

**Review of
Languages Other Than English
Public Legal Education and Information
Materials**

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Summary

The Legal Services Society (LSS) commissioned consultant Jason Lee to do an assessment of an evaluation of public legal education materials in Languages Other Than English (LOTE), which took place at the settlement and family support workers conference in March 2006. This evaluation focused on the content, usage, distribution, and language availability of LOTE publications. Using questions originally raised by the Public Legal Education and Information (PLEI) review group, the evaluation was able to answer the following:

How can we measure the value and effectiveness of engaging community partners to develop, promote, and distribute PLEI materials to their communities?

Without community partners to help develop the content and to participate in reviews such as this evaluation, LOTE materials would not reflect the linguistic and cultural diversity of the client groups for whom the publications are intended. Likewise, this evaluation confirmed that the settlement workers and the family support workers (LOTE intermediaries) are an important medium to ensure effective distribution of LOTE materials in their communities.

Who is aware PLEI materials are available; who values these materials; who uses them?

Intermediaries know about LOTE materials, see the value of them, and use them frequently in their work, as reported in the evaluation. It is difficult to measure how many of the materials are directly accessed by clients on their own or via the Internet. However, the intermediaries stated that there is much more LSS can do to promote LOTE materials directly to clients.

How are they used?

Intermediaries report using LOTE materials primarily in face-to face meetings. It may be assumed that further context is often needed to address clients' specific concerns, as is the understanding when the publications are created.

Mr. Lee met with LSS staff to discuss his findings and get relevant feedback to produce his final report. Having examined the responses from the questionnaires and the focus groups, and considered demographics and the operations of intermediary agencies, this report concludes that LOTE material, while useful, must become even more relevant and accessible to LOTE intermediaries and clients. Specifically, it makes the following recommendations:

1. That an ongoing feedback mechanism for LOTE publications be integrated with LSS efforts to further educate intermediaries on legal issues and to network with them. This could be achieved through regular conferences.
2. That a mechanism be developed that assesses changing demographics and needs, to determine what new LOTE materials need to be developed and in which languages. Part of this feedback mechanism is through the information provided by intermediaries at the aforementioned conferences.
3. That a distribution system be developed that takes into account that intermediary agencies lack the resources to be proactive in ensuring that LOTE materials are regularly re-ordered.
4. That LOTE materials on family law, the court system, and patients' rights be developed.
5. That the LSS website be modified to include multi-lingual links to maximize the ease of finding LOTE materials online.
6. That further focus groups be held with intermediaries to determine the answers to questions raised by the questionnaire and the focus group input.

Introduction

Overview of LOTE materials review

LSS LOTE materials include publications that are short, user-friendly documents containing core information on general legal topics and other more contextual documents covering specific topics in depth. These publications are created in the recognition that access to legal information is both a right and a necessity for all the people of BC, highlighted by the fact that according to Citizenship and Immigration Canada, 29.6 percent of newcomers to Canada in 2004 spoke neither English nor French. The format of the material is derived from consultations with settlement workers, who are the main LOTE intermediaries for immigrant populations needing service. In addition to the LOTE intermediaries, the documents are also targeted for direct use by ethno-cultural communities.

LSS periodically updates LOTE materials to reflect new legislation, administrative policies, and procedures. As well, LSS develops LOTE materials in new languages as demographic needs emerge. Each time a LOTE document is created or revised, LSS holds focus groups or consultations with LOTE intermediaries to ensure relevancy of information, accurate translation, and cultural appropriateness.

As part of the 15-month review of PLEI services over 2006 and 2007, LSS conducted focus groups and questionnaires with LOTE intermediaries to evaluate the effectiveness of LOTE materials and outreach. A number of questions had emerged from the background paper for the PLEI review group. Of these, this evaluation primarily attempted to answer the following:

- How can we measure the value and effectiveness of engaging community partners to develop, promote, and distribute PLEI materials to their communities?
- Who is aware PLEI materials are available; who values these materials; who uses them?
- How are they used?

Methodology

The LSS Legal Education and Information Conference for Community and Family Support Workers was held on March 28 and 29, 2006. LSS invited settlement staff from non-profit organizations providing first language immigrant settlement services and family workers from agencies that provide family support services for women in transition around BC. Each day covered a specific theme – the first day, immigration, and the second day, family law. Lower Mainland invitees had the choice of participating on one of the days, while participants travelling from other areas in BC could participate in both. Seventy-seven participants attended at least one of the two days of the conference.

Information was gathered in two ways during the conference evaluation: from focus group discussions and from a questionnaire distributed to the groups after the discussions. LSS staff developed both the focus group questions and the questionnaire and led the sessions. The focus groups were held on both days of the conference with participants grouped by language spoken. The primary purpose of these discussions was to review the content of the LOTE material, with secondary information gathered about how the materials are used, including suggestions about promotion and distribution. The primary purpose of the questionnaire was to identify the most relevant legal information topics for potential users and the best methods for distributing this information. The number of responses for each question varied because some respondents did not answer all the questions, and some questions allowed for multiple responses.

Information from both the focus groups and the questionnaire were typed into electronic format and forwarded to the evaluator. The evaluator collated the questionnaire responses,

amalgamating the language focus groups to ascertain whether any patterns emerged through comparison across language groups. While focus group feedback yielded some content changes for LSS to consider, it was necessary to specifically collate the questionnaire data so that information could be compared across languages to uncover trends in distribution.

Not all respondents reviewed LOTE materials in the language they use as intermediaries. Conference participants reflected a wide range of language services, and LOTE materials are not available in all languages. In these cases, the respondents reviewed English language materials.

Evaluation considerations

When examining the evaluation data, there are a few important considerations. The first is that respondents were primarily settlement workers or family support workers who deliver services in different languages. Settlement workers work primarily out of settlement agencies and neighbourhood houses, while the family support workers primarily work out of family service agencies or settlement agencies. This means that the respondents did not include LOTE intermediaries who may work out of mainstream not-for-profit agencies such as seniors' centres. Also, this evaluation does not include staff from agencies that serve culturally diverse populations and have LSS LOTE materials available but do not have bi-lingual or multi-lingual intermediaries. This limitation is actually beneficial to this evaluation, as recommendations can be specific to the experiences and realities of settlement workers and family workers – the intermediaries to whom the LOTE materials were originally targeted.

While the conference was an excellent opportunity to gather input from respondents, the logistics of it pose some evaluation considerations. Firstly, with focus groups held on both days, it is unknown whether any conference participants actually participated in more than one focus group. Secondly, there was very limited time for respondents to review LOTE materials before responding in the focus groups or through the questionnaires. This possibly limited the depth of responses in the focus groups, and some LOTE materials were not reviewed at all.

Lastly, the representation of different languages among the respondents was not balanced. With only two spaces available per agency, participants may not have reflected the demographics of LOTE intermediaries, with the exception of the Chinese and Punjabi settlement workers. The Punjabi/Hindi and Chinese language participants comprised over 50 percent of the respondents, while some languages had only one respondent (e.g., French, German, and Somali/Swahili). This skewed representation makes statistical comparison difficult, so any references to data trends in this report are qualified when a specific language response deviates from the trend.

Also, some questions asked the intermediaries about their clients' use of LOTE materials and their usefulness to clients. While intermediaries do have much knowledge about the clients they serve, it is important to remember that these are the perceptions of the intermediaries and not the views of the clients themselves.

A. Content of LOTE Materials

The LSS LOTE publications reviewed in this evaluation included the series of the six *Refugee Fact Sheets*, four *Welfare Fact Sheets*, and three booklets, *Speaking of Abuse*, *Benefits and Services for Seniors*, and *Legal Aid Services*. Because intermediaries are consulted about LOTE materials upon inception, there wasn't extensive feedback regarding content changes at the focus groups. Overall, focus group participants found that the information in the publications was easy to find, that the translations were accurate, and that while there could always be more information included, the content was usually adequate and well written. However, there were a few important exceptions. The Chinese focus group for the *Welfare Fact Sheets* felt that the information was outdated (although there was little context in the focus group notes for this). In a few other cases, comments arose about the cultural appropriateness of language. For example, in the *Speaking of Abuse* Farsi focus group, there was the comment that the title may be construed as meaning only sexual abuse, which may prevent users from taking the publication. Another example, from the *Speaking of Abuse* Chinese focus group, was that the term "advocate" would not be understood.

Even though the suggested content changes were usually minor, it is clearly worth reviewing the content of LOTE materials to ensure relevancy and accuracy. This is especially true if the materials have not gone through any revisions for awhile, and if the publication language serves more than one geographical area. For example, there has been a shift in immigration over the past seven years from Hong Kong to China. While the written Chinese language is similar, the best way to relay information in a culturally relevant manner may not be. In addition, the legal information needs of Mainland Chinese newcomers may not be the same as those from Hong Kong.

Recommendation:

That LOTE publications be reviewed at least once every three years to ensure relevancy to the target population. To maximize resources, this review could happen jointly with professional development events such as the Legal Education and Information Conference for Community and Family Support Workers in March.

Action:

1. Budget specific resources towards a regular conference, either annually or bi-annually.
2. Involve a small group of intermediaries in the planning to ensure relevancy both to LSS and the target group.
3. Determine logistics around these specific goals:
 - Professional development for intermediaries.
 - Identification of which LOTE materials should be reviewed (since there most likely will not be time to review them all). Rotate materials between conferences.
 - Time for networking between intermediaries and between intermediaries and LSS staff.
 - Pre-identification of resource materials that can be taken away by participants.

B. LOTE Legal Information Topics

The conference questionnaire contained two different questions about the importance of various legal topics and issues for LSS clients.

When asked about the frequency of information requests for a general list of topics, the intermediaries scored almost all topics highly, indicating the broad scope of the information that settlement workers and family workers deal with.

How often do the people you serve request information on the following topics of law?

Topics	Never	Sometimes	Often
Consumers' Rights	19%	64%	17%
Courts & the Justice System	0%	38%	62%
Criminal Law	14%	46%	40%
Employment			
Employment Practices and Contracts	3%	47%	50%
Employment Insurance	4%	30%	66%
Workers' Compensation	1%	46%	52%
Family Law			
Abuse/Violence in the Family	1%	38%	60%
Child Protection (removal from home)	7%	49%	44%
Custody, Access, and Support	5%	47%	48%
Divorce and Separation	1%	25%	74%
Sponsorship Breakdown	4%	30%	66%
Health and Patients' Rights	11%	52%	38%
Immigration and Refugee Law	1%	18%	81%
Legal Aid Services	0%	24%	76%
Income Assistance Programs			
BC Welfare	0%	25%	75%
Canada Pensions	3%	33%	64%
Old Age Security	3%	26%	71%
Student Loans	14%	49%	37%
Tenants' Rights	5%	28%	67%
Youth – In Conflict with the Law	19%	56%	25%

As well, intermediaries were asked an open-ended question about the most pressing legal issues in their community. Of the approximately 40 different responses, the ten most frequently listed (and the number of times listed) appear below.

What are the four most pressing legal issues in your community?

Employment issues	36
Welfare/income assistance	30
Immigration issues	29
Divorce/separation	24
Family abuse/violence	24
Tenancy/housing	22
Family law	22
Child custody/access	17
Health/patients' rights	8
Seniors' benefits	8

With the first question, Immigration and Refugee Law scored the highest, with 81% of respondents noting that they 'Often' receive requests for this type of information. The number of requests for Legal Aid Services was also high, with 76% scoring it as 'Often', as well as all areas of Income Assistance Programs (with the exception of student loans). The least 'Often' requested topics were Consumers' Rights, Youth – In Conflict with the Law, and Student Loans.

One highly ranked topic where LOTE materials have very limited availability is Divorce and Separation: 74% said it was 'Often' requested. As well, when respondents were asked the second question about the most pressing legal issues in their community, divorce was listed 24 times, and child custody/access appeared 17 times, with nearly all language groups listing at least one of these two topics. Unfortunately, this high response coincides with the rise in family-service-oriented programs in immigrant settlement agencies, as the strains of immigrant settlement result in family difficulties.

Another important topic where LOTE materials are not yet available is in the area of Health and Patients' Rights, yet 90 % of respondents said that clients 'Often' (38%) or 'Sometimes' (52%) ask them for this information. The issue appeared in the answers to the second question about pressing issues as well.

It is important to remind the reader that LSS conducts focus groups and consultations not only on the content of new LOTE materials, but also when considering which new ones to create. That both divorce and separation and health and patients' rights emerged as new topics suggests that the needs of immigrant and refugee communities change along with the demographics. Settlement workers and family support workers as LOTE intermediaries are a good, ongoing source of new trends, as their clients may ask them questions ranging anywhere from abuse to recycling. However, there is a high turnover rate for settlement workers, which may require LSS to provide resources for constantly updating new intermediaries on LOTE materials and their content.

Recommendation:

That while LSS materials cover a great deal of needed legal information topics, there should be continued consideration given to creating additional new materials to fill gaps.

Action:

LSS should continue their process of using LOTE intermediary feedback both during the development of new materials to ascertain what information is needed, and to review the translated information for both cultural and linguistic accuracy. Materials in Chinese, Punjabi, Spanish, and Korean should be produced on the following topics in other languages according to the process outlined in the recommendation under the “Languages of LOTE Materials” section:

1. A fact sheet series based on “*If Your Marriage Breaks Up: Dealing with Legal Issues*” or a fact sheet on family law that covers this topic. This would be useful to cover the myriad of questions immigrants and refugees may have about separation and divorce.
2. Materials covering the basics of the court and justice system as well as health and patients’ rights.

Recommendation:

That LSS does a regular review of the LOTE materials to consider adding new languages and new topics; also, a short review of existing materials for cultural relevancy.

Action:

Please see recommendation and action in section “A: Content of LOTE Materials,” regarding conferences with intermediaries.

C. Presentation of Legal Information to Clients

The questionnaire asked respondents about the best methods for providing legal information. One question asked them to rank various methods and another question was open-ended. As well, respondents were asked specifically how their organization uses LSS print publications to provide information.

Methods of providing legal information

Firstly, intermediaries were asked to rank various methods for providing legal information, not all of which apply to current LOTE distribution.

How useful, to your clients, are the following methods of delivering PLEI?

Delivery Options	Not at All Useful	Not Very useful	Somewhat Useful	Quite Useful	Very Useful
Printed Materials	1%	0	15%	25%	59%
Websites	1%	7%	32%	20%	40%
LawLINE	4%	12%	32%	25%	28%
Videos	8%	13%	25%	21%	32%
Community Radio	3%	6%	24%	28%	40%
Community Newspapers	3%	1%	19%	26%	50%
Community TV	3%	3%	20%	29%	45%
ESL programs	0%	4%	19%	29%	47%

This question confirmed that printed materials are still one of the best ways to relay legal information, with 84% ranking them highly as ‘Quite Useful’ or ‘Very Useful’. However, it was noted that not all potential beneficiaries of this information have the literacy skills to read the materials, and that this legal information still needs to be relayed more contextually through other mechanisms, such as the LOTE intermediaries themselves.

Other methods for conveying legal information that were ranked highly (in both the focus group discussions and the questionnaire) were community newspapers and community TV. About 75% of respondents ranked these media as ‘Quite Useful’ or ‘Very Useful’. For ethno-cultural communities with more established media outlets such as Chinese (Mandarin and Cantonese) and South Asian (Punjabi), media outreach was especially highly ranked. Most of the other language groups (with the exception of the Arabic/Amharic responses) ranked these media almost as highly. Radio was less well received with 68% of respondents rating it ‘Quite Useful’ or ‘Very Useful’, which is not surprising since there are far less radio shows or stations among ethno-cultural media than there are newspapers and TV. While this indicates overall that the media is a good way to relay legal information, there is the question of how well context can be conveyed.

The other questionnaire choices (ESL Programs, websites, the LawLINE and videos) all scored well, indicating that respondents felt that there was some merit in all methods of information dissemination, and that the more ways the better. With the LawLINE, 53% ranked it as ‘Quite Useful’ or ‘Very Useful’. This indicates that the LawLINE is a useful resource, although two respondents noted the difficulty in accessing this service. While the new telephone number specifically for the use of intermediaries should increase the use of this service, it does not address the difficulties that clients may have in getting through. Finally, of all listed methods, videos were favoured the least.

As previously noted, the Arabic/Amharic responses showed a large difference of opinion about the best ways to provide legal information. One possibility for this is the wide diversity of source countries that make up the clients of settlement workers who speak these languages. While there may be linguistic similarities between countries of origin, there are significant differences culturally, as well as in how established these communities are within BC. This leads to very different approaches when delivering services to the people within these language communities.

The second question about effective methods of presenting legal information was open-ended, allowing the respondents to provide their own answers both about their own use and about their clients’ use. They were also asked “Why?” so as to provide context for their answers (see “Appendix A,” question 3 for these detailed responses). The figures below represent the total number of responses, rather than percentages.

Please tell us what you think is the most effective way to present legal information:

Method	For You	For Your Clients
Print	27	37
Workshops	32	19
One-on-One	4	12
Web	30	2
Media	1	20
Video	4	8
Other	5	6

While 37 responses again confirmed the importance of printed publications, 31 respondents emphasized that face-to-face methods such as workshops and one-to-one sessions were necessary methods of presenting legal information to their clients. 20 selected the media as an effective method as well.

Recommendations:

That LSS uses ethno-cultural media to advertise the existence of LOTE materials and where to access them, such as through the LSS website, LawLINE and settlement agencies.

Action:

1. Research existing ethno-cultural media outlets, distribution (if print materials), and rates. One way to access this information is through the Ministry of the Attorney General's Settlement and Multiculturalism Branch website. Their directory, *B.C. Multicultural, Anti-Racism, Immigrant and Community Service Organizations (2006)*, is available at <http://www.ag.gov.bc.ca/sam/maiso/index.htm>
2. Hold focus groups with intermediaries to determine the best way (culturally and linguistically) to create relevant messaging for short commercials.

That LSS do a review of LawLINE to ascertain what additional resources may be required to either reduce the waiting time or prepare users for this waiting time.

Action:

1. LSS to ascertain if changes are needed to LawLINE messaging to inform users of potential delays, whether resources are needed to improve the speed of service, and whether or not action can be taken.

That LSS provides more support for LOTE intermediaries to best relay LOTE publication information, such as professional development opportunities through conferences/forums, in-agency training, or a speakers list.

Action:

Please see the recommendation and action in section A: Content of LOTE Materials.

Usage of printed LOTE materials

The LOTE intermediaries were asked to identify the main ways that their organizations use LSS print publications.

How does your organization use LSS print publications? Please mark the top three.

Give to people in person	63
Read with clients to explain issues	52
Use in workshops or presentations	41
Display in the office or at public events	41
Use as resource material for staff	36
Use in classrooms (ESL)	12
Mail to people	3
Other	2

The relationship between LSS publications and the need for context was again made clear. 63 respondents said they gave the information in person; 52 respondents read the information with clients to provide further context; 41 used them in workshops or presentations; 41 displayed them in the office or at public events; and only 3 respondents said they mail the information to people. Focus group participants came up with some new ideas such as distribution at doctor's offices, libraries, and even with fridge magnets.

While there was not enough time to analyze the month-by-month distribution of LSS publications for this report, a cursory look at the statistics shows that distribution of LOTE materials may not mirror actual need. Conference participants had earlier confirmed the need for the existing publication topics. Yet, for example, LSS has much leftover stock of the *Benefits and Services for Seniors* booklet in Punjabi even though LOTE intermediaries for this language group rated this topic as important. There could be a number of reasons for this. For one, many intermediaries download the materials from the LSS website (as outlined in section "D: Internet Use by Clients and Intermediaries"). Another reason may be that there is rarely a designated staff person whose job it is to keep track of and order the publications, and that this task as it stands is logistically beyond the resources and time that intermediaries have. As well, intermediaries may not know the extent of the materials available, particularly due to staff turnover. All of these reasons are problematic, as the materials are primarily distributed through intermediaries and these factors hinder their ability to do so.

It is also important to note that when LOTE materials are updated or new ones produced, they are sent to agencies which have previously ordered or used LOTE materials. After this, the onus is on the organization to re-order copies. As well, while it is understandable that LSS may not have the resources to proactively seek new distribution places for LOTE materials, the current ordering approach does limit how widespread the distribution is.

Recommendations:

That LSS adopts a distribution system that takes into account the limited time and resources settlement agencies have for cataloguing and replenishing materials.

Action:

There are number of options that take into consideration the resource constraints of agencies to maintain their supplies of LOTE materials. Listed below are options that are ordered by the least amount of LSS resources likely to be needed and the most effective method.

1. Maintenance of an agency contact list that is updated once a year to ensure correct contact information and then to ask in-person what resources the agencies need. This contact can be done via email, but phone calls will likely solicit the most responses.
2. Creation of an LSS information stand that could be distributed to all agencies, so that it can be readily apparent which materials need replenishing particularly for front desk staff.
3. Yearly meetings set up by LSS fieldworkers with settlement agencies for professional development and to bring LOTE materials to the agency. Non-settlement focused contact to be done through email or phone.

That LSS seek new locations to distribute LOTE materials for direct client access. This could be targeted distribution such as sending Benefits and Services for Seniors to seniors' housing complexes or seniors' centres once a year, or general targeting to locations that may be used by the target populations such as libraries.

Action:

1. Compilation of LOTE material by topic, and development of a contact list of services for clients who need specific information (e.g., immigration material to immigration lawyers).
2. Development of a contact list for public information distribution areas such as libraries and community centres.
3. Yearly contact with the above services to update contact list and ask if more LOTE materials need to be sent.

Languages of LOTE materials

As indicated in the focus groups and the questionnaire, the need for LOTE materials in a variety of languages may always be greater than the resources available. Due to focus groups being organized by LOTE publication language, it became apparent that either some language groups needed more LOTE publication topics, or that some did not have any LOTE materials available at all. For example, despite having conference participants who spoke Tagalog (the main dialect of the Philippines), there are no existing LOTE materials in that language.

This report suggests that LSS needs to look at three factors when determining the languages in which LOTE materials are written. One is demographics, by looking at the number of potential users through the review of Census statistics and BC ELSA enrolment, and cross-referencing it with international literacy rates; all are needed to get a good picture of both English language capability as well as first language literacy. Another factor is the availability of LOTE intermediaries to deliver this information, as intermediaries report that they primarily use LOTE materials in face-to-face meetings with clients. The third is need, which doesn't always match demographics, and it can be argued that the number of LOTE intermediaries for each language group is based more on demographics than overall community needs.

For example, the Philippines is ranked by Citizenship and Immigration Canada as one of the highest source countries of immigrants to BC, and as having a 92.6 percent first language literacy rate as reported by the United Nations Development Programme. However, there are very few Tagalog-speaking LOTE intermediaries in settlement agencies. Also, according to the 2004 English Language Services Review conducted by the then Ministry of Community, Aboriginal and Women's Services and the Ministry of Advanced Education, students from the Philippines composed less than 1 percent of participants in government-funded adult ESL programs. Translated documents are an important bridge to understanding and trust between ethno-cultural communities and institutions, which is the main reason why documents translated into Tagalog are becoming more commonplace in general.

In contrast, immigration from Africa and the Middle East comprised just 10.6 percent of immigration to BC in 2004, and literacy rates for these areas are low. Again, there are very few LOTE intermediaries who serve this population. However, perhaps because of the lack of intermediaries and lower literacy rates, anecdotal evidence from settlement agencies report the needs of these communities as high.

In the focus groups, comments were also made regarding the possibility of writing existing Chinese documents into simplified characters, which is the official script of China. It should be noted that China officially adopted the current simplified character system in 1986, so many newcomers from China read both traditional and simplified forms. However, BC will soon see a generation of newcomers from China who will have only been exposed to simplified script, so this issue may need to be explored in the future.

Recommendation:

That LSS explores the need for additional LOTE materials in other languages, particularly Tagalog and Arabic, as there are existing LOTE intermediaries for these languages, albeit less than other languages.

Action:

1. Compilation of a list of existing settlement workers by language spoken, specifically looking at the languages in which LOTE materials do not exist. This information can be mostly obtained through the Ministry of the Attorney General, Settlement and Multiculturalism Branch which can refer LSS to other ministries that may fund LOTE intermediaries such as the Ministry of Community Services and the Ministry of Health.

2. Compilation of a priority list of languages using present demographics, demographic projections, and the needs expressed through mechanisms developed for LOTE intermediary feedback. Instead of rigid criteria, this priority list should be reviewed by LSS staff on a yearly basis to take into account emerging issues of ethno-linguistic minority groups and international events that affect reasons for migration.

D. Internet Use by Clients and Intermediaries

All 70 respondents to the question on Internet usage said that they have Internet access at their organization. The other questions were as follows:

How does your organization use the Internet to provide information to the people you serve?

60 said they put information on their website

19 said they email information to people

13 said they do not use the Internet to provide information

Does your client group get information about Canadian law or systems from the Internet?

29 said their clients do use the Internet to find legal information

27 said their clients do not use the Internet to find legal information

21 said they don't know if their clients use the Internet

How do you use downloaded documents?

49 said they print and hand them out to clients

42 said they read them online

39 said they print and read them

15 said they review them before ordering copies

4 said none of the above

60 respondents indicated that their organizations use their websites to provide information to the people they serve. However, it is important to note that the question did not ask what kind of information they provide on their sites. Due to a number of factors, particularly available resources for regular maintenance, most organizations mainly provide information about their own services on their websites, not legal information. Most of them do not even have information available in different languages on their websites. Instead, some sites have links to other websites that house this information such as to the website of LSS.

19 respondents said that their organization uses email to send information, and 13 said that their organizations did not use the Internet to provide information to their clients.

When asked whether clients accessed information about Canadian law or systems from the Internet, only 29 respondents said yes, 27 respondents said no, and 21 did not know. This is interesting as 60 respondents said that their organization posts information on their website and 92% of respondents previously rated websites as Somewhat/Quite/Very Useful as a method of providing legal information to their clients.

Despite the availability of LSS materials through ordering, a surprising number of LOTE intermediaries reported downloading and printing the information through the LSS website. 39 respondents said they downloaded documents to print and read, and 49 respondents said they downloaded documents to print and hand out to clients. The data from focus groups and questionnaires does not explain why this is the case. Some possible scenarios are that they do not have LSS materials on-site as many settlement agencies do not have designated or knowledgeable staff whose responsibility it is to order them. It may also be a matter of

convenience if LOTE materials are kept in areas that are not close to the LOTE intermediaries' offices.

In either case, the use of Internet materials by intermediaries coupled with the perceived lack of Internet usage by clients reinforces the fact that LOTE materials need to be as readily available as possible to intermediaries, as current distribution methods are targeted to them, and not directly to the client.

The Internet as an information medium can be tricky. While it is a unique tool that can house an infinite amount of information, one's ability to access this information can be limited.

Recommendation:

For clients to directly access information through the LSS website, LSS needs to put a multi-lingual link on the homepage to a list of LOTE materials to ensure accessibility.

Action:

1. A multi-lingual link could be prominently displayed on the LSS homepage that links to another multi-lingual page which lists and links to all LOTE materials.
2. This link could be sent to the LOTE intermediaries on the LSS database so they can inform their clients and add links to their own Web pages. This would avoid dead links if the location of LSS materials were moved. This method is also preferable to agencies copying LSS materials to their website as LSS would have no control over whether updated publications were on intermediary agency sites.

Conclusion

The LSS Languages Other Than English materials are both well used and regarded as valuable by LOTE intermediaries. The biggest challenge to the ongoing use of the information is for the materials to become more accessible, both to the LOTE intermediaries for distributing as well as to potential clients to access without going through the intermediaries (with the caveat that client users should seek support for additional information). Another challenge is having the resources reviewed on a regular basis to ensure their relevancy to the changing immigrant and refugee population and its needs. To address both of these challenges, the Legal Services Society needs to not only take on specific tasks such as modifying its website and making publication changes, but also reviewing its systems which support the overall use of materials.

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APPENDIX A - Amalgamated Questionnaire Responses

Evaluator's Note:

Language Coding (based on North American standard interpreter and translator codings)

AR/AM: Arabic/Amharic

ZH: Chinese (all dialects)

EN: English

FA: Farsi

FR: French

DE: German

JA: Japanese

KO: Korean

PL/RU: Polish/Russian

PA/HI: Punjabi/Hindi

SO/SW: Somali/Swahili

ES: Spanish

TL: Tagalog

VI: Vietnamese

Language codes based on the language used in client service by respondents.

Questionnaire for Participants: LSS Conference March 2006

We are reviewing our PLEI program. Your comments will help us determine how to provide information for people who use languages other than English.

Please identify the language(s) you work in: _____

1. Legal information can be provided in many different formats. Please rate the usefulness to your clients of the following ways of providing legal information:

	Not At All Useful	Not Very Useful	Somewhat Useful	Quite Useful	Very Useful
Printed Materials	AR/AM: 0 ZH: 0 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 1 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI: 0	AR/AM: 0 ZH: 0 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI: 0	AR/AM: 1 ZH: 1 EN: 0 FA: 1 FR: 0 DE: 1 JA: 1 KO: 2 PL/RU: 0 PA/HI: 1 SO/SW: 0 ES: 2 TL: 1 VI: 0	AR/AM: 2 ZH: 4 EN: 0 FA: 1 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 8 SO/SW: 0 ES: 3 TL: 1 VI: 0	AR/AM: 4 ZH: 17 EN: 1 FA: 5 FR: 1 DE: 0 JA: 0 KO: 2 PL/RU: 0 PA/HI: 7 SO/SW: 1 ES: 2 TL: 1 VI: 3
Total Responses: 75	All: 1 (1%)	All: 0 (0%)	All: 11 (15%)	All: 19 (25%)	All: 44 (59%)
Websites	AR/AM: 0 ZH: 0 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 1 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 1 TL: 0 VI: 0	AR/AM: 0 ZH: 1 EN: 0 FA: 1 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 2 SO/SW: 0 ES: 1 TL: 0 VI: 0	AR/AM: 0 ZH: 5 EN: 1 FA: 5 FR: 1 DE: 0 JA: 1 KO: 3 PL/RU: 0 PA/HI: 2 SO/SW: 0 ES: 3 TL: 1 VI: 1	AR/AM: 3 ZH: 7 EN: 1 FA: 0 FR: 0 DE: 1 JA: 0 KO: 1 PL/RU: 0 PA/HI: 2 SO/SW: 0 ES: 0 TL: 0 VI: 0	AR/AM: 4 ZH: 11 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 8 SO/SW: 1 ES: 1 TL: 2 VI: 2
Total Responses: 73	All: 1 (1%)	All: 5 (7%)	All: 23 (32%)	All: 15 (20%)	All: 29 (40%)

LawLINE (phone info & advice)	AR/AM: 0 ZH: 1 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 1 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 1 TL: 0 VI: 0 All: 3 (4%)	AR/AM: 0 ZH: 1 EN: 0 FA: 1 FR: 0 DE: 0 JA: 0 KO: 1 PL/RU: 0 PA/HI: 1 SO/SW: 0 ES: 2 TL: 2 VI: 0 All: 8 (12%)	AR/AM: 2 ZH: 7 EN: 0 FA: 2 FR: 0 DE: 0 JA: 1 KO: 2 PL/RU: 0 PA/HI: 6 SO/SW: 0 ES: 1 TL: 0 VI: 1 All: 22 (32%)	AR/AM: 1 ZH: 6 EN: 0 FA: 1 FR: 1 DE: 1 JA: 0 KO: 1 PL/RU: 0 PA/HI: 2 SO/SW: 1 ES: 2 TL: 1 VI: 1 All: 17 (25%)	AR/AM: 4 ZH: 9 EN: 1 FA: 2 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 5 SO/SW: 0 ES: 1 TL: 0 VI: 1 All: 19 (28%)
Videos	AR/AM: 0 ZH: 2 EN: 0 FA: 1 FR: 0 DE: 0 JA: 1 KO: 2 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI: 0 All: 6 (8%)	AR/AM: 0 ZH: 5 EN: 0 FA: 2 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 1 SO/SW: 0 ES: 0 TL: 2 VI: 0 All: 10 (13%)	AR/AM: 1 ZH: 7 EN: 0 FA: 1 FR: 0 DE: 0 JA: 0 KO: 2 PL/RU: 0 PA/HI: 4 SO/SW: 0 ES: 3 TL: 0 VI: 1 All: 19 (25%)	AR/AM: 2 ZH: 8 EN: 0 FA: 0 FR: 0 DE: 1 JA: 0 KO: 1 PL/RU: 0 PA/HI: 3 SO/SW: 0 ES: 1 TL: 0 VI: 0 All: 16 (21%)	AR/AM: 3 ZH: 2 EN: 1 FA: 2 FR: 1 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 8 SO/SW: 1 ES: 3 TL: 1 VI: 2 All: 24 (32%)
Community Radio	AR/AM: 1 ZH: 0 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 1 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI: 0 All: 2 (3%)	AR/AM: 0 ZH: 2 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 1 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 1 TL: 0 VI: 0 All: 4 (6%)	AR/AM: 3 ZH: 6 EN: 0 FA: 3 FR: 1 DE: 0 JA: 1 KO: 1 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 1 VI: 0 All: 16 (24%)	AR/AM: 0 ZH: 7 EN: 0 FA: 1 FR: 0 DE: 1 JA: 0 KO: 2 PL/RU: 0 PA/HI: 3 SO/SW: 0 ES: 4 TL: 1 VI: 0 All: 19 (28%)	AR/AM: 2 ZH: 8 EN: 1 FA: 2 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 8 SO/SW: 0 ES: 2 TL: 1 VI: 3 All: 27 (40%)
Community Newspapers	AR/AM: 1 ZH: 0 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 1 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI: 0 All: 2 (3%)	AR/AM: 1 ZH: 0 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI: 0 All: 1 (1%)	AR/AM: 2 ZH: 6 EN: 0 FA: 1 FR: 1 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 3 SO/SW: 0 ES: 1 TL: 0 VI: 0 All: 14 (19%)	AR/AM: 0 ZH: 5 EN: 0 FA: 2 FR: 0 DE: 1 JA: 0 KO: 2 PL/RU: 0 PA/HI: 4 SO/SW: 0 ES: 4 TL: 1 VI: 0 All: 19 (26%)	AR/AM: 3 ZH: 12 EN: 1 FA: 4 FR: 0 DE: 0 JA: 1 KO: 2 PL/RU: 0 PA/HI: 6 SO/SW: 0 ES: 2 TL: 2 VI: 3 All: 36 (50%)

Community TV	AR/AM: 1 ZH: 0 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 1 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI: 0 All: 2 (3%)	AR/AM: 1 ZH: 1 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI: 0 All: 2 (3%)	AR/AM: 1 ZH: 6 EN: 0 FA: 1 FR: 1 DE: 0 JA: 1 KO: 0 PL/RU: 0 PA/HI: 3 SO/SW: 0 ES: 2 TL: 0 VI: 0 All: 15 (20%)	AR/AM: 2 ZH: 7 EN: 0 FA: 2 FR: 0 DE: 1 JA: 0 KO: 2 PL/RU: 0 PA/HI: 4 SO/SW: 1 ES: 2 TL: 1 VI: 0 All: 22 (29%)	AR/AM: 3 ZH: 9 EN: 1 FA: 4 FR: 0 DE: 0 JA: 0 KO: 2 PL/RU: 0 PA/HI: 7 SO/SW: 0 ES: 3 TL: 2 VI: 3 All: 34 (45%)
ESL Programs	AR/AM: 0 ZH: 0 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI: 0 All: 0 (0%)	AR/AM: 0 ZH: 1 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 1 PL/RU: 0 PA/HI: 1 SO/SW: 0 ES: 0 TL: 0 VI: 0 All: 3 (4%)	AR/AM: 2 ZH: 6 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 3 SO/SW: 0 ES: 1 TL: 0 VI: 1 All: 13 (19%)	AR/AM: 1 ZH: 8 EN: 0 FA: 1 FR: 1 DE: 1 JA: 0 KO: 1 PL/RU: 0 PA/HI: 4 SO/SW: 0 ES: 3 TL: 0 VI: 0 All: 20 (29%)	AR/AM: 3 ZH: 8 EN: 1 FA: 5 FR: 0 DE: 0 JA: 1 KO: 2 PL/RU: 0 PA/HI: 5 SO/SW: 0 ES: 3 TL: 3 VI: 1 All: 32 (47%)
Other (please describe)	AR/AM: 0 ZH: 0 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI:	AR/AM: 0 ZH: 0 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI:	AR/AM: 0 ZH: 0 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI:	AR/AM: 0 ZH: 1 EN: 0 FA: 1 Children's School FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI:	AR/AM: 0 ZH: 0 EN: 0 FA: 0 FR: 1 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 4 SO/SW: 0 ES: 0 TL: 0 VI:
ZH: LawLINK is useful (1), LawLINE is hard to access (1), Community workshops through non-profit organizations (1) KO: LawLINE-need faster answers, not able to wait. Translation not used (1) PA/HI: Fact Sheets (1), Seniors Group facilitators (1), Settlement Agency (1) ES: Providing info in person (1) TL: Printed materials/videos requested in Tagalog (1)					

2. How frequently do the people you serve request information on the following topics of law?

	Never	Sometimes	Often
Consumers' Rights	AR/AM: 0 ZH: 4 EN: 0 FA: 0 FR: 1 DE: 0 JA: 1 KO: 0 PL/RU: 0 PA/HI: 1 SO/SW: 0 ES: 3 TL: 1 VI: 1	AR/AM: 4 ZH: 17 EN: 0 FA: 3 FR: 0 DE: 0 JA: 0 KO: 4 PL/RU: 0 PA/HI: 8 SO/SW: 1 ES: 2 TL: 1 VI: 1	AR/AM: 2 ZH: 2 EN: 0 FA: 0 FR: 0 DE: 1 JA: 0 KO: 0 PL/RU: 0 PA/HI: 5 SO/SW: 0 ES: 0 TL: 1 VI: 0
Total Responses: 64	All: 12 (19%)	All: 41 (64%)	All: 11 (17%)
Courts & the Justice System	AR/AM: 0 ZH: 0 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI: 0	AR/AM: 0 ZH: 19 EN: 0 FA: 3 FR: 1 DE: 0 JA: 0 KO: 3 PL/RU: 0 PA/HI: 3 SO/SW: 0 ES: 3 TL: 1 VI: 0	AR/AM: 7 ZH: 5 EN: 0 FA: 3 FR: 0 DE: 1 JA: 1 KO: 1 PL/RU: 0 PA/HI: 9 SO/SW: 1 ES: 4 TL: 2 VI: 3
Total Responses: 60	All: 0 (0%)	All: 23 (38%)	All: 37 (62%)
Criminal Law	AR/AM: 0 ZH: 5 EN: 0 FA: 0 FR: 1 DE: 1 JA: 0 KO: 2 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI: 0	AR/AM: 4 ZH: 15 EN: 0 FA: 2 FR: 0 DE: 0 JA: 0 KO: 2 PL/RU: 0 PA/HI: 4 SO/SW: 0 ES: 2 TL: 1 VI: 0	AR/AM: 2 ZH: 3 EN: 0 FA: 2 FR: 0 DE: 0 JA: 1 KO: 0 PL/RU: 0 PA/HI: 9 SO/SW: 1 ES: 3 TL: 2 VI: 3
Total Responses: 65	All: 9 (14%)	All: 30 (46%)	All: 26 (40%)
Employment			
Employment Practices and Contracts	AR/AM: 0 ZH: 2 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI: 0	AR/AM: 1 ZH: 15 EN: 0 FA: 2 FR: 0 DE: 0 JA: 1 KO: 2 PL/RU: 0 PA/HI: 5 SO/SW: 1 ES: 1 TL: 1 VI: 2	AR/AM: 5 ZH: 7 EN: 0 FA: 2 FR: 1 DE: 1 JA: 0 KO: 2 PL/RU: 0 PA/HI: 9 SO/SW: 0 ES: 4 TL: 2 VI: 0
Total Responses: 66	All: 2 (3%)	All: 31 (47%)	All: 33 (50%)

Employment Insurance	AR/AM: 0 ZH: 2 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 1 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI: 0	AR/AM: 3 ZH: 6 EN: 0 FA: 0 FR: 0 DE: 0 JA: 1 KO: 2 PL/RU: 0 PA/HI: 3 SO/SW: 1 ES: 2 TL: 2 VI: 1	AR/AM: 4 ZH: 16 EN: 0 FA: 4 FR: 1 DE: 1 JA: 0 KO: 1 PL/RU: 0 PA/HI: 13 SO/SW: 0 ES: 4 TL: 1 VI: 2
Total Responses: 71	All: 3 (4%)	All: 21 (30%)	All: 47 (66%)
Workers' Compensation	AR/AM: 0 ZH: 1 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI: 0	AR/AM: 4 ZH: 11 EN: 0 FA: 0 FR: 0 DE: 0 JA: 1 KO: 4 PL/RU: 0 PA/HI: 6 SO/SW: 1 ES: 1 TL: 1 VI: 2	AR/AM: 3 ZH: 11 EN: 0 FA: 4 FR: 1 DE: 1 JA: 0 KO: 0 PL/RU: 0 PA/HI: 8 SO/SW: 0 ES: 4 TL: 2 VI: 1
Total Responses: 67	All: 1 (1%)	All: 31 (46%)	All: 35 (52%)
Family Law			
Abuse/Violence in the Family	AR/AM: 0 ZH: 1 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI: 0	AR/AM: 2 ZH: 15 EN: 0 FA: 0 FR: 1 DE: 0 JA: 0 KO: 3 PL/RU: 0 PA/HI: 3 SO/SW: 0 ES: 2 TL: 1 VI: 1	AR/AM: 5 ZH: 19 EN: 0 FA: 6 FR: 0 DE: 1 JA: 1 KO: 1 PL/RU: 1 PA/HI: 11 SO/SW: 1 ES: 4 TL: 2 VI: 2
Total Responses: 73	All: 1 (1%)	All: 28 (38%)	All: 44 (60%)
Child Protection (removal from home)	AR/AM: 0 ZH: 3 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 1 PL/RU: 0 PA/HI: 1 SO/SW: 0 ES: 0 TL: 0 VI: 0	AR/AM: 1 ZH: 17 EN: 0 FA: 2 FR: 1 DE: 0 JA: 0 KO: 2 PL/RU: 0 PA/HI: 5 SO/SW: 0 ES: 2 TL: 2 VI: 1	AR/AM: 6 ZH: 4 EN: 0 FA: 3 FR: 0 DE: 1 JA: 1 KO: 1 PL/RU: 1 PA/HI: 6 SO/SW: 1 ES: 3 TL: 1 VI: 2
Total Responses: 68	All: 5 (7%)	All: 33 (49%)	All: 30 (44%)

Custody, Access, and Support	AR/AM: 0 ZH: 0 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 2 PL/RU: 0 PA/HI: 1 SO/SW: 0 ES: 0 TL: 0 VI: 0 All: 3 (5%)	AR/AM: 3 ZH: 13 EN: 0 FA: 2 FR: 1 DE: 1 JA: 0 KO: 1 PL/RU: 0 PA/HI: 4 SO/SW: 0 ES: 3 TL: 0 VI: 0 All: 28 (47%)	AR/AM: 4 ZH: 5 EN: 0 FA: 2 FR: 0 DE: 0 JA: 1 KO: 1 PL/RU: 1 PA/HI: 6 SO/SW: 1 ES: 2 TL: 3 VI: 3 All: 29 (48%)
Divorce and Separation	AR/AM: 0 ZH: 0 EN: 0 FA: 0 FR: 1 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI: 0 All: 1 (1%)	AR/AM: 1 ZH: 10 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 2 PL/RU: 0 PA/HI: 2 SO/SW: 0 ES: 2 TL: 0 VI: 0 All: 17 (25%)	AR/AM: 6 ZH: 13 EN: 0 FA: 7 FR: 0 DE: 1 JA: 1 KO: 2 PL/RU: 1 PA/HI: 9 SO/SW: 1 ES: 3 TL: 3 VI: 3 All: 50 (74%)
Sponsorship Breakdown	AR/AM: 0 ZH: 0 EN: 0 FA: 0 FR: 1 DE: 0 JA: 0 KO: 2 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI: 0 All: 3 (4%)	AR/AM: 1 ZH: 15 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 2 SO/SW: 0 ES: 3 TL: 0 VI: 0 All: 21 (30%)	AR/AM: 6 ZH: 9 EN: 0 FA: 4 FR: 0 DE: 1 JA: 1 KO: 2 PL/RU: 1 PA/HI: 12 SO/SW: 1 ES: 3 TL: 3 VI: 3 All: 46 (66%)
Health and Patients' Rights	AR/AM: 0 ZH: 3 EN: 0 FA: 0 FR: 1 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 2 SO/SW: 0 ES: 0 TL: 0 VI: 1 All: 7 (11%)	AR/AM: 2 ZH: 15 EN: 0 FA: 3 FR: 0 DE: 0 JA: 0 KO: 3 PL/RU: 0 PA/HI: 3 SO/SW: 0 ES: 3 TL: 3 VI: 1 All: 33 (52%)	AR/AM: 5 ZH: 6 EN: 0 FA: 1 FR: 0 DE: 1 JA: 1 KO: 1 PL/RU: 0 PA/HI: 6 SO/SW: 1 ES: 1 TL: 0 VI: 1 All: 24 (38%)

Immigration and Refugee Law	AR/AM: 0 ZH: 0 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 1 VI: 0	AR/AM: 0 ZH: 10 EN: 0 FA: 0 FR: 1 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 1 SO/SW: 0 ES: 0 TL: 0 VI: 0	AR/AM: 7 ZH: 15 EN: 0 FA: 5 FR: 0 DE: 1 JA: 1 KO: 4 PL/RU: 0 PA/HI: 10 SO/SW: 1 ES: 6 TL: 2 VI: 3
Total Responses: 68	All: 1 (1%)	All: 12 (18%)	All: 55 (81%)
Legal Aid Services	AR/AM: 0 ZH: 0 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI: 0	AR/AM: 1 ZH: 10 EN: 0 FA: 0 FR: 1 DE: 1 JA: 0 KO: 0 PL/RU: 0 PA/HI: 1 SO/SW: 0 ES: 0 TL: 0 VI: 1	AR/AM: 6 ZH: 15 EN: 0 FA: 5 FR: 0 DE: 0 JA: 1 KO: 4 PL/RU: 0 PA/HI: 8 SO/SW: 0 ES: 5 TL: 2 VI: 2
Total Responses: 63	All: 0 (0%)	All: 15 (24%)	All: 48 (76%)
Income Assistance Programs			
BC Welfare	AR/AM: 0 ZH: 0 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI: 0	AR/AM: 0 ZH: 8 EN: 0 FA: 0 FR: 0 DE: 1 JA: 1 KO: 1 PL/RU: 1 PA/HI: 3 SO/SW: 0 ES: 1 TL: 1 VI: 0	AR/AM: 7 ZH: 16 EN: 0 FA: 5 FR: 1 DE: 0 JA: 0 KO: 3 PL/RU: 0 PA/HI: 8 SO/SW: 1 ES: 6 TL: 2 VI: 3
Total Responses: 69	All: 0 (0%)	All: 17 (25%)	All: 52 (75%)
Canada Pensions	AR/AM: 0 ZH: 2 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI: 0	AR/AM: 3 ZH: 6 EN: 0 FA: 2 FR: 1 DE: 1 JA: 1 KO: 2 PL/RU: 1 PA/HI: 1 SO/SW: 0 ES: 2 TL: 1 VI: 1	AR/AM: 4 ZH: 14 EN: 0 FA: 2 FR: 0 DE: 0 JA: 0 KO: 2 PL/RU: 0 PA/HI: 13 SO/SW: 1 ES: 3 TL: 2 VI: 2
Total Responses: 67	All: 2 (3%)	All: 22 (33%)	All: 43 (64%)

Old Age Security	AR/AM: 0 ZH: 2 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 0 TL: 0 VI: 0	AR/AM: 2 ZH: 8 EN: 0 FA: 0 FR: 1 DE: 1 JA: 1 KO: 1 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 2 TL: 1 VI: 1	AR/AM: 5 ZH: 14 EN: 0 FA: 4 FR: 0 DE: 0 JA: 0 KO: 3 PL/RU: 0 PA/HI: 14 SO/SW: 1 ES: 3 TL: 2 VI: 2
Total Responses: 68	All: 2 (3%)	All: 18 (26%)	All: 48 (71%)
Student Loans	ZH: 4 AR/AM: 0 EN: 0 FA: 0 FR: 0 DE: 0 JA: 1 KO: 1 PL/RU: 0 PA/HI: 2 SO/SW: 0 ES: 1 TL: 0 VI: 0	ZH: 16 AR/AM: 3 EN: 0 FA: 1 FR: 0 DE: 0 JA: 0 KO: 3 PL/RU: 0 PA/HI: 2 SO/SW: 0 ES: 2 TL: 2 VI: 3	ZH: 5 AR/AM: 4 EN: 0 FA: 3 FR: 1 DE: 1 JA: 0 KO: 0 PL/RU: 1 PA/HI: 6 SO/SW: 1 ES: 1 TL: 1 VI: 0
Total Responses: 65	All: 9 (14%)	All: 32 (49%)	All: 24 (37%)
Tenants' Rights	AR/AM: 0 ZH: 2 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 0 SO/SW: 0 ES: 1 TL: 0 VI: 0	AR/AM: 0 ZH: 7 EN: 0 FA: 1 FR: 0 DE: 1 JA: 1 KO: 3 PL/RU: 0 PA/HI: 2 SO/SW: 0 ES: 1 TL: 1 VI: 0	AR/AM: 5 ZH: 15 EN: 0 FA: 4 FR: 1 DE: 0 JA: 0 KO: 1 PL/RU: 0 PA/HI: 6 SO/SW: 1 ES: 4 TL: 2 VI: 2
Total Responses: 61	All: 3 (5%)	All: 17 (28%)	All: 41 (67%)
Youth – In Conflict with the Law	AR/AM: 0 ZH: 8 EN: 0 FA: 0 FR: 0 DE: 0 JA: 0 KO: 2 PL/RU: 0 ES: 0 PA/HI: 1 SO/SW: 0 TL: 1 VI: 0	AR/AM: 3 ZH: 13 EN: 0 FA: 2 FR: 1 DE: 1 JA: 1 KO: 2 PL/RU: 0 PA/HI: 6 SO/SW: 0 ES: 4 TL: 2 VI: 1	AR/AM: 4 ZH: 2 EN: 0 FA: 3 FR: 0 DE: 0 JA: 0 KO: 0 PL/RU: 0 PA/HI: 3 SO/SW: 1 ES: 1 TL: 0 VI: 2
Total Responses: 64	All: 12 (19%)	All: 36 (56%)	All: 16 (25%)
Other: FA: Request info for men in abusive relationships (1)			

3. Please tell us what you think is the most effective way to present legal information:

For you:	AR/AM: Info Session/Workshop (2) Online (2) Website (2) Conferences (1)	For your clients:	AR/AM: Videos (4) Printed publications (2) Workshop (3) Audio Tapes (1) Phone (1)
	ZH: Workshop/conference/seminars (14) Website/Internet (10) Publications (5) Counseling (2) Publications (2) Email (1) Group/Individual (1) LawLINE (1)		ZH: Publications (in general) (8) Workshop (7) Radio (4) Media/newspapers (3) Publications (in Chinese) (3) Counseling (2) LawLINE (2) One on One (2) Internet (1) Phone service in clients language (1) Website (1)
	EN: Publications (1)		EN: Publications in their own language (1)
	FA: Workshops (3) Publication (2) Online (1) Videos (1)		FA: Publication (translated) (4) Videos (1) Workshops (2)
	FR: Info Sessions (1)		FR: Workshops (1)
	DE: Video (1) Brochures (1) Visuals (1)		DE: Brochures (1) Workshops (1) One to One (1)
	JA: Websites (1)		JA: Community Newspapers (1)
	KO: Website (3) Publications (2) Workshops/training (1)		KO: Community Newspaper(1) Publications (in Korean) (1) Publications (in general) (1) Religious churches/groups (1) Workshops (1)
	PL/RU: Workshops (1)		PL/RU: Direct Contact
	PA/HI: Publications (9) Website (7) Conference/Workshop (4) Articles (anywhere) (1) Email (1)		PA/HI: Publications (in general) (6) Face to face/info sessions (5) Publications (in Punjabi) (4) Radio (4) TV (2) Videos (bilingual) (2) Newspapers (1) Visuals (1)
	SO/SW: Websites/Internet (1)		SO/SW: Publications (1) Videos (1)
	ES: Pamphlets (3) Videos (2) CDs (1) Newsletter (1) Workshops (1) Visuals (1)		ES: Brochures/Pamphlets (3) Workshops (2) Newspapers (1) Person to Person (1) Videos (1)
	TL: One on One (1) Publications (1) Websites (1) Workshops (1)		TL: Forums/Workshops (2) Publications (2) Human Contact (1)
	VI: Training (1) Website (1) Website with e-bulletin updates (1) Workshop (1)		VI: Magazines (1) Radio (1) Vietnamese newspaper (1)

Why?	<p>AR/AM: Clients prefer to see (re: videos)(2) Request more material in Arabic (1) Easier to hand clients information (re: printed publications) (1) Most of my clients literate in their own languages (re: video/workshop) (1) I can go back whenever I need them (re: website) (1)</p>
	<p>ZH: Clients have access to radio (2) (Easier to access radio than Internet) Clients interested in attending workshops/public education (1) Website - access to the most up to date information (1) Direct information in a straightforward way (counseling) (1) Most clients do not read English (re: publications in Chinese) (1) We need in depth info whereas clients need to know the basics (re: workshops/training sessions) (1) More staff and client can get info at the same time (re: conference, one on one, media) (1) More people are willing to use Internet (1) Service workers have a high English level but not their clients (re: pubs in Chinese) (1) Information is concentrated and good for picking up materials (re: workshop) (1) LawLINE targets individual situations (1) Newcomers always use Chinese newspapers as a primary tool (1) Not all clients have Internet access (1)</p>
	<p>EN: (No response)</p>
	<p>FA: So I can explain it to the client in a simple language (re: workshops) (2) More private and they can take it home (re: publication) (1) I am very visual (re: publications & videos) (1) At workshops we can ask questions and explain to clients (1)</p>
	<p>FR: Most people understand while participating (1)</p>
	<p>DE: (No response)</p>
	<p>JA: (No response)</p>
	<p>KO: So they can understand (re: publications in Korean) (1) Korean community has several newspapers for information sharing and educative purposes. People are eager to get copies of them and keep (1) Most Koreans gather in churches, temples etc... (1) Face to face workshops/training requires some level of commitment. Without this commitment they do not work efficiently (1)</p>
	<p>PL/RU: (No response)</p>
	<p>PA/HI: Many of our clients can't read (re: visuals) (2) TV and radio are convenient, you can even listen in your car (1) Easy to understand (re: face to face) (1) More visual, easier for failing eyes (re: videos) (1) Most clients listen to radio and visit temples so can be approached (1) Website easy for service providers, printed materials easier for clients (1) People like to see & hear things in person (re: info sessions) (1) Prefer to read over and over to understand better (re: articles & newspapers) (1) Easy access (re: email and publications) (1)</p>
	<p>SO/SW: I deal with a lot of illiterate clients (1)</p>
	<p>ES: They need to have something to read (re: pamphlets) (1) Efficient way to receive info (re: newsletter) (1) Clients' questions can be answered, literacy an issue (re: workshops) (1) It is more effective (re: workshops) (1) In the community person to person info exchange is very effective (1) More accessible, more explicit (re: videos) (1) Informative and easy to understand (re: videos) (1)</p>
	<p>TL: In situations of crisis need human contact for support (1)</p>
	<p>VI: Clients have limited English and need to know basic information (1)</p>

4. What are the 4 most pressing legal issues in your community?

<p>AR/AM: Family Law (abuse/violence) (7) Immigration/sponsorship (4) Welfare (3) Access/custody (2) Sponsorship breakdown (2) Tenancy Rights(2)</p>	<p>Discrimination (1) Employment Practice Contract (1) Family Services (1) Housing (1) Human Rights (1) Income Assistance (1) MCFD (1)</p>
<p>ZH: Divorce (13) Employment (12) Immigration/Immigration Law (9) Tenants Rights (9) Child custody/protection (8) Family Law (7) Welfare/Income Assistance (7) Health/Patients Rights (4) Legal Aid (3) Sponsorship breakdown (3) Spousal Abuse (2) Youth Offenders (2) Citizenship (1) Civil Law (1) Customer Rights (1)</p>	<p>Division of property (1) EI Claim (1) Employment Standard Violation (1) Family Sponsorship (1) Family Violence (1) Financial Support (1) Medical cover (1) Old Age Security (1) Refugee Claim (1) Restraining orders (1) Senior Abuse (1) Senior Benefits (1) Support, interpretation of documents (1) Understanding EI rights & responsibility (1)</p>
<p>EN: (No response)</p>	
<p>FA: Divorce & Separation (3) Family Matters (3) Immigration (3) Welfare (3) Criminal (2) Domestic violence (2) Employment (2) Legal Services (2)</p>	<p>Youth with conflict (2) Banking (1) Child Protection (1) Discrimination (1) Refugee (1) Sponsorship breakdown (1) Tenant Rights (1)</p>
<p>FR: Immigration Laws (1) Income Programs (1) Tenant Rights (1)</p>	
<p>DE: Employment Law / WCB (1) Immigration Infraction (1) Sponsorship Breakdown (1)</p>	
<p>JA: Child Custody/Access, Intl Child Abduction (1) Immigration (1) Tenancy Issues (1) Violence (1)</p>	
<p>KO: Family Law (2) Tenant & Landlord Rights (2) Welfare, CPP, EI (2) Bankruptcy (1) Child Protection (1) Conflict with private immigration agencies (1) Criminal Law (1)</p>	<p>Divorce (1) Domestic Violence (1) Employment (1) Immigration Law (1) Small claims (1) Sponsorship (1)</p>
<p>PL/RU: Custody (1) Divorce (1)</p>	

<p>PA/HI:</p> <p>Services for abused women/families (8)</p> <p>Family Law & Matters (5)</p> <p>Employment (4)</p> <p>Immigration & Rights (4)</p> <p>Child custody/welfare (3)</p> <p>Divorce (3)</p> <p>Senior's Benefits (3)</p> <p>Sponsorship Breakdown (3)</p> <p>Tenant Rights (3)</p> <p>Welfare (3)</p> <p>WCB – EI (3)</p> <p>Criminal (2)</p> <p>Employment Standards (2)</p> <p>Health (2)</p> <p>Pensions (2)</p>	<p>CPP-disability (1)</p> <p>CPP (1)</p> <p>Courts (1)</p> <p>Drug abuse (1)</p> <p>Home care services (1)</p> <p>Housing Issues (1)</p> <p>Income Tax & Away from Canada (1)</p> <p>Old Age Security (1)</p> <p>Poverty (1)</p> <p>Senior abuse (1)</p> <p>Seniors' Medical (1)</p> <p>Seniors' Rights (1)</p> <p>Social Assistance (1)</p> <p>Sponsorship (1)</p> <p>Youth crime & drugs (1)</p>
<p>SO/SW:</p> <p>Child Protection (1)</p> <p>Divorce (1)</p>	<p>Immigration (1)</p> <p>Welfare (1)</p>
<p>ES:</p> <p>Immigration (5)</p> <p>Family Law (4)</p> <p>Housing for newcomers (3)</p> <p>Employment (2)</p> <p>Health & Patient Rights (2)</p> <p>Income Assistance for newcomers (2)</p>	<p>Legal Assistance (2)</p> <p>Welfare (2)</p> <p>CPP (1)</p> <p>Custody/access (1)</p> <p>Old Security Pension (1)</p> <p>Seniors' Benefits (1)</p>
<p>TL:</p> <p>Employment (2)</p> <p>Child Custody/Access (1)</p> <p>Criminal Law (1)</p> <p>Family Law (1)</p> <p>Family Violence (1)</p>	<p>Immigration (1)</p> <p>Senior Benefits (1)</p> <p>Sponsorship (1)</p> <p>Sponsorship Breakdown (1)</p>
<p>VI:</p> <p>Child Custody & Access (2)</p> <p>Divorce (2)</p> <p>Alcohol & Drugs (1)</p> <p>Criminal (1)</p> <p>Family Violence (1)</p>	<p>Immigration (1)</p> <p>Labour Law (1)</p> <p>Maintenance (1)</p> <p>Students/Visitors (1)</p> <p>Youth Issues (1)</p>

5. Do you have Internet access at your organization?

Yes

AR/AM: 7
ZH: 16
EN: 1
FA: 7
FR: 1
DE: 1
JA: 1
KO: 4
PL/RU: 1
PA/HI: 17
SO/SW: 1
ES: 7
TL: 3
VI: 3
All: 70 (100%)

No (if no skip to 9)

AR/AM: 0
ZH: 0
EN: 0
FA: 0
FR: 0
DE: 0
JA: 0
KO: 0
PL/RU: 0
PA/HI: 0
SO/SW: 0
ES: 0
TL: 0
VI: 0
All: 0 (0%)

6. How does your organization use the Internet to provide information to the people you serve?

Information on our website

AR/AM: 6
ZH: 22
EN: 1
FA: 6
FR: 0
DE: 0
JA: 1
KO: 2
PL/RU: 1
PA/HI: 9
SO/SW: 1
ES: 6
TL: 3
VI: 2
All: 60 (86%)

We email information to people

AR/AM: 2
ZH: 5
EN: 1
FA: 1
FR: 1
DE: 0
JA: 0
KO: 2
PL/RU: 0
PA/HI: 4
SO/SW: 0
ES: 2
TL: 1
VI: 0
All: 19 (27%)

We do not use the Internet to provide information

AR/AM: 1 *Personally tell our client (1)*
ZH: 2
EN: 0
FA: 0
FR: 0
DE: 1
JA: 0
KO: 0
PL/RU: 0
PA/HI: 7 *Connect the clients to useful websites & provide information (1)*
SO/SW: 0
ES: 1
TL: 0
VI: 1
All: 13 (19%)

7. Does your client group get information about Canadian law or systems from the Internet?

Yes

AR/AM: 0
 ZH: 11
 EN: 0
 FA: 3
 FR: 0
 DE: 1
 JA: 1
 KO: 2
 PL/RU: 0
 PA/HI: 5
 SO/SW: 0
 ES: 4
 TL: 2
 VI: 0
All: 29 (38%)

No

AR/AM: 6
 ZH: 5
 EN: 1
 FA: 2
 FR: 0
 DE: 0
 JA: 0
 KO: 2
 PL/RU: 0
 PA/HI: 8
 SO/SW: 0
 ES: 2
 TL: 0
 VI: 1
All: 27 (35%)

Don't know

AR/AM: 0
 ZH: 8
 EN: 1
 FA: 2
 FR: 1
 DE: 0
 JA: 0
 KO: 0
 PL/RU: 0
 PA/HI: 4
 SO/SW: 1
 ES: 2
 TL: 0
 VI: 2
All: 21 (27%)

(Total responses: 77)

AR/AM: Through case workers (1)
 PL/RU: Sometimes (1)
 PA/HI: Not all clients have access to Internet (1)
 ES: Sometimes not accessible to everyone (1)
 TL: Depends on the client (1)
 VI: People need counsel as well (1)

8. We know that many people download publications from our website. How do you use downloaded documents?

To print and read

AR/AM: 3
ZH: 12
EN: 1
FA: 3
FR: 1
DE: 1
JA: 1
KO: 3
PL/RU: 1
PA/HI: 8
SO/SW: 1
ES: 2
TL: 2
VI: 0
All: 39

To read online

AR/AM: 3
ZH: 13
EN: 0
FA: 5
FR: 0
DE: 0
JA: 1
KO: 2
PL/RU: 0
PA/HI: 7
SO/SW: 0
ES: 5
TL: 2
VI: 4
All: 42

To print and hand out to clients

AR/AM: 5
ZH: 16
EN: 0
FA: 6
FR: 0
DE: 1
JA: 0
KO: 2
PL/RU: 0
PA/HI: 12
SO/SW: 1
ES: 2
TL: 1
VI: 3
All: 49

To review before ordering copies

AR/AM: 2
ZH: 8
EN: 0
FA: 0
FR: 1
DE: 0
JA: 0
KO: 0
PL/RU: 0
PA/HI: 1
SO/SW: 1
ES: 2
TL: 0
VI: 0
All: 15

None of the above

AR/AM: 0
ZH: 1
EN: 0
FA: 0
FR: 0
DE: 0
JA: 0
KO: 0
PL/RU: 0
PA/HI: 1
SO/SW: 0
ES: 2
TL: 0
VI: 0
All: 4

Other _____

AR/AM: 0
ZH: 0
EN: 0
FA: 0
FR: 0
DE: 0
JA: 0
KO: 0
PL/RU: 0
PA/HI: 1
SO/SW: 0
ES: 0
TL: 0
VI: 0
All: 1

oral explanation (1)

9. How does your organization use LSS print publications? Please mark the top 3:

Give to people in person

AR/AM: 5
ZH: 20
EN: 0
FA: 6
FR: 1
DE: 1
JA: 1
KO: 3
PL/RU: 1
PA/HI: 12
SO/SW: 1
ES: 6
TL: 3
VI: 3

All: 63

Read with clients to explain issues

AR/AM: 7
ZH: 15
EN: 0
FA: 1
FR: 1
DE: 1
JA: 1
KO: 4
PL/RU: 1
PA/HI: 11
SO/SW: 1
ES: 3
TL: 3
VI: 2

All: 52

Mail to people

AR/AM: 0
ZH: 1
EN: 0
FA: 1
FR: 0
DE: 0
JA: 0
KO: 0
PL/RU: 0
PA/HI: 0
SO/SW: 0
ES: 1
TL: 0
VI: 0

All: 3

Use as resource material for staff

AR/AM: 3
ZH: 19
EN: 0
FA: 1
FR: 1
DE: 1
JA: 1
KO: 2
PL/RU: 0
SO/SW: 1
PA/HI: 3
ES: 3
TL: 0
VI: 1

All: 36

Use in workshops or presentations

AR/AM: 5
ZH: 14
EN: 0
FA: 2
FR: 0
DE: 0
JA: 1
KO: 1
PL/RU: 0
PA/HI: 10
SO/SW: 1
ES: 5
TL: 0
VI: 2

All: 41

Display in the office or public events

AR/AM: 2
ZH: 9
EN: 0
FA: 6
FR: 1
DE: 1
JA: 1
KO: 1
PL/RU: 0
PA/HI: 11
SO/SW: 1
ES: 4
TL: 3
VI: 1

All: 41

Use in classrooms (ESL)

AR/AM: 1
ZH: 4
EN: 0
FA: 0
FR: 0
DE: 0
JA: 0
KO: 0
PL/RU: 0
PA/HI: 6
SO/SW: 0
ES: 1
TL: 0
VI: 0
All: 12

Other: _____

AR/AM: 0
ZH:
EN: 0
FA: 0
FR: 0
DE: 0
JA: 0
KO: 0
PL/RU: 0
PA/HI: 2 *Special sessions with Legal Aid
Services Society (1), Speaking to groups (1)*
SO/SW: 0
ES: 0
TL: 0
VI: 0
All: 2

Could we contact you when we are developing new resources in languages other than English, or in order to get more feedback from you or your clients about LSS resources in languages other than English? If so, please fill in your name and contact info below.

FA: I would like to be part of a focus group (1)

Name: _____

Phone: _____

Organization: _____

Email: _____

We thank you for taking the time to provide this information.

APPENDIX B – Agencies Participating in the Review

(One participant per agency unless otherwise noted.)

Abbotsford Community Services (2 participants)
CHIMO Crisis Services
College Educacentre
Collingwood Neighbourhood House (2 participants)
Hispanic Community Centre Society (2 participants)
Immigrant and Multicultural Services Society (4 participants)
Immigrant Services Society of BC (7 participants)
Jewish Family Service Agency (3 participants)
Kamloops Immigrant Services (3 participants)
Kiwassa Neighbourhood House
Langley Family Services
MOSAIC (4 participants)
Multicultural Family Centre
Multicultural Helping House (2 participants)
National Congress of Black Women Foundation
North Shore Multicultural Society (2 participants)
Penticton and District Multicultural Society
Progressive Intercultural Community Services Society (6 participants)
Richmond Multicultural Concerns Society (2 participants)
S.U.C.C.E.S.S. (13 participants)
South Vancouver Neighbourhood House (3 participants)
Storefront Orientation Services (4 participants)
Vancouver and Lower Mainland Multicultural Family Services Society (9 participants)
Vancouver Association for Survivors of Torture
Vernon and District Immigrant Services Society (2 participants)
Victoria Immigrant and Refugee Society (2 participants)

APPENDIX C – List of LSS LOTE Publications

Publication	Chinese	English	Farsi	French	Japanese	Korean	Punjabi	Russian	Spanish	Vietnamese
Benefits and Services for Seniors	X	X	X	X	X	X	X		X	
For Your Protection: Peace Bonds and Restraining Orders	X	X					X			
If Your Marriage Breaks Up: Dealing with the Legal Issues		X		X						
Legal Aid Can Help	X	X		X	X	X	X	X	X	X
Legal Aid Services	X	X		X	X	X	X	X	X	X
If Your Child is Taken by the Ministry of Children and Family Development, Your Rights as a Parent		X		X						
Legal Information for Battered Women, fact sheets										
1. If You Are an Immigrant Sponsored by your husband	X	X	X				X		X	
2. Taking Legal Action	X	X	X				X		X	
3. Custody and Access	X	X	X				X		X	
4. Peace Bonds, Restraining Orders, and No-Contact Orders	X	X	X				X		X	
Living Common-Law: Your Rights and Responsibilities		X		X			X		X	
Parents' Rights, Kids' Rights: A Parent's Guide to Child Protection Law in BC		X		X						
Refugee fact sheets										
1. Starting a Refugee Claim	X	X							X	
2. Legal Help and Other Services for Refugee Claimants	X	X							X	
3. How to Fill Out a Personal Information Form	X	X							X	
4. A Guide to Humanitarian and Compassionate Applications	X	X							X	
5. A Guide to Pre-Removal Risk Assessment Applications	X	X							X	
6. Personal Information Form	X								X	
Speaking of Abuse: Violence Against Women in Relationships	X	X	X	X			X	X	X	X
Speaking to the Judge Before You Are Sentenced		X		X						
Sponsorship Breakdown	X	X				X	X		X	X
What you should expect from your legal aid lawyer	X	X	X	X			X		X	X
Welfare Fact Sheets										
A. Qualifying for Regular Welfare	X	X	X	X			X		X	X
B. Applying for Welfare	X	X	X	X			X		X	X
C. Regular Welfare and Other Benefits	X	X	X	X			X		X	X
D. Rights and Responsibilities of People on Welfare	X	X	X	X			X		X	X
LawLINE/LawLINK bookmark	X	X	X	X			X		X	X
Multilingual Legal Aid Poster	X	X	X	X			X		X	X