
EVERYDAY LEGAL PROBLEMS AND THE COST OF JUSTICE IN CANADA

REGION

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

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

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

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

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

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



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EVERYDAY LEGAL PROBLEMS AND THE COST OF JUSTICE IN CANADA REGION

OVERVIEW

INTRODUCTION

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

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

the data into the following 4 categories: Atlantic Canada, Québec, Ontario, and Western Canada.

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

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

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

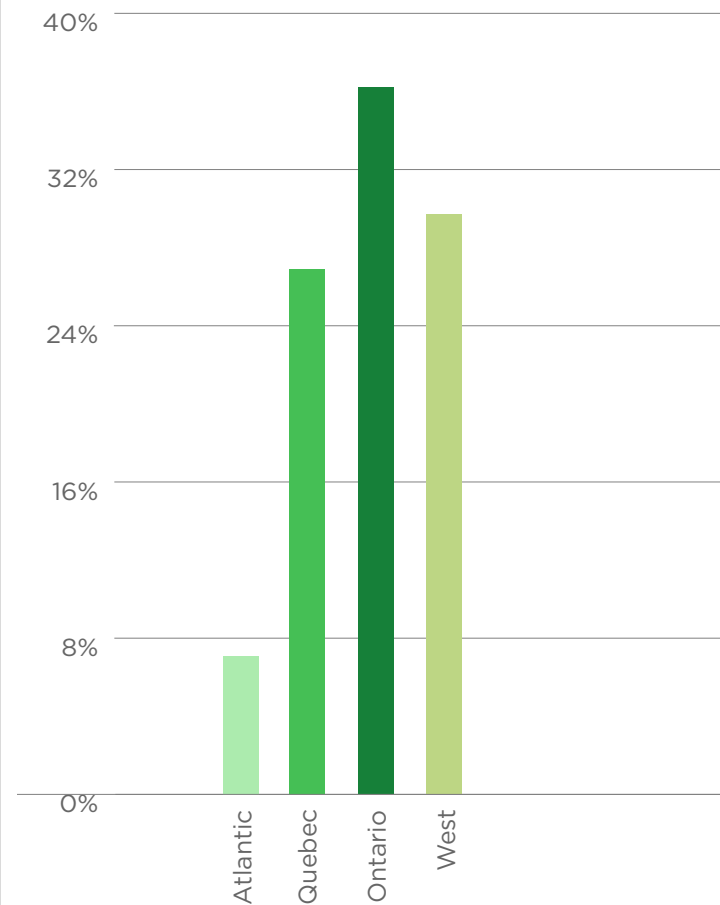
2 For more information on each of these problem types, see: Canadian Forum on Civil Justice, *Everyday Legal Problems and the Cost of Justice in Canada Fact Sheets on 17 Problem Types* (Toronto, Canadian Forum on Civil Justice, 2016), online: <<http://cfcj-fcjc.org/cost-of-justice>>

REGION

Of the survey's 3,051 land line respondents, a total of 307 respondents were from Atlantic Canada (Newfoundland and Labrador, Prince Edward Island, Nova Scotia and New Brunswick). 708 respondents were from Quebec. 1,075 respondents were from Ontario. 961 respondents were from Western Canada (Manitoba, Saskatchewan, Alberta and British Columbia). Weighted to the population, this represents an estimated 1,676,557 adults from Atlantic Canada, 6,356,545 from Quebec, 8,543,108 from Ontario, and 7,014,487 from Western Canada.

Region		Estimate
Population Estimate	Atlantic	1,676,557
	Quebec	6,356,545
	Ontario	8,543,108
	West	7,014,487
% of Total	Atlantic	7.1
	Quebec	26.9
	Ontario	36.3
	West	29.7

Percentage of Respondents by Region



EVERYDAY LEGAL PROBLEMS AND THE COST OF JUSTICE IN CANADA REGION

CIVIL AND FAMILY JUSTICE PROBLEM TYPES

EVERYDAY LEGAL PROBLEMS AND REGION

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

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

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

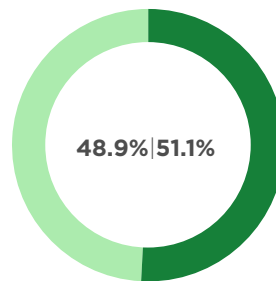
Individual experiencing 1 or more problems		Region			
No	Population Estimate	Atlantic	Quebec	Ontario	West
		857,339	3,858,995	3,931,698	3,521,775
Yes	Population Estimate	819,218	2,497,550	4,611,410	3,492,712

EVERYDAY LEGAL PROBLEMS

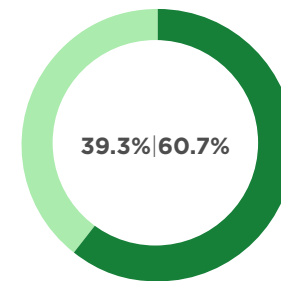
Almost 50% of people in Canada over the age of 18 will experience an everyday legal problem in a given 3-year period. Furthermore, essentially every Canadian will experience an everyday legal problem over the course of their lifetime.

Individuals experiencing 1 or more problems		Region Classification			
		Atlantic	Quebec	Ontario	West
No	Population Estimate	857,339	3,858,995	3,931,698	3,521,775
	% within Four Region Classification	51.1%	60.7%	46.0%	50.2%
Yes	Population Estimate	819,218	2,497,550	4,611,410	3,492,712
	% within Four Region Classification	48.9%	39.3%	54.0%	49.8%
Total	Population Size	1,676,557	6,356,545	8,543,108	7,014,487

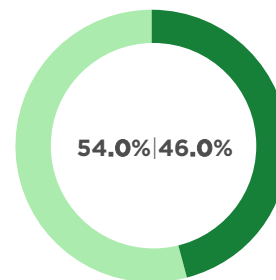
Percentage Of People Based on Region Experiencing One or More Legal Problems



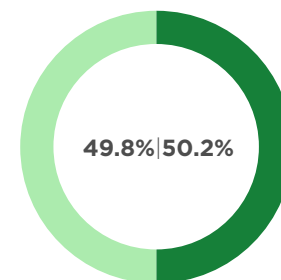
Atlantic



Quebec



Ontario



West

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

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

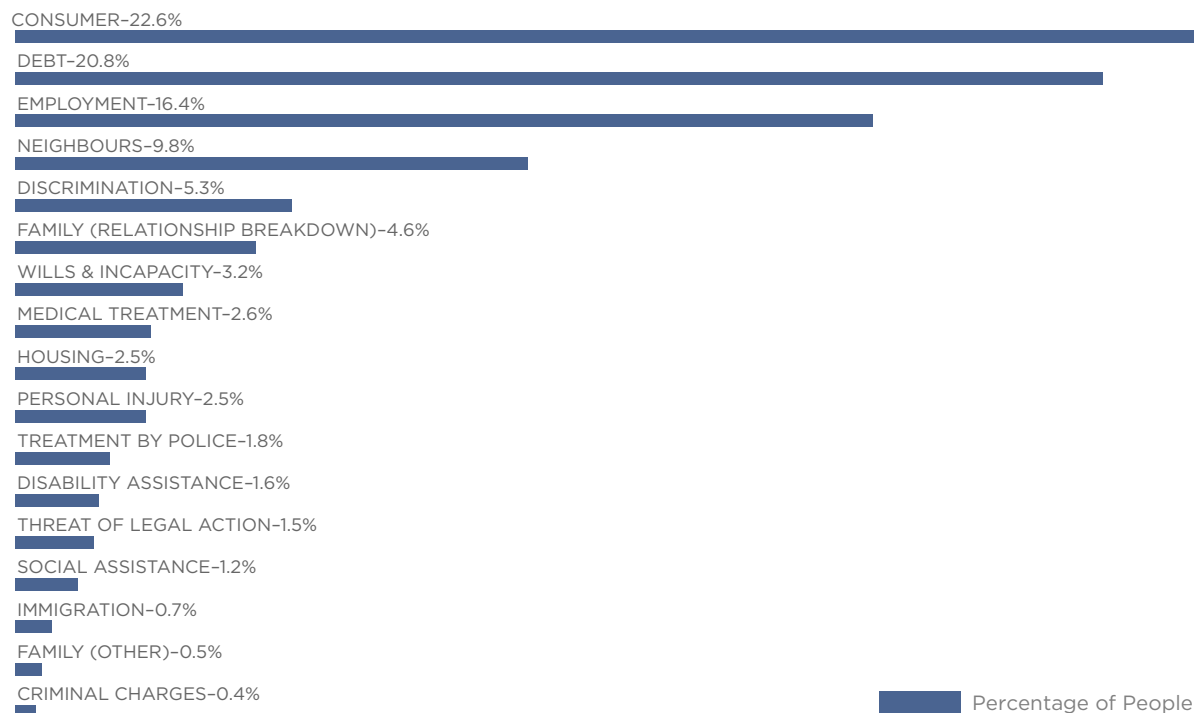
EVERYDAY LEGAL PROBLEM TYPES

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

Percentage Of People who will Experience an Everyday Legal Problem Over the Course Of a Given Three-year Period



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



CONSUMER PROBLEMS

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

Based on region, this represents:

21.4%

of Atlantic Canada

16.9%

of Quebec

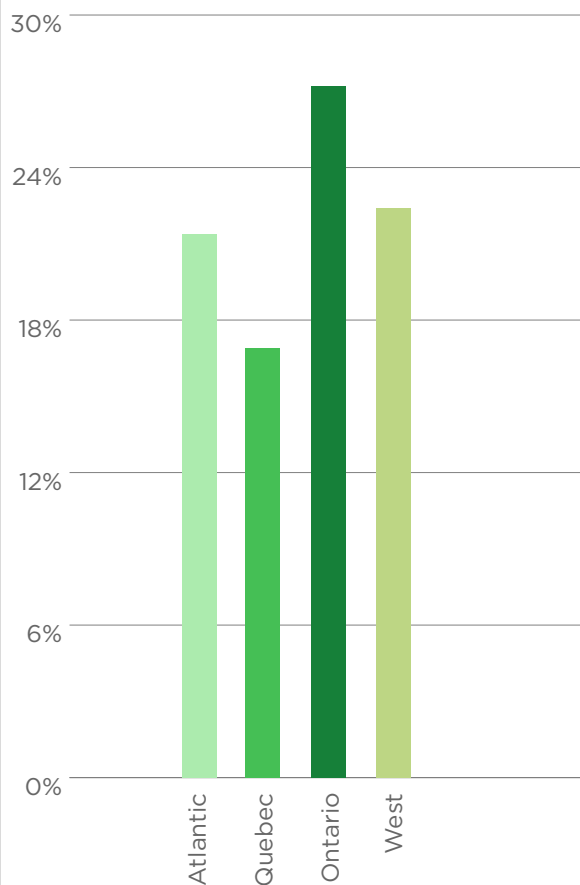
27.2%

of Ontario

22.4%

of Western Canada

Percentage of People Based on Region with One or More Consumer Problems



Consumer Problems	Population Size	Percentage
Atlantic	358,360	21.4
Quebec	1,075,343	16.9
Ontario	2,320,064	27.2
West	1,574,489	22.4

DEBT PROBLEMS

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

Based on region, this represents:

20.0%

of Atlantic Canada

16.2%

of Quebec

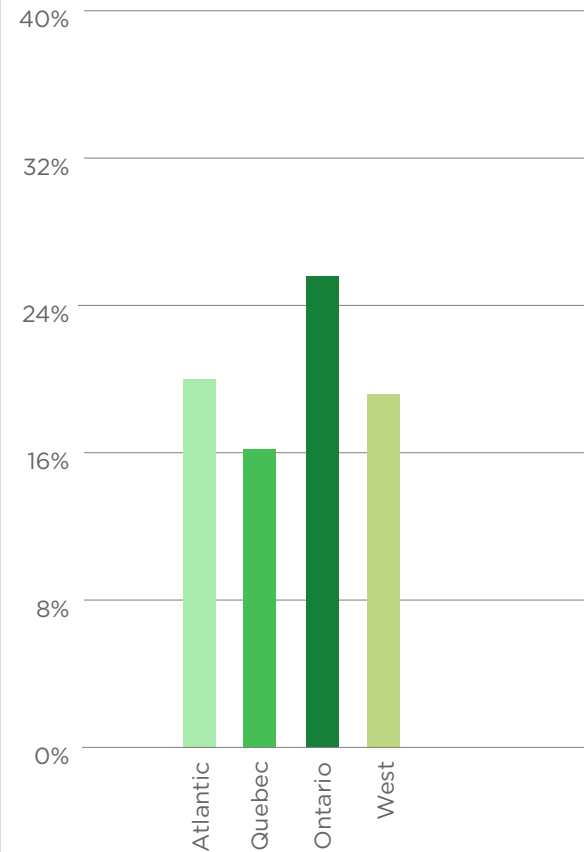
25.6%

of Ontario

19.2%

of Western Canada

Percentage of People Based on Region with One or More Debt Problems



Debt Problems	Population Size	Percentage
Atlantic	334,835	20.0
Quebec	1,032,379	16.2
Ontario	2,189,819	25.6
West	1,345,176	19.2

EMPLOYMENT PROBLEMS

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

Based on region, this represents:

21.0%

of Atlantic Canada

12.5%

of Quebec

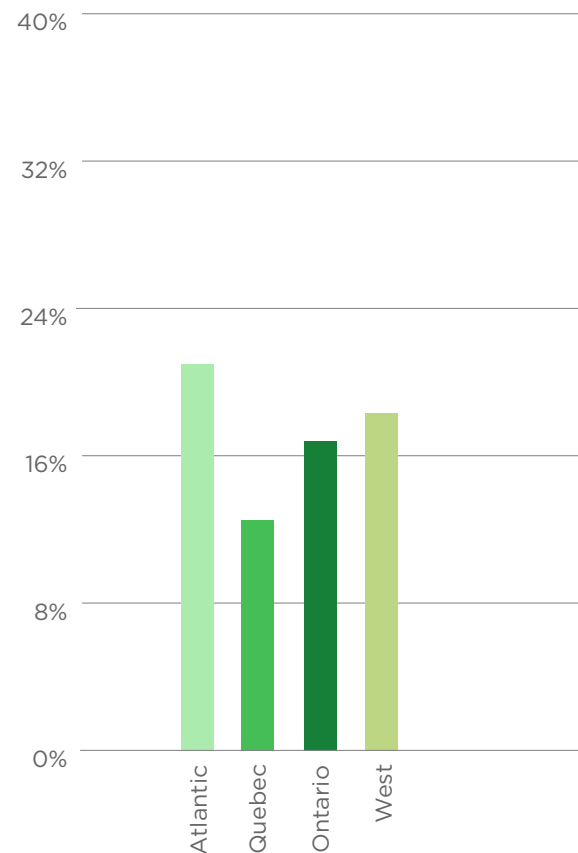
16.8%

of Ontario

18.3%

of Western Canada

Percentage of People Based on Region with One or More Employment Problems



Employment Problems	Population Size	Percentage
Atlantic	351,997	21.0
Quebec	796,023	12.5
Ontario	1,438,009	16.8
West	1,283,369	18.3

PROBLEMS WITH NEIGHBOURS

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

Based on region, this represents:

8.9%

of Atlantic Canada

7.2%

of Quebec

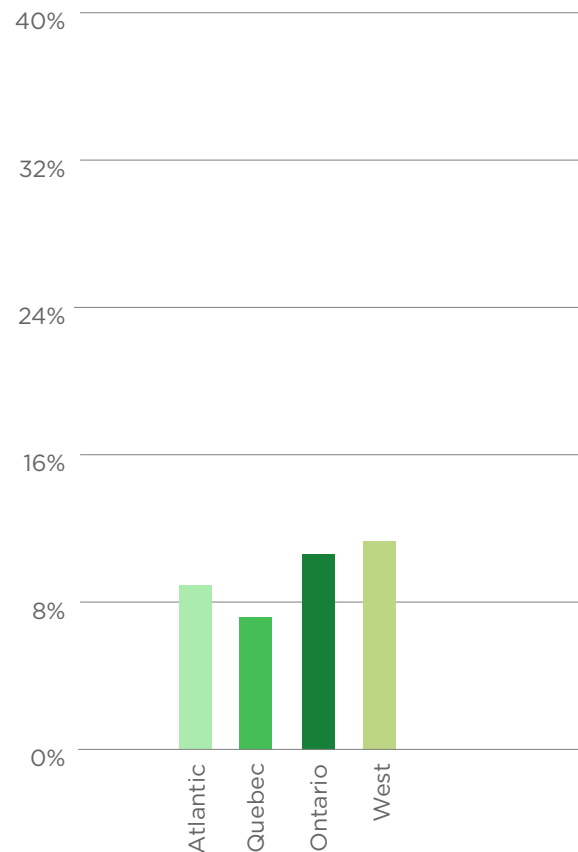
10.6%

of Ontario

11.3%

of Western Canada

Percentage of People Based on Region with One or More Neighbour Problems



Neighbour Problems	Population Size	Percentage
Atlantic	149,580	8.9
Quebec	456,578	7.2
Ontario	907,115	10.6
West	789,580	11.3

DISCRIMINATION PROBLEMS

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

Based on region, this represents:

5.8%

of Atlantic Canada

2.4%

of Quebec

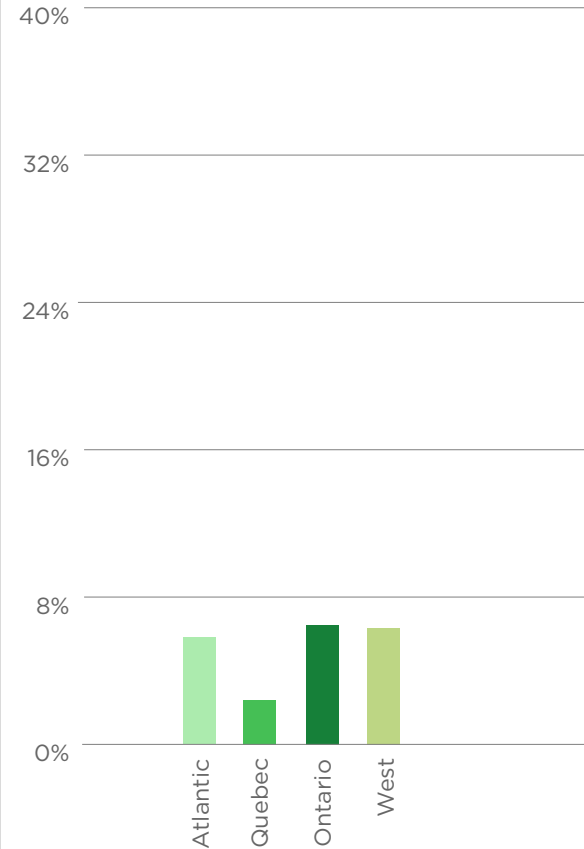
6.5%

of Ontario

6.3%

of Western Canada

Percentage of People Based on Region with One or More Discrimination Problems



Discrimination Problems	Population Size	Percentage
Atlantic	97,691	5.8
Quebec	153,648	2.4
Ontario	557,723	6.5
West	441,087	6.3

FAMILY LAW (RELATIONSHIP BREAKDOWN) PROBLEMS³

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

Based on region, this represents:

1.1%

of Atlantic Canada

4.2%

of Quebec

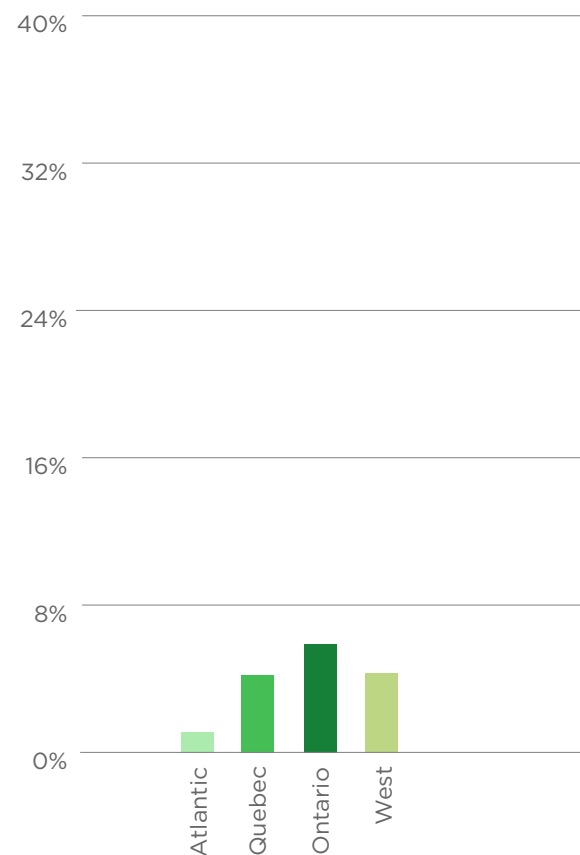
5.9%

of Ontario

4.3%

of Western Canada

Percentage of People Based on Region with One or More Family (Relationship Breakdown) Problems



Family Law - Relationship	Population Size	Percentage
Atlantic	18,433	1.1
Quebec	268,871	4.2
Ontario	504,592	5.9
West	301,418	4.3

³ Relationship breakdown problems include: divorce, separation, changes in child support, division of assets after family break-up, collection of spousal support, family matters that involve a restraining order and other relationship breakdown problems.

WILLS & INCAPACITY PROBLEMS

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

Based on region, this represents:

2.2%

of Atlantic Canada

1.6%

of Quebec

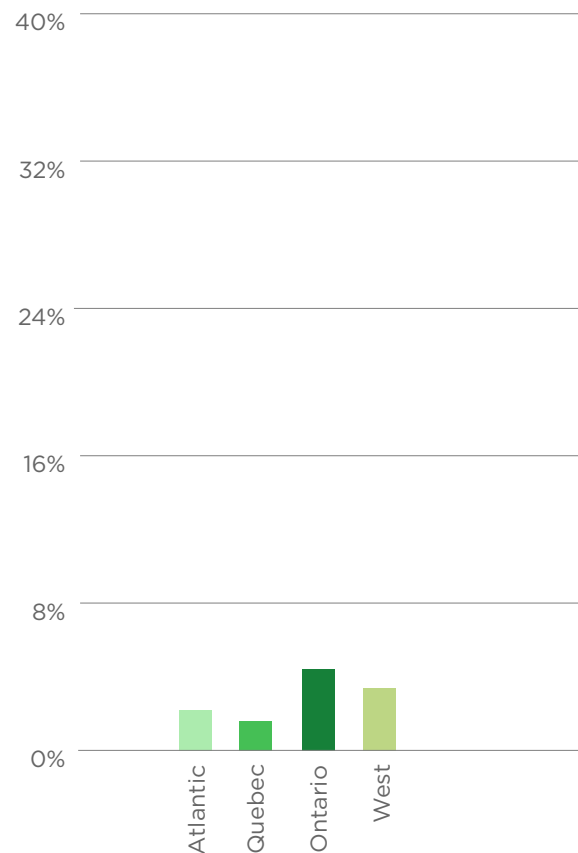
4.4%

of Ontario

3.4%

of Western Canada

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



Wills & Incapacity Problems	Population Size	Percentage
Atlantic	36,459	2.2
Quebec	99,011	1.6
Ontario	379,946	4.4
West	240,480	3.4

PROBLEMS RELATED TO MEDICAL TREATMENT

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

Based on region, this represents:

1.0%

of Atlantic Canada

1.7%

of Quebec

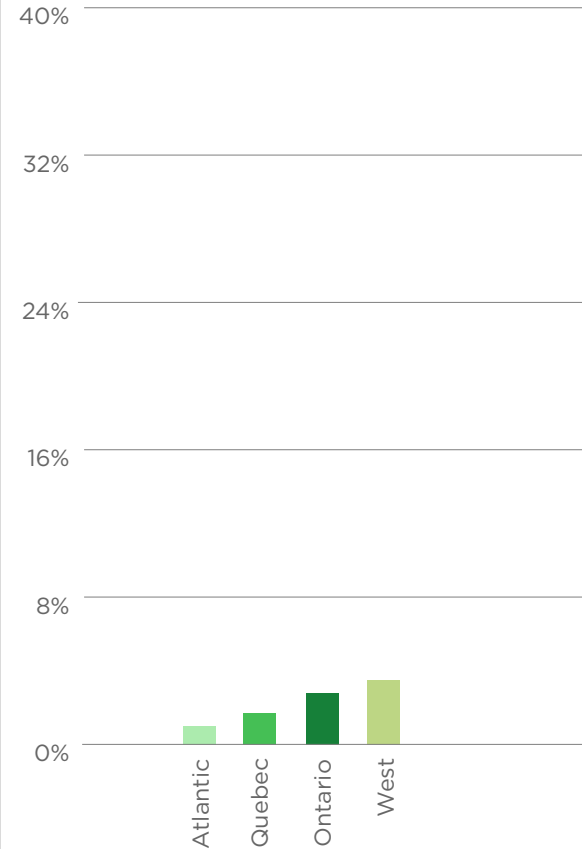
2.8%

of Ontario

3.5%

of Western Canada

Percentage of People Based on Region with One or More Problems Related to Medical Treatment



Medical Treatment Problems	Population Size	Percentage
Atlantic	17,116	1.0
Quebec	109,217	1.7
Ontario	240,286	2.8
West	242,299	3.5

HOUSING PROBLEMS

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

Based on region, this represents:

2.7%

of Atlantic Canada

2.7%

of Quebec

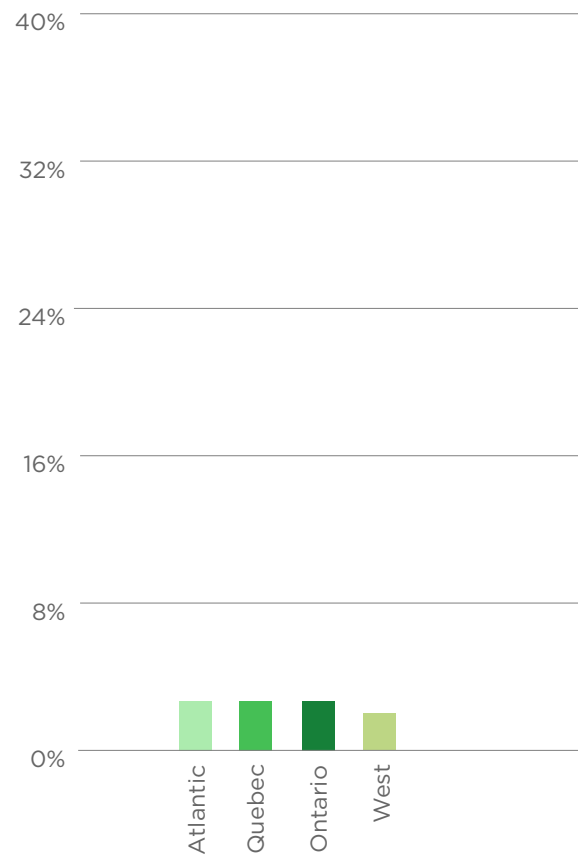
2.7%

of Ontario

2.0%

of Western Canada

Percentage of People Based on Region with One or More Housing Problems



Housing Problems	Population Size	Percentage
Atlantic	45,663	2.7
Quebec	169,611	2.7
Ontario	228,438	2.7
West	140,487	2.0

PERSONAL INJURY PROBLEMS

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

Based on region, this represents:

1.7%

of Atlantic Canada

1.4%

of Quebec

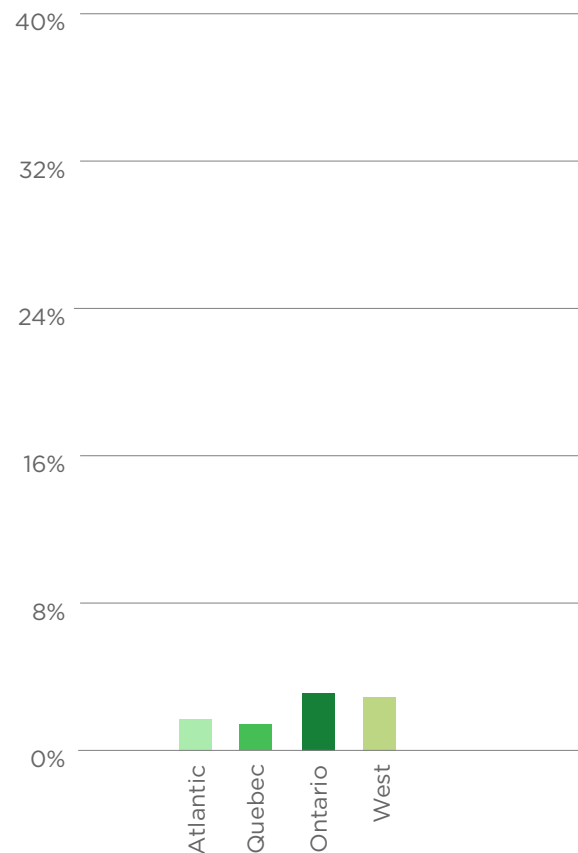
3.1%

of Ontario

2.9%

of Western Canada

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



Personal Injury Problems	Population Size	Percentage
Atlantic	28,782	1.7
Quebec	86,004	1.4
Ontario	266,420	3.1
West	203,975	2.9

TREATMENT BY POLICE

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

Based on region, this represents:

2.1%

of Atlantic Canada

0.3%

of Quebec

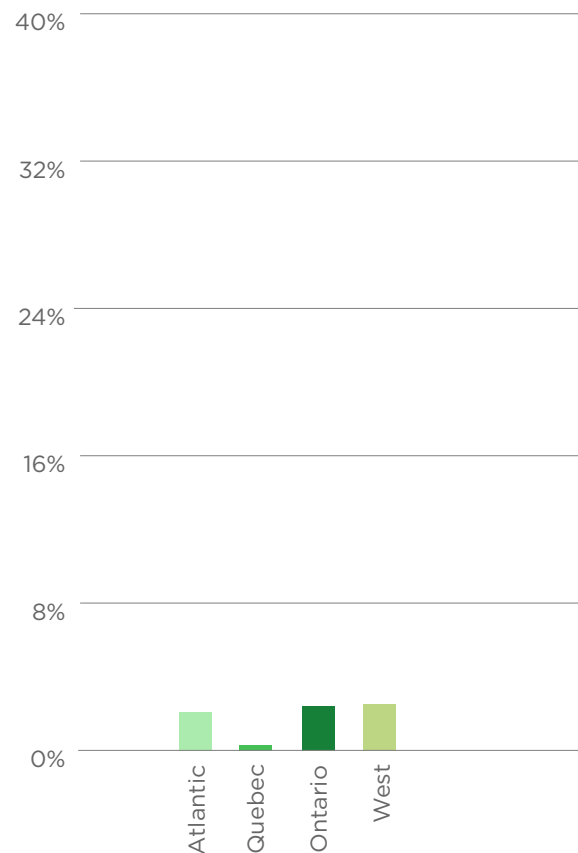
2.4%

of Ontario

2.5%

of Western Canada

Percentage of People Based on Region with One or More Problems Related to Treatment by Police



Treatment by Police Problems	Population Size	Percentage
Atlantic	34,683	2.1
Quebec	21,874	0.3
Ontario	203,698	2.4
West	175,119	2.5

DISABILITY ASSISTANCE PROBLEMS

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

Based on region, this represents:

0.7%

of Atlantic Canada

1.2%

of Quebec

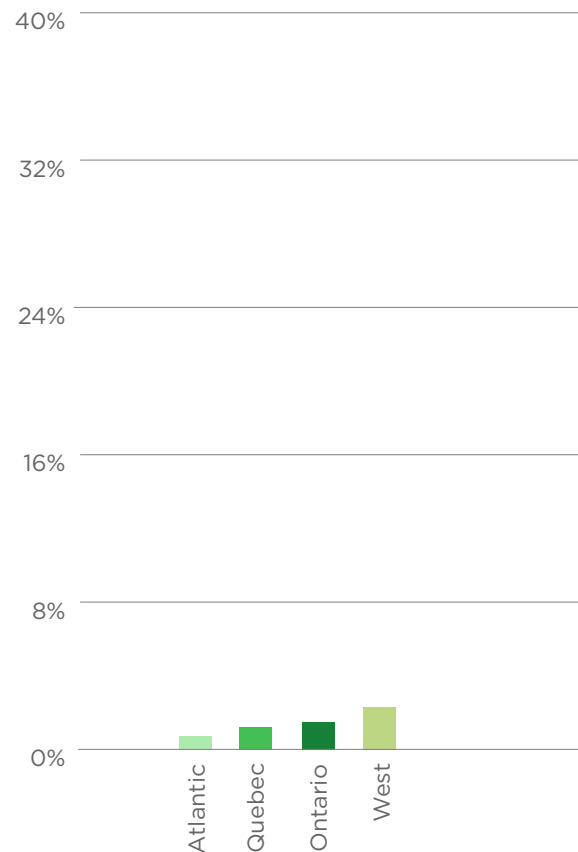
1.5%

of Ontario

2.3%

of Western Canada

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



Disability Assistance Problems	Population Size	Percentage
Atlantic	11,364	0.7
Quebec	75,827	1.2
Ontario	125,259	1.5
West	162,083	2.3

PROBLEMS RELATED TO THREATS OF LEGAL ACTION

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

Based on region, this represents:

0.8%

of Atlantic Canada

1.7%

of Quebec

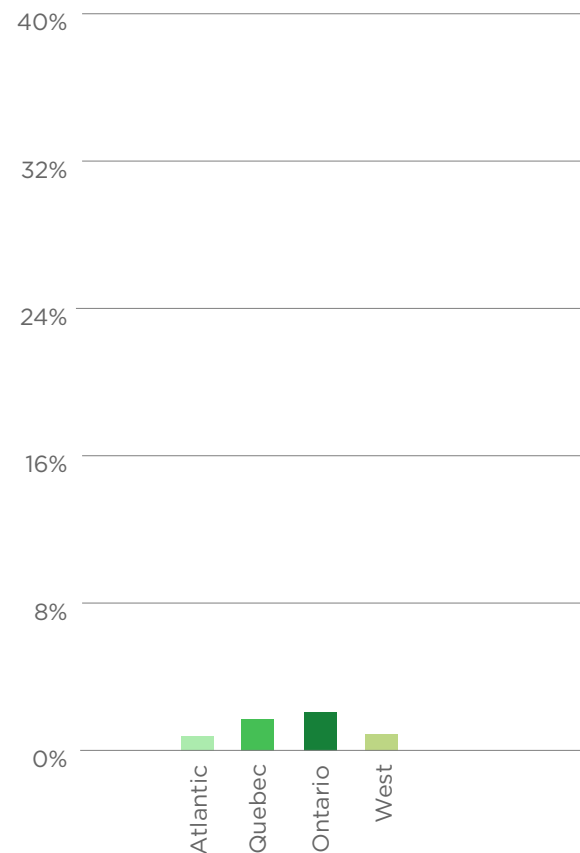
2.1%

of Ontario

0.9%

of Western Canada

Percentage of People Based on Region with One or More Problems Related to Threats of Legal Action



Legal Action Problems	Population Size	Percentage
Atlantic	14,041	0.8
Quebec	104,989	1.7
Ontario	179,960	2.1
West	60,477	0.9

SOCIAL ASSISTANCE PROBLEMS

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

Based on region, this represents:

0.2%

of Atlantic Canada

1.0%

of Quebec

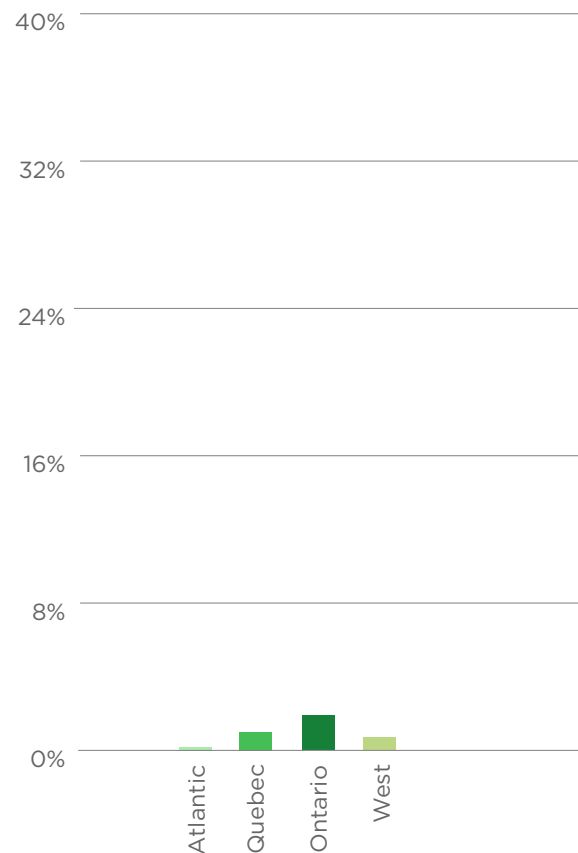
1.9%

of Ontario

0.7%

of Western Canada

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



Social Assistance Problems	Population Size	Percentage
Atlantic	2,773	0.2
Quebec	65,821	1.0
Ontario	162,780	1.9
West	51,236	0.7

IMMIGRATION PROBLEMS

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

Based on region, this represents:

0.7%

of Quebec

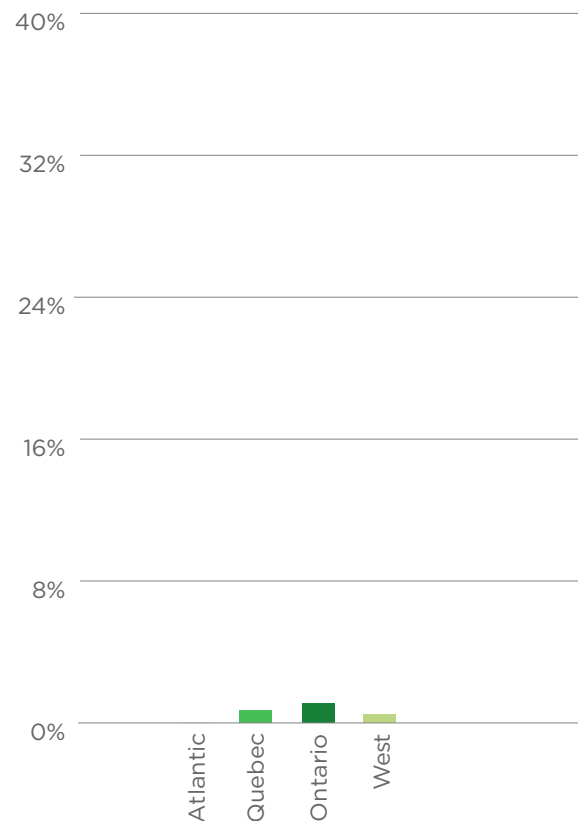
1.1%

of Ontario

0.5%

of Western Canada

Percentage of People Based on Region with One or More Immigration Problems



Immigration Problems	Population Size	Percentage
Atlantic ⁴		
Quebec	44,740	0.7
Ontario	96,354	1.1
West	34,920	0.5

⁴ Data from the Atlantic Provinces was found to not be statistically significant.

FAMILY (OTHER) PROBLEMS⁵

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

Based on region, this represents:

0.2%

of Quebec

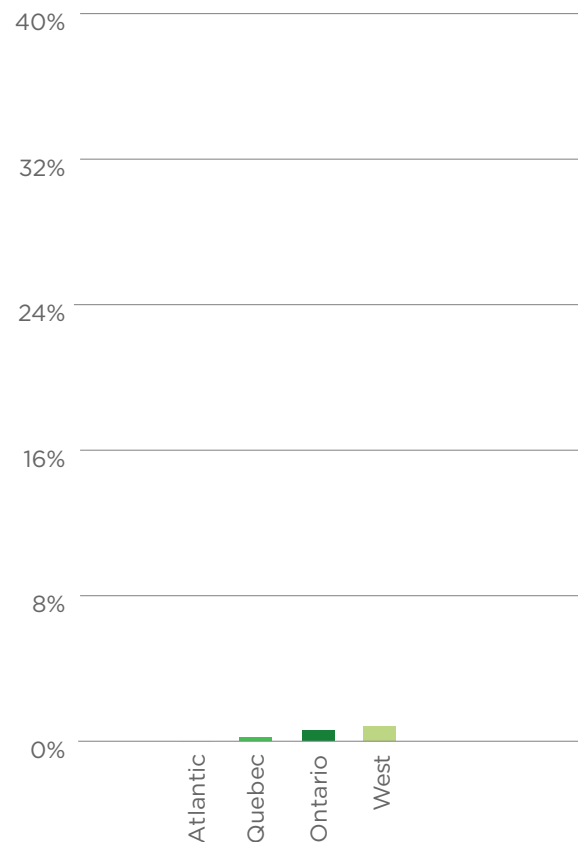
0.6%

of Ontario

0.8%

of Western Canada

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



Family (other) Problems	Population Size	Percentage
Atlantic ⁶		
Quebec	14,001	0.2
Ontario	55,469	0.6
West	53,713	0.8

⁵ Family (other) problems relate to: becoming the guardian of a child, having a child under your guardianship taken away, representation for a child in a dispute, child abduction and disputes regarding a child's status in school.

⁶ Data from the Atlantic Provinces was found to not be statistically significant.

CRIMINAL LAW PROBLEMS

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

Based on region, this represents:

0.3%

of Atlantic Canada

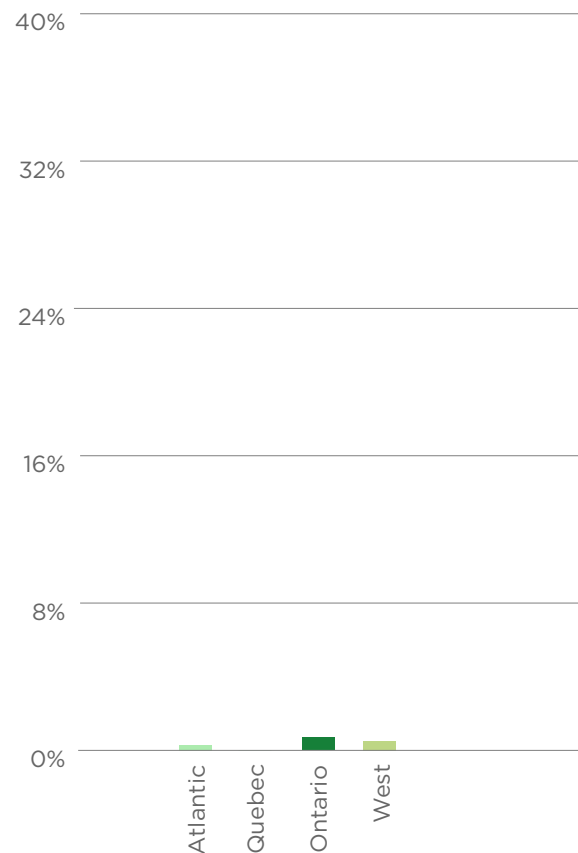
0.7%

of Ontario

0.5%

of Western Canada

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



Criminal Law Problems	Population Size	Percentage
Atlantic	4,466	0.3
Quebec ⁷		
Ontario	56,048	0.7
West	38,304	0.5

⁷ Data from Quebec was found to not be statistically significant.

SERVICE OPTIONS AND TAKING ACTION

Of the 48.4% people in Canada who will experience at least 1 civil or family justice problem over a given three-year period, 95.0% will try to resolve their legal problem in some way.

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

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

TAKING ACTION

An estimated 10,543,556 people in Canada will experience at least 1 and as many as 7 civil or family justice problems within a given 3-year period.

Based on region, this amounts to approximately:

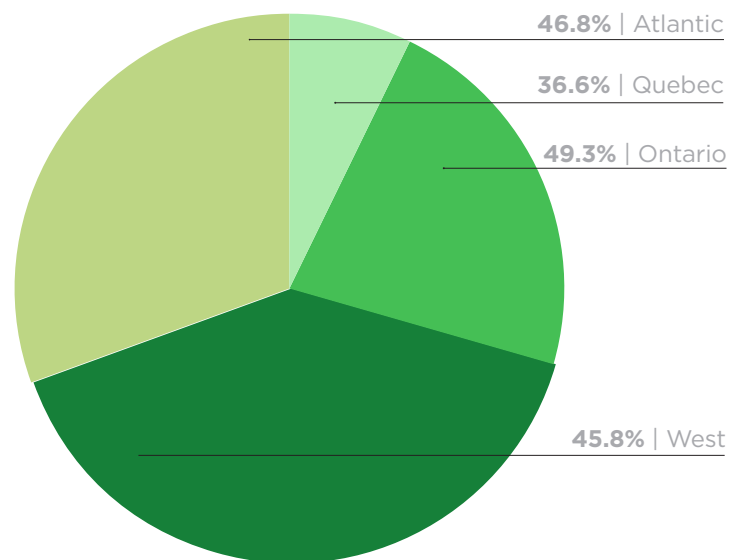
784,105 in Atlantic Canada

2,329,233 in Quebec

4,215,288 in Ontario

3,214,930 in Western Canada

Percentage of People Based on Region who Experience 1 to 7 Problems

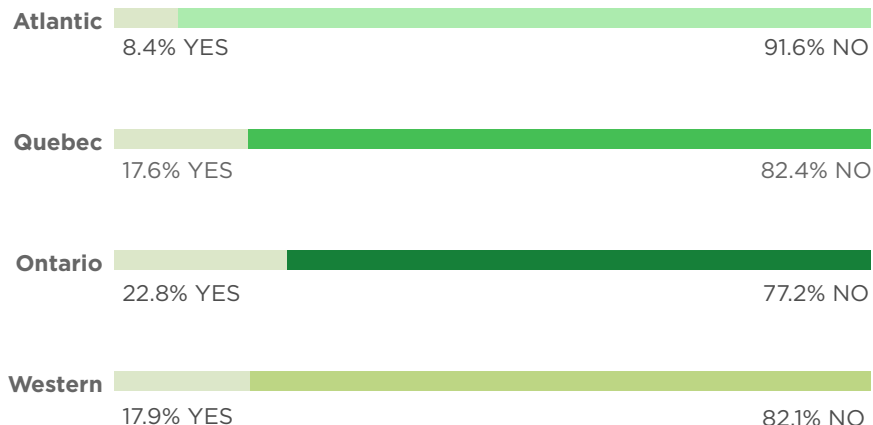


		Atlantic	Quebec	Ontario	West
1 to 7 Problems	Population Estimate	784,105	2,329,233	4,215,288	3,214,930

TAKING ACTION OBTAIN LEGAL ADVICE

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

Percentage who Obtain Legal Advice



Based on region, this represents approximately:

8.4%

of Atlantic Canada

17.6%

of Quebec

22.8%

of Ontario

17.9%

of Western Canada

		Region Classification			
		Atlantic	Quebec	Ontario	West
Does not obtain legal advice	Population Estimate	718,194	1,912,342	3,231,208	2,612,373
	% within Four Region Classification	91.6%	82.4%	77.2%	82.1%
Obtain legal advice	Population Estimate	65,911	409,856	954,945	570,616
	% within Four Region Classification	8.4%	17.6%	22.8%	17.9%

TAKING ACTION

OBTAIN LEGAL ADVICE

SOURCES OF LEGAL ADVICE

Based on region, people who contact a private lawyer represent⁸:

88.5% of people in Quebec

80.0% of people in Ontario

85.1% of people in Western Canada

Based on region, people who contact a free legal clinic represent:

7.9% of people in Quebec

9.0% of people in Ontario

Based on region, people who contact legal aid represent:

2.0% of people in Quebec

4.9% of people in Ontario

4.4% of people in Western Canada

Based on region, people who contact a legal advice phone service represent:

1.6% of people in Quebec

2.7% of people in Ontario

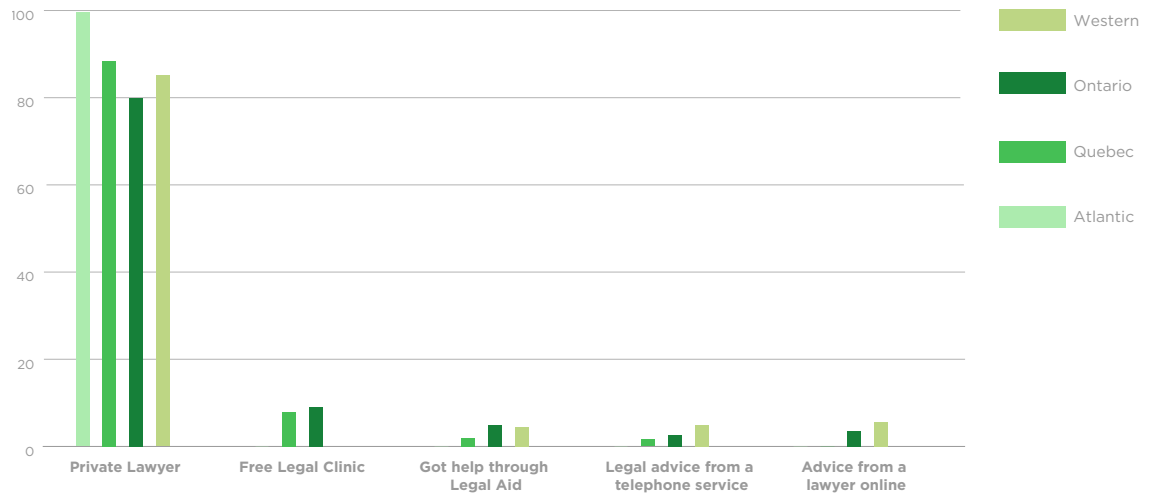
4.9% of people in Western Canada

Based on region, people who get legal advice online from a lawyer represent:

3.5% of people in Ontario

5.6% of people in Western Canada

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



Sources of Legal Advice		Region Classification			
		Atlantic	Quebec	Ontario	West
Contact Private Lawyer	Population Estimate	65,911	341,602	717,713	457,662
	% within Region Four Region Classification		88.5%	80.0%	85.1%
Contact Free Legal Clinic	Population Estimate		30,379	80,861	
	% within Region Four Region Classification		7.9%	9.0%	
Contact Legal Aid	Population Estimate		7,803	43,615	23,797
	% within Region Four Region Classification		2.0%	4.9%	4.4%
Contact Legal Advice Phone Service	Population Estimate		6,199	23,830	26,306
	% within Region Four Region Classification		1.6%	2.7%	4.9%
Get online Legal Advice	Population Estimate			31,191	30,099
	% within Region Four Region Classification			3.5%	5.6%

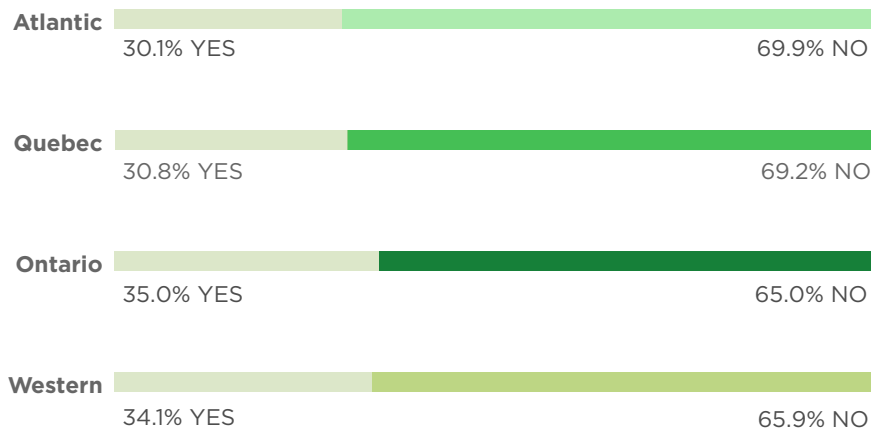
⁸ Data not presented here and in subsequent tables was found to not be statistically significant.

TAKING ACTION

SEARCH THE INTERNET

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

Percentage who Search the Internet for help with Legal Problems



Based on region, this represents approximately:

30.1%

of Atlantic Canada

30.8%

of Quebec

35.0%

of Ontario

34.1%

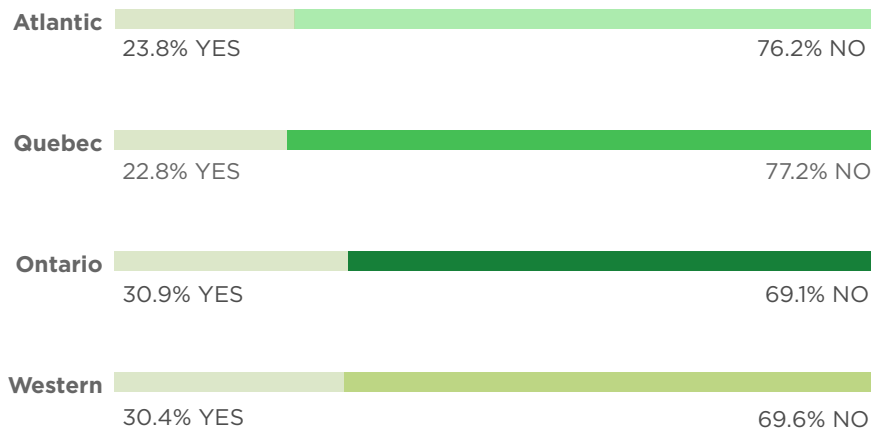
of Western Canada

Internet		Region Classification			
		Atlantic	Quebec	Ontario	West
Does not search the Internet	Population Estimate	548,359	1,606,581	2,719,568	2,097,368
	% within Four Region Classification	69.9%	69.2%	65.0%	65.9%
Search the Internet	Population Estimate	235,746	715,616	1,466,585	1,085,620
	% within Four Region Classification	30.1%	30.8%	35.0%	34.1%

TAKING ACTION CONTACTING AN ORGANIZATION

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

Percentage who Contact an Organization for help with Legal Problems



Based on region, this represents approximately:

23.8%

of Atlantic Canada

22.8%

of Quebec

30.9%

of Ontario

30.4%

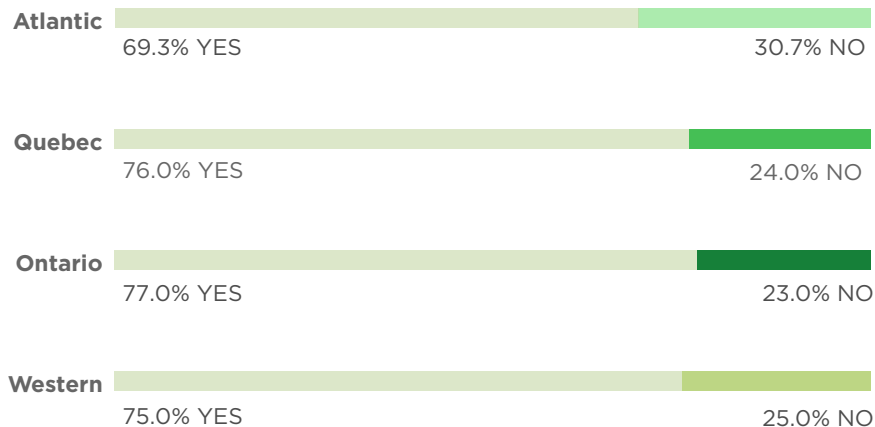
of Western Canada

Contact an Organization		Region Classification			
		Atlantic	Quebec	Ontario	West
Don't contact an organization	Population Estimate	597,290	1,792,523	2,890,545	2,213,929
	% within Region Four Region Classification	76.2%	77.2%	69.1%	69.6%
Contact an organization	Population Estimate	186,815	529,674	1,295,608	969,059
	% within Region Four Region Classification	23.8%	22.8%	30.9%	30.4%

TAKING ACTION TALKING WITH THE OTHER PARTY

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

Percentage who Talk with the Other Party



Based on region, this represents approximately:

69.3%

of Atlantic Canada

76.0%

of Quebec

77.0%

of Ontario

75.0%

of Western Canada

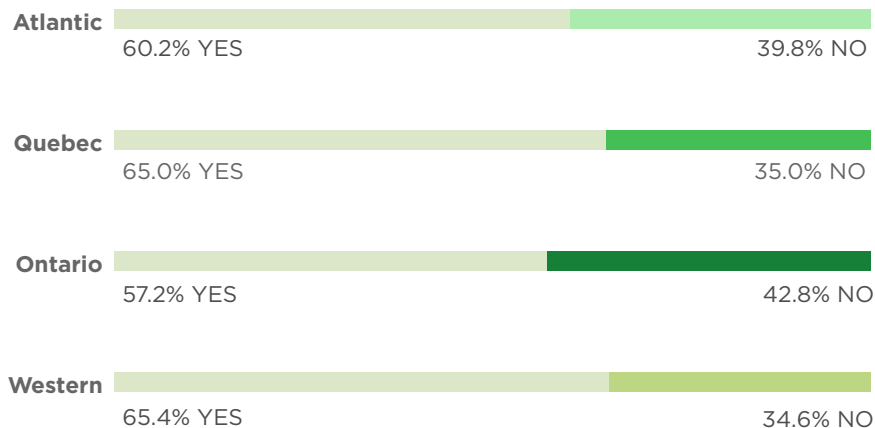
		Region Classification			
		Atlantic	Quebec	Ontario	West
Talk with the Other Party	Population Estimate	240,708	557,695	961,271	795,584
	% within Four Region Classification	30.7%	24.0%	23.0%	25.0%
	Does not talk with the other party				
Talk with the other party	Population Estimate	543,397	1,764,503	3,224,883	2,387,404
	% within Four Region Classification	69.3%	76.0%	77.0%	75.0%

TAKING ACTION

TALKING WITH FRIENDS AND RELATIVES

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

Percentage who Talk with Friends and Relatives about Legal Problems



Based on region, this represents approximately:

60.2%
of Atlantic Canada

65.0%
of Quebec

57.2%
of Ontario

65.4%
of Western Canada

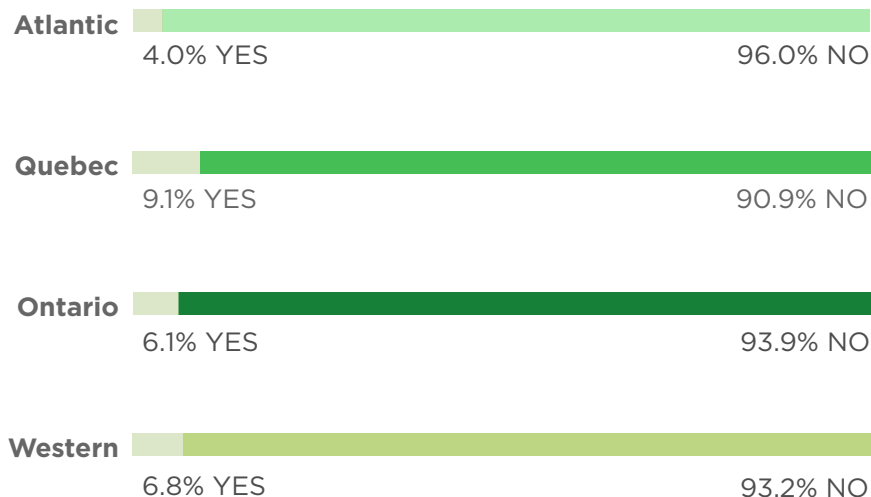
		Region Classification			
		Atlantic	Quebec	Ontario	West
Talk with Friends					
Does not talk with friends and relatives	Population Estimate	312,261	813,713	1,792,046	1,100,757
	% within Region Four Region Classification	39.8%	35.0%	42.8%	34.6%
Talk with friends and relatives	Population Estimate	471,844	1,508,485	2,394,107	2,082,232
	% within Region Four Region Classification	60.2%	65.0%	57.2%	65.4%

TAKING ACTION

APPEARING IN COURT OR BEFORE A TRIBUNAL

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

Percentage who Appear in Court of Before a Tribunal



Based on region, this represents approximately:

4.0%

of Atlantic Canada

9.1%

of Quebec

6.1%

of Ontario

6.8%

of Western Canada

Appear in Court or Before a Tribunal		Region Classification			
		Atlantic	Quebec	Ontario	West
No	Population Estimate	712,421	2,062,361	3,896,569	2,903,972
	% within Region Four Region Classification	96.0%	90.9%	93.9%	93.2%
Yes	Population Estimate	29,689	205,957	254,468	212,490
	% within Region Four Region Classification	4.0%	9.1%	6.1%	6.8%

SATISFACTION WITH OPTIONS

People take a variety of steps to address their legal problems. Based on findings from our "Everyday Legal Problems and the Cost of Justice in Canada" study, opinions vary on the helpfulness of the different options used for problem resolution. The following pages present the responses related to the satisfaction with legal, non-legal and other options used, broken down by region.

SATISFACTION WITH OPTIONS LEGAL ADVICE

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

Based on region, this represents:

- 8.6% of people in Atlantic Canada
- 17.6% of people in Quebec
- 18.3% of people in Ontario
- 15.3% of people in Western Canada

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

Based on region, this represents:

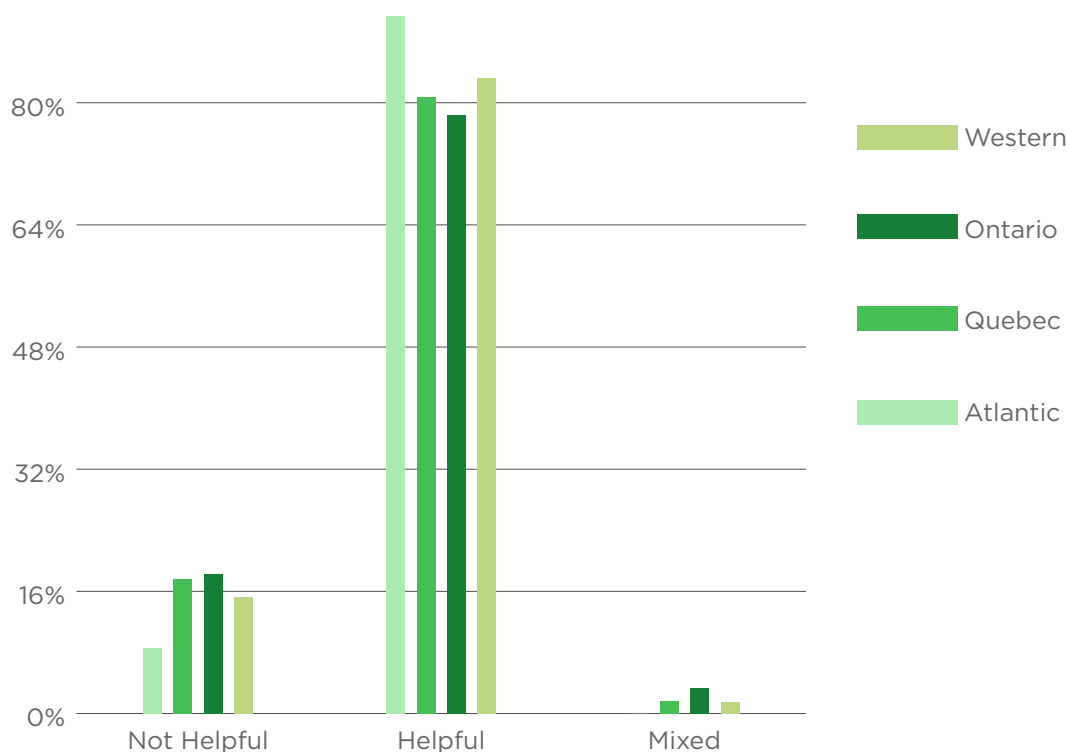
- 91.4% of people in Atlantic Canada
- 80.8% of people in Quebec
- 78.4% of people in Ontario
- 83.2% of people in Western Canada

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

Based on region, this represents:

- 1.7% of people in Quebec
- 3.3% of people in Ontario
- 1.5% of people in Western Canada.

Percentage Based on Region Who Find Legal Advice Helpful/Not Helpful



Helpfulness of Legal Advice		Region Classification			
		Atlantic	Quebec	Ontario	West
Not helpful	Population Estimate	5,660	66,368	158,656	80,757
	% within Region	8.6%	17.6%	18.3%	15.3%
	Four Region Classification				
Helpful	Population Estimate	60,251	305,367	680,204	439,068
	% within Region	91.4%	80.8%	78.4%	83.2%
	Four Region Classification				
Mixed	Population Estimate		6,249	28,950	7,882
	% within Region		1.7%	3.3%	1.5%
	Four Region Classification				

SATISFACTION WITH OPTIONS INTERNET

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

Based on region, this represents:

69.2% of people in Atlantic Canada

26.7% of people in Quebec

41.0% of people in Ontario

33.4% of people in Western Canada

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

Based on region, this represents:

30.8% of people in Atlantic Canada

66.3% of people in Quebec

54.7% of people in Ontario

62.9% of Western Canada

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

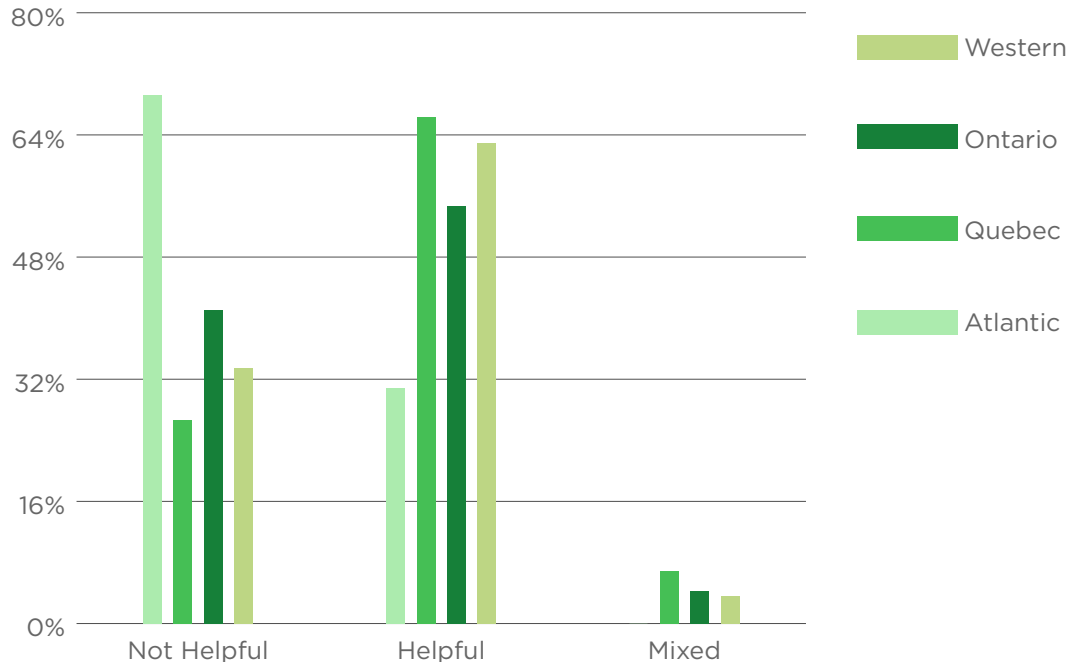
Based on region, this represents:

6.9% of people in Quebec

4.3% of people in Ontario

3.6% of people in Western Canada.

Percentage Based on Region Who Find Information on Internet Helpful/Not Helpful for the Legal Problem(s)



Information Gleaned from Internet		Region Classification			
		Atlantic	Quebec	Ontario	West
Not helpful	Population Estimate	155,806	191,382	594,585	360,428
	% within Four Region Classification	69.2%	26.7%	41.0%	33.4%
Helpful	Population Estimate	69,223	474,720	794,340	678,600
	% within Four Region Classification	30.8%	66.3%	54.7%	62.9%
Mixed	Population Estimate		49,513	62,541	38,998
	% within Region Four Region Classification		6.9%	4.3%	3.6%

SATISFACTION WITH OPTIONS TALKING WITH OTHER PARTY

49.1% of people who negotiate with the other party in an effort to resolve their legal problem report the attempt is not helpful.

Based on region, this represents:

- 46.1% of people in Atlantic Canada
- 46.5% of people in Quebec
- 46.4% of people in Ontario
- 55.4% of people in Western Canada

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

Based on region, this represents:

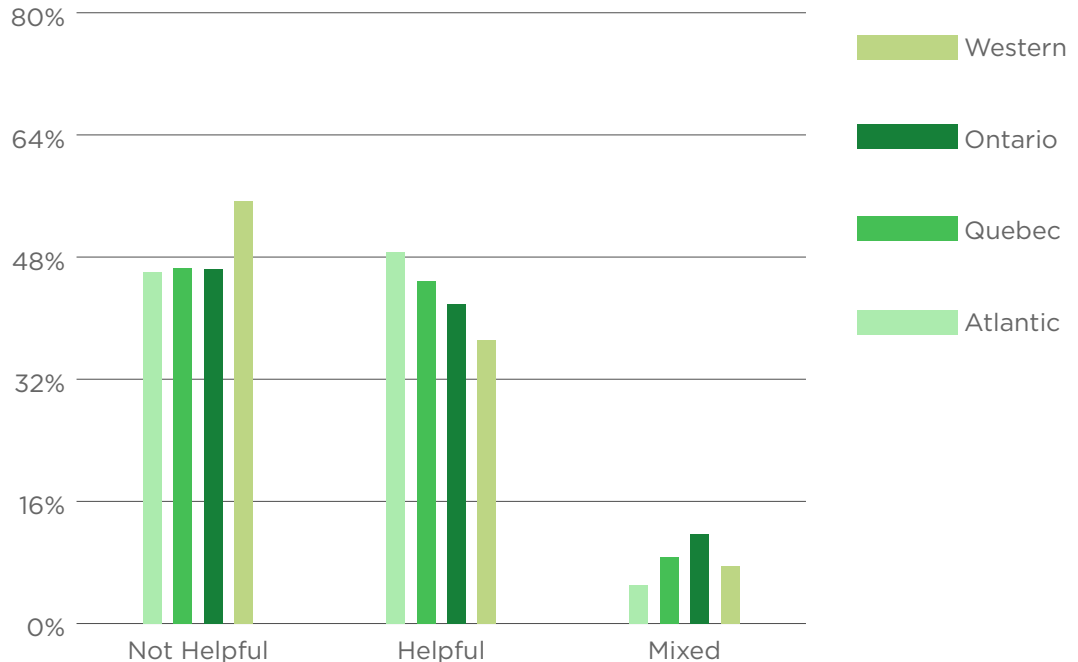
- 48.7% of people in Atlantic Canada
- 44.8% of people in Quebec
- 41.9% of people in Ontario
- 37.1% of people in Western Canada

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

Based on region, this represents:

- 5.1% of people in Atlantic Canada
- 8.7% of people in Quebec
- 11.7% of people in Ontario
- 7.5% of people in Western Canada

Percentage Based on Region Who Find Talking With the Other Party Helpful/Not Helpful



Talking with Other Party		Region Classification			
		Atlantic	Quebec	Ontario	West
Not helpful	Population Estimate	246,878	816,259	1,483,962	1,308,340
	% within Four Region Classification	46.1%	46.5%	46.4%	55.4%
Helpful	Population Estimate	260,782	786,960	1,338,013	874,695
	% within Four Region Classification	48.7%	44.8%	41.9%	37.1%
Mixed	Population Estimate	27,479	153,482	373,905	176,761
	% within Four Region Classification	5.1%	8.7%	11.7%	7.5%

SATISFACTION WITH OPTIONS TALKING WITH FRIENDS AND RELATIVES

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

Based on region, this represents:

24.7% of people in Atlantic Canada

37.5% of people in Quebec

18.6% of people in Ontario

25.1% of people in Western Canada

68.1% of people in Canada report that the advice that the advice they receive from friends and relatives is helpful.

Based on region, this represents:

73.8% of people in Atlantic Canada

58.5% of people in Quebec

74.9% of people in Ontario

66.1% of people in Western Canada

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

Based on region, this represents:

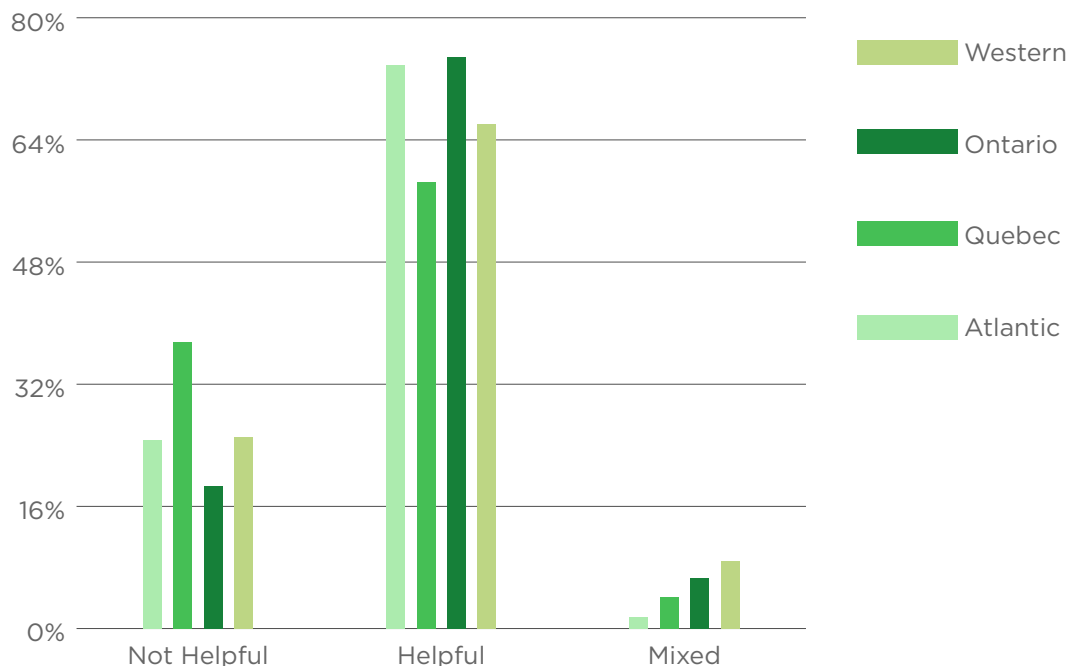
1.5% of people in Atlantic Canada

4.1% of people in Quebec

6.6% of people in Ontario

8.9% of people in Western Canada

Percentage Based on Region Who Find Talking With Friends and Relatives Helpful/Not Helpful



Talking with Friends and Relatives		Region Classification			
		Atlantic	Quebec	Ontario	West
Not helpful	Population Estimate	109,829	562,360	438,662	508,565
	% within Four Region Classification	24.7%	37.5%	18.6%	25.1%
Helpful	Population Size	328,340	878,020	1,769,763	1,340,038
	% within Four Region Classification	73.8%	58.5%	74.9%	66.1%
Mixed	Population Size	6,523	61,068	155,559	179,888
	% within Four Region Classification	1.5%	4.1%	6.6%	8.9%

COST AND EVERYDAY LEGAL PROBLEMS

On an annual basis, people in Canada spend just over \$7.7 billion dollars to deal with everyday legal problems. Respondents to the "Everyday Legal Problems and the Cost of Justice in Canada" survey indicated the types of expenses frequently incurred in their paths to problem resolution. The following pages present the most frequent type of expenses⁹, broken down by region.

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

SPENDING MONEY ON EVERYDAY LEGAL PROBLEMS

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

Based on region, this represents:

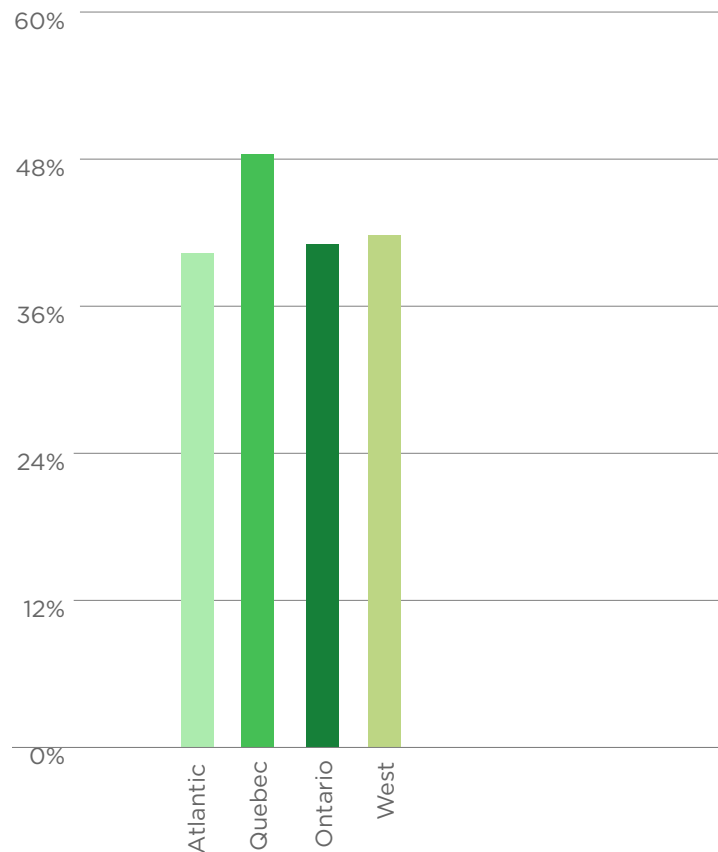
40.3%
of Atlantic Canada

48.4%
of Quebec

41.1%
of Ontario

41.8%
of Western Canada

Percentage of People Based on Region who Spend Money on Everyday Legal Problems



Spending on Everyday Legal Problems		Region Classification			
		Atlantic	Quebec	Ontario	West
Don't spend money	Population Estimate	439,268	1,174,350	2,440,806	1,790,624
	% within Four Region Classification	59.7%	51.6%	58.9%	58.2%
Spend money	Population Estimate	296,006	1,100,167	1,702,715	1,287,725
	% within Region Four Region Classification	40.3%	48.4%	41.1%	41.8%

TYPE OF EXPENSE LAWYER FEES

21.8% of people report spending money on lawyer fees.

Based on region, this represents:

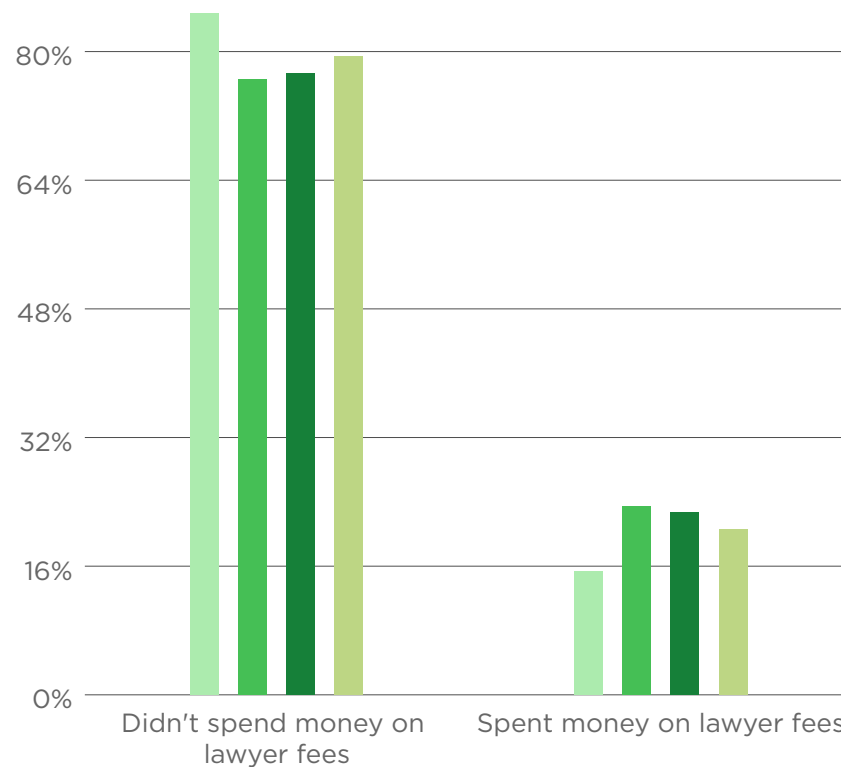
15.3%
of Atlantic Canada

23.5%
of Quebec

22.7%
of Ontario

20.6%
of Western Canada

Percentage of People Based on Region who Spend on Lawyer Fees



Lawyer Fees		Region Classification			
		Atlantic	Quebec	Ontario	West
Don't spend money	Population Estimate	246,228	836,622	1,308,360	1,005,543
	% within Four Region Classification	84.7%	76.5%	77.3%	79.4%
Spend money	Population Estimate	44,401	257,347	384,355	261,061
	% within Four Region Classification	15.3%	23.5%	22.7%	20.6%

TYPE OF EXPENSE TRANSPORTATION

16.1% of people in Canada report incurring transportation-related expenses as a result of their legal problem(s).

Based on region, this represents:

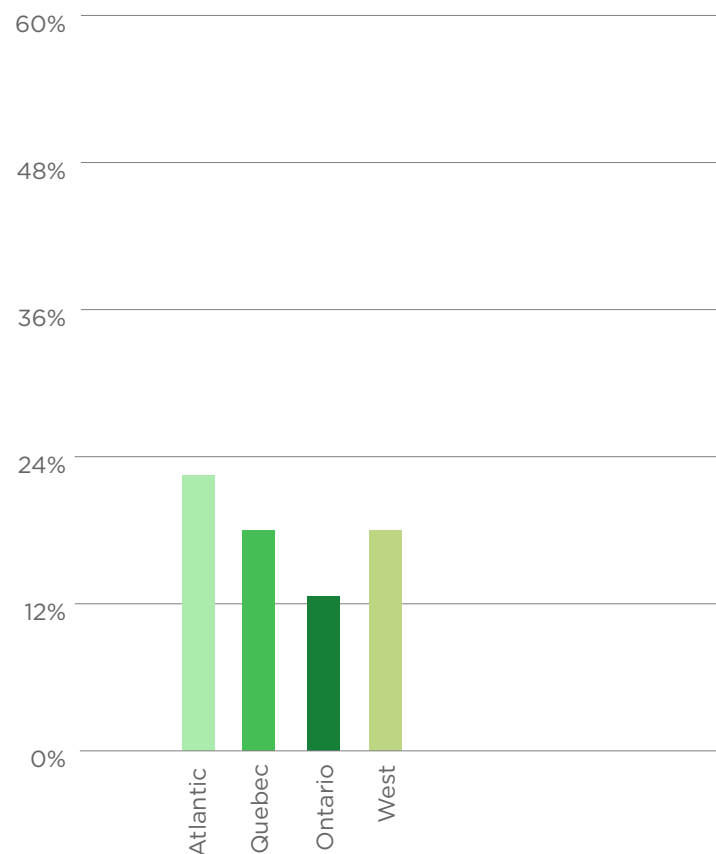
22.5%
of Atlantic Canada

18.0%
of Quebec

12.6%
of Ontario

18.0%
of Western Canada

Percentage of People Based on Region Who Spend on Transportation



		Region Classification			
		Atlantic	Quebec	Ontario	West
Don't spend on transportation	Population Estimate	225,206	897,383	1,480,205	1,038,914
	% within Four Region Classification	77.5%	82.0%	87.4%	82.0%
Spend on transportation	Population Estimate	65,423	196,585	212,510	227,690
	% within Four Region Classification	22.5%	18.0%	12.6%	18.0%

TYPE OF EXPENSE

PURCHASE OF MATERIALS, COPYING AND PRINTING

13.1% of people in Canada report spending money to purchase materials and for copying and printing.

Based on region, this represents:

11.1%

of Atlantic Canada

14.4%

of Quebec

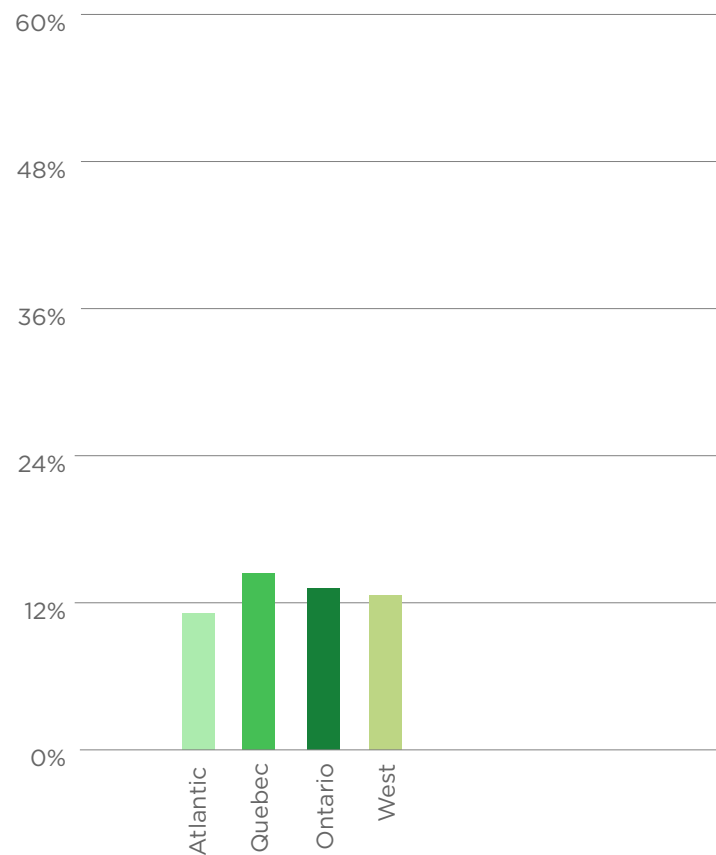
13.2%

of Ontario

12.6%

of Western Canada

Percentage of People Based on Region who Purchase Materials and Pay for Copying and Printing



		Region Classification			
		Atlantic	Quebec	Ontario	West
Don't spend money	Population Estimate	258,438	936,976	1,469,991	1,106,660
	% within Four Region Classification	88.9%	85.6%	86.8%	87.4%
Spend money	Population Estimate	32,191	156,992	222,724	159,945
	% within Four Region Classification	11.1%	14.4%	13.2%	12.6%

TYPE OF EXPENSE

COURT FEES

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

Based on region, this represents:

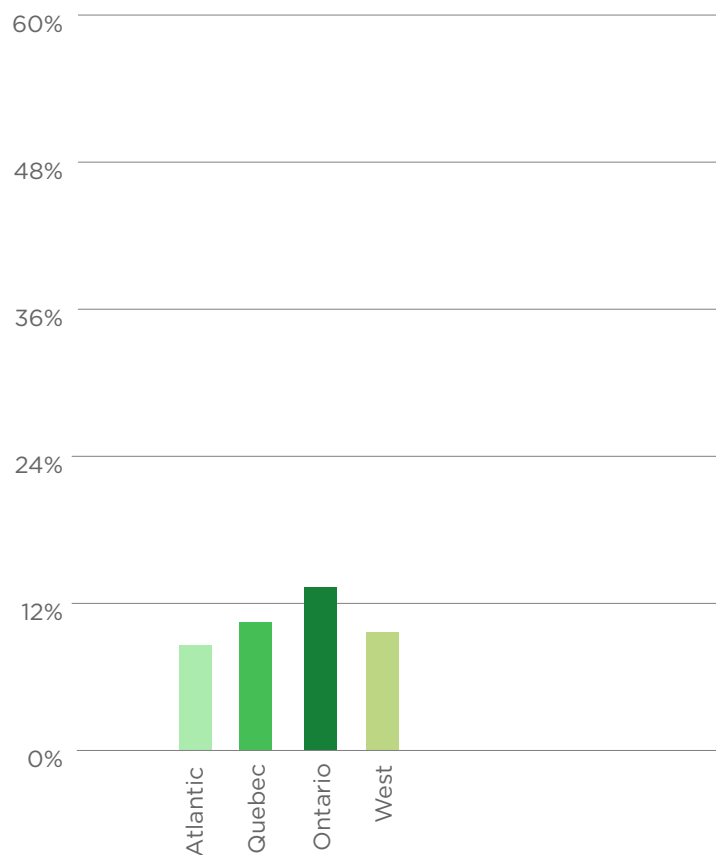
8.6%
of Atlantic Canada

10.5%
of Quebec

13.3%
of Ontario

9.7%
of Western Canada

Percentage of People Based on Region who Spend Money on Court Fees



		Region Classification			
		Atlantic	Quebec	Ontario	West
Don't spend money on court fees	Population Estimate	265,640	979,615	1,467,549	1,144,172
	% within Four Region Classification	91.4%	89.5%	86.7%	90.3%
Spend money on court fees	Population Estimate	24,989	114,353	225,166	122,432
	% within Four Region Classification	8.6%	10.5%	13.3%	9.7%

TYPE OF EXPENSE ADVISORS AND MEDIATORS

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

Based on region, this represents:

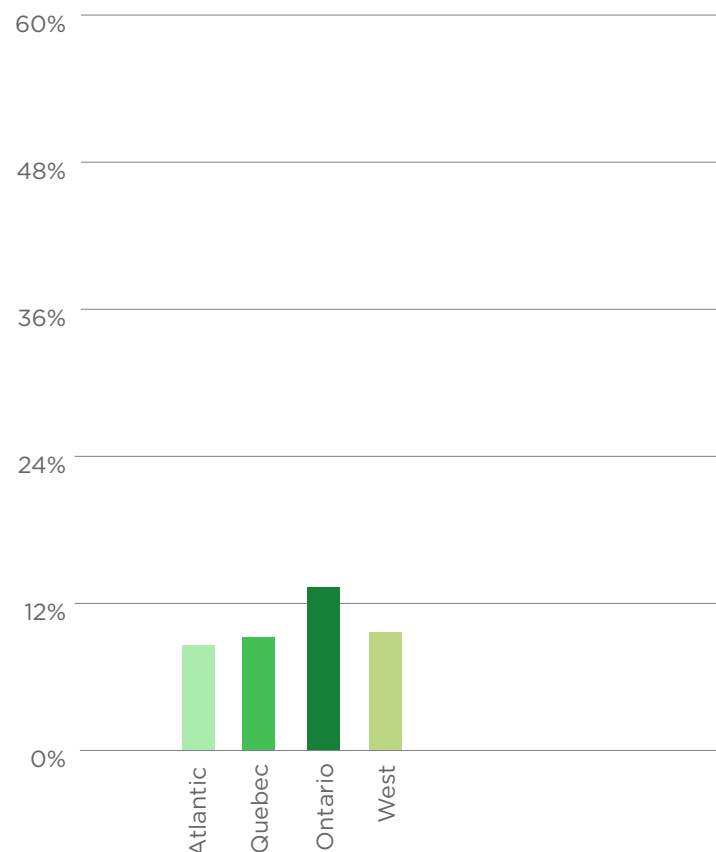
8.0%
of Atlantic Canada

8.1%
of Quebec

13.6%
of Ontario

7.7%
of Western Canada

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



		Region Classification			
		Atlantic	Quebec	Ontario	West
Don't spend money on advisors and mediators	Population Estimate	267,469	1,005,090	1,463,035	1,169,293
	% within Region Classification	92.0%	91.9%	86.4%	92.3%
Spend money on advisors and mediators	Population Estimate	23,160	88,878	229,680	97,311
	% within Region Classification	8.0%	8.1%	13.6%	7.7%

TYPE OF EXPENSE

TELEPHONE, LONG DISTANCE AND FAX

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

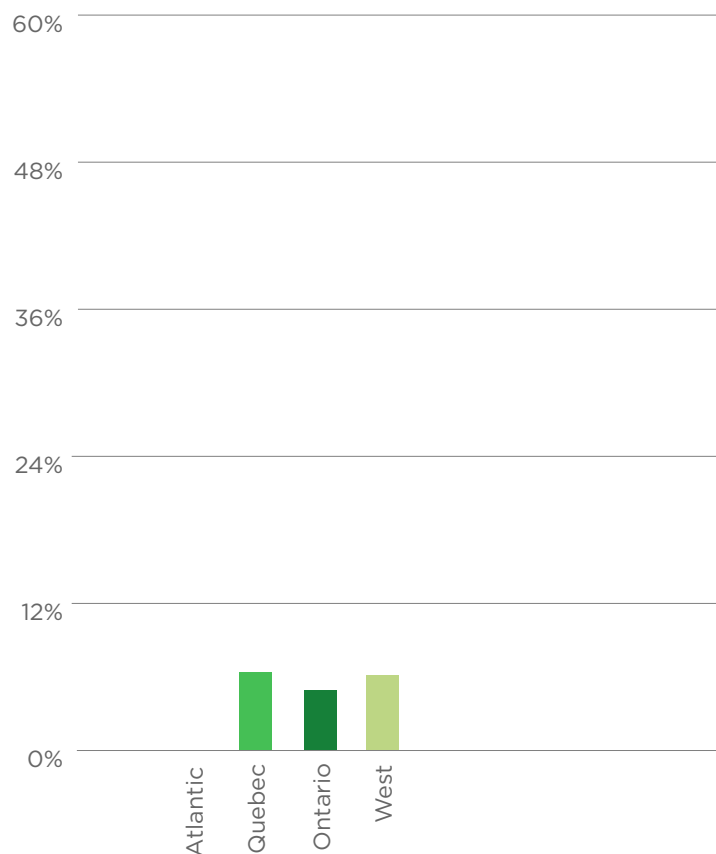
Based on region, this represents:

6.4%
of Quebec

4.9%
of Ontario

6.2%
of Western Canada

Percentage of People Based on Region who Spend Money on Telephone, Long Distance and Fax



Telephone, Long Distance and Fax		Region Classification			
		Atlantic	Quebec	Ontario	West
Don't spend money on telephone, long distance and fax	Population Estimate	290,629	1,023,708	1,609,560	1,187,728
	% within Four Region Classification		93.6%	95.1%	93.8%
Spend money on telephone, long distance and fax	Population Estimate		70,260	83,154	78,876
	% within Four Region Classification		6.4%	4.9%	6.2%

TYPE OF EXPENSE

CHILD CARE AND OTHER HOUSEHOLD EXPENSES

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

Based on region, this represents:

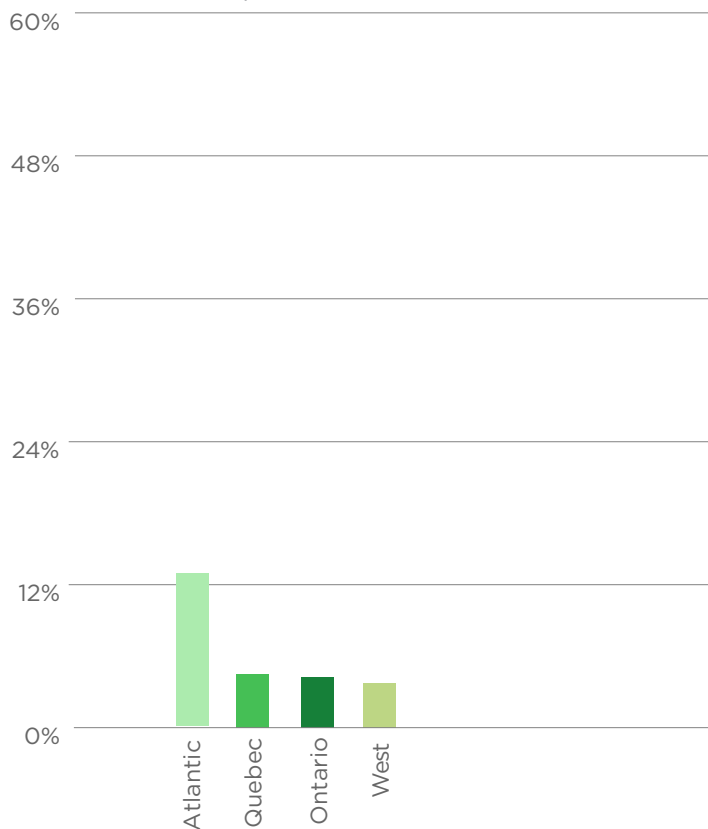
13.2%
of Atlantic Canada

4.5%
of Quebec

4.2%
of Ontario

3.7%
of Western Canada

Percentage of People Based on Region who Spend Money on Child Care and Other Household Expense



		Region Classification			
		Atlantic	Quebec	Ontario	West
Child Care and Other Household Expenses	Population Estimate	252,316	1,044,240	1,621,879	1,219,444
	% within Four Region Classification	86.8%	95.5%	95.8%	96.3%
Spend money on Child care and other expenses	Population Estimate	38,313	49,729	70,836	47,160
	% within Region Four Region Classification	13.2%	4.5%	4.2%	3.7%

CANADIAN FORUM ON CIVIL JUSTICE
FORUM CANADIEN SUR LA JUSTICE CIVILE

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