



LEGAL AID ONTARIO
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Fact Sheet

Legal Aid Ontario's toll-free services

Legal Aid Ontario (LAO)'s toll-free telephone service provides clients with a convenient access point for legal aid help and information. Clients can call **1-800-668-8258** toll-free (or 416-979-1446 in Toronto) to get legal aid help in over 120 languages, including 18 Aboriginal languages and dialects. Toll-free services are available from Monday to Friday 8:00 a.m. to 5:00 p.m. Collect calls are accepted.

LAO's toll-free client service representatives answer an average of over 1,200 calls a day, and LAO is continuing to enhance the toll-free service to meet growing demand. More legal aid services are now available through the toll-free number than are offered at most of our local legal aid office locations.

Services currently available over the phone include:

General information

- Information on the range of [legal aid services](#) available to eligible clients
- [Legal and financial eligibility criteria](#)
- [Legal aid office locations](#)
- Phone numbers for agencies, shelters and [community legal clinics](#)

Referrals

Staff can refer eligible clients to one of Legal Aid Ontario's many services, or other social service agencies, including:

- [Duty counsel](#)
- [Community legal clinics](#)
- [Ontario Disability Support Program \(ODSP\)](#) or [Ontario Works](#)
- [Family Responsibilities Office](#)
- [Citizenship and Immigration Canada](#)
- [Ontario Labour Relations Board](#)
- [The Law Society of Upper Canada \(LSUC\)](#)

Summary Legal Advice

Eligible clients with criminal and family law issues may be able to speak with a lawyer for up to 20 minutes of summary legal advice and information.

Applications for legal aid

Applications for the certificate program are also available through the toll-free number. The certificate program allows eligible, low-income clients to have full representation by their own lawyer. [Eligibility requirements](#) are strictly applied.

Information for current clients

Services and information are also available for current clients:

- Application or appeal status
- Information on whether a certificate has been acknowledged by a lawyer
- Update personal information

Questions?

For more information on this topic contact media@lao.on.ca