

SALI

SASKATCHEWAN ACCESS
TO LEGAL INFORMATION

Amplifying Legal Information and Assistance Access Through Collaboration & Partnership: SALI in 2023

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CALL 2023
Tuesday, May 30th, 2023

Key Takeaways

- ▶ How SALI responded to community feedback to create new resources, chart a new strategic course and how other legal information providers across the country can incorporate our learning into their work
- ▶ Why CALL/ACBD members have the in-demand skills to improve access to justice through their legal information and resource expertise
- ▶ Why CALL/ACBD members can play an important role in access to justice initiatives like SALI

Overview

- ▶ **SALI Background**
- ▶ Strategic **Refresh**
- ▶ **Gathering** Feedback
- ▶ **Listening** to Feedback
- ▶ **Acting** on Feedback
- ▶ What's **Next** for SALI?

The logo for SALI (Saskatchewan Access to Legal Information) features the letters 'SALI' in a large, bold, light green sans-serif font. A thin horizontal line is positioned directly below the letters.

**SASKATCHEWAN ACCESS
TO LEGAL INFORMATION**

SALI Background

- ▶ **What is SALI**

- ▶ A partner
 - interme

- ▶ Work
 - and

- ▶ C

advice/assistance, and community support.



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SALI Background

▶ **SALI's Audience Includes:**

- ▶ Community justice workers
- ▶ Community organizations
- ▶ Front line service providers
- ▶ Information providers
- ▶ Library workers
- ▶ Trusted intermediaries



**Legal
Information
Providers**

SALI Background

► Why Was SALI Created?

- Having access to legal information enables people to identify the full range of legal options available to them and may prompt them to seek legal assistance.



SALI Background

▶ Why Was SALI Created?

- ▶ Saskatchewan's diverse population relies on access to credible legal information:

- ▶ **2021 SK Legal Needs Assessment**: 60% of community representatives highlighted limited knowledge of the justice system, legal rights, and legal responsibilities as one of five important reasons why it is difficult to obtain legal support.
- ▶ **2021 SK Legal Problems Survey**: 89% of people living in Saskatchewan who experienced at least one serious justiciable problem indicated they took action to resolve the problem, and of those who acted, 40% searched the Internet for legal information.

SALI Background



► SALI: 2016 > 2021

SALI
SASKATCHEWAN ACCESS TO LEGAL INFORMATION PROJECT
Detecting Legal Problems
Melanie Hodges Neufeld
Alan Kilpatrick

CREATE Justice
Centre for Research, Evaluation, and Action Towards Equal Justice

UNIVERSITY OF SASKATCHEWAN
College of Law
LAW.USASK.CA

Government of Saskatchewan
UNIVERSITY OF SASKATCHEWAN
University Library
D L E A
Saskatchewan Public Libraries

UNIVERSITY OF SASKATCHEWAN | SSRL | CREATE Justice
Centre for Research, Evaluation, and Action Towards Equal Justice

Saskatchewan Access to Legal Information
Data Collection Pilot Project 1.0
Report

March 2018

SALI
SASKATCHEWAN ACCESS TO LEGAL INFORMATION PROJECT

Have a question about legal information? Ask a library staff member or visit law.usask.ca/createjustice/sali for a list of resources.

Found a resource number or referral? Write it down here:

UNIVERSITY OF SASKATCHEWAN College of Law | CREATE Justice
LAW.USASK.CA

Law Society of Saskatchewan

PLEA
Legal Information for Everyone

UNIVERSITY OF SASKATCHEWAN University Library
LIBRARY.USASK.CA

Government of Saskatchewan

pbls Pro Bono Law Saskatchewan

Saskatchewan Public Libraries

With support from: SLA SASKATCHEWAN LIBRARY ASSOCIATION

Strategic Refresh

- ▶ The pandemic gave SALI the opportunity to pause, to evaluate its accomplishments, and to consider future directions for the initiative
- ▶ Upon discussion, we realized that:
 - ▶ The need for legal information doesn't end
 - ▶ We wanted to learn more about what our audience would find most helpful with regards to legal information
 - ▶ We wanted to ensure SALI was being rigorously responsive to the needs of its audience

Strategic Refresh

- ▶ **Why Did SALI Host a Virtual Conference Series in 2021?**
 - ▶ To check-in, reconnect, and re-engage with our audience
 - ▶ To invite feedback and ask what would be most helpful for SALI to focus on
 - ▶ To help chart SALI's future direction
 - ▶ To “refresh” SALI and recommit to our mission

Gathering Feedback

- ▶ **SALI's 2021 Virtual Conference Series**
 - ▶ Six virtual sessions from March – November 2021
 - ▶ Connecting professionals who work with the public and who provide information with key legal information knowledge, skills, and resources
 - ▶ Launched with a two-hour kickoff session reintroducing attendees to SALI
 - ▶ 300 attendees & over 150 recorded video views

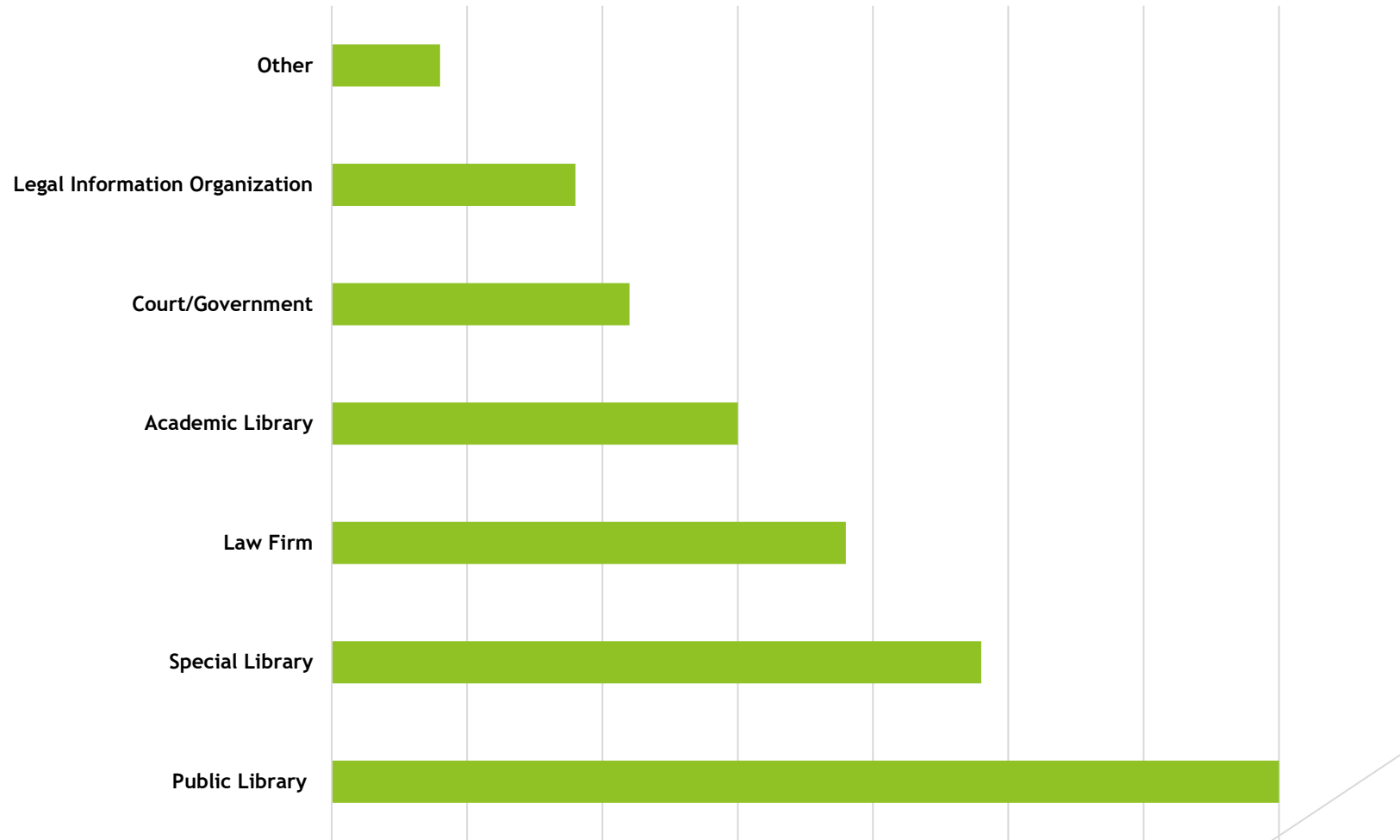
Gathering Feedback

► SALI's 2021 Virtual Conference Series:

Session	Date	Attendees	Recording Views
Kickoff: Expanding Legal Information Access Through Saskatchewan's Libraries	March 31	87	58
Navigating Government Publications, Legislation, and Information	May 5	66	69
Guiding the Guiders: Introducing Saskatchewan's Legal Information Guidelines	June 23	67	<i>Not Recorded</i>
Representing Yourself Legal Information Portal	September 29	25	<i>Not Recorded</i>
It's in YOUR Court: Resolving Family Law Problems Out-of-Court	October 29	38	15
Inviting Your Feedback: We Need Your Expertise to Inform Saskatchewan's Legal Needs Assessment	November 30	11	14

Gathering Feedback

SALI's 2021 Virtual Conference Series



Listening to Feedback

► What Did SALI Hear?

- 73 attendees submitted survey responses.

Session	Survey
Expanding Legal Information Access Through Saskatchewan's Libraries	25 (29% response)
Navigating Government Publications, Legislation, and Information	13 (20% response)
Guiding the Guiders: Introducing Saskatchewan's Legal Information Guidelines	17 (25% response)
Representing Yourself Legal Information Portal	8 (32% response)
It's in YOUR Court: Resolving Family Law Problems Out-of-Court	7 (46% response)
Inviting Your Feedback: We Need Your Expertise to Inform Saskatchewan's Legal Needs Assessment	3 (27% response)

Listening to Feedback

▶ What Did SALI Hear?

- ▶ “I was hoping to obtain information on how/where to direct patrons with legal questions.”
- ▶ “There is a need for a “cheat sheet” of some kind...Remember that librarians have many other needs to serve besides legal questions...”
- ▶ “We want something quick, simple and direct. How can someone find info that can be helpful? A flowchart would be great: if you need this, go here.”
- ▶ “We need to know where we can send people to get legal advice.”
- ▶ “Many of our library partners struggle with the boundaries between legal information and legal advice... A list of best practices would be helpful. “

Listening to Feedback

▶ **What Did SALI Hear?**

▶ *Easier Connections*

- ▶ A centralized web presence and email address as well as an easy way to keep up to date with SALI

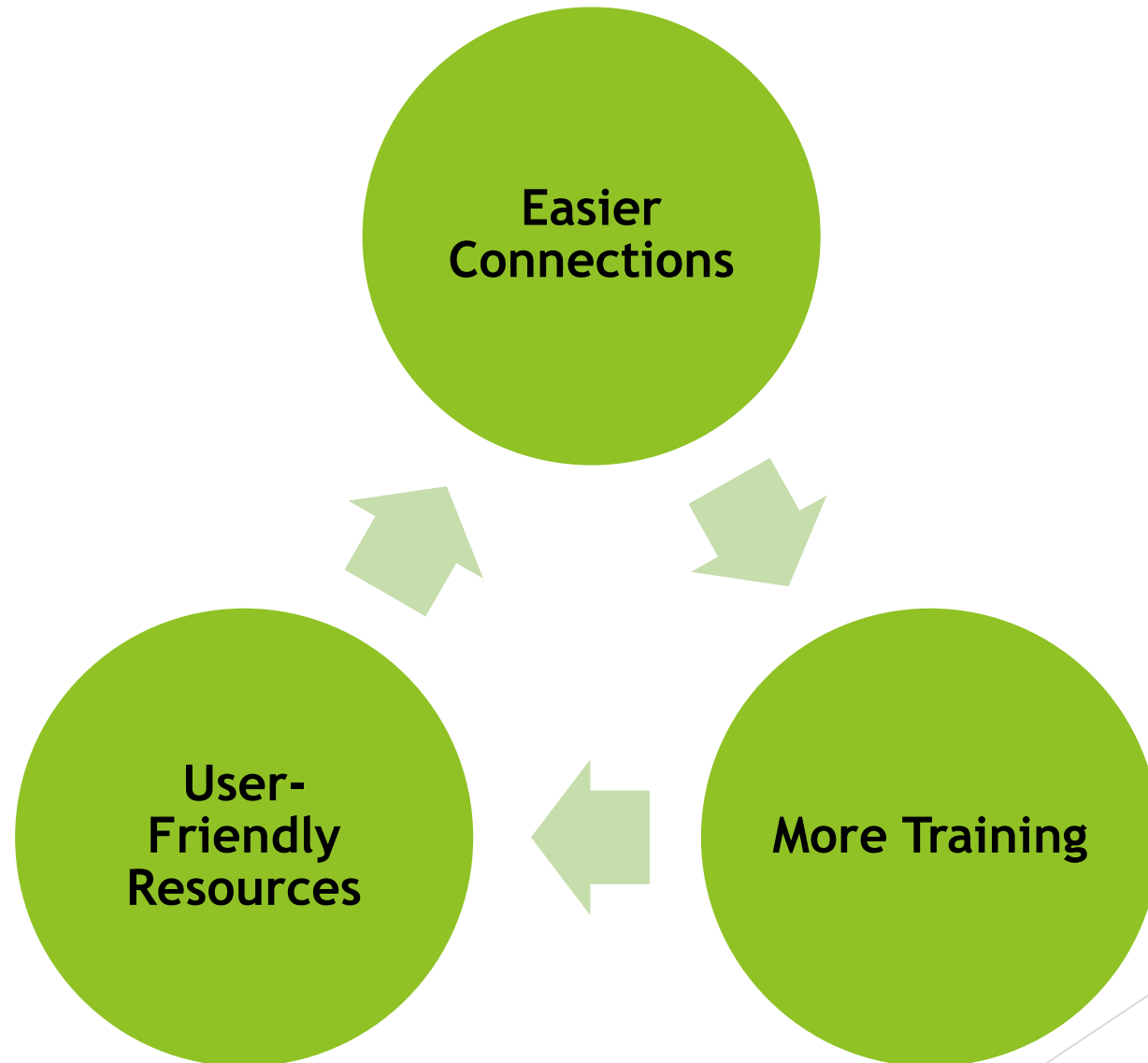
▶ *More Training*

- ▶ Training on legal information collections development, legal information resources, and assistance/advice referrals

▶ *User-Friendly Resources*

- ▶ Resources to more easily connect members of the public with legal information and assistance/advice options

Acting on Feedback



Acting on Feedback

- ▶ **How is SALI Acting on This Feedback?**
 - ▶ *Easier Connections:*
 - ▶ [Website](#), [Email](#), [Newsletter](#)
 - ▶ *More Training:*
 - ▶ [Law Resources for Saskatchewan Libraries List](#)
 - ▶ [Training Presentation: Providing Legal Information](#)
 - ▶ *User-Friendly Resources:*
 - ▶ [Quick Reference Guide to Legal Information & Assistance](#)
 - ▶ [Detecting Legal Problems Guide: Legal Information Sources, Options for Assistance, and Self-Help Tools](#)

Acting on Feedback

▶ Easier Connections

- ▶ Our new website: www.lawsociety.sk.ca/sali
- ▶ Our new email: sali_project@usask.ca
- ▶ Our new newsletter: [Sign up to stay up to date!](#)

Saskatchewan Access to Legal Information (SALI)

The Saskatchewan Access to Legal Information (SALI) initiative connects justice stakeholders, information providers, and community organizations to amplify access to legal information and assistance in Saskatchewan through collaboration and partnership.

SALI creates resources, provides training, and publishes a newsletter to help legal information providers and community organizations connect members of the public with information about the law, legal advice/assistance, and community support.

Saskatchewan's diverse population relies on access to legal information and legal assistance to meaningfully access justice. Check out SALI's [Accessing Legal Information in Saskatchewan](#) infographic to learn more about how members of the public in Saskatchewan access and obtain legal information.

> [Resources for Legal Information Providers](#)

SALI has created a trio of user-friendly resources designed to assist legal information providers in connecting members of the public with legal information, assistance, and support.

- > [Quick Reference Guide to Legal Information & Assistance Sources](#) – Quickly connect the public with key legal information resources and assistance/advice sources.
- > [Training Presentation: Providing Legal Information](#) – Build core legal information and assistance referral skills with SALI's standardized training resource. [Contact SALI](#) for tailored training!
- > [Detecting Legal Problems Guide: Legal Information Sources, Options for Assistance, and Self-Help Tools](#) – Detect legal issues and connect those issues to targeted sources of legal information, legal assistance, and community support.

SALI [welcomes your feedback](#) on these resources!

> [Legal Information Guidelines](#)

Saskatchewan's [Legal Information Guidelines](#) help facilitate access to credible legal information. The Guidelines are a toolkit that can be relied on for guidance when providing legal information to the public.

[Resources](#)

[Quick Reference Guide to Legal Information and Assistance Sources](#)

[Detecting Legal Problems Guide: Legal Information Sources, Options for Assistance, and Self-Help Tools](#)

[Training Presentation: Providing Legal Information](#)

[Law Resources List](#)

[SALI Newsletter:](#)

Stay informed about legal information developments, resources, and updates with SALI's quarterly email newsletter.

[Sign up for email updates](#)

[Winter 2023 Issue](#)

[Fall 2022 Issue](#)

[Summer 2022 Issue](#)

[Spring 2022 Issue](#)

[Winter 2022 Issue](#)

[Fall 2021 Issue](#)

Amplifying Saskatchewan Legal Information: Stay informed about legal information developments, resources, and updates with SALI's quarterly email newsletter.



Save the Date!

Connect in-person with SALI in Spring 2023! We're presenting on our work to connect legal information providers with legal information sources and legal assistance referral skills at:

[SK Library Association Conference](#)

(May 3-5, 2023):

[CDN. Association of Law Libraries Conference](#)

(May 28-31, 2023):

Not attending? [Reach out](#) to us to learn more about our 2023 plans!

Resource Trio Launched for Legal Information Providers

We're kicking off 2023 by launching a trio of user-friendly resources designed to help you connect members of the public with legal information, legal assistance/advice, and community support.



DETECTING LEGAL PROBLEMS GUIDE

Legal information can help those who are experiencing a legal issue and promote greater awareness of the law. SALI's *Legal Information Guidebooks* support connecting members of the public with legal information.

Legal Information Sources, Options for Assistance, and Self-Help Tools
Helping members of the public recognize that legal problems are common. Research shows that legal problems are common and that legal problems are often resolved through self-help tools. This guide provides information on how to find legal information and get the help they need to resolve their problem.
This guide will help those who have legal issues and those who assist them in resolving their legal problems, and self-help tools.
Resolving the information needs of the public is one of the primary reasons for legal problems.
A key to resolving legal problems is to identify the legal issues that are causing the problem. The guide provides information on how to identify legal issues and how to find legal information and get the help they need to resolve their problem.
This guide will help those who have legal issues and those who assist them in resolving their legal problems, and self-help tools.
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This guide will help those who have legal issues and those who assist them in resolving their legal problems, and self-help tools.

You're going to find these resources extremely useful and will want to keep a copy handy whenever assisting the public:

- [Quick Reference Guide to Legal Information & Assistance](#): Quickly connect the public with key legal information resources and assistance/advice sources.
- [Providing Legal Information Training](#): Build your core legal information and assistance referral skills with our standardized training resource.
- [Detecting Legal Problems Guide](#): Detect legal issues and connect those issues to targeted sources of legal information, legal assistance, and community support.

We [welcome your feedback!](#) How could these resources be improved?

Free Family Law Help Available

Free family law help is available throughout Saskatchewan this winter and spring! [Click to view our full-size graphic here.](#)

SASKATCHEWAN FAMILY LAW HELP SESSIONS:

WINTER/SPRING 2023 SCHEDULE

MOOSE JAW SESSIONS	LOCATION: Moose Jaw King's Bench Courthouse, 64 Ontario Street West TIMES: February 2, March 2, April 6, and May 4, 1:00 p.m. – 3:00 p.m.
MEADOW LAKE SESSIONS	LOCATION: Meadow Lake Salvation Army Office, 212 2nd St. W. WEDNESDAY: January 25, February 22, March 22, April 19, and May 20, 1:00 p.m. – 4:00 p.m.
PRINCE ALBERT SESSIONS	LOCATION: Prince Albert Public Library (John M. Cusumano Branch), 322 12th St. E. WEDNESDAY: February 8, April 19, 3:00 p.m. – 5:00 p.m.
REGINA SESSIONS	LOCATION: Regina King's Bench Courthouse, 2825 Victoria Ave. WEDNESDAY: February 8, 9:30 a.m. – 11:30 a.m.
SASKATOON SESSIONS	LOCATION: Saskatoon King's Bench Courthouse, 320 Spadina Circle E. REGULAR: January 12, February 19, March 19, and April 21, 9:30 a.m. – 11:30 a.m. LOCATION: Saskatoon Public Library (Frances Morrison Branch), 211 22nd Street E. FRIDAYS: January 13, January 26, February 9, February 23, March 5, March 20, and April 20, 6:30 p.m. – 8:30 p.m.

Contact us anytime at: familylaw@salisk.ca or 1-888-215-2622 (extension 2) to get help outside of these sessions or to learn more.

Logos for Law Society of Saskatchewan, Saskatoon Public Library, Family Law Association, papl, and Saskatchewan.

2022 Law Highlight!



Each year, Saskatchewan's Legislative Assembly passes new laws and amends existing laws. Curious, but not sure where to look to find this information?

Saskatchewan's Ministry of Justice and Attorney publishes summaries of new laws and amended laws in its annual *Justice Update*.

Check out the 2022 *Justice Update* as well as updates from previous years here!

Stay Tuned In 2023!

Stay tuned for exciting developments and updated or new resources from SALI in 2023!

Seeking Your Feedback

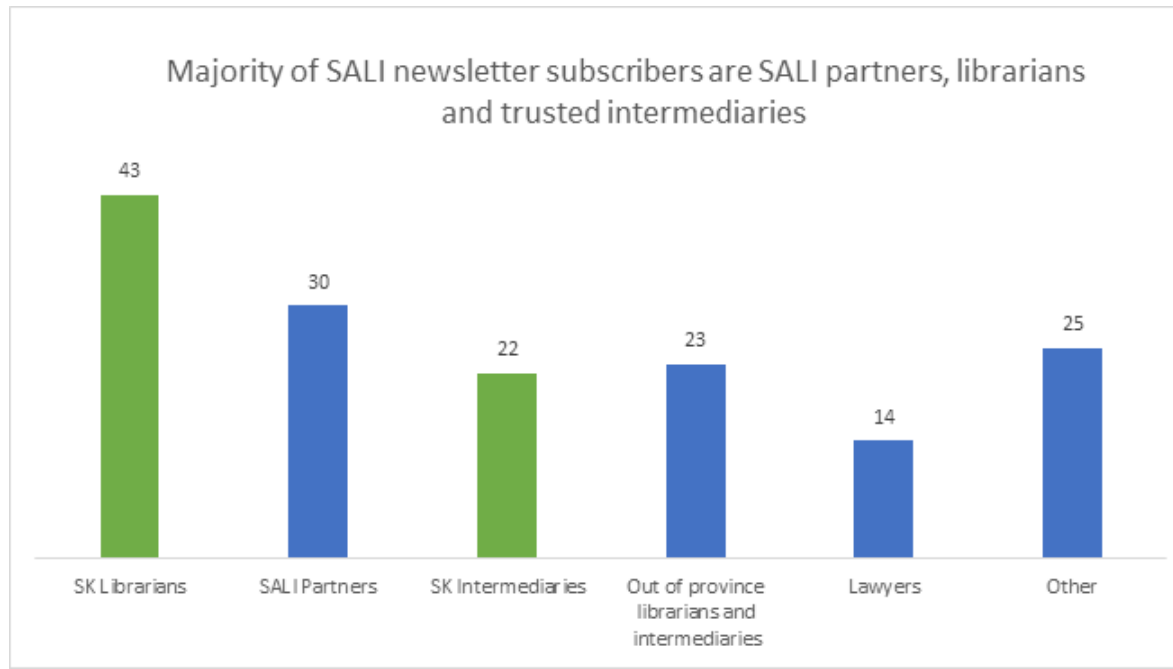


SALI is seeking your feedback on how we can best assist you in connecting members of the public with legal information and assistance. What resources or assistance would you find most helpful? [Contact us](#) if you have any thoughts. Find our latest resources [here](#).

Acting on Feedback

► Easier Connections

- Our newsletter has 170 subscribers. Open rates average 48% and click rates average 15%.



Acting on Feedback

- ▶ **More Training**

- ▶ [Law Resources for Saskatchewan Libraries:](#)

- ▶ A curated collection development aid for Saskatchewan libraries, of any type, wishing to strengthen and add resources to their legal collections.
 - ▶ Titles are grouped by legal topic, indicating publisher, publication date, and price. Key online publications are also included.

Law Resources for Saskatchewan Libraries

The [Law Society of Saskatchewan Legal Resources Team](#) maintains a list of materials for libraries, of any type, wishing to strengthen their public legal collections. These lists are updated regularly. Titles are grouped by legal topic, indicating publisher, publication date, and price. Key online publications are also included for each topical area.

Please note that this resource is an aid to your collection development. Purchasing librarians are encouraged to review titles individually and make decisions that meet the needs of their unique collection. You are invited to contact the Legal Resources Team at reference@lawsociety.sk.ca to discuss purchases and collection development.

Topics	Currency
General Law Titles	Updated April 2023
Aboriginal & Indigenous Law Titles	Updated April 2023
Citizenship, Immigration, and Refugee Law Titles	Updated April 2023
Criminal Law Titles	Updated April 2023
Employment Law Titles	Updated April 2023
Family Law Titles	Updated April 2023
Wills & Estate Law Titles	Updated April 2023

For further information on legal collection development or to suggest a resource for this list, please contact us at reference@lawsociety.sk.ca, 306-569-8020, or online at <https://www.lawsociety.sk.ca/legal-resources-library/>.

Citizenship, Immigration, & Refugee Law Titles

Updated April 2023

Print Resources: The following resources are available to order from the publishers indicated.

Title	Publisher	Date	Price
Annotated Citizenship Act , 2022 ed	Carswell	2021	\$172
Canadian Immigration and Refugee Law: A Practitioner's Handbook , 3rd ed	Emond	2020	\$159
Canadian Immigration & Refugee Law Practice , 2023 ed	LexisNexis	2022	\$200
Annotated Immigration and Refugee Protection Act of Canada , 2023 ed	Carswell	2022	\$285
Canadian Immigration and Refugee Law for Legal Professionals , 5th ed	Emond	2021	\$95
Canadian Refugee Protection Law Guide	Emond	2022	\$102
Canadians Residents Abroad , 23rd ed	Carswell	2021	\$99
Children and Young People in Asylum and Refugee Processes	Irwin Law	2020	\$40
The Definition of Convention Refugee , 2nd ed	LexisNexis	2018	\$170
Family Class Sponsorship in Canadian Immigration Law	Emond	2021	\$130
Non-Citizens in Canada: Status and Rights , 2nd ed	LexisNexis	2019	\$140
Immigrate to Canada: A Practical Guide	Self Counsel	2014	\$22
Immigration Law , 2nd ed	Irwin Law	2015	\$70
Inadmissible to Canada - The Legal Barriers to Canadian Immigration , 2nd ed	LexisNexis	2018	\$175
International Human Rights Law	Irwin Law	2004	\$54
Judicial Review of Immigration Decisions	LexisNexis	2020	\$170
Refugee Law , 2nd ed	Irwin Law	2017	\$70
Tax Guide for American Citizens in Canada	Carswell	2013	\$27
Temporary Entry into the Canadian Labour Market	Emond	2021	\$133

Online Resources: The following resources are available online.

Public Legal Education of Saskatchewan (PLEA) Resources:	<ul style="list-style-type: none"> NewLi: Legal Information for Saskatchewan Newcomers
Government of Saskatchewan:	<ul style="list-style-type: none"> Immigrating and Moving to Saskatchewan

Acting on Feedback

- ▶ **More Training**

- ▶ [Law Resources for Saskatchewan Libraries:](#)

- ▶ The Saskatchewan Provincial Library used this resource to select and purchase legal eBooks. These are now accessible to all residents through their public library.
 - ▶ Saskatchewan's Office of the King's Printer has used this resource to add content to their Indigenous Connections web content.

Acting on Feedback

- ▶ **More Training**

- ▶ [Training: Providing Legal Information](#)

- ▶ A standardized presentation providing legal information providers with core legal information knowledge and legal assistance referral skills.
 - ▶ This should be tailored to the needs of specific intermediary groups as needed.

Providing Legal Information

*Good Practices for Saskatchewan's
Legal Information Providers*

1. Introducing Legal Information
2. Legal Information Guidelines
3. Making the Connection to Legal Information
4. Key Legal Information Resources
5. Beyond Legal Information: Referrals

Acting on Feedback

▶ User-Friendly Resources

- ▶ Two new user-friendly resources to help information workers connect the public with legal information, assistance/advice, and community support.
 - ▶ [Quick Reference Guide to Legal Information & Assistance:](#) Quickly connect the public with key legal information resources and assistance/advice sources.
 - ▶ [Detecting Legal Problems Guide: Legal Information Sources, Options for Assistance, and Self-Help Tools:](#) Detect legal issues and connect those issues to targeted sources of legal information, legal assistance, and community support.

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TO LEGAL INFORMATION

QUICK REFERENCE GUIDE TO LEGAL INFORMATION & ASSISTANCE SOURCES



Legal information can help those who are experiencing a legal issue and promote greater awareness of the law. [Saskatchewan's Legal Information Guidelines](#) support connecting members of the public with legal information.

The [Saskatchewan Access to Legal Information \(SALI\)](#) Project, a group dedicated to making it easier to connect with credible legal information, has created this Quick Reference Guide listing key legal information resources and assistance sources. Community based organizations who work with the public can use this Guide to quickly connect their public clients with legal information and assistance.

Please consult the companion *Detecting Legal Problems Guide*. It will help detect legal issues and then connect those issues to targeted sources of legal information, options for legal assistance, and self-help tools.

For more information about legal information resources and referral sources, or to suggest a resource for this guide, please contact us at reference@lawsociety.sk.ca, 306-569-8020, or online at <https://www.lawsociety.sk.ca/legal-resources-library/>.

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GENERAL RESOURCES

General legal information resources include:

- **Public Legal Education Association of Saskatchewan (PLEA)**
[PLEA](#) is Saskatchewan's official source of legal education information, offering free information to the public. Their content can be found online through their six websites ([PLEA](#), [FamLi](#), [NewLi](#), [Listen](#), [Shift](#), [Teachers & Schools](#)) or as print booklets in libraries, community centres, and schools.
- **Government of Canada**
Canada's [Department of Justice website](#) provides plain language legal information for members of the public on [family law](#), [criminal justice](#), and [Canada's legal system](#).
- **Government of Saskatchewan**
The Government of Saskatchewan website provides legal information for Saskatchewan residents at its [Justice, Crime, and the Law page](#), including an [Answering Legal Questions](#) page and information on [alternative dispute resolution](#).
- **Saskatchewan Law Courts**
The [Courts of Saskatchewan website](#) provides information for those who would like to learn more about the court system in the province. Their [Learn About the Courts](#) page includes [videos](#). They also provide some guidance for those representing themselves in Saskatchewan Courts.
 - [Small Claims Court](#)
 - [Provincial Court](#)
 - [Court of King's Bench](#)
 - [Court of Appeal](#)

FOR SPECIFIC AREAS OF LAW OR POPULATIONS

Legal information resources for specific areas of law or populations include:

FAMILY LAW

- **Family Law Information Centre**
The Government of Saskatchewan's [Family Law Information Centre](#) provides family law information and assistance in completing court forms. They also create [self-help kits](#), which include the forms and instructions people need to represent themselves in family court. They have a [plain language video series](#) that provides an overview of different family law issues. Topics covered include

- **LegisInfo (Federal)**

The [Legisinfo](#) website, created by the Senate, House of Commons, and Library of Parliament, provides extensive information about proposed Federal laws (bills).

- **Legislative Assembly of Saskatchewan (Provincial)**

The [Legislative Assembly of Saskatchewan](#), the body that oversees the creation of legislation in Saskatchewan, hosts a wealth of useful resources on the [Legislative Business](#) area of its website, including proposed laws (bills) and legislative debates.

- **Office of the King's Printer (Provincial)**

[Publications Centre](#), Saskatchewan's authoritative legislation provider, provides free online access to Saskatchewan legislation, court forms, and court rules through its [Freelaw website](#).

Phone: 1-800-226-7302 or 306-787-6894

Email: publications@gov.sk.ca

LEGAL INFORMATION ASSISTANCE

The [Law Society of Saskatchewan](#), the professional body that regulates lawyers and the practice of law in Saskatchewan, provides the province's publicly accessible law library system.

- **Saskatchewan's Law Library**

Trained law librarians at [Saskatchewan's Law Library](#) are on hand and can help guide individuals towards good sources of legal information, make suggestions about who to contact for legal assistance, and navigate legal information in person, over the phone, and by email. They have two locations, located in the Regina King's Bench Courthouse and the Saskatoon King's Bench Courthouse, that are open to the public and which provide access to a collection of legal resources.

Phone: (Regina) 1-877-989-4999 or 306-569-8020

Phone: (Saskatoon) 1-888-989-7499 or 306-933-5141

Email: reference@lawsociety.sk.ca

MAKING REFERRALS TO LEGAL ASSISTANCE

Members of the public may require more than legal information and assistance from a legal professional. Encourage any member of the public to seek legal assistance from a lawyer or legal services organization. They are best qualified to assist someone experiencing a legal issue as they have specialized knowledge and experience to navigate the legal system.

Options exist for those who can and cannot afford legal assistance. By having a basic understanding of these different assistance sources, more effective referrals can be made, helping members of the public resolve their legal issues.

EFFECTIVE REFERRAL STRATEGIES

It is important for any referral to legal assistance to be as effective as possible (i.e., one where a member of the public obtains the legal assistance they need). The more agencies a person contacts for legal assistance, the less likely they will be to obtain assistance in the end. This is sometimes described as referral fatigue or the advice maze. After multiple ineffective referrals, a person may become frustrated and leave their legal problems unresolved, which has negative consequences.

Identified good practices to assist when referring members of the public towards legal assistance include:

- **Develop knowledge of the organizations in your area that provide legal assistance services:**

- o What services and level of legal assistance do they provide?
- o What areas of law do they assist with?
- o What capacity do these organizations have to help?

- **Set the stage for a successful referral interaction:**

- o Start with a positive indication of help
- o Follow up by indicating that, while not a lawyer, referrals to sources of legal help and assistance can be made for members of the public

- **Convey realistic referral expectations to members of the public:**

- o What is the likely wait time before help can be obtained from this organization?
- o Are there any admission or financial criteria for this organization?

- **Provide clear guidance and follow up if necessary:**

- o A follow up may ensure that an individual does not give up on resolving their legal problem

Making effective referrals can be challenging. Staff at [Pro Bono Law Saskatchewan](#) are specially trained to make appropriate legal assistance referrals and have deep knowledge of the legal resources available within the province. Please contact them if you require assistance referring a member of the public to legal assistance (Phone: 1-855-833-7257 or 306-569-3098, Email: info@pblsask.ca).

FINDING LEGAL ASSISTANCE

Lawyers and legal service organizations are best qualified to assist someone experiencing a legal issue as they have specialized knowledge and experience to navigate the legal system. Options exist for those who can and cannot afford legal assistance.

FIND LEGAL ASSISTANCE TOOL

The Law Society of Saskatchewan's [Find Legal Assistance](#) tool provides an easily searchable directory of lawyers licensed to practice law in Saskatchewan. The tool includes the ability to

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DETECTING LEGAL PROBLEMS GUIDE



Legal information can help those who are experiencing a legal issue and promote greater awareness of the law. [Saskatchewan's Legal Information Guidelines](#) support connecting members of the public with legal information.

Legal Information Sources, Options for Assistance, and Self-Help Tools

Helping members of the public recognize their legal problems is important. Being aware of potential legal problems can help people avoid that legal problem or help them deal with one before it gets more serious. When someone recognizes their legal issue, they can begin to look for legal information and get the legal help they need to resolve the problem.

This guide will help detect legal issues and then connect those issues with targeted sources of legal information, options for legal assistance, and self-help tools.

Answering the following questions will help give a sense of whether someone has a legal problem:

- **Do they describe a life event?**

A life event is something big that happens in a person's life that changes their situation. For example, life events can include getting married, separating from a spouse or partner, having children, losing a job, starting to get income support from the government, or being evicted from a home.

- **Did they bring legal documents or legal forms?**

When people seek help, do they bring or describe legal documents or letters they received, or forms they filled in or need to fill in?

- **Do their statements flag a legal problem?**

When people seek help, do they say things that suggest this could be a legal problem?

PLANNING FOR THE FUTURE: ESTATES, WILLS, & DEATH

This guide will connect those with wills and estate law questions with legal information, options for assistance, and self-help tools:

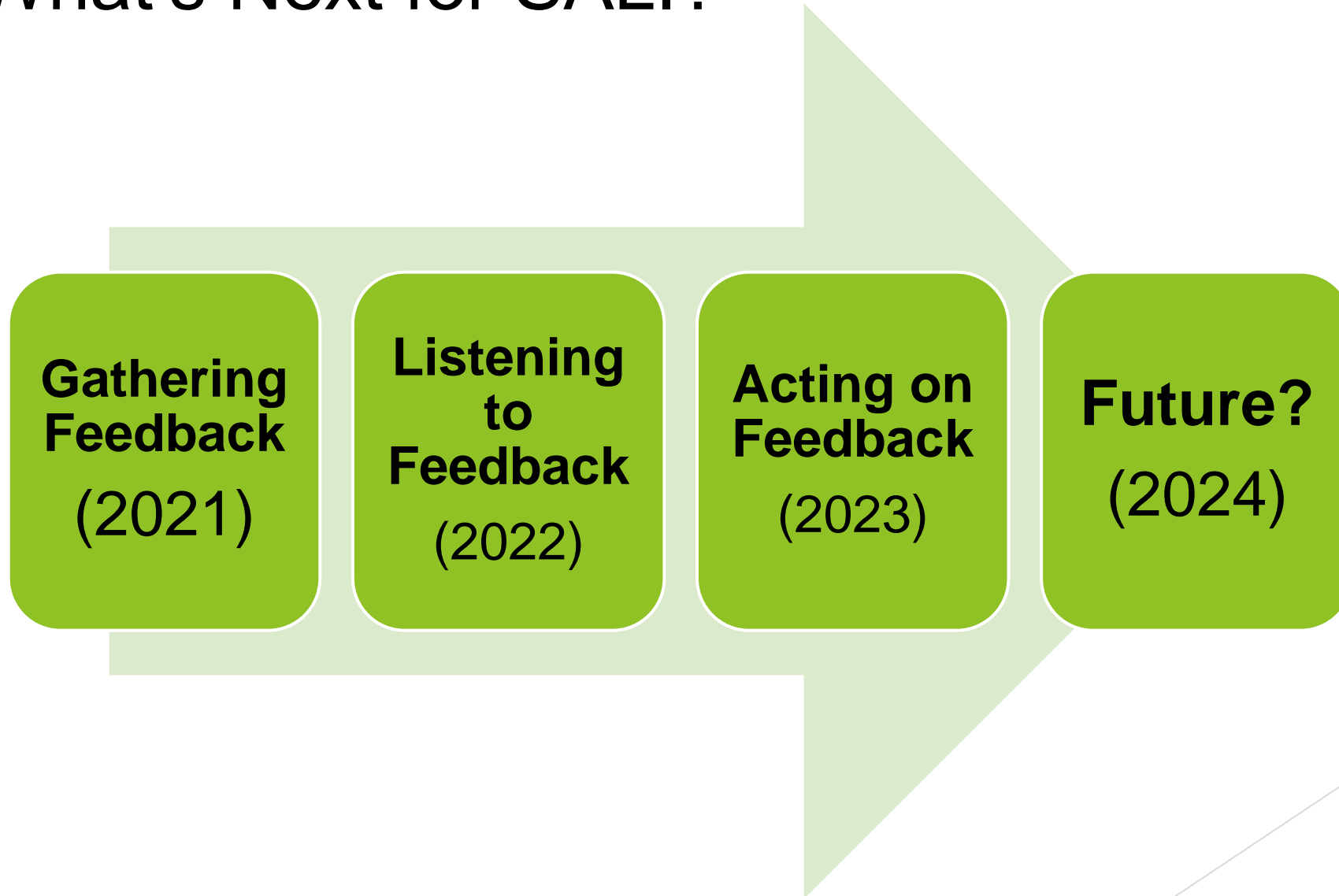
- The leftmost column features common wills and estates law questions.
- The **GREEN** row will connect you with general information about wills & estates law.
- The **YELLOW** row will connect you with information, assistance, and tools targeted to specific areas of family law.
- The **BLUE** row will connect you with legal, court, and referral assistance

LIFE EVENTS	GENERAL INFORMATION	HELP	MENTAL HEALTH SUPPORTS
<ul style="list-style-type: none"> • Being named as an executor/beneficiary in a will • Dealing with death • Getting married or divorced • Having children or grandchildren • Having a relative passing away without a will 	<ul style="list-style-type: none"> • Death & Estates; Planning for the Future; Wills & Estates Terminology (PLEA) • Answering Legal Questions: Wills (SK. Gov) • Making a Will (Cdn. Gov) 		<ul style="list-style-type: none"> • Find Mental Health and Addiction Services (SK. Gov.) • Mental Health and Addictions (211 SK.)
I NEED HELP WITH	TARGETED INFORMATION	TARGETED ASSISTANCE	TARGETED TOOLS
<p>Creating/Updating a Will</p> <ul style="list-style-type: none"> • "I just got married/divorced/had children. I need to create/change/update my will." 	<ul style="list-style-type: none"> • Wills; Making a Will; After You've Made a Will (PLEA) • Making a Will; Updating or Changing Your Will (SK. Gov) 		<ul style="list-style-type: none"> • Creating a Will Self-Help Kit; Wills Template (SK. Gov.)
<p>Beneficiaries</p> <ul style="list-style-type: none"> • "I've been named as a beneficiary in my brother's will." • "My sister is Executor under my dad's will and will not let me see the will." • "My aunt told me she was leaving me her house and now it's been two years. I've heard nothing." 	<ul style="list-style-type: none"> • Information for Beneficiaries; Beneficiaries of the Estate; Common Estate Problems (PLEA) • Beneficiaries; Accounting and Releases (SK. Gov.) • Wills and Estates (King's Bench) 		
<p>Dealing With Death</p> <ul style="list-style-type: none"> • "How do I get a death certificate?" • "My family does not agree on funeral arrangements. Who gets to decide?" 	<ul style="list-style-type: none"> • A Death in the Family; Deaths Checklist (PLEA) • Dealing with Death (SK. Gov.) 	<ul style="list-style-type: none"> • Saskatchewan Funeral and Cremation Services Council 	<ul style="list-style-type: none"> • Deaths: Order a Death Certificate; Organ and Tissue Donor Frequently Asked Questions; Registering a Death (eHealth SK.)

<p>Health Care Directives</p> <ul style="list-style-type: none"> • “Who will make decisions about my medical treatment if I am incapacitated?” • “I need a living will” • “I don’t want life support or a feeding tube.” 	<ul style="list-style-type: none"> • Health Care Directives (PLEA) • Advance Care Planning; What is Advance Care Planning (SK. Health Authority) • Individuals & Families (Advance Care Planning Canada) 	<ul style="list-style-type: none"> • Advance Care Planning Team (SK. Health Authority) • Funeral Advisory and Memorial Services of Saskatchewan (FAMSS) 	<ul style="list-style-type: none"> • My Voice Workbook (SK. Health Authority.) • Advance Care Planning Workbook; Resources & Tools (Advance Care Planning Canada) • Sample Health Care Directives (FAMSS)
<p>Managing an Estate</p> <ul style="list-style-type: none"> • “I’ve been named as the administrator/ executor/executrix of an estate of someone who has died. What are my responsibilities?” • “I don’t want to be the executor. Can I step down?” • “I don’t agree with how the estate is being managed.” 	<ul style="list-style-type: none"> • Estates (PLEA) • Administering the Estate of Someone Who’s Died (SK. Gov) • Wills & Estates (Court of King’s Bench) • Being an Estate Representative (Cdn. Gov.) 		<ul style="list-style-type: none"> • Probating an Estate; Application for Probate Package; Forms for Part 16; Renunciation of Probate Form (Court of King’s Bench)
<p>Minors & Children</p> <ul style="list-style-type: none"> • “Can I leave property to my young child?” 	<ul style="list-style-type: none"> • Minor Children & Wills (PLEA) • Office of the Public Guardian and Trustee; Protecting the Legal and Financial Interests of Children and Youth (SK. Gov.) 	<ul style="list-style-type: none"> • Public Guardian and Trustee (SK. Gov.) 	
<p>Passing Away Without a Will</p> <ul style="list-style-type: none"> • “My mom died without a will. What happens now?” • “Do I really need a will?” • “What does intestate mean?” 	<ul style="list-style-type: none"> • What Happens If I Don’t Have a Will?; Without a Will; Why Have a Will (PLEA) • About Wills and Why You Need One; When the Deceased does not have a Last Will and Testament (SK. Gov.) 		<ul style="list-style-type: none"> • When the Deceased does not have a Last Will and Testament (SK. Gov.)

GET LEGAL ASSISTANCE	COURTS	SELF-REPRESENTATION RESOURCES
<ul style="list-style-type: none"> • Finding a Lawyer (PLEA) • Find Legal Assistance Tool (Law Society of Saskatchewan) Select wills & estates in area of law dropdown • Pro Bono Law Saskatchewan Eligibility based on income testing • Community Legal Assistance Services for Saskatoon Inner City (CLASSIC) Saskatoon residents, eligibility based on income testing 	<ul style="list-style-type: none"> • Wills & Estates; Probating an Estate; Application for Probate; Part 16: Probate and Administration of Estates (Court of King’s Bench) • Civil Matters Guidebook; Self-Rep Help Videos (Court of Appeal) 	<ul style="list-style-type: none"> • Going to King’s Bench Court; Civil Trials (PLEA) • Civil Law Handbook for Self-Represented Litigants (Canadian Judicial Council)

What's Next for SALI?



Key Takeaways

- ▶ How SALI responded to community feedback to create new resources and chart a new strategic course and how other legal information providers across the country can incorporate our learning into their work.
- ▶ Why CALL/ACBD members have the in-demand skills to improve access to justice through their legal information and resource expertise
- ▶ Why CALL/ACBD members can play an important role in access to justice initiatives like SALI

Questions?

- ▶ Web: <https://www.lawsociety.sk.ca/sali>
- ▶ Email: sali_project@usask.ca
- ▶ Newsletter: [Sign up to stay up to date!](#)