

B3: Better Billing Bulletin

Issue #15 | February 2009

Improvements to responding to your correspondence

Beginning April 1, we commit to responding to your correspondence within 5 business days. You will receive an acknowledgement letter which will outline the process we will follow to deal with your correspondence, including timelines for a resolution whenever possible.

Dockets, dockets, dockets!!

Your dockets must contain sufficient detail to allow LAO to determine what work was done on the date docketed. In addition to being a best practice, detailed dockets are necessary for fiscal and client accountability. Below you'll find a sample detailed docket for civil and criminal accounts. Failure to provide dockets with sufficient detail results in slower processing and payment of your accounts. Please ensure dockets are detailed.

Civil Sample Docket

2009-02-05	Meet with client George Smith prepare motion for interim support	4800006	3:30pm	4:55pm	1.4	108.58
2009-02-05	Draft financial statements, Notice of Motion, affidavit	4800006	4:55pm	6:00pm	1.1	85.32
2009-03-04	Prepare motion record	4800006	3:40pm	4:00pm	0.5	38.78
2009-03-19	Prepare for motion	4800006	8:15am	9:05am	0.8	62.05
2009-03-20	Attend 225 Jarvis court before Justice Harry for motion	4800006	9:30am	10:30am	1.0	77.56
2009-03-20	Prepare draft order	4800006	2:00pm	2:35pm	0.6	46.54

Criminal Sample Docket

2009-07-21	Review of audio-tapes of witness Smith Smith	4800006	9:00am - 1:00pm	12:00pm - 7:00pm	9.0	872.55
2009-08-11	Visit scene at 000 Jarvis St.	4800006	1:00pm	3:00pm	2.0	193.90
2009-08-12	Attend Don Jail to visit client.	4800006	12:50pm	2:10pm	1.3	126.04
2009-08-13	Review case law regarding arrest. Prepare submissions.	4800006	12:00pm	5:00pm	5.0	484.75
2009-08-14	Attend 225 Jarvis Court before Justice Harry for preliminary inquiry. Crown J. Joe calls 1 witness, client discharged	4800006	9:00am	11:00am	2.0	193.90

Hard Cap - Annual Billing Limit

It's the time of year when some of you hit your hardcap. Requests for hard cap exemptions are considered by LAO's President Bob Ward and are granted only in exceptional circumstances. See *Tariff and Billing Handbook* for further details or contact Michael Bury, Acting Manager Lawyer Services & Payments for more information. bury@m@lao.on.ca

Tariff & Billing Handbook

Consult our Handbook regularly for billing information.

Questions?

Please let us know if you have questions or if there are topics you'd like to see us cover by contacting the Lawyer Service Centre at pl-lsc@lao.on.ca



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