

# ACCESS TO JUSTICE LEGAL APPS CHALLENGE MODULES



## **MODULE 1: What is Access to Justice?**

**Introduces students to the concept of access to justice by defining a legal problem and exploring barriers that prevent people from getting help for their legal problems.**



## **MODULE 2: Access to Justice & Technology**

Students brainstorm ideas for their own apps to address access to justice after learning about the benefits and risks of using technology to address access to justice needs.



## **MODULE 3: Access to Justice App Design**

Students learn about how to apply a "human-centered" design approach to their own access to justice apps.



## **MODULE 4: Legal App & Poster Presentation**

Students develop persuasive speaking skills while they prepare posters and presentations outlining their app design.



## **MODULE 5: Pitching Access to Justice Apps**

Each student group pitches their app idea to the class with a goal of persuading the class that their app technology will help users address access to justice issues.

# WHAT IS ACCESS TO JUSTICE?

## Primary Authors:

**Amy Salyzyn, Associate Professor**

**University of Ottawa Faculty of Law, Common Law Section**

**Funding support provided by the Government of Ontario's Early Researcher Awards Program**

**Amy.Salyzyn@uottawa.ca**

**Ocean Avriel, JD Student, 2017-2020**

**University of Ottawa Faculty of Law, Common Law Section**

**Conor Leggott, JD Student, 2019-2022**

**University of Ottawa Faculty of Law, Common Law Section**

**Version: Fall 2021**



**"Access To Justice Legal Apps Challenge Modules" are licensed under CC BY-NC-SA 4.0 Attribution-NonCommercial-ShareAlike 4.0 International. To view a copy of this license, visit <https://creativecommons.org/licenses/by-nc-sa/4.0/>**

## Contents

<b>Module 1 Introduction: What is Access to Justice?</b>	<b>2</b>
<b>Module 1: Lesson Plan</b>	<b>3</b>
<b>Part 1: Paper Toss Warm-up Activity (5 minutes)</b>	<b>3</b>
<b>Part 2: Intro to the Justice System Discussion (25 minutes)</b>	<b>3</b>
<b>Part 3: Access to Justice Activity (30 minutes)</b>	<b>5</b>
<b>Part 4: Conclusion &amp; Debrief (10 minutes)</b>	<b>5</b>
<b>Module 1: Activity Materials</b>	<b>6</b>
<b>Access to Justice Activity Instructions</b>	<b>6</b>
<b>Appendix 1: Access to Justice Activity Character Cards</b>	<b>11</b>
<b>Appendix 2: Character Profiles (Facilitator Master Copy)</b>	<b>16</b>
<b>Appendix 3: Access to Justice Background Information</b>	<b>17</b>

# WHAT IS ACCESS TO JUSTICE?

## Module 1 Introduction: What is Access to Justice?

This module is designed to introduce students to the idea of access to justice. Access to justice is “the measure of how easy it is for people to get the help or resources they need to solve legal problems.”<sup>1</sup> The module will explore this idea by looking at the justice system, defining a legal problem, and exploring barriers that prevent people from getting help for their legal problems.

### Learning Objectives

- To introduce students to the justice system
- To increase students' knowledge of legal problems
- To introduce students to access to justice
- To develop students' understanding of barriers to accessing justice

### Materials

- Warmup materials (scrap paper, recycling bin)
- Access to Justice Activity materials (instructions, statements, and printed character cards for each student)
- Access to Justice Background Information (Appendix 3)

---

<sup>1</sup> Ontario Justice Education Network, “The Access 2 Justice Game: A Facilitator’s Guide for Teachers (2018) at 4, online (pdf): *Ontario Justice Education Network*: <[ojen.ca/wp-content/uploads/2018/08/A2J-Game-Teachers-Guide\\_Final.pdf](http://ojen.ca/wp-content/uploads/2018/08/A2J-Game-Teachers-Guide_Final.pdf)>.

# WHAT IS ACCESS TO JUSTICE?

## Module 1: Lesson Plan

Total Time: 1 hour 10 minutes

### Part 1: Paper Toss Warm-up Activity

5 minutes

- Ask for three volunteers from the group. Set up a recycling bin on the floor with some space to move around it. Give each volunteer three pieces of paper to throw in the bin from their positions.
- Place the first volunteer three feet from the recycling bin to throw their paper. Place the second volunteer three metres from the recycling bin. Place the third five metres from the recycling bin, blindfold them, and have them spin around a few times before throwing.
- Ask a few participants for their thoughts on the activity, but do not offer specific lessons or debrief. The significance will be clear to the participants and will help them visualize unequal access to justice when the concept is introduced in the rest of the module.

### Part 2: Intro to the Justice System Discussion

25 minutes

Suggestions for Discussion Format:

- Discuss each question as a large group and record answers on board or flip chart paper
- Break into smaller groups and assign each group one question to brainstorm and write ideas down on flipchart paper before sharing ideas with the class

#### 1. The justice system

Q. What is the "justice system"?

- Most student's responses will refer to courts, but there are many other components to the justice system
- The system in which laws are made, interpreted, and enforced (*see footnote #1 on page 16*)

**The components of the justice system** (Definitions are on pages 16-17 of the background information section of this Module)

Q. What is a law?

Q. What is a court?

Q. What are Boards and Tribunals?

Q. What is a lawyer?

Q. What is a judge?

Q. What is a jury?

Q. What are the police?

#### 2. Types of legal problems

Q. What do you think of when you hear "legal problem"?

- Most student's responses will refer to criminal law

Q. Does anyone know what civil law is, and the difference between civil and criminal law?

# WHAT IS ACCESS TO JUSTICE?

- Civil law is a dispute between two people. Criminal law is a dispute between the state and the accused (see footnotes #19 & #15 on page 17)
- Civil law touches on many aspects of everyday life and criminal law is specific to the *Criminal Code* (see footnotes #20 & #15 on page 17)

Q. Which do you think is more common: criminal or civil law problems?

- Civil law problems are much more common (see footnote #14 on page 17)

### 3. Individuals and legal problems

Q. How common do you think it is for someone to have a legal problem?

- Approximately 50% of adult Canadians will experience a legal problem over any given 3 year period—that's essentially all of us over a lifetime (see footnote #21 on page 18)
- Legal problems can escalate: 58% of people who reported having a problem reported having 2+ problems (see footnote #22 on page 18)

Q. What do you think are the most common legal problems reported by Canadians?

- Most common legal problems are consumer issues, debt-related issues, and employment disputes (see footnote #23 on page 18)
- People do not always know which problems are legal ones. Give students examples from page 18 of the background information section of this Module.

### 4. How can a lawyer help?

It is a common misconception that lawyers only represent people in court. But not all legal problems get resolved in court—in fact, very few do (see footnotes #24 & #25 on page 18)

Q. How do lawyers help people with their legal problems?

- Tell you if your problem is a legal one or not
- Offer legal advice and tell you your chance of winning a case
- Provide information about settling your dispute without going to court
- Protect your legal rights
- Complete and file court forms
- Write letters
- Prepare or review legal agreements such as contracts or wills
- Negotiate or mediate on your behalf
- Represent you in legal matters
- Collect money owed to you after you win your case
- Take your case to an appeal court

### 5. How people address their legal problems

Q. How often do you think people use a lawyer to resolve their legal problems?

- 19% of people address their legal problems by obtaining legal advice (see footnote #29 on page 20)
- Only 7% of people go to a court or tribunal (see footnote #29 on page 20)

Q. How do you think people typically go about addressing their legal problems?

- The majority of people address their problems without legal assistance: 33% of people look for answers on the internet and 61% ask friends or relatives for help (see footnote #32 on page 20)

Q. How often do you think people are able to resolve their legal issues?

- 55% of people reported that they were able to resolve their legal problems (see footnote #33 on page 20)

# WHAT IS ACCESS TO JUSTICE?

- 46% of people reported feeling that their legal outcomes were unfair (see footnote #34 on page 20)
- This emphasizes the importance of having legal support

## 6. COVID-19 and Access to Justice

Q. How do you think COVID-19 has impacted people's ability to access the justice system?

- Remote proceedings: easier for some by addressing childcare and job-absence barriers, but more difficult for others, such as domestic violence victims living with their abuser
- Internet accessibility: more lawyers offer online services, but not everyone can get online
- Keeping the open court principle alive with virtual proceedings
- Long overdue technological innovation in the justice system, such as broad acceptance of electronic court documents

### Part 3: Access to Justice Activity

**30 minutes**

- This activity will help students better understand the factors that prevent people from accessing justice and the impacts of having unresolved legal issues
- Facilitate Access to Justice Activity starting on page 6 with students and follow the debrief guide after the activity.

### Part 4: Conclusion & Debrief

**10 minutes**

- Emphasize the importance of finding new, innovative ways to make legal advice more accessible for people
- Introduce technology as one innovative way to make the law more widely available
- Technology is improving access to justice through online questionnaires that help people assess if they have a legal problem, online rights guides, apps, and online chat platforms that provide legal advice
- Briefly tell students that throughout this mini-course, they will develop a deeper understanding of access to justice and design a concept legal app to address an access to justice issue.

**Note:** "Section 2: Types of legal problems" is modeled after the Ontario Justice Education Network's "Access to Justice Game" (see footnote #36 on page 21 of the Background Information section of this Module)

# WHAT IS ACCESS TO JUSTICE?

## Module 1: Activity Materials

### Access to Justice Activity Instructions

In this activity, each participant is assigned a character who is experiencing a legal problem and the facilitator represents a lawyer. Each character in the activity has just been illegally evicted (forced out) by their landlord and has until the end of the week to resolve the issue, or else they are forced to leave their home.

The goal of the activity is for each character to try and reach the lawyer to get help and resolve their legal problem before they become evicted.

The participants will stand in a straight line, a safe distance apart, across from and facing the facilitator. There should be approximately 15-20 feet of space both behind the participants and between the participants and the facilitator. If safe distancing is not possible, consider alternatives such as tokens on a physical or digital whiteboard.

Each participant must be holding their assigned character card during this activity, which contains specific facts about their character. Give the participants a few moments to read over their character card and familiarize themselves with the facts.

The facilitator will read a number of statements one-by-one that relate to the specific facts of each character, and then tell the characters to take a number of steps (say "paces" if any participants use a wheelchair or mobility device) forward and backward. Once all statements have been read, the participants should vary in distance from the facilitator. The participants that are closest to the facilitator represent the characters who have the greatest access to justice. The participants who are furthest away represent those who have the least access to justice.

At the end of the activity, tell participants to look around the room and make note of where people are standing.

#### Access to Justice Activity Statements

When the students have formed a line with their character cards, read aloud the following 15 statements one at a time and instruct the students to take the designated number of steps forward or backward.

1. If you are a restaurant manager, you make an annual salary of \$43,000. You can't afford a lawyer to resolve your issue, but you may be able to afford a legal consultation to figure out your best next steps. Take 1 step forward.
2. If you are unemployed and receive government support from the Ontario Disability Support Benefits (ODSB), your annual income is approximately \$11,500. You cannot afford a lawyer with this income. Take 6 steps backward.

## WHAT IS ACCESS TO JUSTICE?

3. If you are a cab driver, you make approximately \$22,000 annually. You cannot afford a lawyer with this income. Take 6 steps backward.
4. If you are a doctor, you have an annual salary of \$126,000. You can afford a lawyer to resolve your legal problem. Take 6 steps forward.
5. If you are a refugee receiving government support from the Refugee Assistance Program (RAP), your annual income is about \$6,240. You cannot afford a lawyer. Take 6 steps backward.
6. If you live in a town of less than 3,000 people, there are no lawyers or community legal services in your town. The nearest lawyer is in another city 2 hours away. Take 2 steps backward.
7. If you live in Toronto, there are many lawyers and community legal services available in your city. Take 3 steps forward.
8. If you live in Timmins, Ontario, there are some lawyers and community legal service available in your community. Take 1 step forward.
9. You have to provide food, shelter, clothing, and school supplies for all of your children that are under the age of 18. Child care responsibilities throughout the day make it difficult to see a lawyer during 9-5 office hours. For each child that you have that is under 18 years old, take 1 step backward.
10. If you are married to a spouse who makes \$50,000 or more, you have a greater household income. Take 1 step forward.
11. The majority of lawyers and legal services in your community only speak English. If you do not speak English, it may be extremely difficult or impossible to find a lawyer to help you that speaks your language. If you speak English, take 2 steps forward. If you don't speak English, take 2 steps backward.
12. If you have a cognitive disability, completing tedious paperwork and engaging in lengthy legal processes on your own can be very difficult and exhausting. Take 2 steps backward.
13. If you use a wheelchair, it may be difficult to physically access law offices and community legal services if there are stairs, narrow hallways, and no elevator. Take 2 steps backward.
14. If you have previously encountered and had a bad experience with a lawyer, you may be afraid to interact with a lawyer again in the future. Take 3 steps backward.
15. If many of your close friends are lawyers, they may be able to offer you legal advice, refer you to a lawyer, or help you complete any necessary paperwork. Take 1 step forward.



## WHAT IS ACCESS TO JUSTICE?

**16.** If you have an income lower than \$18,795 as a single person, or a family income less than \$50,803 with a family of 5, you may be eligible for legal aid to pay for a lawyer's assistance with some legal problems. Take 1 step forward.

# WHAT IS ACCESS TO JUSTICE?

## Activity Debrief

1. Give students 5 minutes to discuss in groups of 2-3 what factors impacted their character's ability or inability to access justice.
2. Bring the students back to a large group and ask them to share what they observed.
3. Ask students which factors had the largest impact on their ability to access justice, i.e. what made them take the most steps forward or backward.
  - One of the biggest barriers is cost:
    - A legal problem ending in a 2-day trial can cost between \$13,000 - \$37,000.<sup>1</sup>
    - Lawyer fees alone can cost anywhere between \$204 an hour (1 year or less of experience) to \$325/ hour (10+ years of experience).<sup>2</sup>
4. Ask the students how someone can access a lawyer if they cannot afford legal fees.
  - Legal Aid Ontario can provide legal support, but most people do not qualify because of very low cut-offs; someone who works full time making minimum wage or more would not qualify.
    - A single person would have to make less than \$18,795 to qualify.<sup>3</sup> If you work at a fast food restaurant for 30 hours a week making minimum wage, you would earn too high of an income (~\$21,840 a year) to qualify for Legal Aid.
    - Someone from a family of 5 would have to have a household income of less than \$50,803 to qualify.<sup>4</sup>
    - Legal Aid covers a wide range of legal problems, including criminal, family, refugee and immigration, domestic violence, and mental health.<sup>5</sup> However, this does not cover all legal problems someone might encounter, such as landlord-tenant issues.
5. Ask the students what other factors in the activity prevented people from accessing justice. Examples might include:
  - Communication barriers
  - Geographical location
  - Spousal income
  - Number of kids
  - Physical and mental capabilities
  - Previous negative interactions with lawyers

<sup>1</sup> Ontario Justice Education Network, "The Access 2 Justice Game: A Facilitator's Guide for Teachers (2018) at 4, online (pdf): *Ontario Justice Education Network*: <[ojen.ca/wp-content/uploads/2018/08/A2J-Game-Teachers-Guide\\_Final.pdf](http://ojen.ca/wp-content/uploads/2018/08/A2J-Game-Teachers-Guide_Final.pdf)> at 5.

<sup>2</sup> Canadian Forum on Civil Justice, "The Cost of Civil Justice in Canada: What do we know, what don't we know, what should we know" (Presentation delivered at the Law and Society Association Annual Meeting, Mexico, 22 June 2017) at 8, online (pdf): *Canadian Forum on Civil Justice* <[cfcj-fcjc.org/sites/default/files//docs/Law%20and%20Society%20-%20What%20we%20know%2C%20Don%27t%20know%20and%20Should%20know%20about%20the%20Cost%20of%20Justice%20in%20Canada.pdf](http://cfcj-fcjc.org/sites/default/files//docs/Law%20and%20Society%20-%20What%20we%20know%2C%20Don%27t%20know%20and%20Should%20know%20about%20the%20Cost%20of%20Justice%20in%20Canada.pdf)> [CFCJ] at 13.

<sup>3</sup> Legal Aid Ontario, "Need a lawyer but can't afford it?", online: *Legal Aid Ontario* <[legalaid.on.ca/en/getting/eligibility.asp](http://legalaid.on.ca/en/getting/eligibility.asp)>.

<sup>4</sup> *Ibid.*

<sup>5</sup> Legal Aid Ontario, "Services", online: *Legal Aid Ontario* <<https://www.legalaid.on.ca/services/>>.

## WHAT IS ACCESS TO JUSTICE?

6. Ask the students if they can think of any factors that might prevent people from accessing justice that did not come up in the activity:
  - Not understanding that their problem is a legal issue
  - Legal problem is too small to warrant paying a lawyer to resolve (e.g. overcharged on phone bill)
  - Long wait times
  - Lack of motivation/ lost faith in the legal system
  
7. Give students 2-3 minutes to think about how unresolved legal problems can impact peoples' lives. For example, what if their character in the activity had been illegally evicted with nowhere to go?
  - Non-legal problems can have a huge impact on someone's life and even lead to further (legal and non-legal) problems.
  - 51% of people in Canada have reported that their legal issues have directly increased their stress or emotional problems.<sup>6</sup>
    - This stress may prevent people from performing well or continuing with work or school.
  - If someone loses their home and has nowhere else to go, they may end up in the shelter system or accessing emergency housing.
  - Legal issues that have a financial impact may force people into debt or prevent them from affording their basic necessities.
  - Individual legal problems also have an impact on the state. It is estimated that the consequences of individual legal problems cost Canada:
    - \$248 million in social assistance, \$450 million in employment insurance, and \$101 million in health care each year.<sup>7</sup>

---

<sup>6</sup> *CFCJ, supra* note 2 at 15.

<sup>7</sup> *Ibid* at 16.

# WHAT IS ACCESS TO JUSTICE?

## Appendix 1: Access to Justice Activity Character Cards

### Character A

Only 20% of participants in the activity should be Character A. Multiply the approximate number of participants by 0.2 to determine how many cards to distribute.

<p><b>Character A</b></p> <ul style="list-style-type: none"><li>• Family doctor</li><li>• Annual salary of \$126,000</li><li>• Lives in Toronto</li><li>• Not married</li><li>• Has 1 child age 22</li><li>• Speaks English</li><li>• Many close lawyer friends</li></ul>	<p><b>Character A</b></p> <ul style="list-style-type: none"><li>• Family doctor</li><li>• Annual salary of \$126,000</li><li>• Lives in Toronto</li><li>• Not married</li><li>• Has 1 child age 22</li><li>• Speaks English</li><li>• Many close lawyer friends</li></ul>
<p><b>Character A</b></p> <ul style="list-style-type: none"><li>• Family doctor</li><li>• Annual salary of \$126,000</li><li>• Lives in Toronto</li><li>• Not married</li><li>• Has 1 child age 22</li><li>• Speaks English</li><li>• Many close lawyer friends</li></ul>	<p><b>Character A</b></p> <ul style="list-style-type: none"><li>• Family doctor</li><li>• Annual salary of \$126,000</li><li>• Lives in Toronto</li><li>• Not married</li><li>• Has 1 child age 22</li><li>• Speaks English</li><li>• Many close lawyer friends</li></ul>
<p><b>Character A</b></p> <ul style="list-style-type: none"><li>• Family doctor</li><li>• Annual salary of \$126,000</li><li>• Lives in Toronto</li><li>• Not married</li><li>• Has 1 child age 22</li><li>• Speaks English</li><li>• Many close lawyer friends</li></ul>	<p><b>Character A</b></p> <ul style="list-style-type: none"><li>• Family doctor</li><li>• Annual salary of \$126,000</li><li>• Lives in Toronto</li><li>• Not married</li><li>• Has 1 child age 22</li><li>• Speaks English</li><li>• Many close lawyer friends</li></ul>

# WHAT IS ACCESS TO JUSTICE?

## Character B

Only 30% of participants in the activity should be Character B. Multiply the approximate number of participants by 0.3 to determine how many cards to distribute.

<b>Character B</b> <ul style="list-style-type: none"><li>• Restaurant Manager</li><li>• Annual salary of \$43,000</li><li>• Lives in a rural community with a population of 2,500 people</li><li>• Not married</li><li>• No children</li><li>• Speaks English</li></ul>	<b>Character B</b> <ul style="list-style-type: none"><li>• Restaurant Manager</li><li>• Annual salary of \$43,000</li><li>• Lives in a rural community with a population of 2,500 people</li><li>• Not married</li><li>• No children</li><li>• Speaks English</li></ul>
<b>Character B</b> <ul style="list-style-type: none"><li>• Restaurant Manager</li><li>• Annual salary of \$43,000</li><li>• Lives in a rural community with a population of 2,500 people</li><li>• Not married</li><li>• No children</li><li>• Speaks English</li></ul>	<b>Character B</b> <ul style="list-style-type: none"><li>• Restaurant Manager</li><li>• Annual salary of \$43,000</li><li>• Lives in a rural community with a population of 2,500 people</li><li>• Not married</li><li>• No children</li><li>• Speaks English</li></ul>
<b>Character B</b> <ul style="list-style-type: none"><li>• Restaurant Manager</li><li>• Annual salary of \$43,000</li><li>• Lives in a rural community with a population of 2,500 people</li><li>• Not married</li><li>• No children</li><li>• Speaks English</li></ul>	<b>Character B</b> <ul style="list-style-type: none"><li>• Restaurant Manager</li><li>• Annual salary of \$43,000</li><li>• Lives in a rural community with a population of 2,500 people</li><li>• Not married</li><li>• No children</li><li>• Speaks English</li></ul>

# WHAT IS ACCESS TO JUSTICE?

## Character C

Only 10% of participants in the activity should be Character C. Multiply the approximate number of participants by 0.1 to determine how many cards to distribute.

<b>Character C</b> <ul style="list-style-type: none"><li>• Unemployed</li><li>• Annual Ontario Disability Benefit of \$11,496.36</li><li>• Lives in Toronto</li><li>• Not married</li><li>• No children</li><li>• Does not speak English</li><li>• Cognitive disability</li></ul>	<b>Character C</b> <ul style="list-style-type: none"><li>• Unemployed</li><li>• Annual Ontario Disability Benefit of \$11,496.36</li><li>• Lives in Toronto</li><li>• Not married</li><li>• No children</li><li>• Does not speak English</li><li>• Cognitive disability</li></ul>
<b>Character C</b> <ul style="list-style-type: none"><li>• Unemployed</li><li>• Annual Ontario Disability Benefit of \$11,496.36</li><li>• Lives in Toronto</li><li>• Not married</li><li>• No children</li><li>• Does not speak English</li><li>• Cognitive disability</li></ul>	<b>Character C</b> <ul style="list-style-type: none"><li>• Unemployed</li><li>• Annual Ontario Disability Benefit of \$11,496.36</li><li>• Lives in Toronto</li><li>• Not married</li><li>• No children</li><li>• Does not speak English</li><li>• Cognitive disability</li></ul>
<b>Character C</b> <ul style="list-style-type: none"><li>• Unemployed</li><li>• Annual Ontario Disability Benefit of \$11,496.36</li><li>• Lives in Toronto</li><li>• Not married</li><li>• No children</li><li>• Does not speak English</li><li>• Cognitive disability</li></ul>	<b>Character C</b> <ul style="list-style-type: none"><li>• Unemployed</li><li>• Annual Ontario Disability Benefit of \$11,496.36</li><li>• Lives in Toronto</li><li>• Not married</li><li>• No children</li><li>• Does not speak English</li><li>• Cognitive disability</li></ul>

# WHAT IS ACCESS TO JUSTICE?

## Character D

Only 30% of participants in the activity should be Character D. Multiply the approximate number of participants by 0.3 to determine how many cards to distribute.

<b>Character D</b> <ul style="list-style-type: none"><li>• Cab driver</li><li>• Annual income of approximately \$22,000</li><li>• Lives in Toronto</li><li>• Married to a spouse with an annual income of \$50,000</li><li>• Has 3 children ages 2, 4 and 8</li></ul>	<b>Character D</b> <ul style="list-style-type: none"><li>• Cab driver</li><li>• Annual income of approximately \$22,000</li><li>• Lives in Toronto</li><li>• Married to a spouse with an annual income of \$50,000</li><li>• Has 3 children ages 2, 4 and 8</li></ul>
<b>Character D</b> <ul style="list-style-type: none"><li>• Cab driver</li><li>• Annual income of approximately \$22,000</li><li>• Lives in Toronto</li><li>• Married to a spouse with an annual income of \$50,000</li><li>• Has 3 children ages 2, 4 and 8</li></ul>	<b>Character D</b> <ul style="list-style-type: none"><li>• Cab driver</li><li>• Annual income of approximately \$22,000</li><li>• Lives in Toronto</li><li>• Married to a spouse with an annual income of \$50,000</li><li>• Has 3 children ages 2, 4 and 8</li></ul>
<b>Character D</b> <ul style="list-style-type: none"><li>• Cab driver</li><li>• Annual income of approximately \$22,000</li><li>• Lives in Toronto</li><li>• Married to a spouse with an annual income of \$50,000</li><li>• Has 3 children ages 2, 4 and 8</li></ul>	<b>Character D</b> <ul style="list-style-type: none"><li>• Cab driver</li><li>• Annual income of approximately \$22,000</li><li>• Lives in Toronto</li><li>• Married to a spouse with an annual income of \$50,000</li><li>• Has 3 children ages 2, 4 and 8</li></ul>

# WHAT IS ACCESS TO JUSTICE?

## Character E

Only 10% of participants in the activity should be Character E. Multiply the approximate number of participants by 0.2 to determine how many cards to distribute.

<p><b>Character E</b></p> <ul style="list-style-type: none"><li>• Recently arrived as a refugee in Canada</li><li>• Receives \$6,240 annually in government assistance from the Refugee Assistance Program</li><li>• Lives in Timmins, Ontario</li><li>• Not married</li><li>• No children</li><li>• Does not speak English</li><li>• Uses a wheelchair</li><li>• You once had a negative interaction with a lawyer after seeking help with an immigration issue</li></ul>	<p><b>Character E</b></p> <ul style="list-style-type: none"><li>• Recently arrived as a refugee in Canada</li><li>• Receives \$6,240 annually in government assistance from the Refugee Assistance Program</li><li>• Lives in Timmins, Ontario</li><li>• Not married</li><li>• No children</li><li>• Does not speak English</li><li>• Uses a wheelchair</li><li>• You once had a negative interaction with a lawyer after seeking help with an immigration issue</li></ul>
<p><b>Character E</b></p> <ul style="list-style-type: none"><li>• Recently arrived as a refugee in Canada</li><li>• Receives \$6,240 annually in government assistance from the Refugee Assistance Program</li><li>• Lives in Timmins, Ontario</li><li>• Not married</li><li>• No children</li><li>• Does not speak English</li><li>• Uses a wheelchair</li><li>• You once had a negative interaction with a lawyer after seeking help with an immigration issue</li></ul>	<p><b>Character E</b></p> <ul style="list-style-type: none"><li>• Recently arrived as a refugee in Canada</li><li>• Receives \$6,240 annually in government assistance from the Refugee Assistance Program</li><li>• Lives in Timmins, Ontario</li><li>• Not married</li><li>• No children</li><li>• Does not speak English</li><li>• Uses a wheelchair</li><li>• You once had a negative interaction with a lawyer after seeking help with an immigration issue</li></ul>



# WHAT IS ACCESS TO JUSTICE?

## Appendix 2: Character Profiles (Facilitator Master Copy)

Below is a master copy of each of the character profiles and the number of steps that they should take forward (+) and backward (-) throughout the activity. Only 20% of the activity participants, Character A, will reach the lawyer at the end of the activity. This reflects reality where only ~20% of people get help from a lawyer to resolve their legal problems.

<p>Character A (20% of participants)</p> <ul style="list-style-type: none"> <li>• Family doctor</li> <li>• Annual salary of \$126,000 (+6 steps)</li> <li>• Lives in Toronto (+3 steps)</li> <li>• Not married</li> <li>• Has 1 child age 22</li> <li>• Speaks English (+2 steps)</li> <li>• Many close lawyer friends (+1 step)</li> </ul> <p>Total Steps: +12</p>	<p>Character B (30% of participants)</p> <ul style="list-style-type: none"> <li>• Restaurant Manager</li> <li>• Annual salary of \$43,000 (+1 step)</li> <li>• Lives in a rural community with a population of 2,500 people (-2 steps)</li> <li>• Not married</li> <li>• No children</li> <li>• Speaks English (+2 steps)</li> </ul> <p>Total Steps: +1</p>
<p>Character C (10% of participants)</p> <ul style="list-style-type: none"> <li>• Unemployed</li> <li>• Annual Ontario Disability Benefit of \$11,496.36 (-6 steps)</li> <li>• Lives in Toronto (+3 steps)</li> <li>• Not married</li> <li>• No children</li> <li>• Does not speak English (-2 steps)</li> <li>• Cognitive disability (-2 steps)</li> <li>• May be eligible for Legal Aid (+1 step)</li> </ul> <p>Total Steps: -6</p>	<p>Character D (30% of participants)</p> <ul style="list-style-type: none"> <li>• Cab driver</li> <li>• Annual income of approximately \$22,000 (-6 steps)</li> <li>• Lives in Toronto (+3 steps)</li> <li>• Married to a spouse with an annual income of \$50,000 (+1 step)</li> <li>• Has 3 children ages 2, 4 and 8 (-3 steps)</li> </ul> <p>Total Steps: -5</p>

<p>Character E (10% of participants)</p> <ul style="list-style-type: none"> <li>• Recently arrived as a refugee in Canada</li> <li>• Receives \$6,240 annually in government assistance from the Refugee Assistance Program (-6 steps)</li> <li>• Lives in Timmins, Ontario (+1 step)</li> <li>• Not married</li> <li>• No children</li> <li>• Does not speak English (-2 steps)</li> <li>• Uses a wheelchair (-2 steps)</li> <li>• Had a negative interaction with a lawyer (-3 steps)</li> <li>• May be eligible for legal aid (+1 step)</li> </ul> <p>Total Steps: -9</p>
--

# WHAT IS ACCESS TO JUSTICE?

## Appendix 3: Access to Justice Background Information

### 1. What is the justice system?

Canada is a country governed by laws, and the legal justice system is the means by which laws are made, interpreted, and enforced.<sup>1</sup> The justice system imposes obligations on how people must behave in society, decides when laws have been broken, and determines consequences for violating the law.

#### ***Components of the justice system***

Many people assume that the justice system only includes the courts, but this is not true. There are several important components to Canada's justice system:

**Laws:** Binding rules that govern all areas of society. Laws are either written by the government as legislation or made by judges through court rulings.<sup>2</sup>

**Courts:** Places where legal issues are heard and resolved by a judge or jury. There are different types of courts.<sup>3</sup> For example, there is family court for family-related legal issues and criminal court for criminal issues. There are also different levels of courts.<sup>4</sup> If someone believes that the court has made an error when deciding their case, they may be able to ask a higher court to review that decision.<sup>5</sup> This is called an appeal.<sup>6</sup> The highest court in Canada is the Supreme Court of Canada.<sup>7</sup>

**Boards & Tribunals:** Specialized courts that only hear cases on specific legal topics.<sup>8</sup> For example, in Ontario there is the Landlord-Tenant Board that exclusively resolves housing issues. There is also the Human Rights Tribunal that exclusively hears cases related to human rights issues under the *Human Rights Code*. Board and tribunal decisions may be reviewed by a court to ensure that they are fair and accurate according to the law.<sup>9</sup>

**Lawyers:** Trained professionals that help people with their legal problems. Lawyers do a range of tasks for their clients: provide advice, draft letters on their client's behalf, draft contracts, negotiate on their client's behalf, and represent clients in court.

**Judge:** Those who hear legal problems in court and decide how the problem should be solved.

---

<sup>1</sup> Canada Guide, "The Canadian Legal System", online: *Canada Guide* <[www.thecanadaguide.com/basics/legal-system/](http://www.thecanadaguide.com/basics/legal-system/)>.

<sup>2</sup> Department of Justice Canada, "Canada's System of Justice" (2015) at 1, 4, online (pdf): *Department of Justice Canada* <[www.justice.gc.ca/eng/csj-sjc/just/img/courten.pdf](http://www.justice.gc.ca/eng/csj-sjc/just/img/courten.pdf)> [DOJ].

<sup>3</sup> *Ibid* at 21-22.

<sup>4</sup> *Ibid*.

<sup>5</sup> *Ibid* at 29.

<sup>6</sup> *Ibid*.

<sup>7</sup> *Ibid* at 21.

<sup>8</sup> *Ibid* at 23.

<sup>9</sup> *Ibid*.

# WHAT IS ACCESS TO JUSTICE?

**Jury:** A group of people who are selected and tasked with deciding which version of that facts it believes in a trial.<sup>10</sup> The judge will explain both the evidence and the applicable laws to the jury, but the jury must ultimately reach a verdict instead of the judge.<sup>11</sup> Not all cases will have juries; there are some cases that are heard by only a judge.

**Police:** Those hired by the state to ensure that the law is being followed.

## 2. Types of legal problems: criminal and civil law

When thinking about the justice system, many people tend to think of violent crimes and criminal trials. This is the type of law that we most often hear about on the news and see in popular television shows. Criminal law problems are an important and often very serious part of our justice system.<sup>12</sup> Statistically, however, criminal law problems make up only a small fraction of legal problems that Canadians experience.<sup>13</sup> Civil law problems are much more common.<sup>14</sup>

### ***What is the difference between criminal law problems and civil law problems?***

Criminal law cases involve the state accusing someone of breaking a law outlined in *Criminal Code of Canada*.<sup>15</sup> The *Code* prohibits such things as impaired driving, assault, theft, murder, and sexual assault.<sup>16</sup>

Crown Attorneys are lawyers that are hired by the state to represent and argue criminal cases in court.<sup>17</sup> Private citizens, such as the victim of a crime, cannot bring a criminal law cases against the perpetrator of the crime committed against them—only the state can.<sup>18</sup> The victim of a crime is often brought into court as a witness in a criminal law trial, but does not have control over the legal proceedings.

Civil law cases involve disputes between private parties where there is a disagreement over the law or where one party claims to have been wronged by another.<sup>19</sup> Civil law touches on many areas of life and is therefore much more common than criminal law.<sup>20</sup> For example, civil law issues include things

---

<sup>10</sup> *Ibid* at 25.

<sup>11</sup> *Ibid*.

<sup>12</sup> *Ibid* at 28.

<sup>13</sup> Canadian Forum on Civil Justice, "The Cost of Civil Justice in Canada: What do we know, what don't we know, what should we know" (Presentation delivered at the Law and Society Association Annual Meeting, Mexico, 22 June 2017) at 8, online (pdf): [Canadian Forum on Civil Justice <cfcj-fcjc.org/sites/default/files//docs/Law%20and%20Society%20-%20What%20we%20Know%2C%20Don%27t%20know%20and%20Should%20know%20about%20the%20Cost%20of%20Justice%20in%20Canada.pdf>](http://www.cfcj-fcjc.org/sites/default/files//docs/Law%20and%20Society%20-%20What%20we%20Know%2C%20Don%27t%20know%20and%20Should%20know%20about%20the%20Cost%20of%20Justice%20in%20Canada.pdf) [CFCJ].

<sup>14</sup> *Ibid*.

<sup>15</sup> DOJ, *supra* note 2 at 30.

<sup>16</sup> *Criminal Code*, RSC 1985, c C-46.

<sup>17</sup> Ontario Justice Education Network, "Ontario Justice Education Network Handout: Roles in the Criminal Justice System" (2006) at 2, online (pdf): [Ontario Justice Education Network <ojen.ca/wp-content/uploads/Roles-in-the-Justice-System.pdf>](http://www.ojen.ca/wp-content/uploads/Roles-in-the-Justice-System.pdf).

<sup>18</sup> DOJ, *supra* note 2 at 30.

<sup>19</sup> *Ibid* at 24.

<sup>20</sup> CFCJ, *supra* note 13 at 8.

# WHAT IS ACCESS TO JUSTICE?

like an employer withholding an employee's wages, a parent not paying child support, or a cell phone company charging more money for a phone plan than what was indicated in the contract.

### 3. What are legal problems?

The law is everywhere around us. Approximately 50% of adult Canadians will experience a legal problem over any given three-year period.<sup>21</sup> That's essentially every Canadian over a lifetime. On top of this, legal problems can escalate and lead to other legal problems. In one recent study, it was uncovered that 58% of people who experience at least one problem reported experiencing two or more legal problems.<sup>22</sup>

The most common legal problems that Canadians report experiencing relate to consumer law (e.g. not getting what was paid for, defective products, consumer contract disputes), legal problems related to debt, and employment disputes.<sup>23</sup>

Not all problems are legal. When they are, people do not always recognize that their problems are legal ones. Here are examples of everyday legal problems:

- I am arrested and charged with a crime
- I am having a fight with a neighbour over where they built a fence because I believe it is on my property
- I paid for a videogame and it doesn't work
- I was expelled from school and I don't think it was fair
- I applied for a job and I think I wasn't hired because I was discriminated against
- I got caught smoking pot or drinking underage
- I have a drone—where can I fly it?
- The city did not clear ice from a sidewalk, and I fell and hurt myself
- I got a letter saying that I owe money because I illegally downloaded a movie
- Parents are in a dispute about custody
- I got a ticket for not stopping my bike at a stop sign. Do I have to pay it?

Some legal problems are bigger than others. For example, being arrested for murder is much more serious than paying \$3 for a coffee and not receiving it.

### 4. How can a lawyer help?

For many people, the law is confusing and difficult to access. Lawyers are trained professionals who understand the law and how to navigate the justice system. It is therefore very useful to get help from a lawyer when experiencing a legal problem.

A common misconception is that lawyers only help people resolve their legal issues in court. In fact, most legal problems are resolved before ever going to court through mediation or negotiation.<sup>24</sup>

---

<sup>21</sup> *Ibid* at 6.

<sup>22</sup> *Ibid* at 7.

<sup>23</sup> *Ibid* at 8.

<sup>24</sup> DOJ, *supra* note 2 at 24. 98% of civil law problems never make it to court.

# WHAT IS ACCESS TO JUSTICE?

Lawyers provide a variety of services to help people address their legal problems.<sup>25</sup> First, lawyers can help people understand if their problems are legal ones in the first place. They can also explain what happened, provide advice on what to do next, and advise on the chances of winning a legal case.

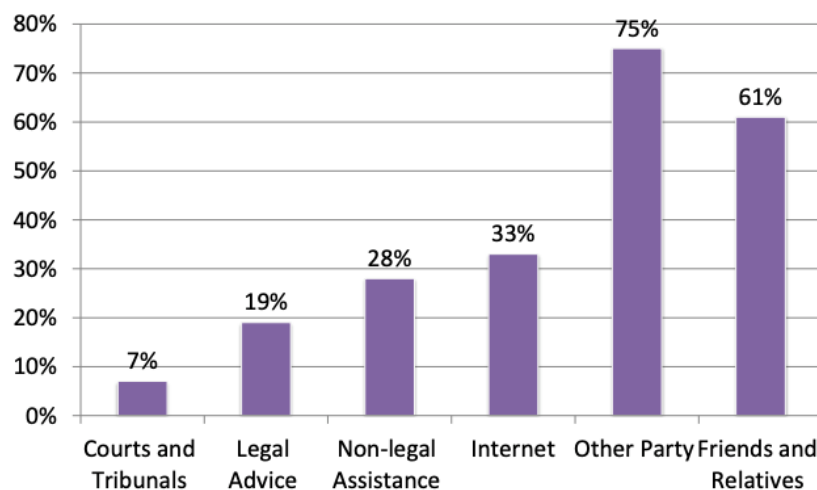
Lawyers can also write helpful letters for their clients. For example, if your employer refuses to pay you, a lawyer can write a letter to your employer outlining their legal obligation to do so. They can also inform your employer that you have the right to take legal action if you aren't promptly paid.

Lawyers can also represent someone's interests during mediations and negotiations about, for example, a contract dispute. If the legal issues cannot be resolved through mediation or negotiation, lawyers can represent their client's interests in court.

It is important to note that while lawyers are very useful for many legal problems, other resources like the internet and family or friends are also very useful and may in fact be more suitable for resolving simple legal issues.<sup>26</sup> However, non-legal supports such as the internet, family and friends may not always be accurate. It is therefore important to be cautious when relying on these types of support to address legal problems.

## 5. How people address their legal problems

### How Do People Address Their Problems?



Graph taken from the CFCJ "Cost of Justice" Research Project<sup>27</sup>

<sup>25</sup> Justice Education Society, "How Lawyers Help", online: *Justice Education Society* <<https://www.justiceeducation.ca/legal-help/legal-help-bc/getting-legal-help/how-lawyers-help>>.

<sup>26</sup> CFCJ, *supra* note 13 at 10. The CFCJ assessed how helpful Canadian's found various service options when addressing legal problems. While legal advice was ranked the highest at 81%, "non-legal assistance" and "friends and family" were ranked at 68%, and the internet was ranked at 58%. While not as helpful as legal advice, these alternative options were nonetheless perceived as somewhat useful for addressing legal problems.

<sup>27</sup> *Ibid* at 9.

# WHAT IS ACCESS TO JUSTICE?

The Canadian Forum on Civil Justice (CFCJ) recently completed a national study called “Cost of Justice” that looked at the cost of both delivering and not delivering effective justice in Canada.<sup>28</sup> In this study, the CFCJ identified the various ways in which Canadians address their legal problems.<sup>29</sup>

Despite the usefulness of lawyers, only about 19% people address their legal problems by obtaining legal advice.<sup>30</sup> Only 7% of people address their legal problems by going to a court or tribunal.<sup>31</sup>

The majority of people address their legal problems without any form of legal assistance: looking for answers on the internet (33%) or asking friends and relatives for help (61%).<sup>32</sup>

Resolving legal challenges without help from a lawyer can be difficult and produce unwanted results. In the CFCJ's study, only 55% of people who were surveyed reported that they were able to resolve their legal problems.<sup>33</sup> Additionally, 46% of people reported feeling that the outcomes of their legal problems were unfair.<sup>34</sup>

In the CFCJ's study, legal advice is ranked the most helpful service option when addressing legal problems.<sup>35</sup> Given that so few people get help from a lawyer to address their problems, we can deduce that these unwanted outcomes are in part due to a lack of legal help.

## 6. Why many people do not hire lawyers: the access to justice crisis in Canada

If we know that legal advice is the most useful way to solve legal issues, why aren't more people accessing legal services? The answer to this question is central to the access to justice crisis in Canada.

Access to Justice is “the measure of how easy it is for people to get the help or resources they need to solve legal problems.”<sup>36</sup> Based on the statistics above, it is clear that most people are not accessing legal services. There are many factors that explain this.

### A. People don't know that their problems are legal

People do not always know if their problems are legal or not. This may prevent people from taking steps to resolve their legal issues.

---

<sup>28</sup> *Ibid* at 4.

<sup>29</sup> *Ibid* at 9.

<sup>30</sup> *Ibid*.

<sup>31</sup> *Ibid*.

<sup>32</sup> *Ibid*.

<sup>33</sup> *Ibid* at 12.

<sup>34</sup> *Ibid* at 11.

<sup>35</sup> *Ibid* at 10.

<sup>36</sup> Ontario Justice Education Network, “The Access 2 Justice Game: A Facilitator's Guide for Teachers (2018) at 4, online (pdf): *Ontario Justice Education Network*: <[ojen.ca/wp-content/uploads/2018/08/A2J-Game-Teachers-Guide\\_Final.pdf](http://ojen.ca/wp-content/uploads/2018/08/A2J-Game-Teachers-Guide_Final.pdf)> [OJEN].

# WHAT IS ACCESS TO JUSTICE?

## B. The cost of legal services

There are many factors that prevent access to justice, but cost is one of the biggest barriers.<sup>37</sup> Some examples of costs include lawyer fees, court fees, and mediator fees.<sup>38</sup>

Lawyer fees alone can be extremely expensive. The average hourly fee for a lawyer who has been practicing for 1 year or less is \$204.<sup>39</sup> If a lawyer has been practicing for 10 years or more, they can charge as much as \$325 an hour.<sup>40</sup> One recent study found that the average cost of legal fees for a relatively simple 2-day civil law trial was between \$13,000 and \$37,000.<sup>41</sup> This is unaffordable for many Canadians.

Legal Aid Ontario (LAO) is one option for people who cannot afford a lawyer to get legal help. However, there are household income thresholds that determine who can and cannot access LAO services. For example, a single person in Ontario who makes more than \$18,795 a year does not qualify for LAO services.<sup>42</sup> In other words, a person who works full time 30 hours a week or more making minimum wage cannot access a lawyer through LAO. LAO only offers financial assistance for certain kinds of legal issues: criminal, family, refugee and immigration, domestic violence, and mental health issues.<sup>43</sup>

## C. Other Factors that prevent access to justice.

There are many factors other than costs that prevent people from accessing justice:

- **Geographic location:** whether or not there are legal services available in the community
- **Communication barriers:** whether someone can access legal services in their language
- **Physical ability:** whether or not someone can physically access legal services (is there a wheelchair ramp or elevator?)
- **Cognitive ability:** whether or not someone has the cognitive abilities to complete the lengthy paperwork required for most legal processes
- **Number of children:** childcare expenses may prevent people from having the resources to afford a lawyer; childcare responsibilities during the day make it difficult to go and see a lawyer during the typical 9-5 business hours
- **Long wait times:** legal issues can take a very long time to resolve—in some cases, many years
- **Complicated legal processes:** legal processes often require large amounts of complicated paperwork
- **Negative experiences with the justice system:** previous bad experiences with lawyer or the justice system may discourage people from reaching out for legal help again in the future

---

<sup>37</sup> *Ibid* at 5.

<sup>38</sup> CFCJ, *supra* note 13 at 13.

<sup>39</sup> *Ibid*.

<sup>40</sup> *Ibid*.

<sup>41</sup> OJEN, *supra* note 35 at 5.

<sup>42</sup> Legal Aid Ontario, "Need a lawyer but can't afford it?", online: *Legal Aid Ontario* <[legalaid.on.ca/en/getting/eligibility.asp](http://legalaid.on.ca/en/getting/eligibility.asp)>.

<sup>43</sup> Legal Aid Ontario, "Services", online: *Legal Aid Ontario* <<https://www.legalaid.on.ca/services/>>.

# WHAT IS ACCESS TO JUSTICE?

- **Loss of motivation or lack of faith in the justice system:** not believing that the legal system can do anything to resolve a legal problem
- **The problem is too small to justify hiring a lawyer:** many consumer issues are annoying, like being overcharged on your cell phone bill, but may not justify the expenses of hiring a lawyer.

## 7. The impact of unresolved legal issues

### A. Individual Impacts

Unresolved legal issues can cause many other problems in peoples' lives. 51% of people in Canada have reported that their legal issues have directly increased their stress or emotional problems.<sup>44</sup> Additionally, legal problems can cause physical health problems, result in a loss of employment, and force people to go on social assistance.<sup>45</sup> In addition, 2.7% of Canadians have reported losing housing and 3.6% reported having had to rely on emergency shelters because of their legal problems.<sup>46</sup>

### B. State-incurred impacts

Individual legal problems also have a significant cost-impact on the state. It is estimated that the consequences of individual legal problems cost Canada \$248 million in social assistance, \$450 million in employment insurance and \$101 million in health care each year.<sup>47</sup> Investing more in solutions to bridge the access to justice gap would allow more people to address their legal problems and proactively reduce these enormous state-incurred costs.

## 8. The role of technology to address the access to justice gap

Technology is an innovative and useful way to make legal information more accessible to the public. Online questionnaires, rights-guides, apps and online chat platforms have made legal information more widely available in simple, plain language. The goal of this mini-course is to get students thinking about innovative new ways to use technology to better increase access to justice and to ultimately design a concept legal app to address an access to justice issue.

## 9. The impact of COVID-19 on access to justice

The COVID-19 pandemic has had a “transformative—and sometimes disruptive—effect on court operations in Canada”.<sup>48</sup> Courts adopted changes to protect the health and safety of court-service users, such as remote proceedings and mandatory mask-wearing.<sup>49</sup> These measures, some of which are likely to remain after the pandemic is over, introduced barriers to accessibility and transparency.<sup>50</sup> Not all courts and litigants have access to technology sufficient for video-conferencing, while mask-wearing can inhibit judges' and lawyers' ability to assess the demeanor of witnesses.

---

<sup>44</sup> CFCJ, *supra* note 13 at 15.

<sup>45</sup> *Ibid.*

<sup>46</sup> *Ibid* at 16.

<sup>47</sup> *Ibid.*

<sup>48</sup> Judge Del Atwood, “COVID-19 Impacts on Courts in Canada” (Summer 2021) 60:3 *The Judges' Journal* 24 at 24.

<sup>49</sup> *Ibid*

<sup>50</sup> *Ibid.*



## WHAT IS ACCESS TO JUSTICE?

Accessing court services from home can be difficult and even dangerous for victims of gender-based violence who are living at home with their abuser.<sup>51</sup> Conversely, remote proceedings have alleviated access to justice barriers related to childcare and missing work to attend court in person.<sup>52</sup> People in rural and remote areas may enjoy greater access to a broader diversity of lawyers offering services online, but internet connectivity remains an issue in those areas.

Continued lockdowns and additional safety protocols have led to scheduling delays and even litigation over constitutional rights to trial within a reasonable time.<sup>53</sup> Delays also led to compressed eviction hearings at the Ontario Landlord and Tenant Board, including for tenants whose English-speaking children were forced into representing their family and domestic violence victims concerned for their safety.<sup>54</sup> The provincial government passed an amendment to the *Statutory Powers Procedure Act* that made it illegal for advocates to record eviction hearings and address serious access to justice concerns.<sup>55</sup>

COVID-19 has highlighted accessibility concerns that were present before the pandemic began.<sup>56</sup> Technological innovation will continue to make courts more accessible. However, the pandemic has shown the stresses and fractures in the infrastructure of our justice system that must be addressed for Canadians to continue to have confidence in just and fair outcomes.<sup>57</sup>

---

<sup>51</sup> Women and Gender Equality Canada, "Supporting women and children experiencing violence during COVID-19" (6 July 2021) online: *Government of Canada* <<https://women-gender-equality.canada.ca/en/funding/supporting-women-children-experiencing-violence-during-covid-19.html>>; Ana Speed, Callum Thomson & Kayliegh Richardson, "Stay Home, Stay Safe, Save Lives? An Analysis of the Impact of COVID-19 on the Ability of Victims of Gender-Based Violence to Access Justice" (2020) 84:6 *The Journal of Criminal Law* 539.

<sup>52</sup> Atwood, *supra* note 48 at 25.

<sup>53</sup> *Ibid* at 25.

<sup>54</sup> Mira Miller, "Ontario wants to fine people \$25K for sharing videos of online eviction hearings" (19 April 2021) online: *BlogTO* <<https://www.blogto.com/city/2021/04/ontario-fine-people-25k-sharing-videos-online-eviction-hearings/>>; EvictionsOntario, "Attacking Transparency: Ontario's New Bill 276", online: <<https://www.evictionsontario.ca/>>; Luke Ottenhof, "Doug Ford Wants to Charge \$25K to Record People Getting Evicted on Zoom" (17 April 2021) online: *VICE News* <<https://www.vice.com/en/article/4avw5b/doug-ford-wants-to-charge-dollar25k-to-record-people-getting-evicted-on-zoom>>.

<sup>55</sup> *Statutory Powers Procedure Act*, RSO 1990, c S22, s 29; Bill 276, *An Act to enact and amend various Acts*, 1st Sess, 42nd Leg, Ontario, 2021 (assented to 3 June 2021), Sched 27.

<sup>56</sup> Beverley McLachlin, "Access to Justice: Justice in the time of social distancing" (31 March 2021) online: *The Lawyer's Daily* <<https://www.thelawyersdaily.ca/articles/18386/access-to-justice-justice-in-the-time-of-social-distancing-beverley-mclachlin>>.

<sup>57</sup> National Self-Represented Litigants Project, "What Does COVID-19 Tell Us About Our Response to the Access to Justice Crisis?" (2 April 2020) online: *Slaw* <<http://www.slaw.ca/2020/04/02/what-does-covid-19-tell-us-about-our-response-to-the-access-to-justice-crisis/>>.