



CRIMINAL LAW SERVICES

LAO's criminal law services include in-court duty counsel, which are lawyers who can give immediate legal assistance to low-income people appearing in court without a lawyer. Other services include up to 20 minutes of summary legal advice from a lawyer, legal representation by a private lawyer, or a referral to our online legal website, LawFacts.ca.

For more information, visit legalaid.on.ca/criminal

POVERTY LAW SERVICES

Community legal clinics can help with basic needs such as housing, health care and employment. Available services vary according to each clinic's resources. Some of the legal matters that clinics cover include:

- social assistance matters and appeals for Ontario Works and Ontario Disability Support Program matters
- Employment Insurance appeals
- workplace safety
- appeals at the Workplace Safety and Insurance Board
- assistance with housing matters that may include representation at the Landlord and Tenant Board
- Canada Pension Plan appeals or issues

Some clinics provide help in other areas of law, depending on local needs.

To find a local legal clinic, visit legalaid.on.ca/clinics

UNHAPPY WITH OUR SERVICES? TALK TO US

If you are unhappy with a LAO service, a community legal clinic or a legal aid lawyer, you can make a complaint.

Please visit legalaid.on.ca/complaints, or call **416-204-7104** or **1-866-874-9786**.

MULTILINGUAL ASSISTANCE

A call to LAO's toll-free number helps you to access a wide range of general information, summary legal advice and applications for legal aid in over 200 languages.

CONTACT US

TOLL-FREE: **1-800-668-8258**

TTY SERVICE FOR THE HEARING IMPAIRED:
1-866-641-8867

Service is available Monday to Friday,
8 a.m. to 5 p.m.

ONLINE

Visit legalaid.on.ca for more information on LAO's services or answers to questions on refugee law, criminal law, mental health issues and for resources if you self-identify as Aboriginal.

NEED LEGAL HELP
BUT CAN'T AFFORD IT?

LEGAL AID ONTARIO CAN HELP

We provide legal services
for financially eligible,
low-income Ontarians
in the following areas:

[DOMESTIC VIOLENCE](#)

[FAMILY LAW](#)

[IMMIGRATION AND
REFUGEE LAW](#)

[CRIMINAL LAW](#)

[POVERTY LAW](#)



LEGAL AID ONTARIO CAN HELP

Every day, Legal Aid Ontario helps almost 4,000 disadvantaged people including single parents seeking child support from delinquent ex-partners; victims of domestic violence; parents seeking custody of children to protect them from abuse; refugees; injured workers; and accused persons.



LEGAL AID SERVICES

IN COURT. Duty counsel are lawyers who can quickly assess a client's legal problems and provide advice, information and representation to someone who would otherwise be unrepresented and unassisted in the courtroom. Clients can also speak with lawyers at Family Law Information Centres—located in most family courts—to get free general legal advice on family law issues and get help with reviewing legal documents.

OVER THE PHONE. Toll-free services include information, referral, legal aid applications and advice from a lawyer.

REPRESENTATION BY A PRIVATE LAWYER.

Financially eligible clients with legal matters covered by LAO may be able to apply for a certificate, which covers the cost of a lawyer for a certain number of hours.

LEGAL SERVICES ELIGIBILITY

LAO will provide you with the services best suited to your legal matter. To receive assistance, you must qualify financially and your legal matter must be covered by LAO.

For the most serious legal matters, LAO may offer full representation through its certificate program. In some cases, you may have to repay some or all of your legal fees. Please note that you must qualify under a separate financial eligibility test for this program.

To find out more, call us or visit
legalaid.on.ca/eligibility

IMMIGRATION/REFUGEE MATTERS

If you need help entering or remaining in Canada as a refugee or as an immigrant, LAO can help with refugee claims, detention reviews, deportation orders, sponsorship appeals, judicial reviews and more.

Find out more at legalaid.on.ca/immigration

SERVICES FOR DOMESTIC VIOLENCE VICTIMS

Need a lawyer but can't afford one? LAO provides access to a lawyer who can help you with legal matters such as:

- how to get a restraining order
- how to proceed with a separation or a divorce
- whether you have the right to take your children if you leave home
- how to change a social assistance cheque to your own name
- how to evict your partner or recover your belongings
- deportation, sponsorship breakdown and/or severing a refugee claim from your partner's claim

Find out more at legalaid.on.ca/domesticviolence

FAMILY MATTERS

Are you separating from your partner? Do you need help with child custody or access and support payments? Are you considering using mediation? Help with documents, referrals to advice lawyers and other social service agencies, and in some cases, representation by a family lawyer is available at a family law service centre.

Clients can also speak with lawyers at family law information centres—located in most family court—to get free general legal advice on family law issues and get help with reviewing legal documents.

See a full list of family law services and locations at
legalaid.on.ca/family