

## Fact sheet

# Legal aid services for people who are deaf, deafened or hard of hearing

### Contact us

Toll-free: **1-800-668-8258**

TTY service: **1-866-641-8867**

Service is available Monday to Friday, 8 a.m. to 5 p.m.

### Online

Visit **legalaid.on.ca**

Legal Aid Ontario (LAO) provides services tailored to people who are deaf, deafened or hard of hearing, including:

- **Bell Relay or teletypewriter (TTY) services**

If you have Bell Relay, you can call our toll-free number at 1-800-668-8258 for help in over 300 languages and dialects. If you don't have Bell Relay, you can call our toll-free TTY service at 1-866-641-8867 from Monday to Friday between 8 a.m. and 5 p.m. to communicate in English or French.

- **Interpreter services**

If you are eligible for services from a legal aid lawyer in an Ontario courthouse or a family law service centre, we will provide and pay for an interpreter for your meeting with legal aid staff. Please use Bell Relay to contact the duty counsel office, family law service centre or district office beforehand so staff can make arrangements.

If you are eligible for a private lawyer who accepts legal aid cases, LAO covers the cost of a sign language interpreter and provides up to 10 hours to prepare for family, criminal and refugee proceedings.

- **Interpreter for a court appearance**

The Ontario Ministry of the Attorney General covers the cost of an interpreter. You can arrange for an interpreter before your court date by calling the TTY number 1-877-425-0575. If you are appearing in court for the first time and haven't arranged for an interpreter, you can advise the day-of-court lawyer that you require a court-appointed interpreter for all of your court dates.