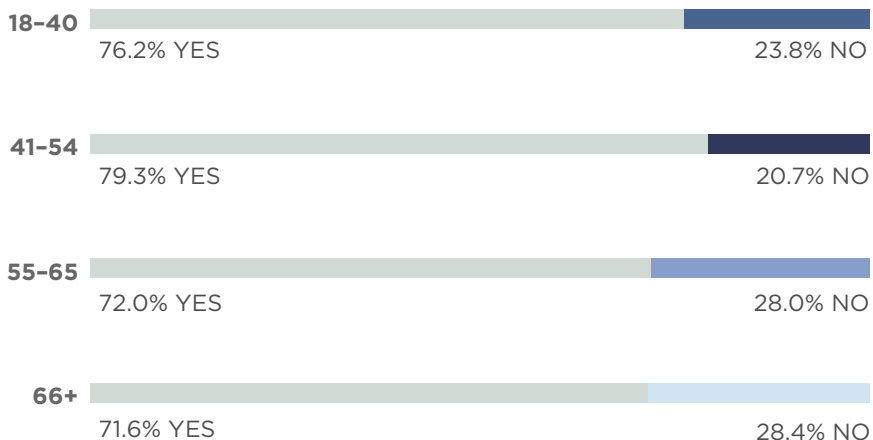
of Canadians who are 66 or older

		Responses Based on 4 Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
Contact an Organization	Population Estimate	2,696,568	2,106,760	1,425,974	1,115,529
	Percentage Within 4 Age Groups	80.1%	63.4%	69.6%	72.5%
Don't contact an organization	Population Estimate	667,954	1,216,539	621,822	422,562
	Percentage Within 4 Age Groups	19.9%	36.6%	30.4%	27.5%

TAKING ACTION TALKING WITH THE OTHER PARTY

75.1% of people in Canada contact the other party in the dispute.

Percentage who Talk with the Other Party



Within the four age groups, that represents:

76.2%

of Canadians who are 18 to 40

79.3%

of Canadians who are 41 to 54

72.0%

of Canadians who are 55 to 65

71.6%

of Canadians who are 66 or older

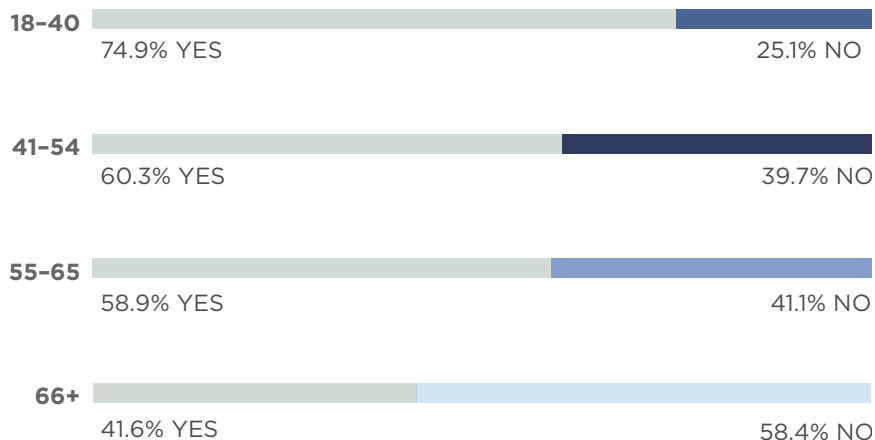
		Responses Based on 4 Age Groups				
		18 to 40	41 to 54	55 to 65	66 or older	
Talk with the Other Party	Does not talk with the other party	Population Estimate	800,138	687,990	574,252	436,781
		Percentage Within 4 Age Groups	23.8%	20.7%	28.0%	28.4%
Talk with the other party		Population Estimate	2,564,384	2,635,308	1,473,544	1,101,310
		Percentage Within 4 Age Groups	76.2%	79.3%	72.0%	71.6%

TAKING ACTION

TALKING WITH FRIENDS AND RELATIVES

61.2% of people in Canada seek advice from friends and relatives about their legal problems.

Percentage who Talk with Friends and Relatives about Legal Problems



Within the four age groups, that represents:

74.9%
of Canadians who are 18 to 40

60.3%
of Canadians who are 41 to 54

58.9%
of Canadians who are 55 to 65

41.6%
of Canadians who are 66 or older

		Responses Based on 4 Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
Talk With Friends Does not talk with friends and relatives	Population Estimate	844,763	1,319,585	841,997	897,496
	Percentage Within 4 Age Groups	25.1%	39.7%	41.1%	58.4%
Talk with friends and relatives	Population Estimate	2,519,759	2,003,714	1,205,800	640,595
	Percentage Within 4 Age Groups	74.9%	60.3%	58.9%	41.6%

TAKING ACTION

APPEARING BEFORE A COURT OR TRIBUNAL

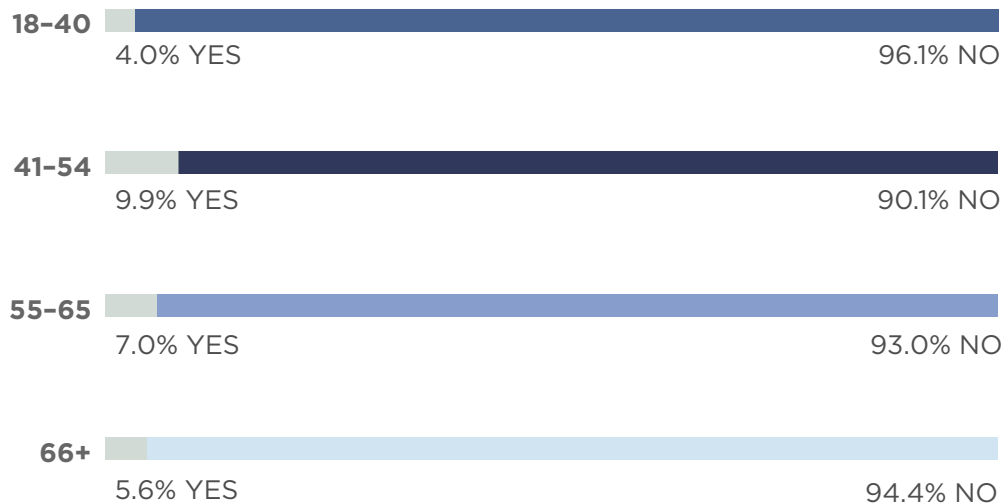
6.7% of people in Canada report that in order to deal with their legal problem(s) they appear in court or before a tribunal.

Within the four age groups, that represents:
 4.0% of people who are 18 to 40
 9.9% of people who are 41 to 54
 7.0% of people who are 55 to 65
 5.6% of people who are 66 or older

93.3% of people in Canada don't appear in court or before a tribunal to deal with their legal problem(s).

Within the four age groups, that represents:
 96.1% of people who are 18 to 40
 90.1% of people who are 41 to 54
 93.0% of people who are 55 to 65
 94.4% of people who are 66 or older

Percentage who Appear before a Court or Tribunal Based on Four Age Groups



Appear in Court or Before a Tribunal		Responses Based on 4 Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
No	Population Estimate	3,186,015	2,941,752	1,873,310	1,404,729
	Percentage Within 4 Age Groups	96.1%	90.1%	93.0%	94.4%
Yes	Population Estimate	64,982	170,245	98,043	53,185
	Percentage Within 4 Age Groups	4.0%	9.9%	7.0%	5.6%

SATISFACTION WITH OPTIONS

People take a variety of steps to address their legal problems. Based on findings from our “Everyday Legal Problems and the Cost of Justice in Canada” study, opinions vary on the helpfulness of the different options used for problem resolution. The following pages present the responses related to satisfaction with legal, non-legal and other options used, broken down by age group—18 to 40, 41 to 54, 55 to 65 and 66 or older.

SATISFACTION WITH OPTIONS LEGAL ADVICE

16.8% of people in Canada report that they don't find the legal advice they receive to be helpful.

Within the four age groups, that represents:

18.0% of people who are 18 to 40

18.2% of people who are 41 to 54

15.9% of people who are 55 to 65

10.5% of people who are 66 or older.

80.9% of people in Canada find the legal advice that they receive to be helpful.

Within the four age groups, that represents:

82.0% of people who are 18 to 40

78.3% of people who are 41 to 54

77.8% of people who are 55 to 65

89.5% of people who are 66 or older

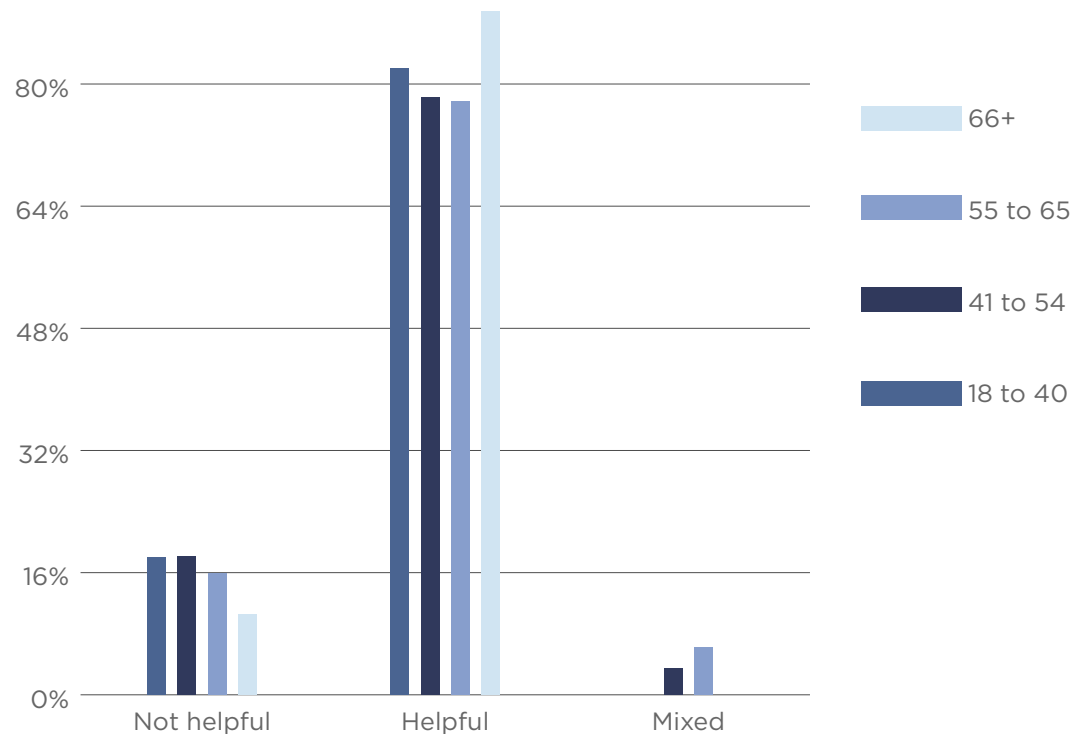
2.3% of people in Canada find the legal advice they receive for 1 or more problems to be helpful in some way while for other problems it is not helpful.

Within the four age groups, that represents:

3.5% of people who are 41 to 54

6.2% of people who are 55 to 65

Percentage Who Find Legal Advice Helpful/Not Helpful Based on Four Age Groups



Helpfulness of Legal Advice		Responses Based on 4 Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
Not Helpful	Population Estimate	110,028	121,553	49,859	24,174
	Percentage Within 4 Age Groups	18.0%	18.2%	15.9%	10.5%
Helpful	Population Estimate	501,041	523,761	243,332	206,347
	Percentage Within 4 Age Groups	82.0%	78.3%	77.8%	89.5%
Mixed	Population Estimate		23,600	19,481	
	Percentage Within 4 Age Groups		3.5%	6.2%	

SATISFACTION WITH OPTIONS INTERNET

37.5% of people in Canada report that the information that they find on the Internet for their legal problem(s) is not helpful.

Within the four age groups, that represents:

- 38.6% of people who are 18 to 40
- 34.0% of people who are 41 to 54
- 41.5% of people who are 55 to 65
- 32.6% of people who are 66 or older

58.1% of people in Canada report that the information that they glean from Internet for the legal problem is helpful.

Within the four age groups, that represents:

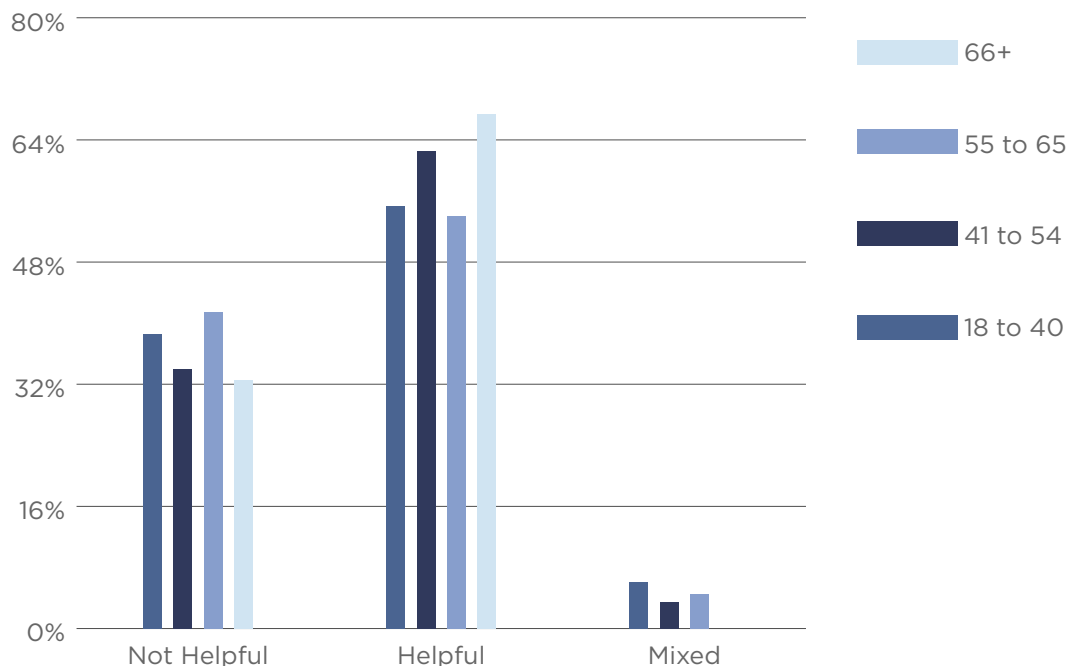
- 55.3% of people who are 18 to 40
- 62.5% of people who are 41 to 54
- 54.0% of people who are 55 to 65
- 67.4% of people who are 66 or older

4.4% of people in Canada report that the information that they glean from Internet for 1 or more legal problems is helpful in some way while the information they find for other problems is not helpful.

Within the four age groups, that represents:

- 6.1% of people who are 18 to 40
- 3.5% of people who are 41 to 54
- 4.5% of people who are 55 to 65

Percentage Who Find Information on Internet Helpful/Not Helpful Based on Four Age Groups



Information Gleaned from Internet		Responses Based on 4 Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
Not helpful	Population Estimate	504,841	424,626	252,397	79,304
	Percentage Within 4 Age Groups	38.6%	34.0%	41.5%	32.6%
Helpful	Population Estimate	722,792	779,516	328,050	164,244
	Percentage Within 4 Age Groups	55.3%	62.5%	54.0%	67.4%
Mixed	Population Estimate	80,253	43,704	27,095	
	Percentage Within 4 Age Groups	6.1%	3.5%	4.5%	

SATISFACTION WITH OPTIONS TALKING WITH OTHER PARTY

49.1% of people in Canada who negotiate with the other party in an effort to resolve their legal problem say the attempt is not helpful. Within the four age groups, that represents:

- 49.0% of people who are 18 to 40
- 50.9% of people who are 41 to 54
- 46.6% of people who are 55 to 65
- 47.3% of people who are 66 or older

41.6% of people in Canada report that talking with the other party is helpful.

Within the four age groups, that represents:

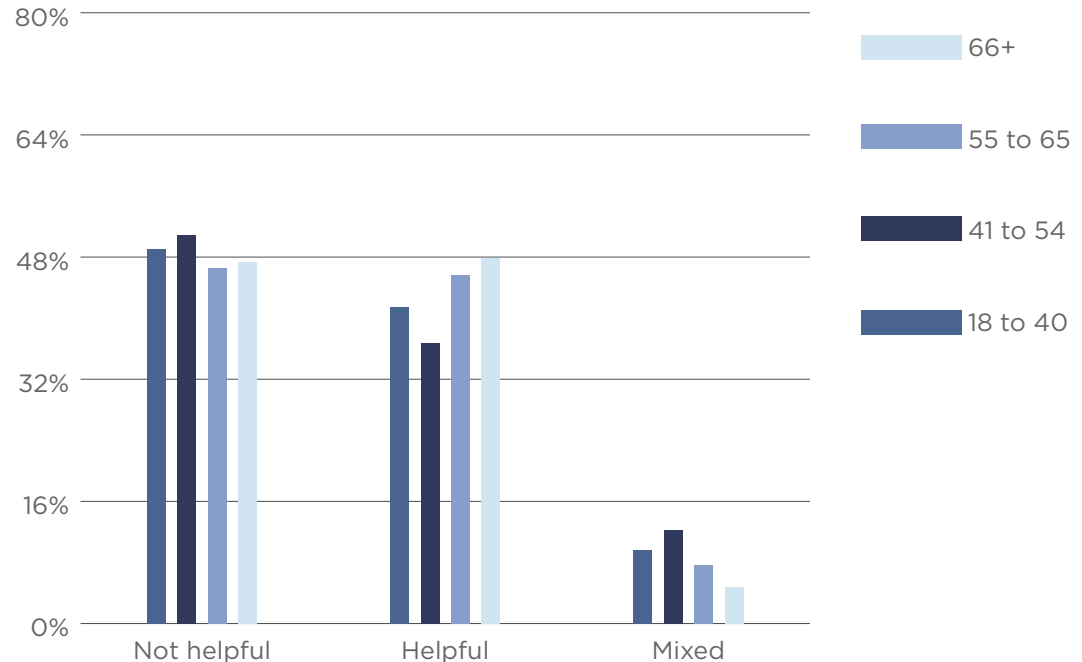
- 41.4% of people who are 18 to 40
- 36.8% of people who are 41 to 54
- 45.7% of people who are 55 to 65
- 47.9% of people who are 66 or older

9.3% of people in Canada report that for 1 or more legal problems, talking with the other party is helpful in some way while for other problems it is not helpful.

Within the four age groups, that represents:

- 9.6% of people who are 18 to 40
- 12.3% of people who are 41 to 54
- 7.7% of people who are 55 to 65
- 4.8% of people who are 66 or older

Percentage Who Find Talking With the Other Party Helpful/Not Helpful Based on Four Age Groups



Talking with Other Party		Responses Based on 4 Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
Not Helpful	Population Size	1,256,050	1,329,585	682,420	507,599
	Percentage Within 4 Age Groups	49.0%	50.9%	46.6%	47.3%
Helpful	Population Size	1,061,629	962,474	668,639	514,343
	Percentage Within 4 Age Groups	41.4%	36.8%	45.7%	47.9%
Mixed	Population Size	246,704	321,765	111,968	51,190
	Percentage Within 4 Age Groups	9.6%	12.3%	7.7%	4.8%

SATISFACTION WITH OPTIONS TALKING WITH FRIENDS AND RELATIVES

25.5% of people in Canada don't find advice from friends and relatives to be helpful.

Within the four age groups, that represents:

- 26.0% of people who are 18 to 40
- 25.4% of people who are 41 to 54
- 23.9% of people who are 55 to 65
- 26.5% of people who are 66 or older

68.1% of people in Canada find the advice that they receive from friends and relatives to be helpful.

Within the four age groups, that represents:

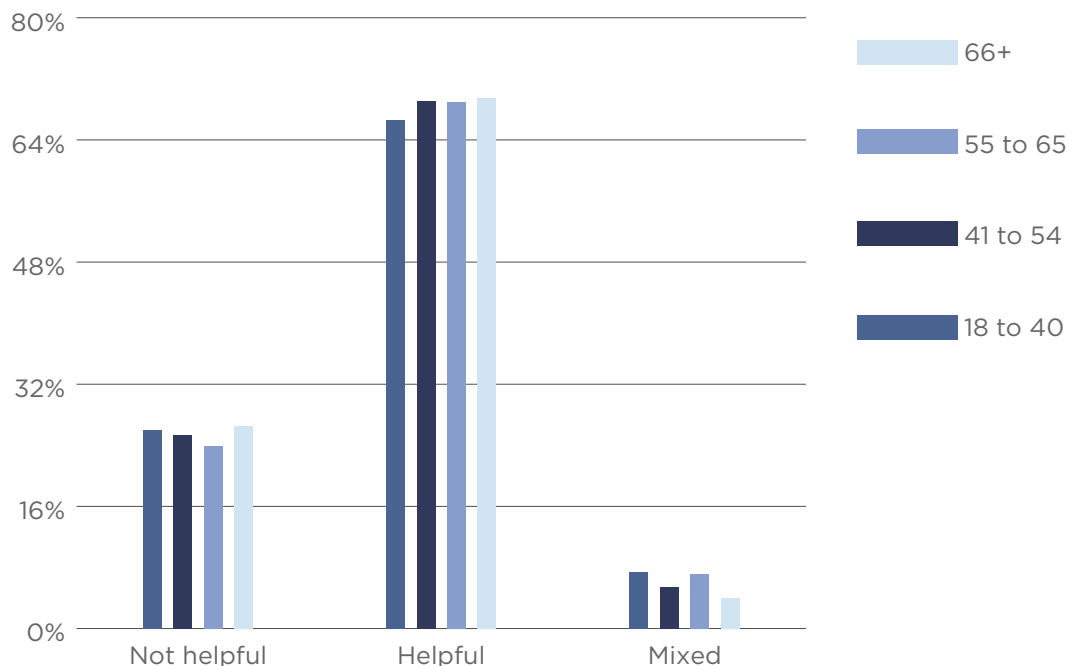
- 66.6% of people who are 18 to 40
- 69.1% of people who are 41 to 54
- 68.9% of people who are 55 to 65
- 69.5% of people who are 66 or older

6.4% of people in Canada find advice from friends and family for 1 or more legal problems to be helpful in some way while for other problems it is not helpful.

Within the four age groups, that represents:

- 7.4% of people who are 18 to 40
- 5.5% of people who are 41 to 54
- 7.2% of people who are 55 to 65
- 4.0% of people who are 66 or older

Percentage Who Find Talking With Friends and Relatives Helpful/Not Helpful Based on Four Age Groups



		Responses Based on 4 Age Groups			
		18 to 40	41 to 54	55 to 65	66 or older
Talking with Friends and Relatives Not Helpful	Population Estimate	648,688	506,010	275,684	163,591
	Percentage Within 4 Age Groups	26.0%	25.4%	23.9%	26.5%
Helpful	Population Estimate	1,663,434	1,375,241	794,701	428,945
	Percentage Within 4 Age Groups	66.6%	69.1%	68.9%	69.5%
Mixed	Population Estimate	185,456	109,710	83,213	24,658
	Percentage Within 4 Age Groups	7.4%	5.5%	7.2%	4.0%

COST AND EVERYDAY LEGAL PROBLEMS

On an annual basis, people in Canada spend just over \$7.7 billion dollars to deal with everyday legal problems. Respondents to the "Everyday Legal Problems and the Cost of Justice in Canada" survey indicated the types of expenses frequently incurred on their paths to problem resolution. The following pages present the most frequent types of expenses⁹, broken down by age group—18 to 40, 41 to 54, 55 to 65 and 66 or older.

9 The data presented in the following pages are based on survey data for the first and second legal problems experienced by respondents.

SPENDING MONEY ON EVERYDAY LEGAL PROBLEMS

43.0% of people in Canada indicate that they spend some money trying to resolve their everyday legal problem.

Within the four age groups, that represents:

36.1%

of Canadians who are 18 to 40

50.0%

of Canadians who are 41 to 54

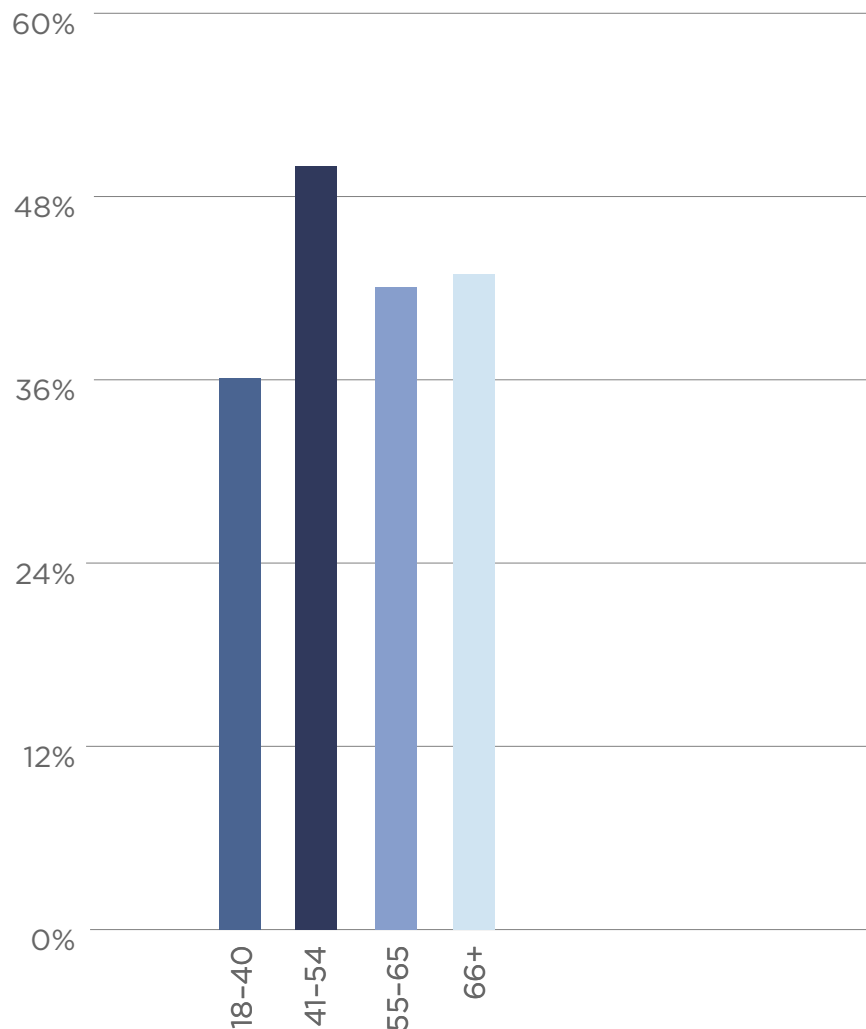
42.1%

of Canadians who are 55 to 65

42.9%

of Canadians who are 66 or older

Percentage of People within Four Age Groups who Spend Money on Everyday Legal Problems



TYPE OF EXPENSE

LAWYER FEES

21.8% of people in Canada report spending money on lawyer fees.

Within the four age groups, that represents:

20.3%

of Canadians who are 18 to 40

25.9%

of Canadians who are 41 to 54

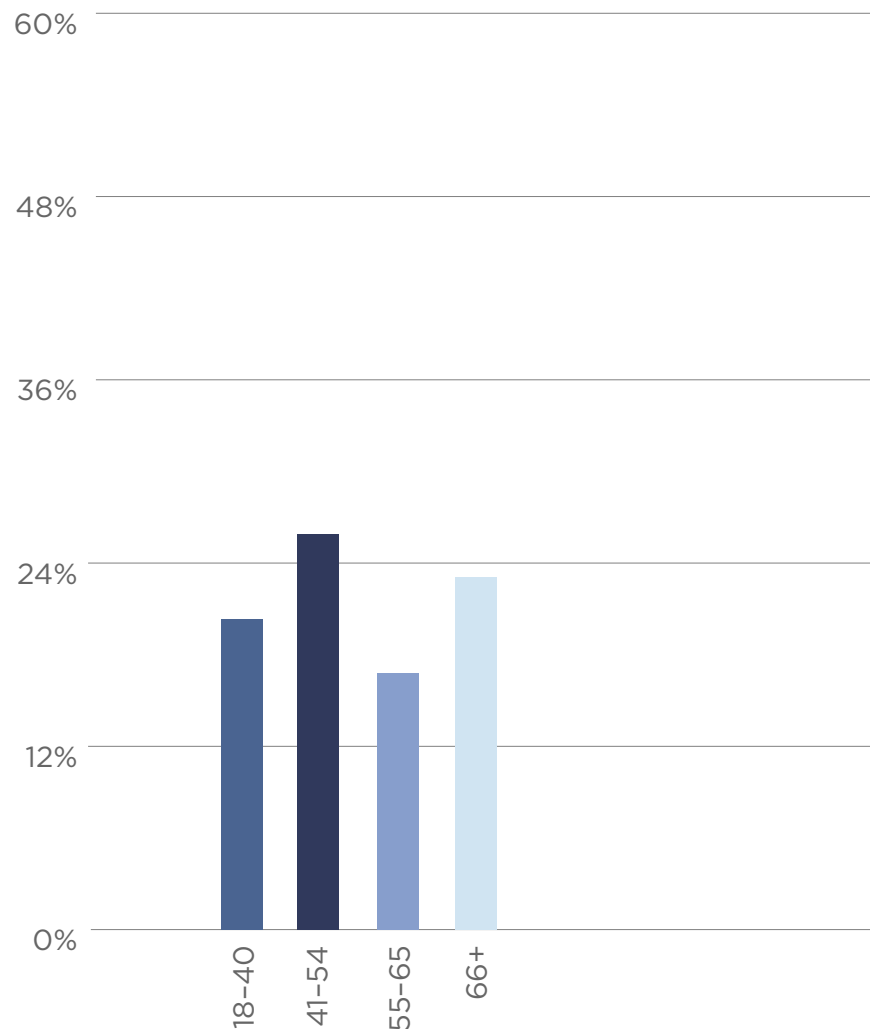
16.8%

of Canadians who are 55 to 65

23.1%

of Canadians who are 66 or older

Percentage of People within Four Age Groups who Spend on Lawyer Fees



TYPE OF EXPENSE **TRANSPORTATION**

16.1% of people in Canada incur expenses related to transportation as a result of their everyday legal problem(s).

Within the four age groups, that represents:

16.6%

of Canadians who are 18 to 40

18.2%

of Canadians who are 41 to 54

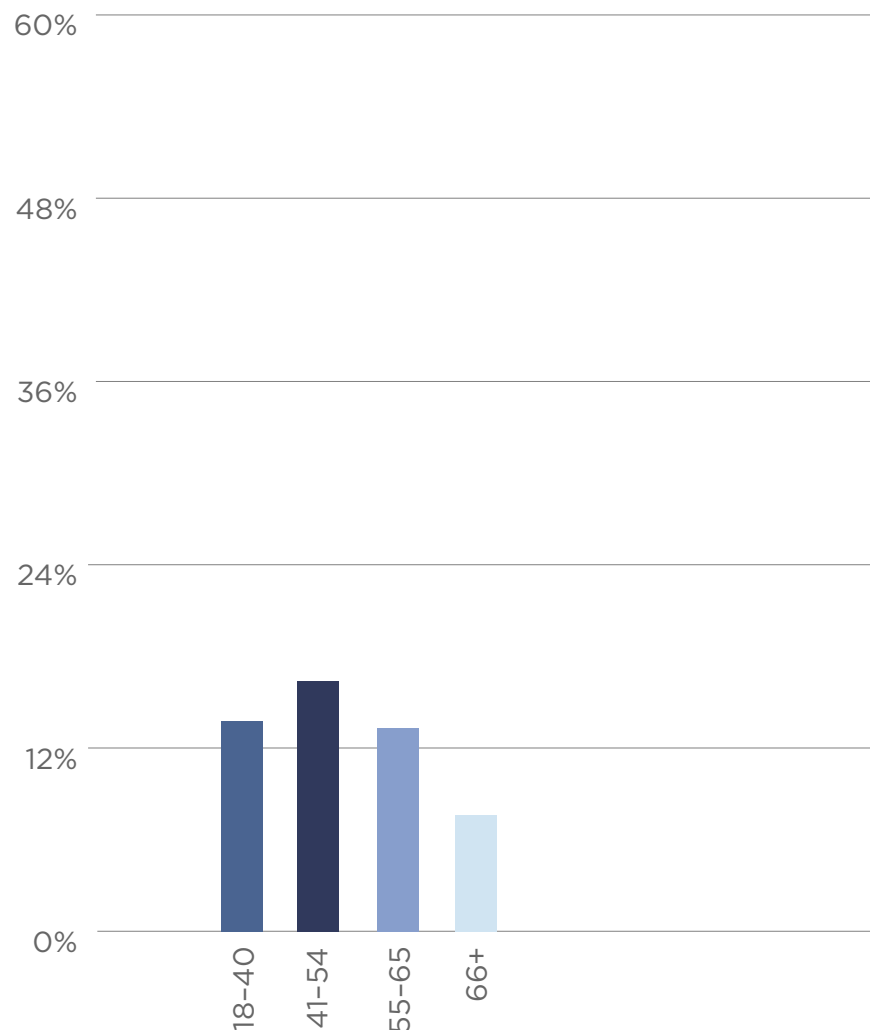
16.4%

of Canadians who are 55 to 65

10.2%

of Canadians who are 66 or older

Percentage of People within Four Age Groups Who Spend on Transportation



TYPE OF EXPENSE

PURCHASE OF MATERIALS, COPYING AND PRINTING

13.1% of people in Canada report spending money to purchase materials and for copying and printing as a result of their legal problem.

Within the four age groups, that represents:

12.1%

of Canadians who are 18 to 40

16.4%

of Canadians who are 41 to 54

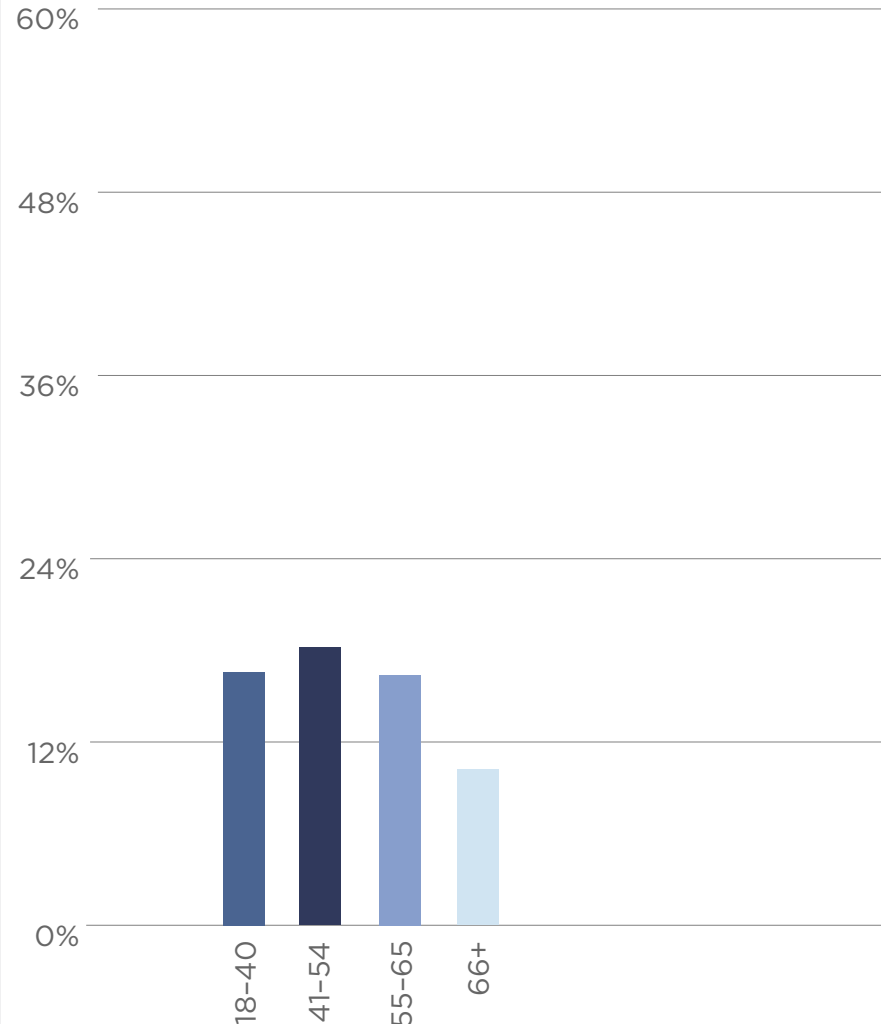
13.3%

of Canadians who are 55 to 65

7.6%

of Canadians who are 66 or older

Percentage of People within Four Age Groups who Purchase Materials and Pay for Copying and Printing



TYPE OF EXPENSE

COURT FEES

11.2% of people in Canada report spending money on court fees as a result of their everyday legal problem.

Within the four age groups, that represents:

8.0%

of Canadians who are 18 to 40

13.1%

of Canadians who are 41 to 54

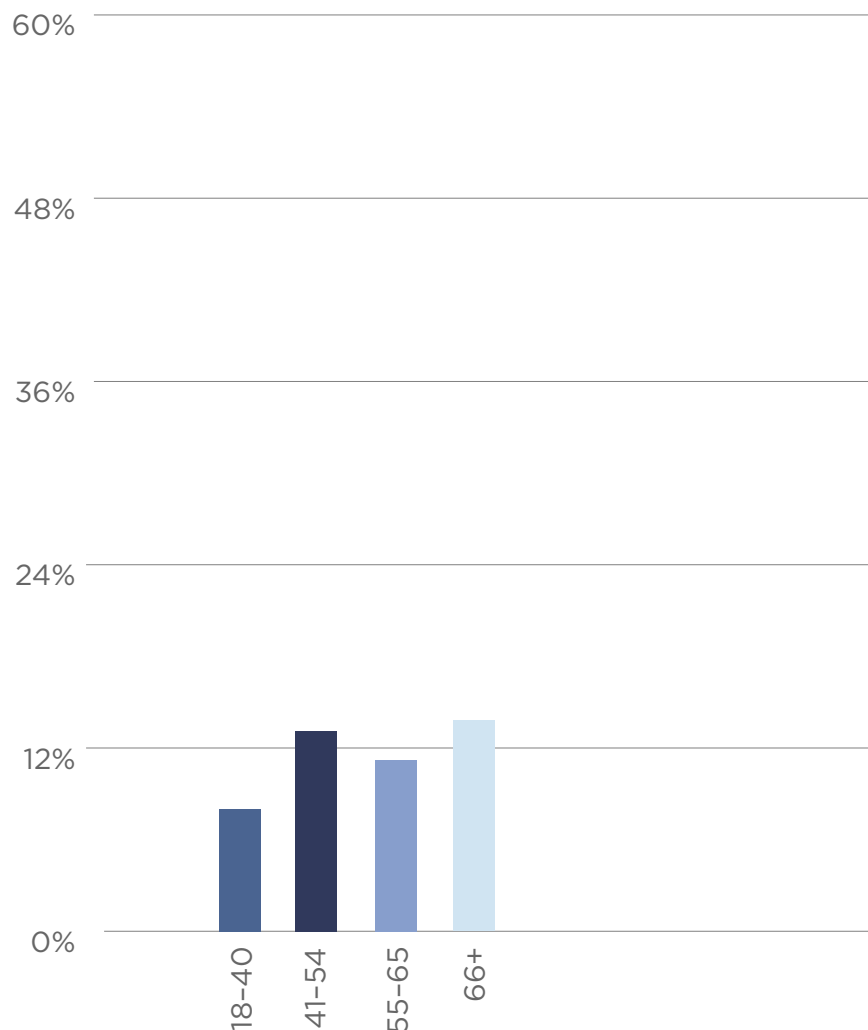
11.2%

of Canadians who are 55 to 65

13.8%

of Canadians who are 66 or older

Percentage of People within Four Age Groups who Spend Money on Court Fees



TYPE OF EXPENSE ADVISORS AND MEDIATORS

10.1% of people in Canada report spending money on other advisors and mediators.

Within the four age groups, that represents:

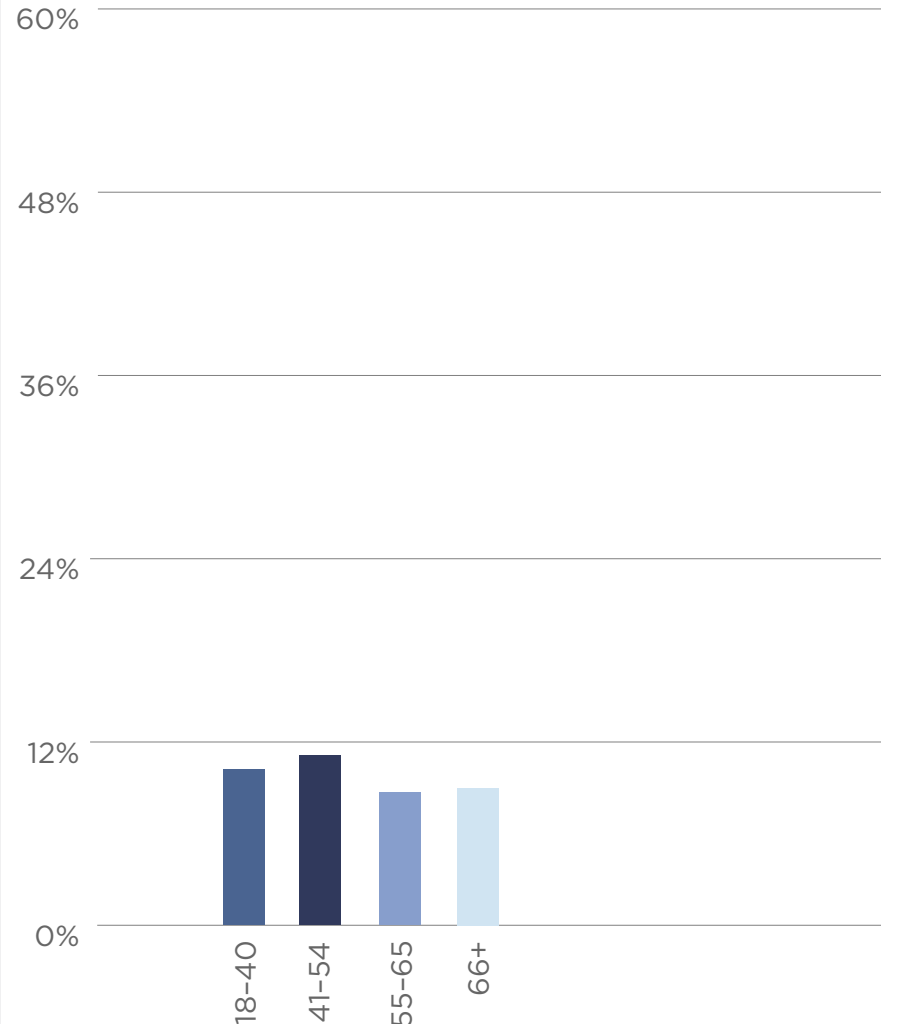
10.2%
of Canadians who are 18 to 40

11.1%
of Canadians who are 41 to 54

8.7%
of Canadians who are 55 to 65

9.0%
of Canadians who are 66 or older

Percentage of People with Four Age Groups who Spend Money on Other Advisors and Mediators



TYPE OF EXPENSE

**TELEPHONE, LONG DISTANCE
AND FAX**

5.4% of people in Canada report spending money on telephone, long distance and fax because of their legal problem.

Within the four age groups, that represents:

2.9%

of Canadians who are 18 to 40

8.2%

of Canadians who are 41 to 54

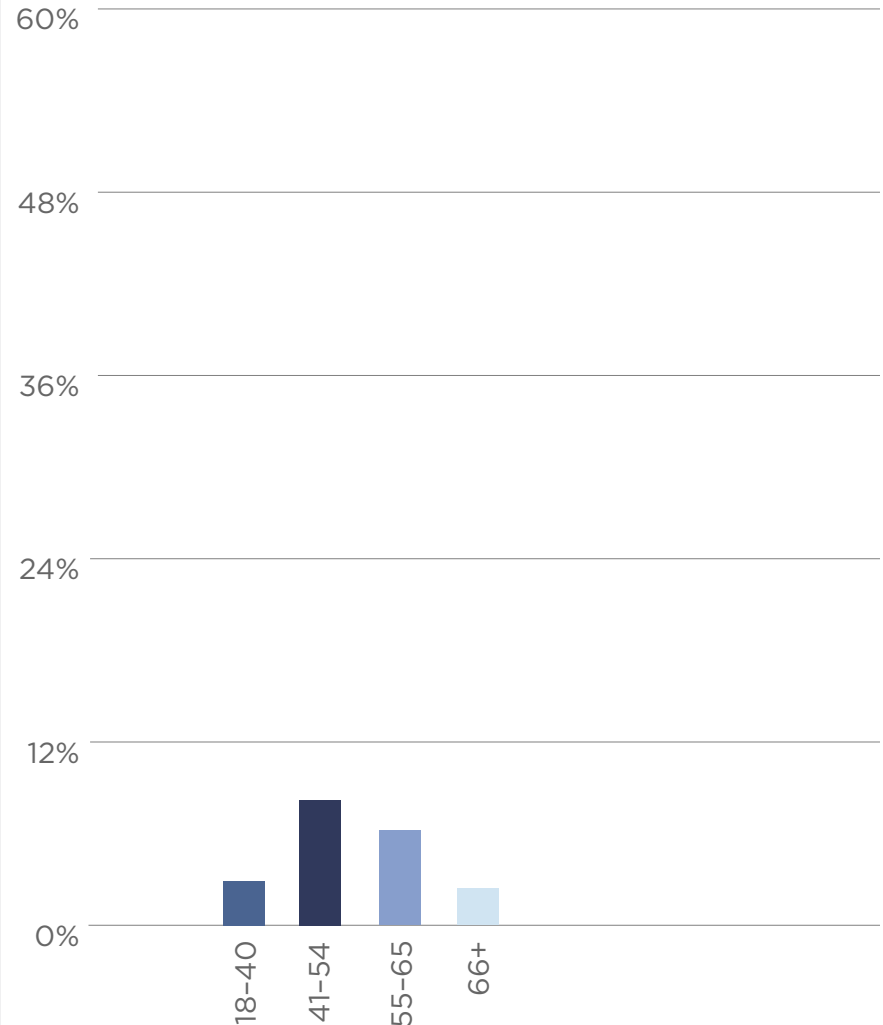
6.2%

of Canadians who are 55 to 65

2.4%

of Canadians who are 66 or older

Percentage of People within Four Age Groups who Spend Money on Telephone, Long Distance and Fax



TYPE OF EXPENSE

CHILD CARE AND OTHER HOUSEHOLD EXPENSES

4.8% of people in Canada incur child care and other household expenses as a result of their legal problem(s).

Within the four age groups, that represents:

4.2%

of Canadians who are 18 to 40

7.9%

of Canadians who are 41 to 54

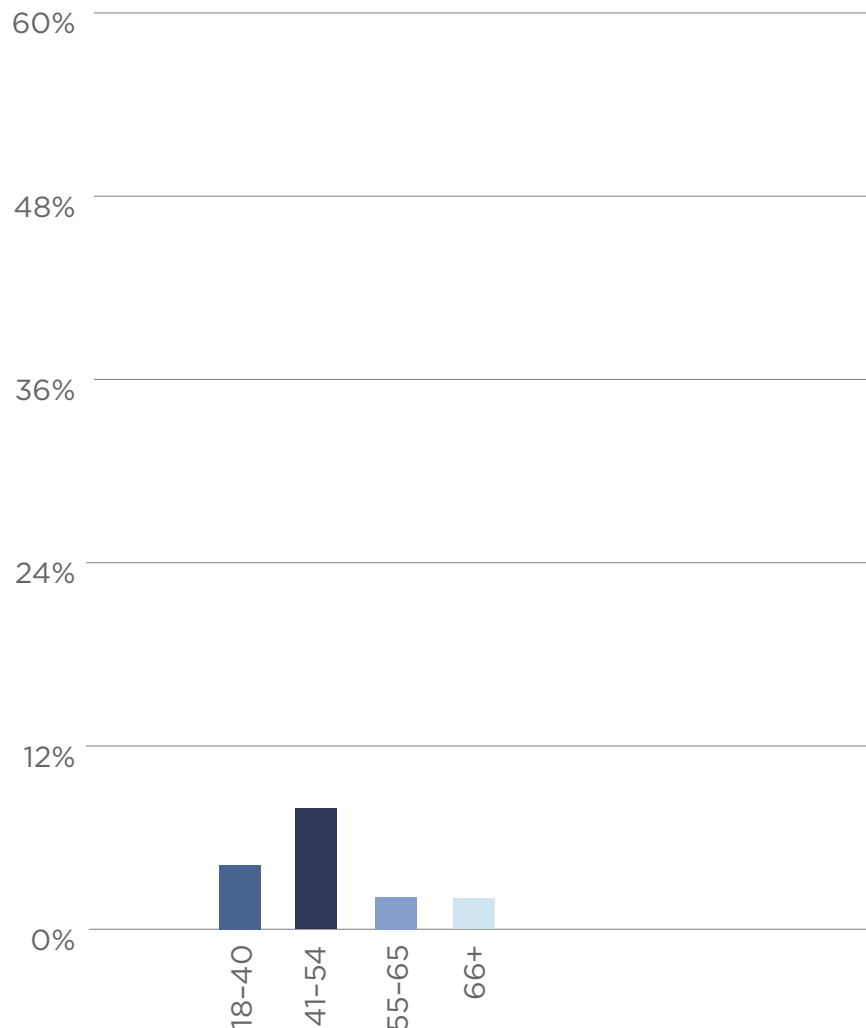
2.1%

of Canadians who are 55 to 65

2.0%

of Canadians who are 66 or older

Percentage of People within Four Age Groups who Spend Money on Child Care or Other Household Expenses



CANADIAN FORUM ON CIVIL JUSTICE
FORUM CANADIEN SUR LA JUSTICE CIVILE

Ignat Kaneff Building
Osgoode Hall Law School, York University
4700 Keele Street, Toronto, Ontario
M3J 1P3

Website: www.cfcj-fcj.org
Phone: (416)736-2100 ext 55828
Email: communications@cfcj-fcj.org