

# Need legal help?

Legal Aid Ontario offers legal advice and information over the phone at no cost.

## What is summary legal advice?

Our summary legal advice services connect you with a legal professional who can:



Offer legal information, guidance, and advice



Provide general information about court procedures and documents



Review legal options available to you



Explain the next steps to move your case forward



Refer you to an LAO service that is suitable for the next step in your case



Suggest community services that may help you

## How does it work?

Call us to speak with one of our agents about your legal issue and eligibility for summary legal advice.

If you are eligible for summary legal advice services, LAO may:

- Arrange a call back from a legal professional. They will call you between the hours of 8:30 a.m. and 4:30 p.m. (ET) from a private number.
- Immediately transfer you to speak on the phone directly with a legal professional.
  - This service is for those experiencing exceptional or emergency circumstances.
  - A direct transfer to a legal professional is for family matters only.



- Please note: Summary legal advice services are different from receiving a legal aid certificate.
- LAO staff can assess whether a legal aid certificate or an alternative service is more suitable for you.
- Summary legal advice services are for family and criminal matters only.



Call us at 1-800-668-8258, Monday to Friday between 8:30 a.m. and 4:30 p.m. (ET).

For more information, visit

[www.legalaid.on.ca](http://www.legalaid.on.ca)

