

Objectives of Legal Aid Ontario's **RACIALIZED COMMUNITIES ACTION PLAN**



Legal Aid Ontario's Racialized Communities Action Plan is a 10-year plan that commits LAO to 17 specific objectives to be achieved by 2030.

To ensure that racialized clients do not face barriers to receiving LAO's services LAO will:

1. Develop and use a tool that will help LAO make sure that our decisions do not unfairly affect racialized people
2. Make sure that racialized people are proportionately represented among LAO's clients
3. Find out why so many clients are not using their child protection certificates, and, if possible, fix the problem
4. Translate information about LAO into a number of languages and make this information available to everyone
5. Make it easier for clients to access interpreters
6. Help clients more easily find out if lawyers and paralegals can provide services in different languages

To make sure that LAO's services are of a high quality, LAO will:

7. Work to make sure that the percentage of racialized people working in all levels of LAO is at least equal to the percentage of racialized people among low-income Ontarians
8. Support clinics and other service providers to better respond to the needs of low-income racialized people in Ontario
9. Translate into different languages information about what clients should expect of LAO lawyers and how to file a complaint
10. Work to make sure that LAO regularly receives positive feedback from clients about things like how easy it is to find a lawyer and the quality of services
11. Revise LAO's processes so things like job interviews, performance

reviews, and lawyer application forms contain questions about racial justice

12. Regularly provide all legal aid lawyers with training on racial justice

To combat systemic racism in the justice system, LAO will:

13. Work to make sure that we reward lawyers who achieve positive results for clients and do not reward lawyers who do not
14. Regularly provide lawyers with training and information about how to challenge racism in the justice system
15. Check to see if lawyers are making arguments about race (e.g. racial profiling and Charter-based arguments), where appropriate
16. Support community development projects that are about issues that impact racialized communities
17. Work to make sure that there are no differences between the legal outcomes for LAO's racialized clients and LAO white clients