
EVERYDAY LEGAL PROBLEMS AND THE COST OF
JUSTICE IN CANADA

Born in Canada

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>.



TABLE OF CONTENTS

2	OVERVIEW
5	GENERAL ATTITUDES
10	CIVIL AND FAMILY JUSTICE PROBLEM TYPES
31	SERVICE OPTIONS AND TAKING ACTION
40	SATISFACTION WITH OPTIONS
45	COST AND EVERYDAY LEGAL PROBLEMS

EVERYDAY LEGAL PROBLEMS AND THE COST OF JUSTICE IN CANADA BORN IN CANADA

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 respondents who were contacted by land line. 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 also 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 place of birth - Canada or elsewhere.

Data in this report are organized into 2 categories: Born in Canada and Not Born in Canada.

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, Neighbors, 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 the 2 place of birth 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>>

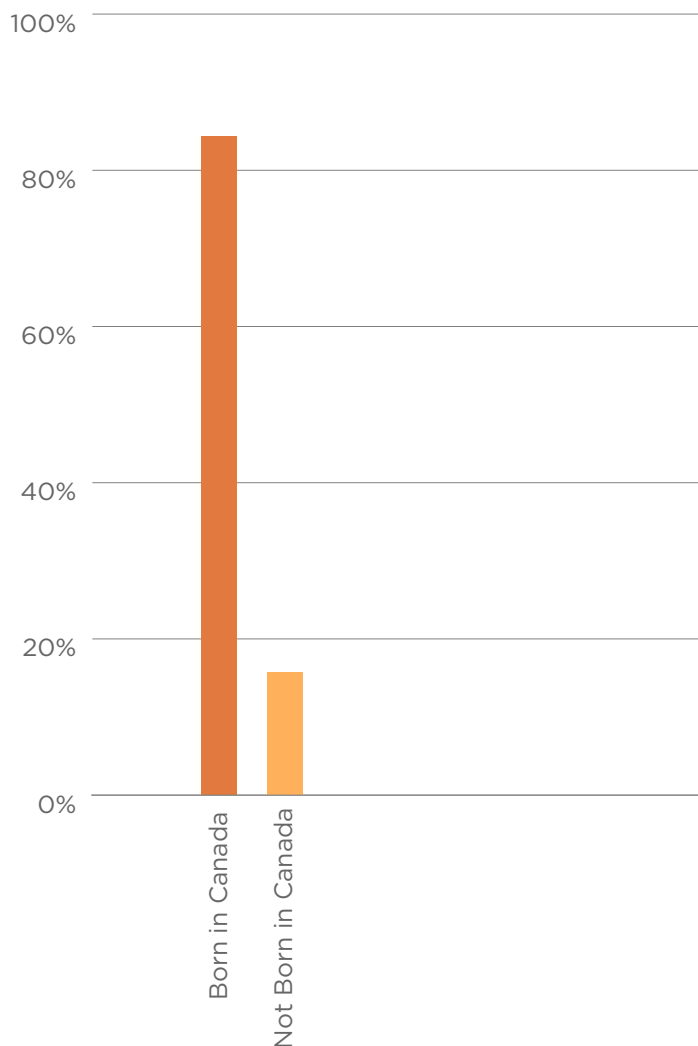
2 For more information on each of these problem types, see: Canadian Forum on Civil Justice, *Everyday Legal Problems and the Cost of Justice in Canada: Fact Sheet on 17 Problem Types* (Toronto, Canadian Forum on Civil Justice, 2016), online: <<http://cfcj-fcjc.org/cost-of-justice>>

BORN IN CANADA

Of the survey’s 3,051 land line respondents, 15 respondents declined to indicate if they were born in Canada or outside of Canada. Of these 3,036 respondents, a total of 2,557 respondents indicated that they were born in Canada. 479 respondents indicated that they were not born in Canada. Weighted to the population, this represents an estimated 19,806,100 adults who were born in Canada and 3,684,206 who were not born in Canada.³

Born in Canada		Estimate
Population Size	Yes	19,806,100
	No	3,684,206
% of Total	Yes	84.3%
	No	15.7%

Percentage of Respondents Born in Canada and Not Born in Canada



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 refused to indicate their place of birth. 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:

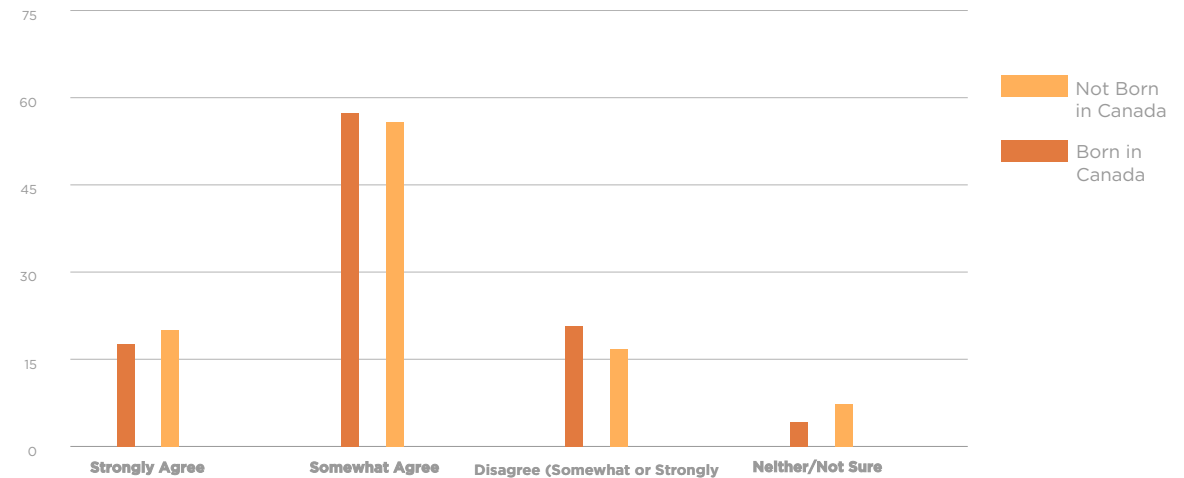
The justice system in Canada is mostly fair

A majority of people in who were not born in Canada —75.8%—agree in some respect that the justice system in Canada is mostly fair.

People born in Canada who somewhat agree that the justice system is mostly fair represent the largest percentage with a shared opinion on the fairness of the justice system—57.4%. This is followed by 55.8% of people not born in Canada who somewhat agree that the justice system is fair.

20.7% of people born in Canada disagree (somewhat or strongly) that the justice system is mostly fair. This compares with 16.8% of people not born in Canada who disagree that they justice system is mostly fair.

The Justice System in Canada is Mostly Fair



Fairness		Born in Canada	
		Yes	No
Strongly Agree	Population Estimate	3,501,429	736,830
	% within Born in Canada	17.7%	20.0%
Somewhat Agree	Population Size	11,374,874	2,057,145
	% within Born in Canada	57.4%	55.8%
Disagree (somewhat or strongly)	Population Size	4,106,157	620,120
	% within Born in Canada	20.7%	16.8%
Neither / Not Sure	Population Size	823,640	270,110
	% within Born in Canada	4.2%	7.3%
Total	Population Size	19,806,100	3,684,206

WEALTH

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

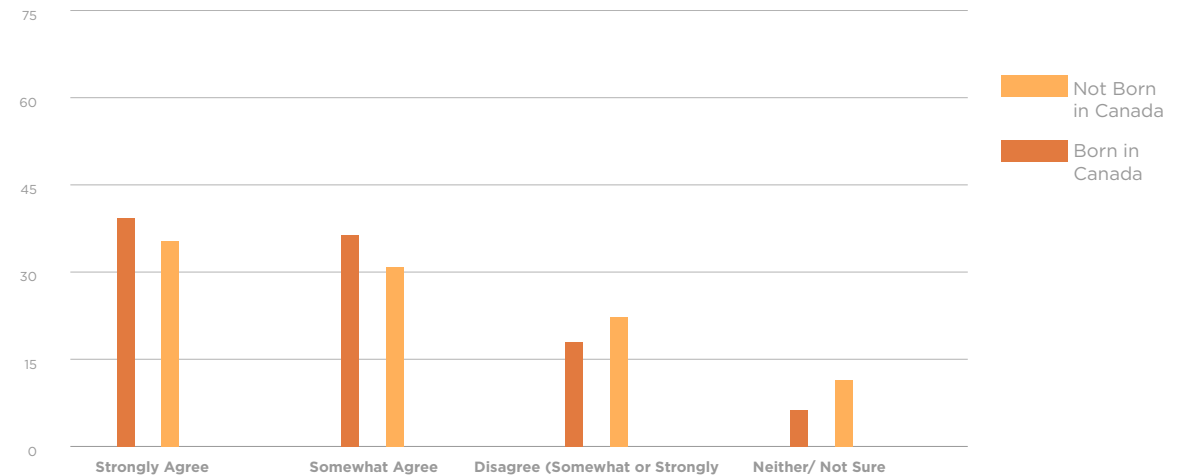
The legal system works better for rich people than poor people

A majority of people born in Canada — 75.7% — agree in some respect that the legal system works better for rich people than poor people.

People born in Canada who strongly agree that the legal system works better for rich people than poor people represent the largest percentage with a shared opinion in this category — 39.3%. This is followed by 36.4% of people born in Canada who somewhat agree that the legal system works better for rich people than poor people.

22.3% of people not born in Canada disagree (somewhat or strongly) that the legal system works better for rich people than poor people. This compares with 17.9% of people born in Canada who disagree that the legal system works better for rich people than poor people.

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



Wealth		Born in Canada	
		Yes	No
Strongly Agree	Population Estimate	7,788,968	1,305,687
	% within Born in Canada	39.3%	35.4%
Somewhat Agree	Population Estimate	7,217,053	1,134,668
	% within Born in Canada	36.4%	30.8%
Disagree (somewhat or strongly)	Population Estimate	3,548,642	822,800
	% within Born in Canada	17.9%	22.3%
Neither / Not Sure	Population Estimate	1,251,437	421,051
	% within Born in Canada	6.3%	11.4%
Total	Population Estimate	19,806,100	3,684,206

CANADIAN CHARTER OF RIGHTS AND FREEDOMS

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

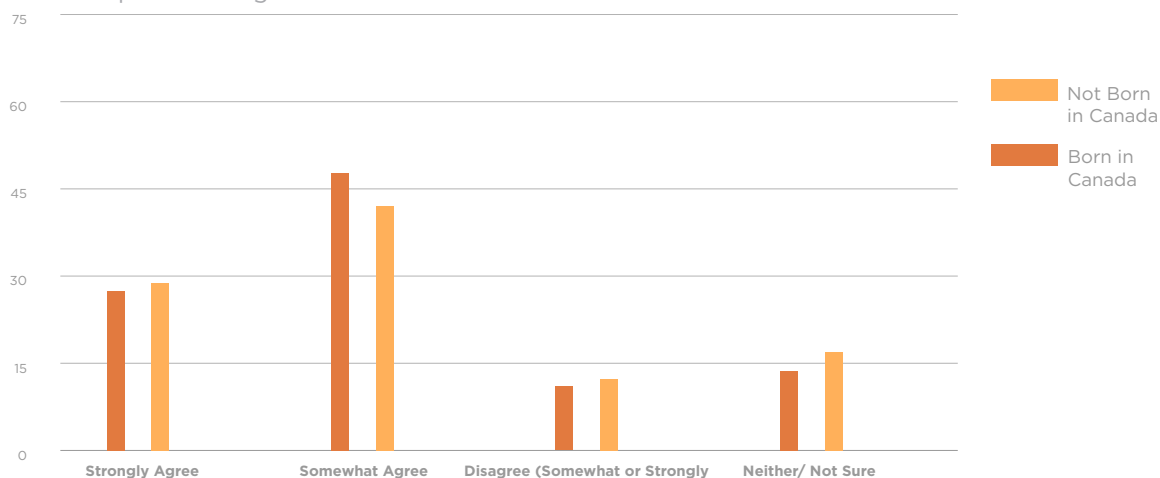
The legal rights guaranteed by the Canadian Charter of Rights and Freedoms make a difference when people have legal problems

A majority of people born in Canada — 75.3% — 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.

People born in Canada who somewhat agree that the the legal rights guaranteed by the Canadian Charter of Rights and Freedoms make a difference when people have legal problems represent the largest percentage with a shared opinion in this category — 47.8%. This is followed by 42.1% of people not born in Canada who somewhat agree that the Canadian Charter of Rights and Freedoms make a difference.

12.3% of people not born in Canada disagree (somewhat or strongly) that the Canadian Charter of Rights and Freedoms make a difference when people have legal problems.

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



Charter		Born in Canada	
		Yes	No
Strongly Agree	Population Estimate	5,453,059	1,059,456
	% within Born in Canada	27.5%	28.8%
Somewhat Agree	Population Estimate	9,468,303	1,549,639
	% within Born in Canada	47.8%	42.1%
Disagree (somewhat or strongly)	Population Estimate	2,169,976	452,246
	% within Born in Canada	11.0%	12.3%
Neither / Not Sure	Population Estimate	2,714,762	622,864
	% within Born in Canada	13.7%	16.9%
Total	Population Estimate	19,806,100	3,684,206

PROTECTION OF RIGHTS

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

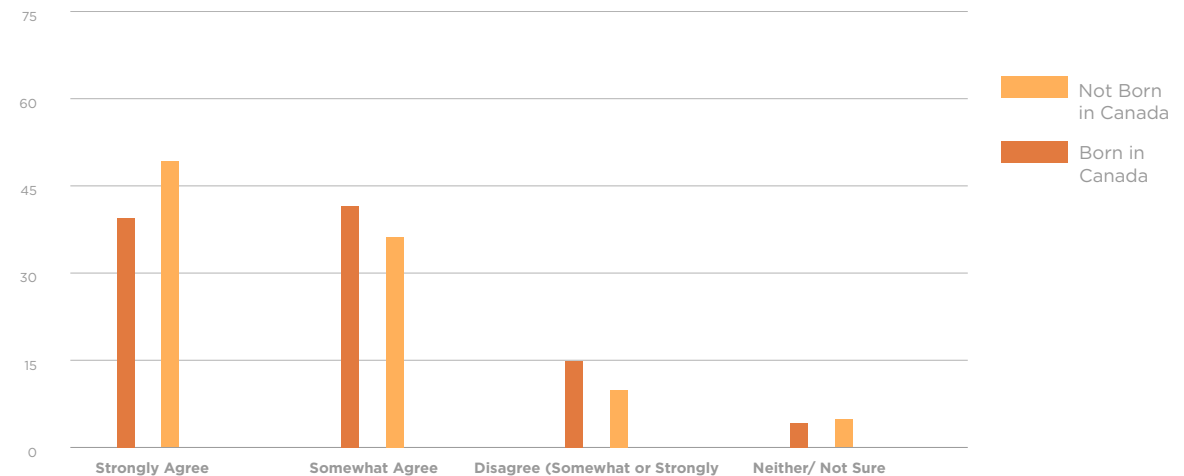
Courts are an important way for ordinary people to protect their rights

A majority of people not born in Canada — 85.4% — agree in some respect that courts are an important way for ordinary people to protect their rights.

People not born in Canada who strongly agree that courts are an important way for ordinary people to protect their rights represent the largest percentage with a shared opinion in this category — 49.2%. This is followed by 41.5% of people born in Canada who somewhat agree that courts are an important way for ordinary people to protect their rights.

14.9% of people born in Canada disagree (somewhat or strongly) that courts are an important way for ordinary people to protect their rights.

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



Courts		Born in Canada	
		Yes	No
Strongly Agree	Population Estimate	7,793,739	1,811,095
	% within Born in Canada	39.4%	49.2%
Somewhat Agree	Population Estimate	8,210,736	1,332,839
	% within Born in Canada	41.5%	36.2%
Disagree (somewhat or strongly)	Population Estimate	2,960,278	364,456
	% within Born in Canada	14.9%	9.9%
Neither / Not Sure	Population Estimate	841,347	175,817
	% within Born in Canada	4.2%	4.8%
Total	Population Estimate	19,806,100	3,684,206

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CIVIL AND FAMILY JUSTICE PROBLEM TYPES

EVERYDAY LEGAL PROBLEMS AND PLACE OF BIRTH

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 of more serious civil or family justice problem(s) during the 3-year reference period of the "Everyday Legal Problems and the Cost of Justice in Canada" survey. Of these respondents, 15 people refused to indicate if they were born in Canada or elsewhere.

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

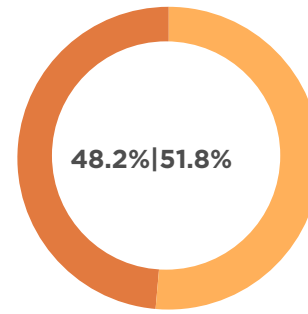
Individuals experiencing 1 or more problems		Born Canada	
No	Population Size	Yes	No
		10,268,677	1,858,181
Yes	Population Size	9,537,423	1,826,025

EVERYDAY LEGAL PROBLEMS

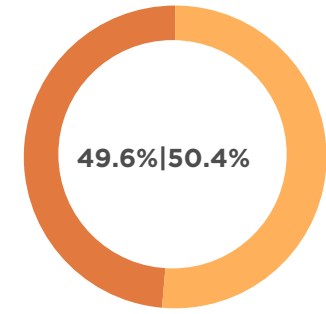
Almost 50% of people in Canada over the age of 18 will experience an everyday legal problem in a given 3-year period. Furthermore, essentially every person in Canada will experience an everyday legal problem over the course of their lifetime.

		Born in Canada	
		Yes	No
No	Population Size	10,268,677	1,858,181
	% within Born in Canada	51.8%	50.4%
Yes	Population Size	9,537,423	1,826,025
	% within Born in Canada	48.2%	49.6%
Total	Population Size	19,806,100	3,684,206

Percentage of People Based on Place of Birth Experiencing One or More Legal Problems



Born in Canada



Not Born in Canada

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

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

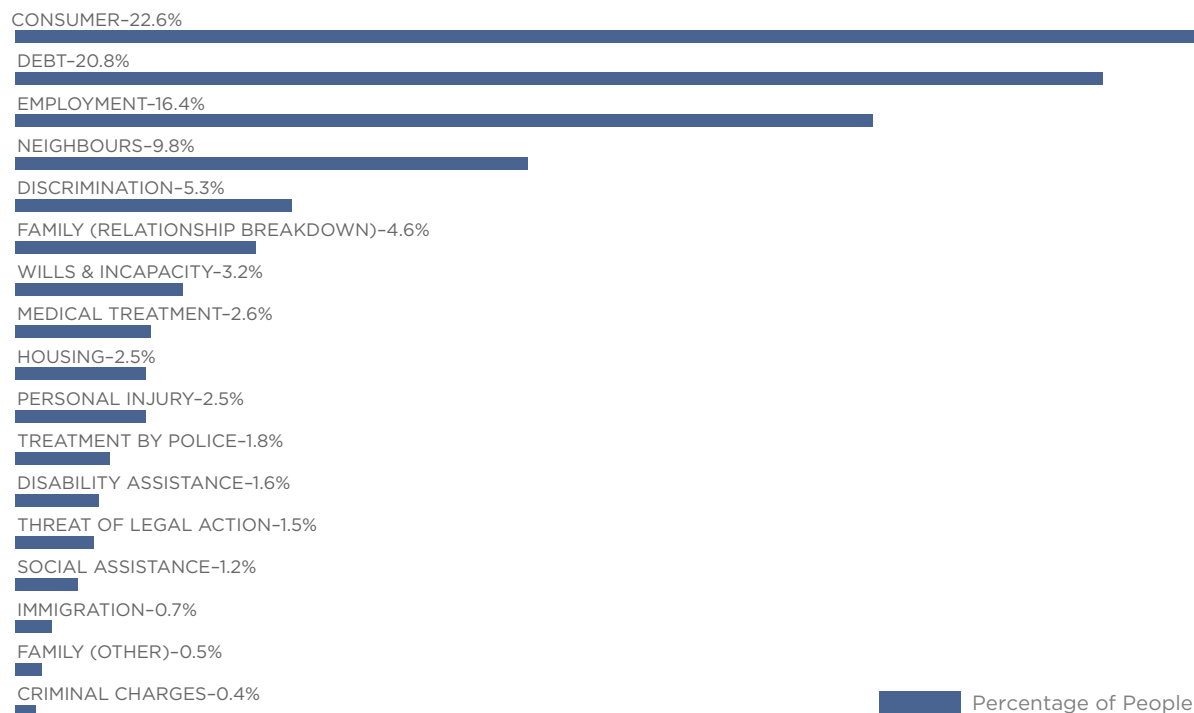
EVERYDAY LEGAL PROBLEM TYPES

Canadians experience a range of civil and family justice problems. Consumer, debt, employment and problems with neighbors 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.

Based on place of birth, this represents

22.2%

of individuals who were born in Canada

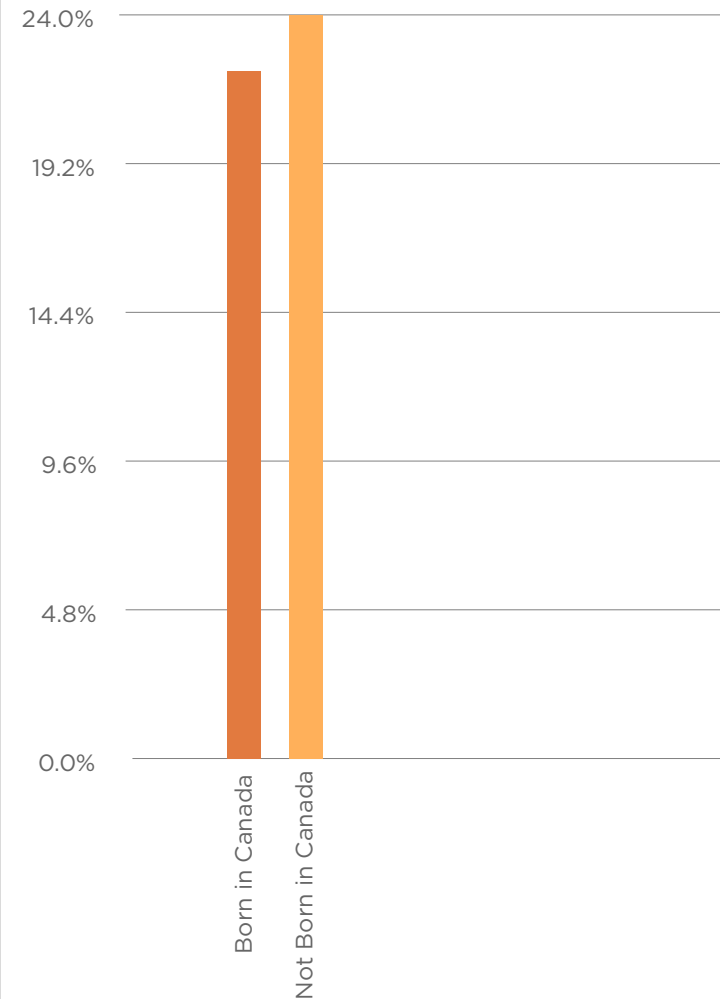
24.0%

of individuals who were not born in Canada

Born in Canada	Population Size	Percentage
Consumer Problems	4,399,853	22.2

Not Born in Canada	Population Size	Percentage
Consumer Problems	885,499	24.0

Percentage of People Based on Place of Birth with One or More Consumer Problems



DEBT PROBLEMS

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

Based on place of birth, this represents

20.1%

of individuals who were born in Canada

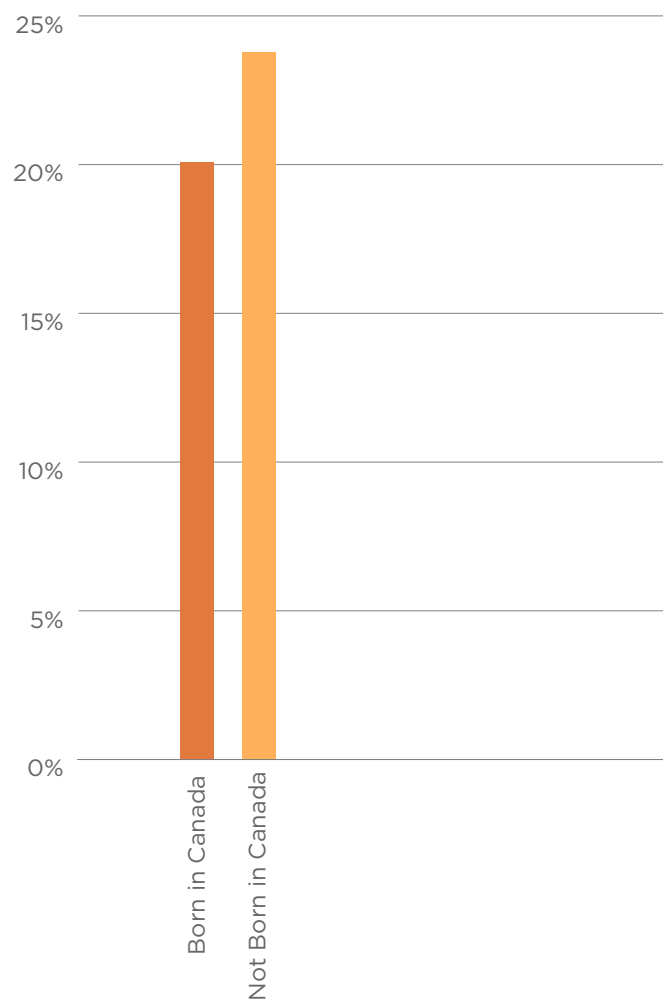
23.8%

of individuals who were not born in Canada

Born in Canada	Population Size	Percentage
Debt Problems	3,988,553	20.1

Not Born in Canada	Population Size	Percentage
Debt Problems	878,369	23.8

Percentage of People Based on Place of Birth with One or More Debt Problems



EMPLOYMENT PROBLEMS

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

Based on place of birth, this represents

16.9%

of individuals who were born in Canada

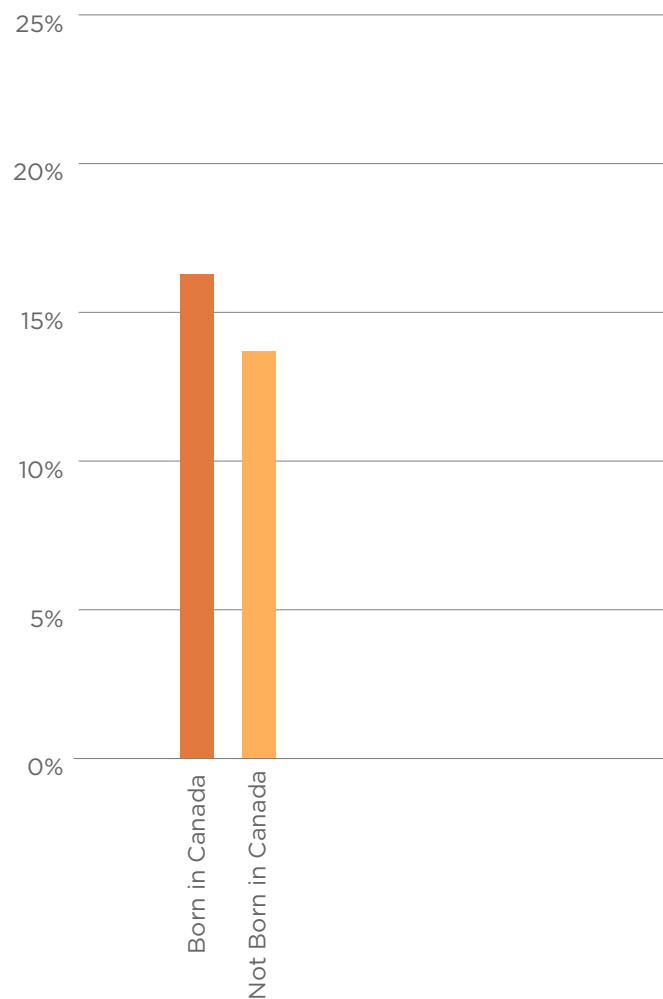
13.7%

of individuals who were not born in Canada

Born in Canada	Population Size	Percentage
Employment Problems	3,347,014	16.9

Not Born in Canada	Population Size	Percentage
Employment Problems	504,962	13.7

Percentage of People Based on Place of Birth with One or More Employment Problems



PROBLEMS WITH NEIGHBOURS

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

Based on place of birth, this represents

9.8%

of individuals who were born in Canada

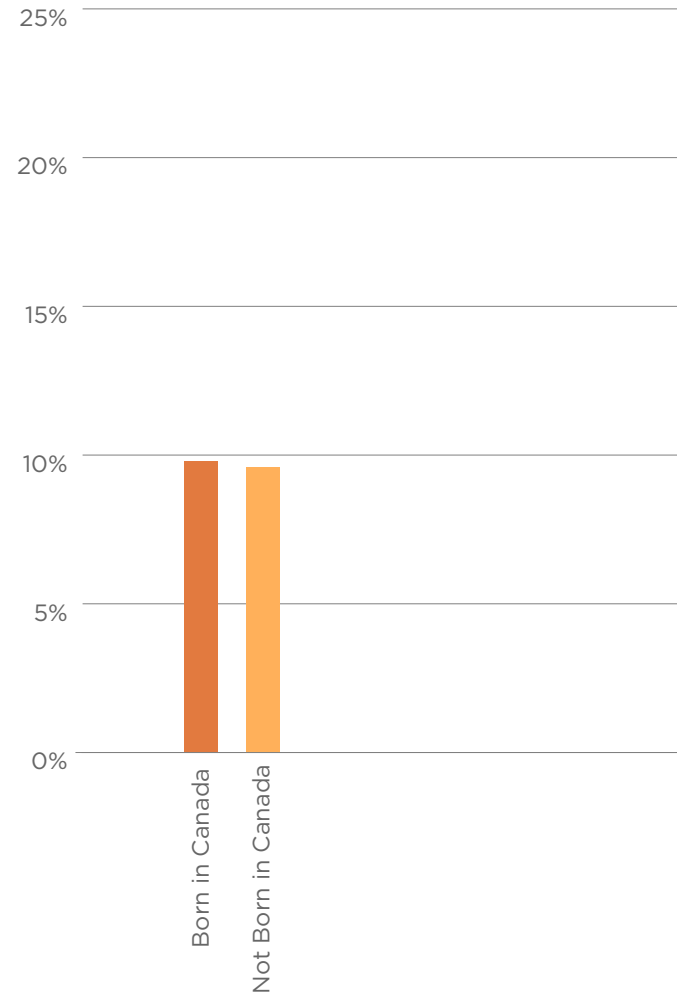
9.6%

of individuals who were not born in Canada

Born in Canada	Population Size	Percentage
Neighbour Problems	1,947,366	9.8

Not Born in Canada	Population Size	Percentage
Neighbour Problems	355,487	9.6

Percentage of People Based on Place of Birth with One or More Problems with Neighbours



DISCRIMINATION PROBLEMS

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

Based on place of birth, this represents

5.2%

of individuals who were born in Canada

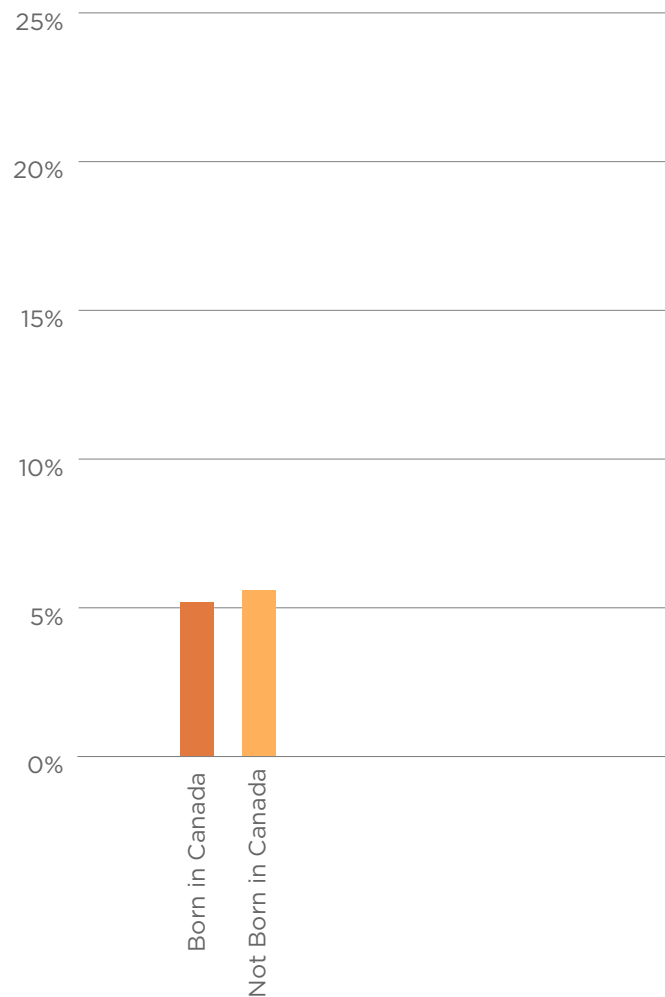
5.6%

of individuals who were not born in Canada

Born in Canada	Population Size	Percentage
Discrimination Problems	1,033,569	5.2

Not Born in Canada	Population Size	Percentage
Discrimination Problems	207,869	5.6

Percentage of People Based on Place of Birth with One or More Discrimination Problems



FAMILY LAW (RELATIONSHIP BREAKDOWN) PROBLEMS⁵

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

Based on place of birth, this represents

5.0%

of individuals who were born in Canada

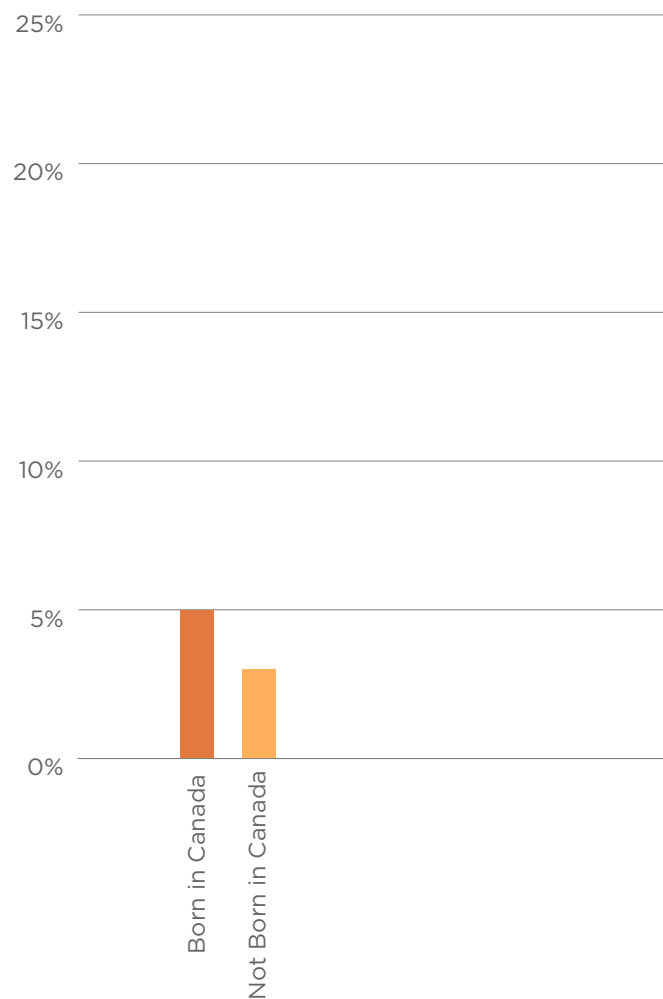
3.0%

of individuals who were not born in Canada

Born in Canada	Population Size	Percentage
Family Law (relationship breakdown) Problems	983,454	5.0

Not Born in Canada	Population Size	Percentage
Family Law (relationship breakdown) Problems	109,861	3.0

Percentage of People Based on Place of Birth with One or More Family Law (Relationship Breakdown) Problems



⁵ 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.

WILLS AND INCAPACITY PROBLEMS

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

Based on place of birth, this represents

3.5%

of individuals who were born in Canada

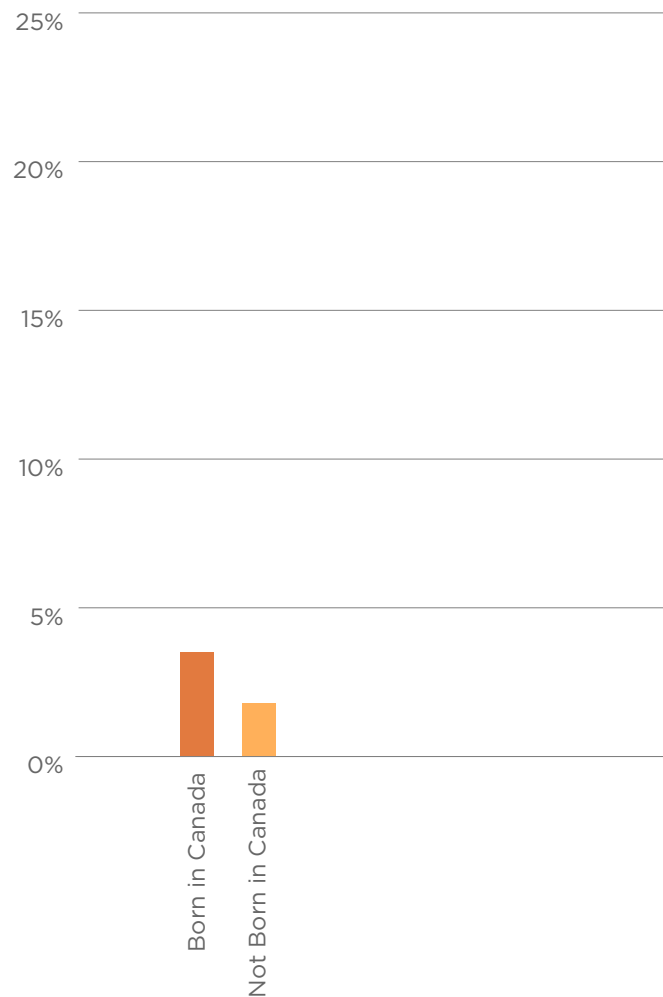
1.8%

of individuals who were not born in Canada

Born in Canada	Population Size	Percentage
Wills & Incapacity Problems	688,602	3.5

Not Born in Canada	Population Size	Percentage
Wills & Incapacity Problems	67,294	1.8

Percentage of People Based on Place of Birth with One or More Problems related to Wills and Incapacity



PROBLEMS RELATED TO MEDICAL TREATMENT

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

Based on place of birth, this represents

2.6%

of individuals who were born in Canada

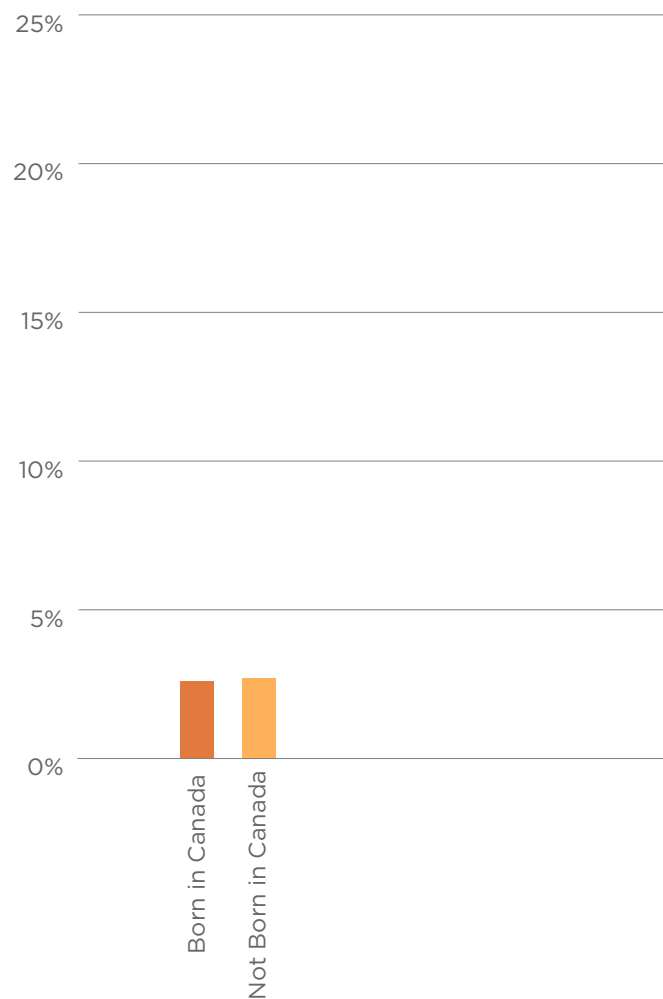
2.7%

of individuals who were not born in Canada

Born in Canada	Population Size	Percentage
Medical Treatment Problems	510,090	2.6

Not Born in Canada	Population Size	Percentage
Medical Treatment Problems	99,827	2.7

Percentage of People Based on Place of Birth with One or More Problems related to Medical Treatment



HOUSING PROBLEMS

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

Based on place of birth, this represents

2.3%

of individuals who were born in Canada

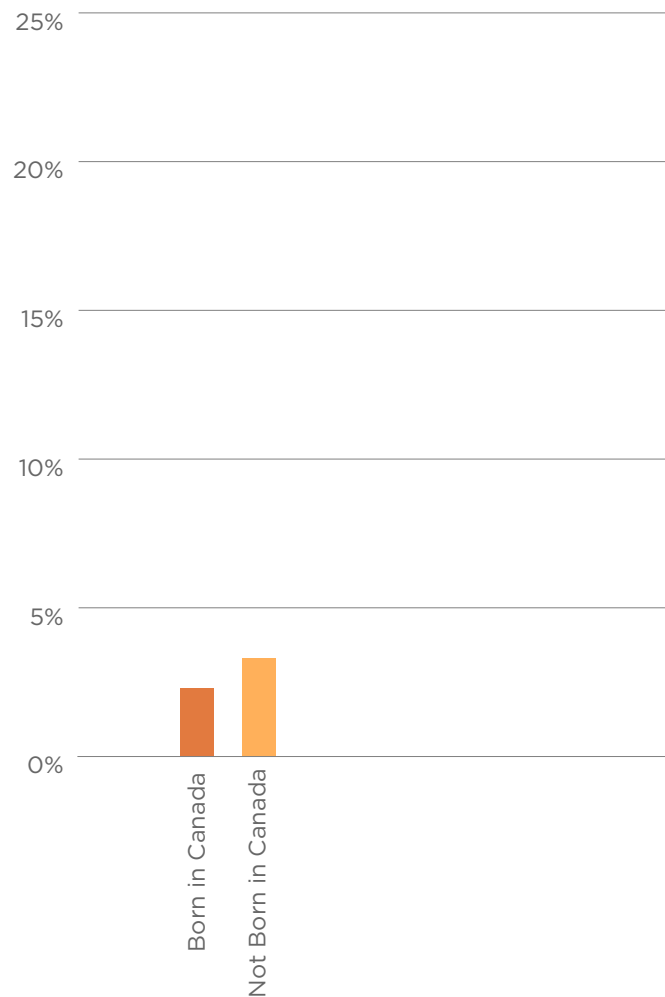
3.3%

of individuals who were not born in Canada

Born in Canada	Population Size	Percentage
Housing Problems	463,687	2.3

Not Born in Canada	Population Size	Percentage
Housing Problems	120,512	3.3

Percentage of People Based on Place of Birth with One or More Housing Problems



PERSONAL INJURY PROBLEMS

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

Based on place of birth, this represents

2.5%

of individuals who were born in Canada

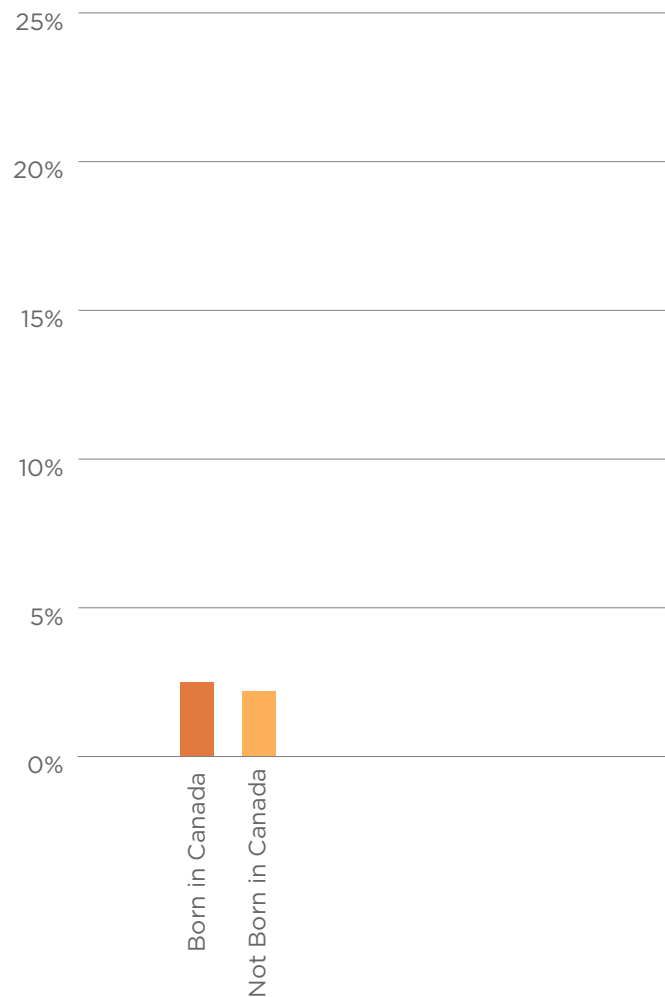
2.2%

of individuals who were not born in Canada

Born in Canada	Population Size	Percentage
Personal Injury Problems	495,869	2.5

Not Born in Canada	Population Size	Percentage
Personal Injury Problems	80,601	2.2

Percentage of People Based on Place of Birth with One or More Personal Injury Problems



TREATMENT BY POLICE

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

Based on place of birth, this represents

1.9%

of individuals who were born in Canada

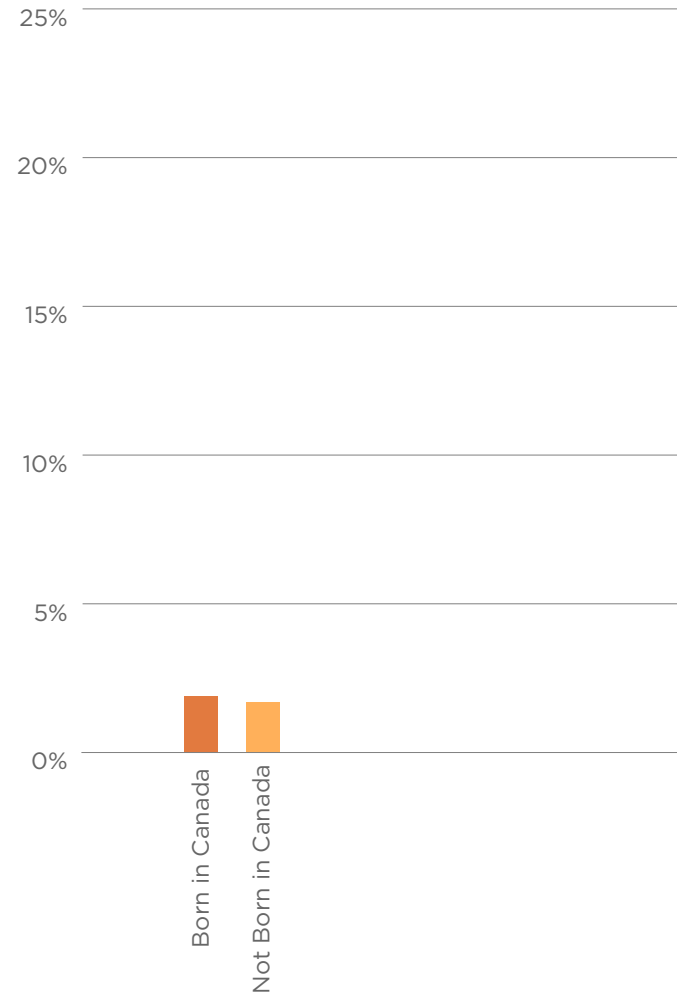
1.7%

of individuals who were not born in Canada

Born in Canada	Population Size	Percentage
Problems related to treatment by Police	372,127	1.9

Not Born in Canada	Population Size	Percentage
Problems related to treatment by Police	63,246	1.7

Percentage of People Based on Place of Birth with One or More Problems related to Treatment by Police



DISABILITY ASSISTANCE PROBLEMS

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

Based on place of birth, this represents

1.7%

of individuals who were born in Canada

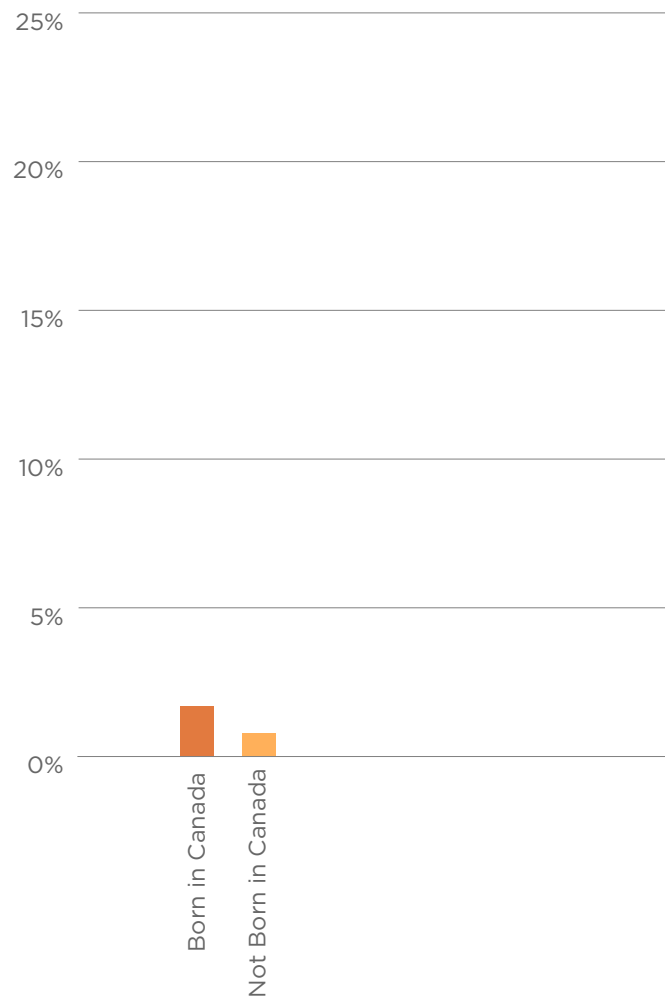
0.8%

of individuals who were not born in Canada

Born in Canada	Population Size	Percentage
Disability Assistance Problems	345,000	1.7

Not Born in Canada	Population Size	Percentage
Disability Assistance Problems	29,533	0.8

Percentage of People Based on Place of Birth with One or More Disability Assistance Problems



PROBLEMS RELATED TO THREAT OF LEGAL ACTION

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

Based on place of birth, this represents

1.5%

of individuals who were born in Canada

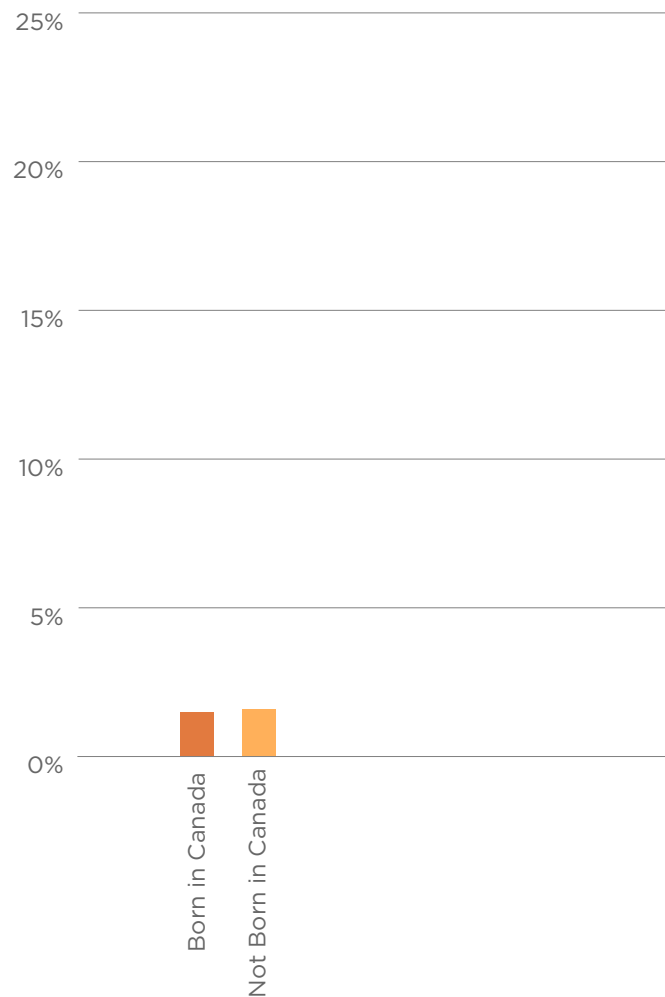
1.6%

of individuals who were not born in Canada

Born in Canada	Population Size	Percentage
Problems related to threats of legal action	300,351	1.5

Not Born in Canada	Population Size	Percentage
Problems related to threats of legal action	59,117	1.6

Percentage of People Based on Place of Birth with One or More Problems related to Threats of Legal Action



SOCIAL ASSISTANCE PROBLEMS

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

Based on place of birth, this represents

1.2%

of individuals who were born in Canada

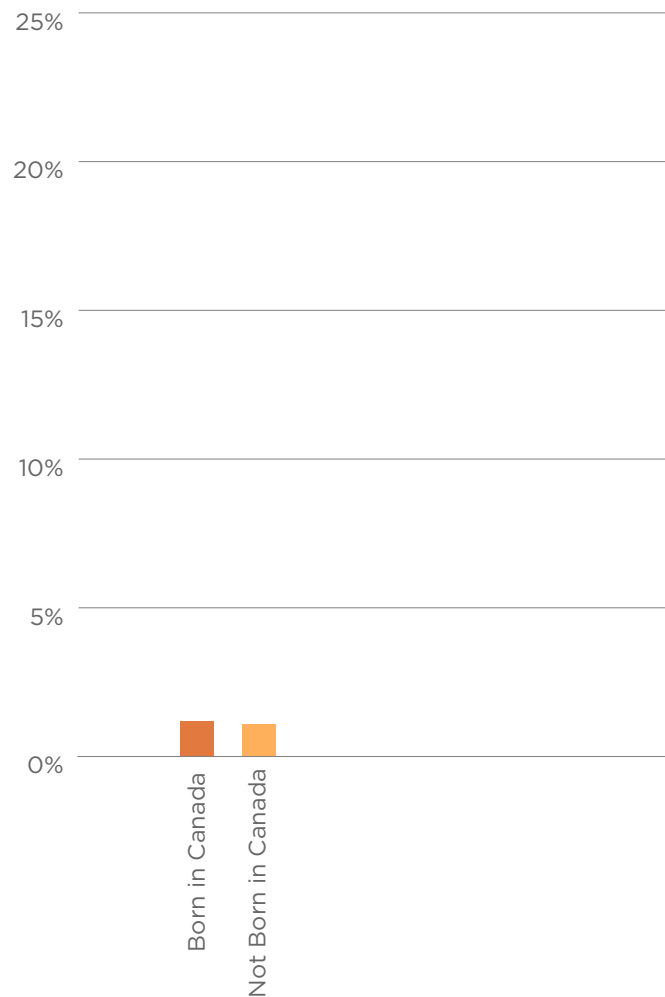
1.1%

of individuals who were not born in Canada

Born in Canada	Population Size	Percentage
Social Assistance Problems	241,292	1.2

Not Born in Canada	Population Size	Percentage
Social Assistance Problems	41,318	1.1

Percentage of People Based on Place of Birth with One or More Social Assistance Problems



IMMIGRATION PROBLEMS

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

Based on place of birth, this represents

0.2%

of individuals who were born in Canada

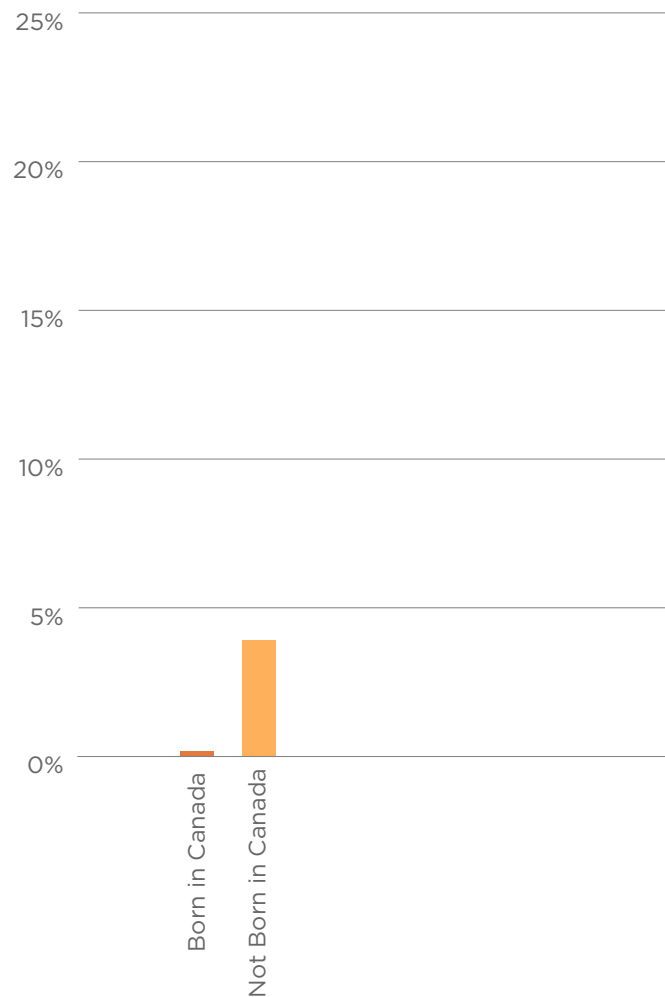
3.9%

of individuals who were not born in Canada

Born in Canada	Population Size	Percentage
Immigration Problems	32,665	0.2

Not Born in Canada	Population Size	Percentage
Immigration Problems	143,348	3.9

Percentage of People Based on Place of Birth with One or More Immigration Problems



FAMILY (OTHER) PROBLEMS⁶

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

Based on place of birth, this represents

0.5%

of individuals who were born in Canada

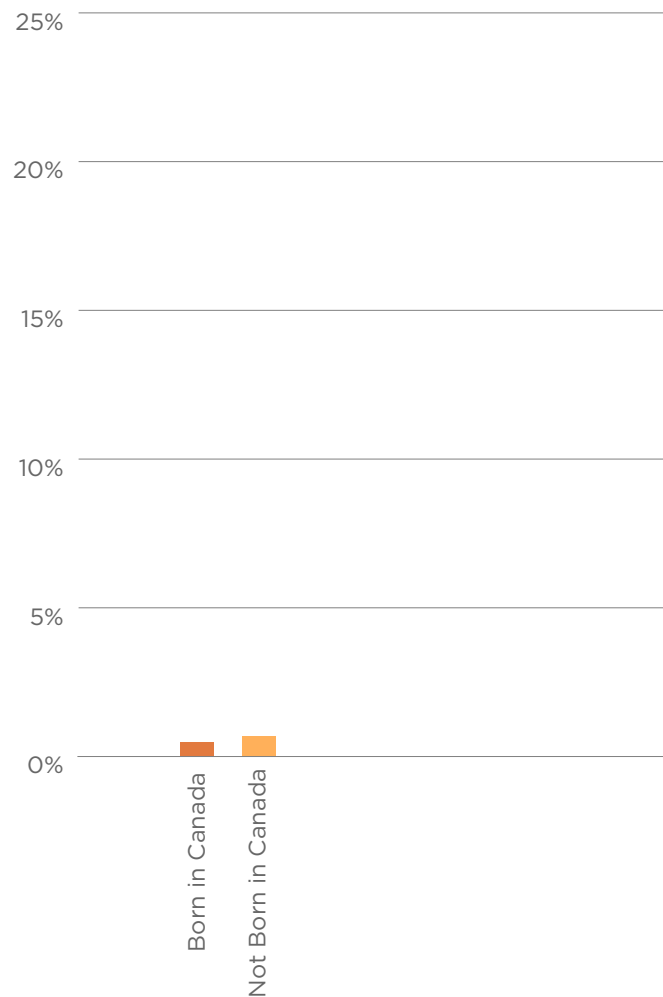
0.7%

of individuals who were not born in Canada

Born in Canada	Population Size	Percentage
Family Law (other) Problems	97,861	0.5

Not Born in Canada	Population Size	Percentage
Family Law (other) Problems	25,323	0.7

Percentage of People Based on Place of Birth with One or More Family (Other) Problems



⁶ 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.

CRIMINAL LAW PROBLEMS

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

Based on place of birth, this represents

0.5%

of individuals who were born in Canada

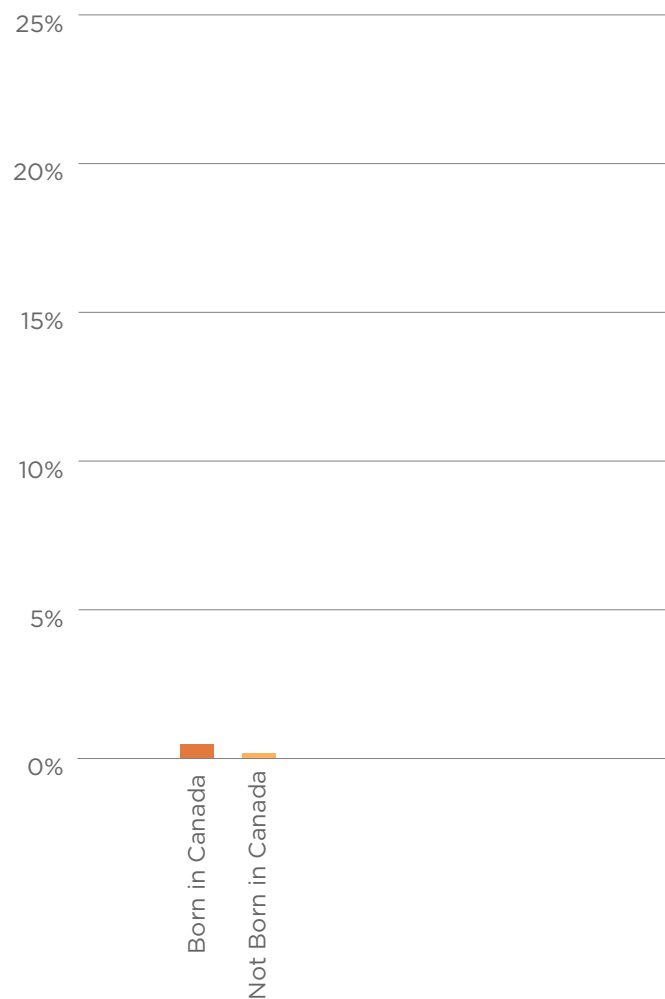
0.2%

of individuals who were not born in Canada

Born in Canada	Population Size	Percentage
Criminal Law Problems	90,107	0.5

Not Born in Canada	Population Size	Percentage
Criminal Law Problems	8,711	0.2

Percentage of People Based on Place of Birth with One or More Problems related to Criminal Charges



SERVICE OPTIONS AND TAKING ACTION

Of 48.4% 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 people 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 place of birth — Canada or elsewhere.

TAKING ACTION

An estimated 10,543,556⁷ people in Canada will experience at least one and as many as seven civil or family justice problems within a given 3-year period.

Based on place of birth, this amounts to approximately:

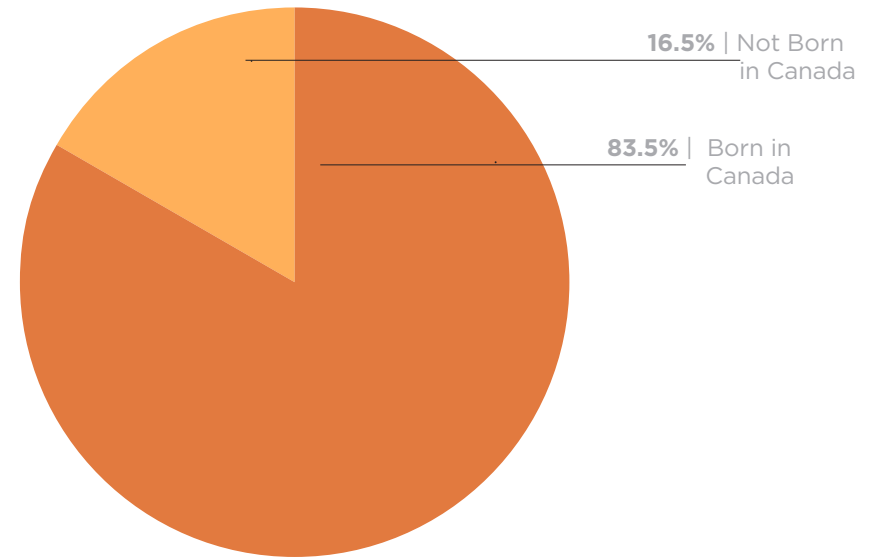
8,807,349

people who were born in Canada

1,678,765

people who were not born in Canada

Percentage of People Based on Place of Birth who Experience 1-7 Problems



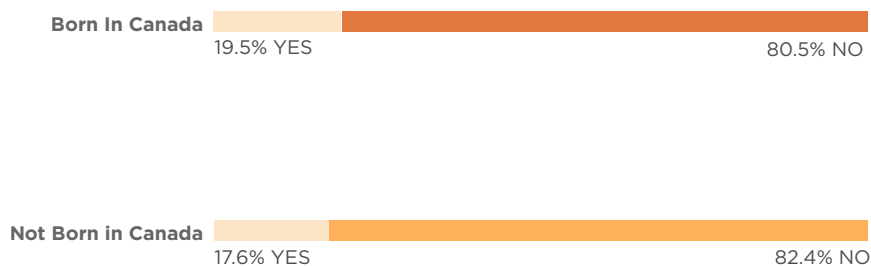
		Born Canada	
		Yes	No
1 to 7 problems	Population Estimate	8,807,349	1,678,765

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

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



Based on place of birth, that represents:

19.5%

of people born in Canada

17.6%

of people not born in Canada

		Born in Canada	
		Yes	No
Does not obtain legal advice	Population Estimate	7,052,355	1,364,320
	% within Born in Canada	80.5%	82.4%
Obtain legal advice	Population Estimate	1,710,020	291,308
	% within Born in Canada	19.5%	17.6%

TAKING ACTION

OBTAIN LEGAL ADVICE

SOURCES OF LEGAL ADVICE

Based on place of birth, individuals who contact a private lawyer represent:

- 85.3% of people who were born in Canada
- 75.6% of people who were not born in Canada

People in Canada who contact a free legal clinic represent:

- 6.4% of people who were born in Canada
- 2.9% of people who were not born in Canada

People in Canada who contact Legal Aid for help represent:

- 3.5% of people who were born in Canada
- 6.7% of people who were not born in Canada

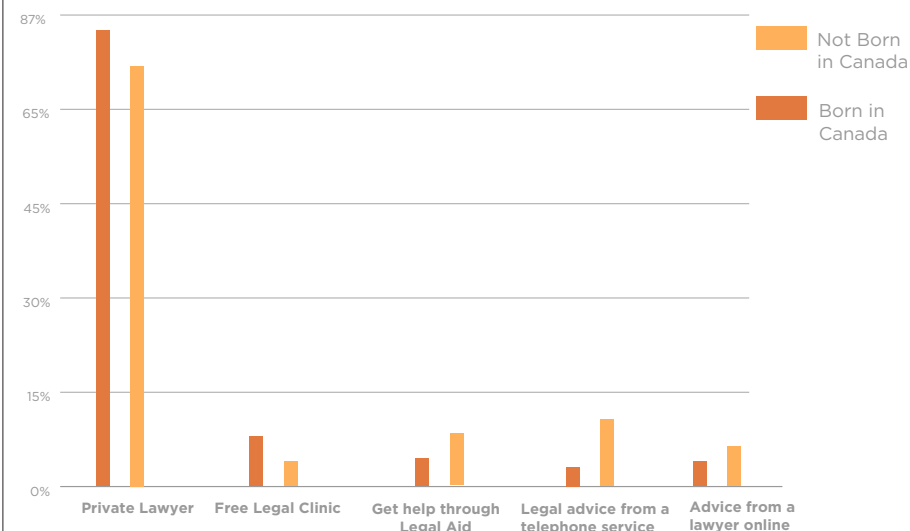
People in Canada who contact a legal advice phone service represent:

- 2.0% of people who were born in Canada
- 8.9% of people who were not born in Canada

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

- 2.8% of people who were born in Canada
- 5.9% of people who were not born in Canada

Percentage of People Based on Place of Birth who Obtain Legal Advice from Different Sources



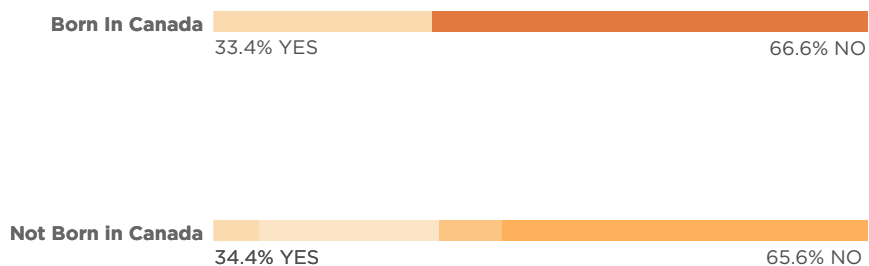
Source of Legal Advice		Born in Canada	
		Yes	No
Contact Private Lawyer	Population Estimate	1,381,707	201,181
	% within Born in Canada	85.3%	75.6%
Contact Free Legal Clinic	Population Size	103,502	7,738
	% within Born in Canada	6.4%	2.9%
Contact Legal Aid	Population Size	57,402	17,812
	% within Born in Canada	3.5%	6.7%
Contact Legal Advice Phone Service	Population Size	32,505	23,830
	% within Born in Canada	2.0%	8.9%
Get online Legal Advice	Population Size	45,572	15,718
	% within Born in Canada	2.8%	5.9%

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



Based on place of birth, that represents:

33.4%

of people born in Canada

34.4%

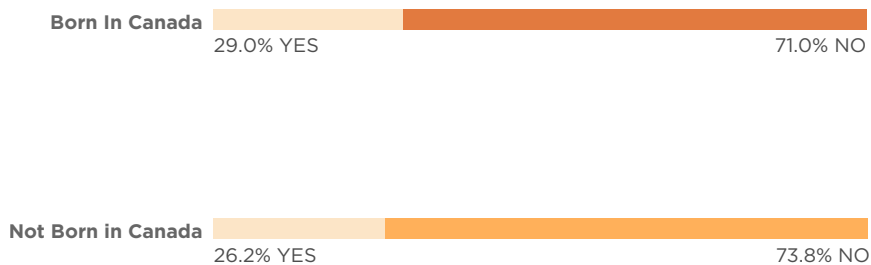
of people not born in Canada

Internet		Born in Canada	
		Yes	No
Does not search the Internet	Population Estimate	5,835,167	1,086,304
	% within Born in Canada	66.6%	65.6%
Search the Internet	Population Estimate	2,927,208	569,324
	% within Born in Canada	33.4%	34.4%

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 a Legal Problem



Based on place of birth, that represents:

29.0%

of people born in Canada

26.2%

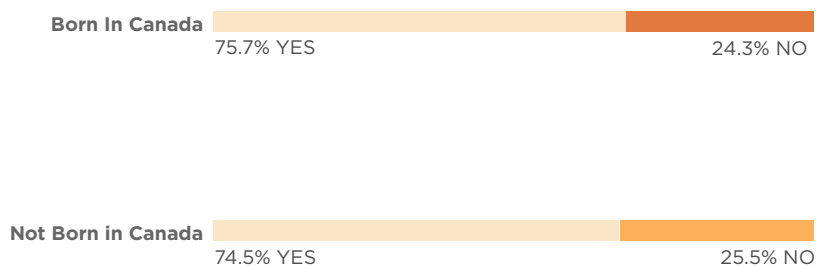
of people not born in Canada

		Born in Canada	
		Yes	No
Don't contact an organization	Population Size	6,223,509	1,222,049
	% within Born in Canada	71.0%	73.8%
Contact an organization	Population Size	2,538,866	433,580
	% within Born in Canada	29.0%	26.2%

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



Based on place of birth, that represents:

75.7%

of people born in Canada

74.5%

of people not born in Canada

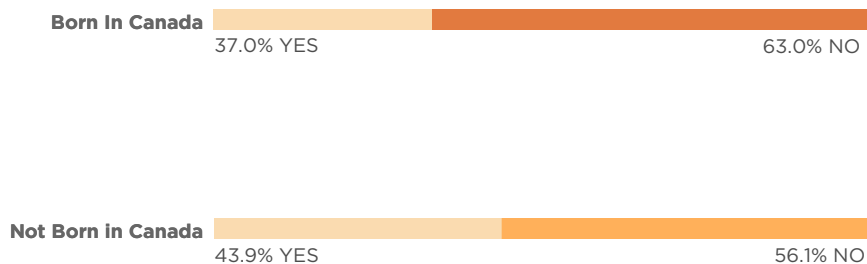
Talk with the Other Party		Born in Canada	
		Yes	No
Does not talk with the other party	Population Size	2,127,762	421,670
	% within Born in Canada	24.3%	25.5%
Talk with the other party	Population Size	6,634,613	1,233,958
	% within Born in Canada	75.7%	74.5%

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



Based on place of birth, that represents:

63.0%

of people born in Canada

56.1%

of people not born in Canada

		Born in Canada	
		Yes	No
Talked With Friends			
Does not talk with friends and relatives	Population Estimate	3,242,340	726,032
	% within Born in Canada	37.0%	43.9%
Talk with friends and relatives	Population Size	5,520,035	929,596
	% within Born in Canada	63.0%	56.1%

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.

Percentage Based on Place of Birth who Appear before a Court or Tribunal



Based on place of birth, that represents:

6.6%

of people born in Canada

8.1%

of people not born in Canada

Appear in Court or Before a Tribunal		Born in Canada	
		Yes	No
No	Population Estimate	8,029,087	1,488,794
	% within Born in Canada	93.4%	91.9%
Yes	Population Estimate	571,367	131,237
	% within Born in Canada	6.6%	8.1%

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 the satisfaction with legal, non-legal and other options used, broken down by place of birth—Canada or elsewhere.

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.

Based on place of birth, that represents:
17.5% of people born in Canada
13.6% of people not born in Canada

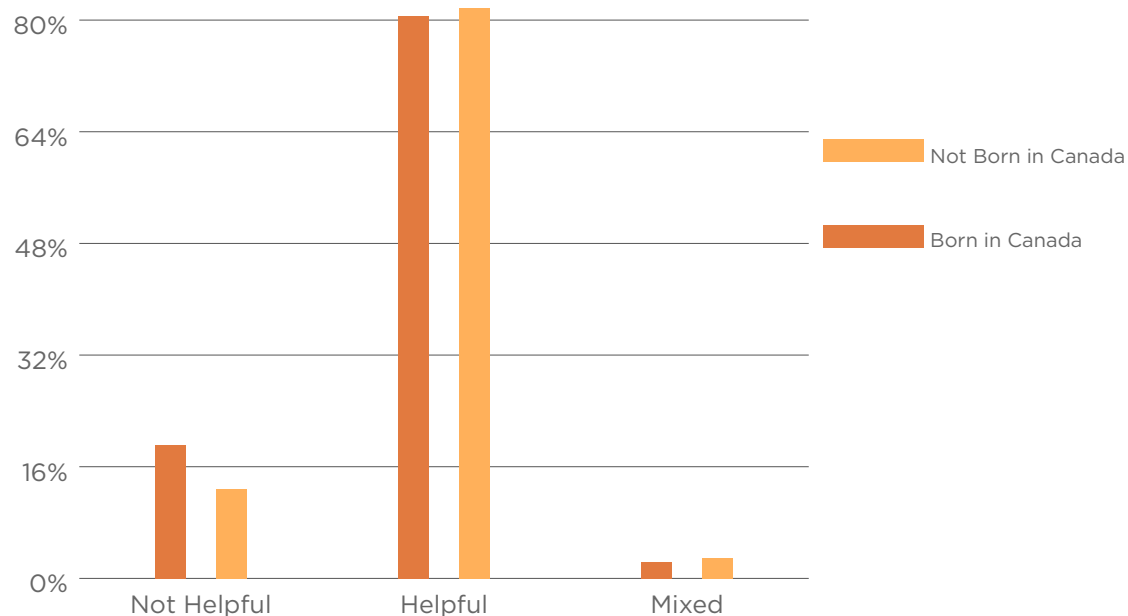
80.9% of people in Canada report that they find the legal advice they receive to be helpful.

Based on place of birth, that represents:
80.2% of people born in Canada
84.0% of people not born in Canada

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

Based on place of birth, that represents:
2.3% of people born in Canada
2.4% of people not born in Canada

Percentage Based on Place of Birth Who Find Legal Advice Helpful/Not Helpful



Helpfulness of Legal Advice		Born in Canada	
		Yes	No
Not Helpful	Population Estimate	275,900	35,541
	% within Born in Canada	17.5%	13.6%
Helpful	Population Estimate	1,264,742	22,0147
	% within Born in Canada	80.2%	84.0%
Mixed	Population Estimate	36,832	6,249
	% within Born in Canada	2.3%	2.4%

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.

Based on place of birth, that represents:

39.4% of people born in Canada

28.2% of people not born in Canada

58.1% of people in Canada report that the information that they find on the Internet for their legal problem(s) is helpful.

Based on place of birth, that represents:

55.5% of people born in Canada

70.7% of people not born in Canada

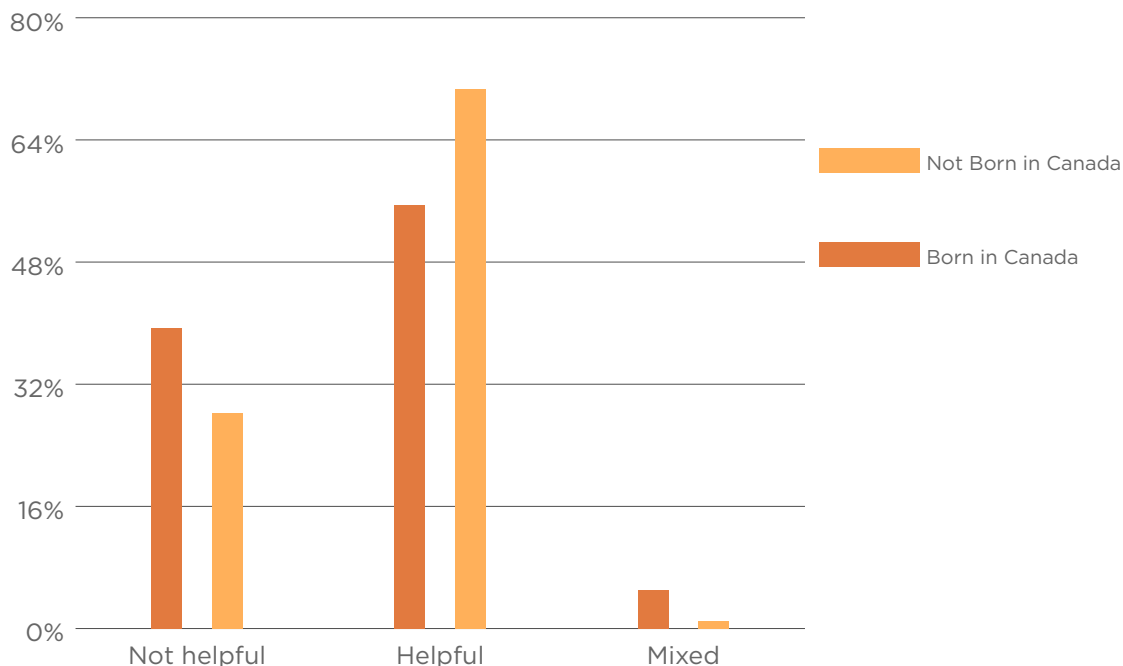
4.4% of people in Canada report that the information that they find on the Internet for 1 or more legal problems is helpful in some way while the information they find for other problems is not helpful.

Based on place of birth, that represents:

5.0% of people born in Canada

1.0% of people not born in Canada

Percentage Based on Place of Birth Who Find Information on Internet Helpful/Not Helpful



Information Gleaned from Internet		Born in Canada	
		Yes	No
Not helpful	Population Estimate	1,141,483	160,719
	% within Born in Canada	39.4%	28.2%
Helpful	Population Estimate	1,607,068	402,780
	% within Born in Canada	55.5%	70.7%
Mixed	Population Estimate	145,226	5,826
	% within Born in Canada	5.0%	1.0%

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.

Based on place of birth, that represents:

50.0% of people born in Canada

44.7% of people not born in Canada

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

Based on place of birth, that represents:

39.9% of people born in Canada

50.4% of people not born in Canada

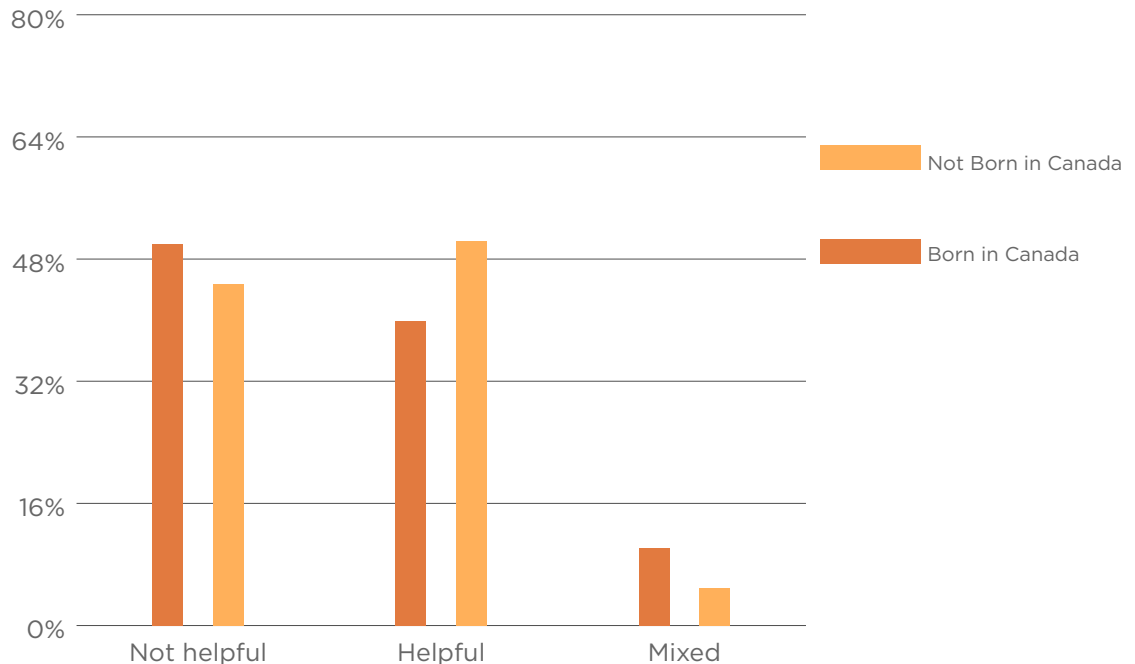
9.3% of people in Canada report that for 1 or more legal problems talking with the other party is helpful in some way while for other problems it is not helpful.

Based on place of birth, that represents:

10.1% of people born in Canada

4.9% of people not born in Canada

Percentage Based on Place of Birth Who Find Talking With the Other Party Helpful/Not Helpful



Talking with Other Party		Born in Canada	
		Yes	No
Not Helpful	Population Estimate	3,295,252	538,242
	% within Born in Canada	50.0%	44.7%
Helpful	Population Estimate	2,632,191	607,299
	% within Born in Canada	39.9%	50.4%
Mixed	Population Estimate	663,521	59,395
	% within Born in Canada	10.1%	4.9%

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.

Based on place of birth, that represents:
25.5% of people born in Canada
26.1% of people not born in Canada

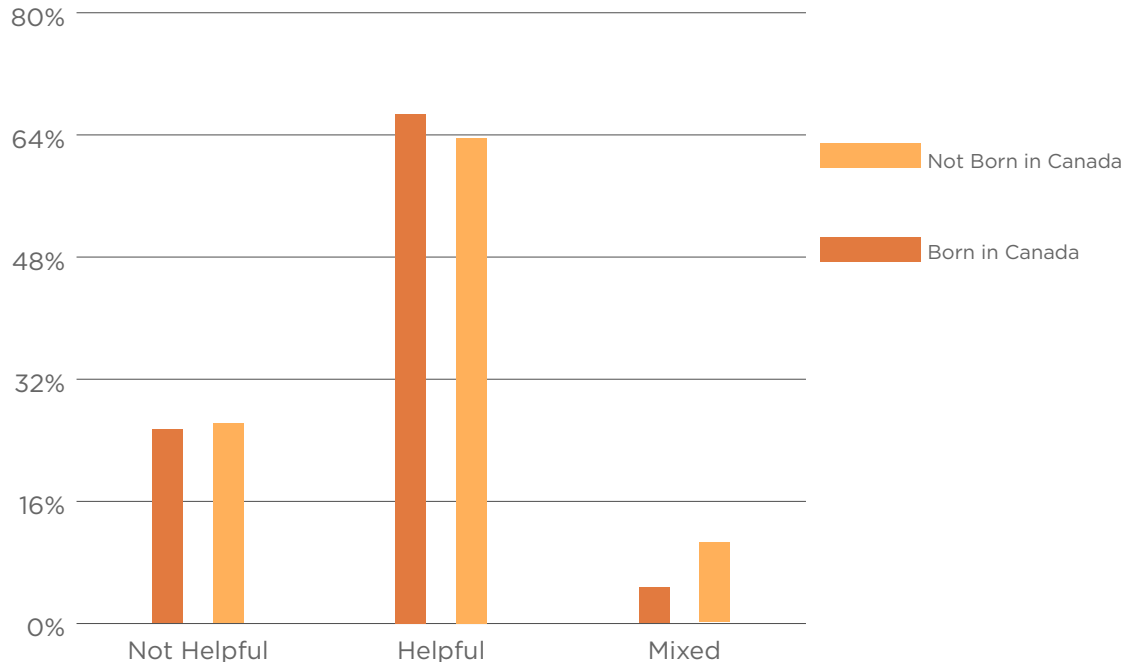
68.1% of people in Canada find advice that they receive from friends and relatives to be helpful.

Based on place of birth, that represents:
68.9% of people born in Canada
63.0% of people not born in Canada

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

Based on place of birth, that represents:
5.6% of people born in Canada
10.9% of people not born in Canada

Percentage Based on Place of Birth Who Find Talking With Friends and Relatives Helpful/Not Helpful



Talking with Friends and Relatives		Born in Canada	
		Yes	No
Not Helpful	Population Estimate	1,386,770	232,646
	% within Born in Canada	25.5%	26.1%
Helpful	Population Size	374,6422	562,704
	% within Born in Canada	68.9%	63.0%
Mixed	Population Size	305,365	97,673
	% within Born in Canada	5.6%	10.9%

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 in their paths to problem resolution. The following pages present the most frequent type of expenses⁸, broken down by place of birth — Canada or elsewhere.

⁸ 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.

Based on place of birth, that represents:

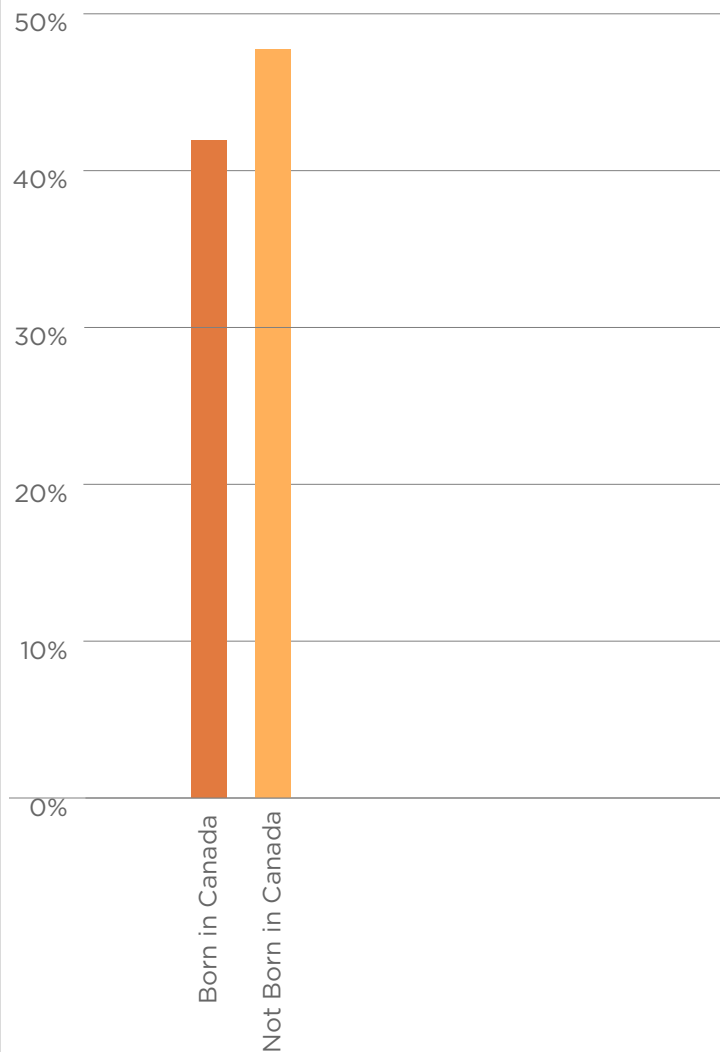
41.9%

of people who were born in Canada

47.7%

of people who were not born in Canada

Percentage of People Based on Place of Birth who Spend Money on Everyday Legal Problems



TYPE OF EXPENSE LAWYER FEES

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

Based on place of birth, that represents:

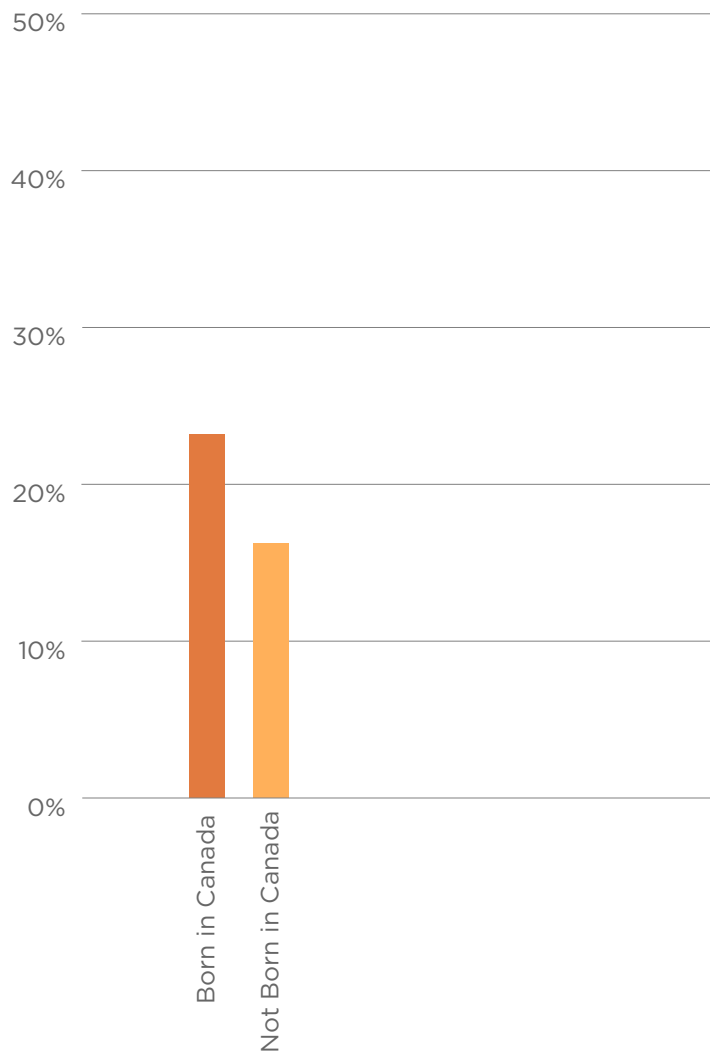
23.2%

of people who were born in Canada

16.2%

of people who were not born in Canada

Percentage of People Based on Place of Birth Who Spend on Lawyer Fees



Lawyer Fees		Born in Canada	
		Yes	No
Don't spend money	Population Estimate	2,719,769	648,003
	% within Born in Canada	76.8%	83.8%
Spend money	Population Estimate	821,759	125,405
	% within Born in Canada	23.2%	16.2%

TYPE OF EXPENSE TRANSPORTATION

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

Based on place of birth, that represents:

16.2%

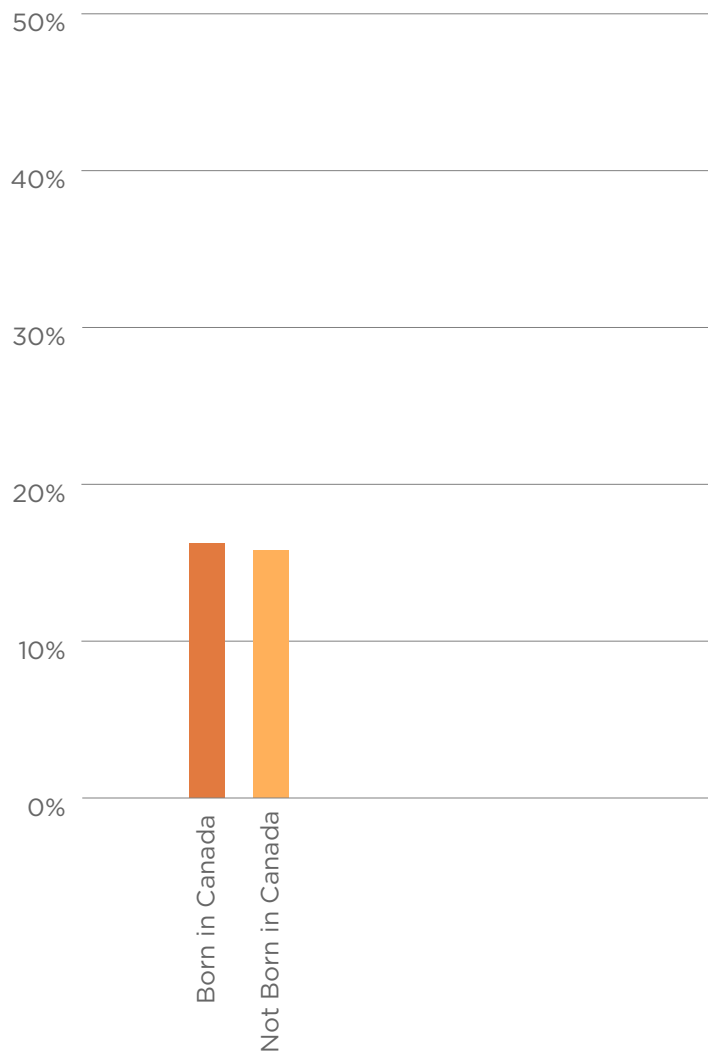
of people who were born in Canada

15.8%

of people who were not born in Canada

		Born in Canada	
		Yes	No
Transportation Don't spend on transportation	Population Estimate	2,967,818	651,108
	% within Born in Canada	83.8%	84.2%
Spend on transportation	Population Estimate	573,709	12,2300
	% within Born in Canada	16.2%	15.8%

Percentage of People Based on Place of Birth 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.

Based on place of birth, that represents:

13.9%

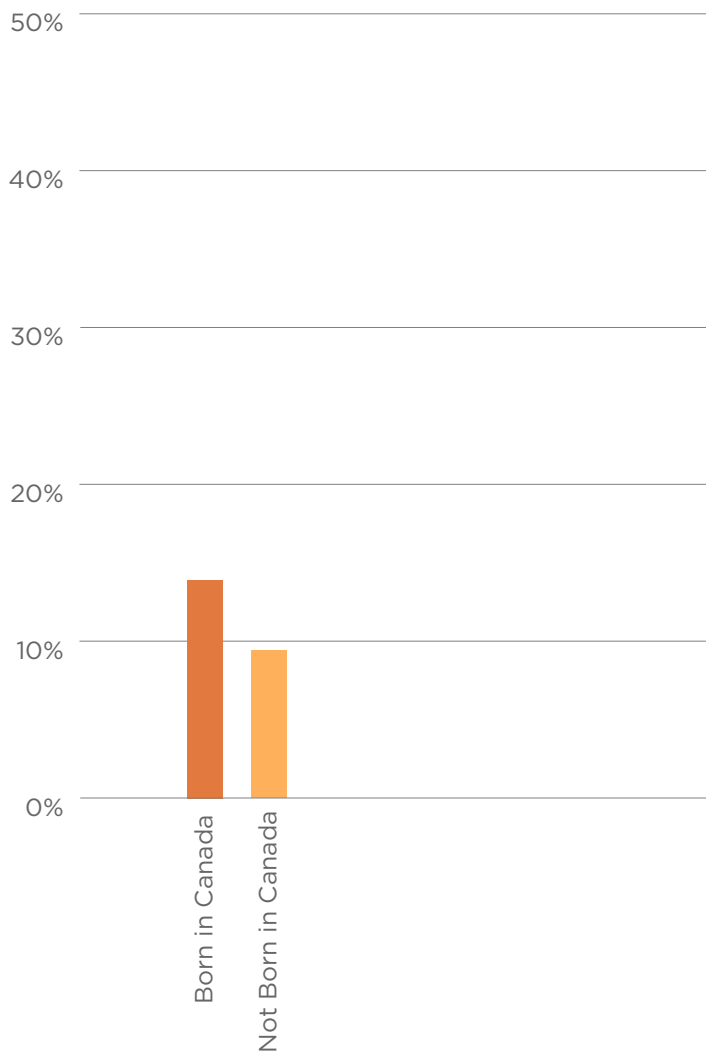
of people who were born in Canada

9.4%

of people who were not born in Canada

		Born in Canada	
		Yes	No
Don't spend money	Population Estimate	3,048,538	700,744
	% within Born in Canada	86.1%	90.6%
Spend money	Population Estimate	492,990	72,663
	% within Born in Canada	13.9%	9.4%

Percentage of People Based on Place of Birth 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.

Based on place of birth, that represents:

10.1%

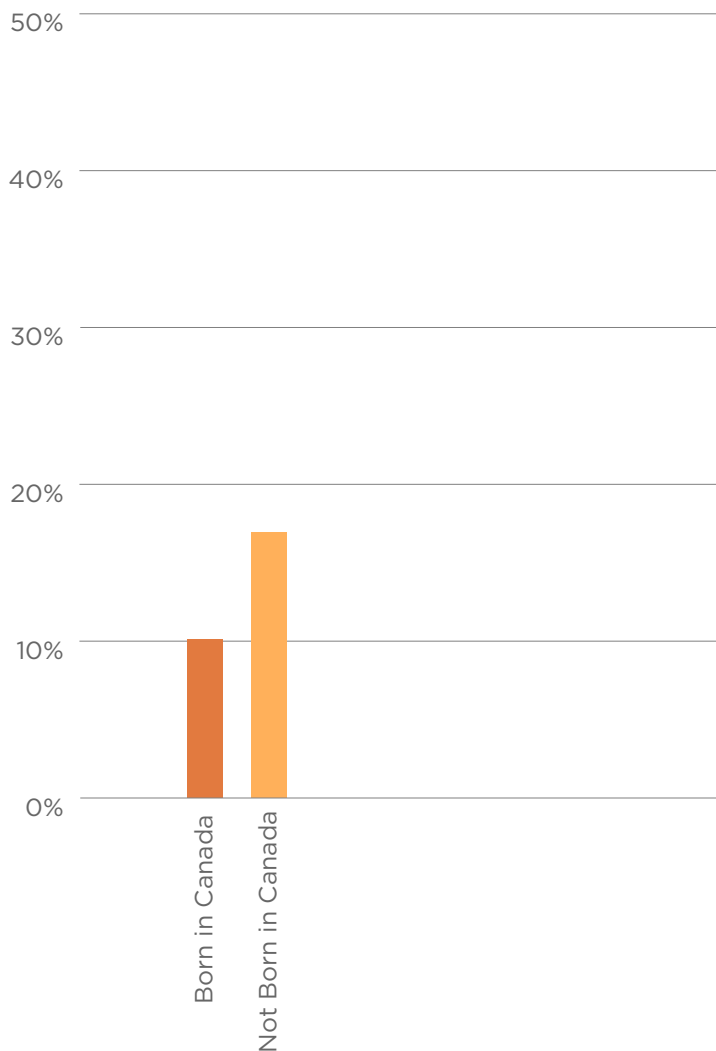
of people who were born in Canada

16.9%

of people who were not born in Canada

		Born in Canada	
		Yes	No
Court Filing Fees and other Court Fees	Population Estimate	3,185,213	642,782
	% within Born in Canada	89.9%	83.1%
Don't spend money on court fees	Population Estimate	356,314	130,625
	% within Born in Canada	10.1%	16.9%

Percentage of People Based on Place of Birth 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.

Based on place of birth, that represents:

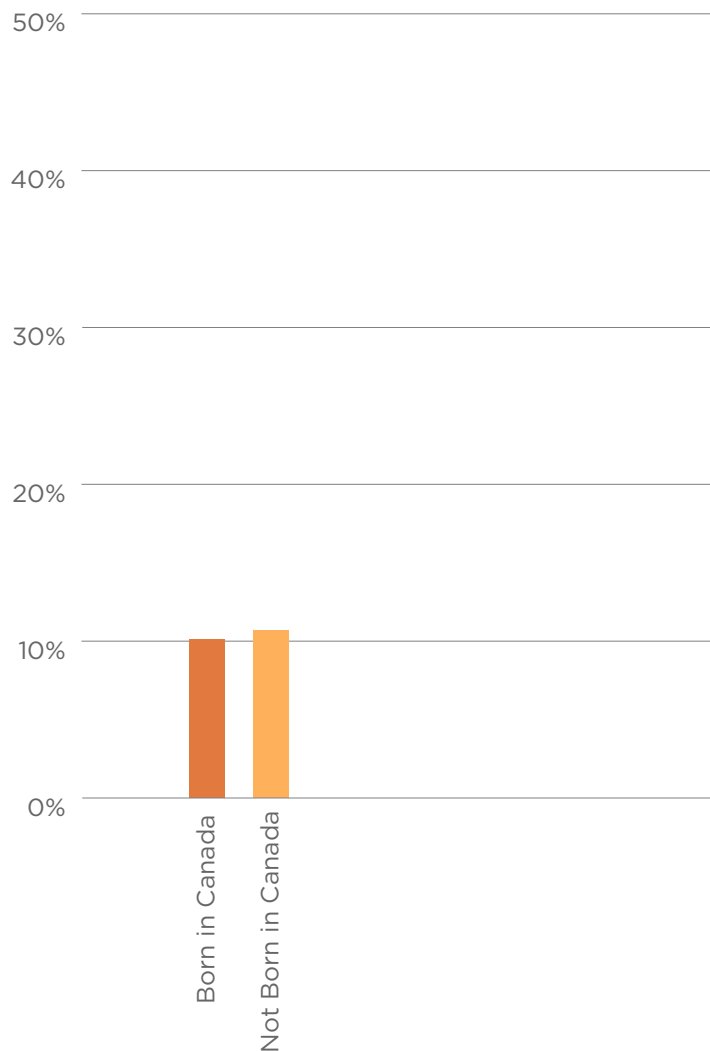
10.1%

of people who were born in Canada

10.7%

of people who were not born in Canada

Percentage of People Based on Place of Birth who Spend Money on Other Advisors and Mediators



		Born in Canada	
		Yes	No
Advisors and Mediators Don't spend money on advisors and mediators	Population Estimate	3,185,156	690,750
	% within Born in Canada	89.9%	89.3%
Spend money on advisors and mediators	Population Estimate	356,372	82,657
	% within Born in Canada	10.1%	10.7%

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.

Based on place of birth, that represents:

5.6%

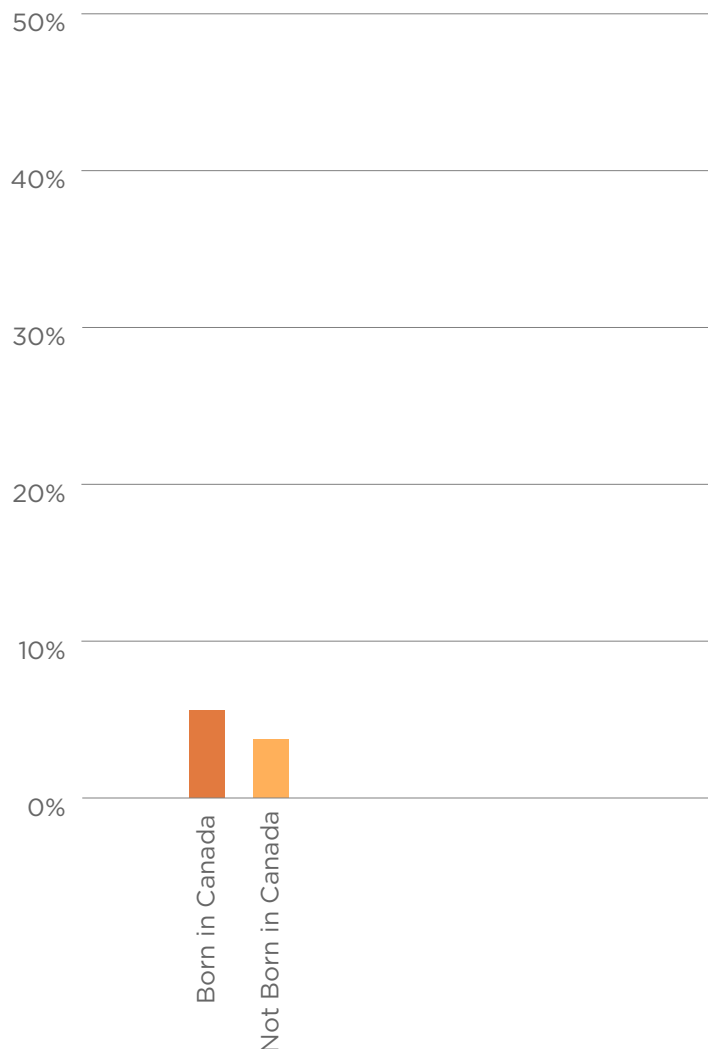
of people who were born in Canada

3.7%

of people who were not born in Canada

		Born in Canada	
		Yes	No
Don't spend money on telephone, long distance and fax	Population Estimate	3,344,074	744,770
	% within Born in Canada	94.4%	96.3%
Spend money on telephone, long distance and fax	Population Estimate	197,453	28,638
	% within Born in Canada	5.6%	3.7%

Percentage of People Based on Place of Birth 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).

Based on place of birth, that represents:

5.3%

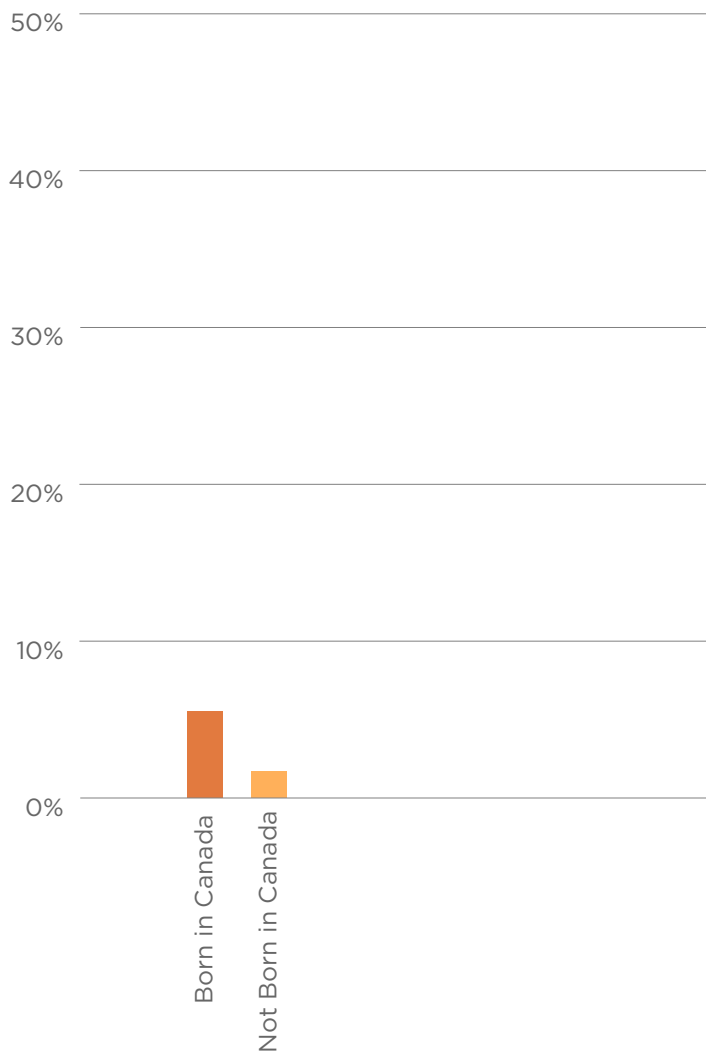
of people who were born in Canada

1.7%

of people who were not born in Canada

Child Care and Other Household Expenses		Born in Canada	
		Yes	No
Don't spend money on Child care and other household expenses	Population Estimate	3,355,209	759,888
	% within Born in Canada	94.7%	98.3%
Spend money on Child care and other household expenses	Population Estimate	186,319	13,520
	% within Born in Canada	5.3%	1.7%

Percentage of People Based on Place of Birth who Spend Money on Child Care or Other Household Expenses



CANADIAN FORUM ON CIVIL JUSTICE FORUM CANADIEN SUR LA JUSTICE CIVILE

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