

Professionalism



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LAO values its relationships with roster members, and the important work they do for legally aided clients. The vast majority of LAO's roughly 4,500 roster members conduct themselves with professionalism, civility, and integrity.

A small number of roster members behave in a way that is unprofessional, uncivil, and even abusive and harassing. It is important for LAO to take steps to address such conduct, as it is unfair to LAO staff and clients, as well as to other LAO roster members, and is inconsistent with roster membership and the Law Society of Ontario's Rules of Professional Conduct.

1. This policy applies to roster members and their employees who are supervised by or who are acting under the direction of the roster member, and includes all verbal and non-verbal communication or conduct, including written and electronic communication.
2. In accordance with Rule 28(2), roster members shall be civil in their conduct towards clients, LAO employees and roster members providing duty counsel services in the course of any dealings with them and shall not engage in abusive, offensive or otherwise inappropriate conduct or communications, that are otherwise inconsistent with the proper tone of a professional communication from a lawyer.
3. Abusive, offensive, or inappropriate conduct includes but is not limited to:
 - tone of expression, language or gestures that are rude, harassing, aggressive, threatening, profane or degrading
 - statements made regarding an individual's personal characteristics or attributes, including comments on an individual's age, gender, race, intelligence, or sexual orientation
 - statements made to intimidate or pressure an individual
 - statements of a sexual nature
 - unwanted physical contact
4. Violation of this policy may result in compliance or remedial action, up to and including removal from the roster and a report being made to the Law Society of Ontario.