



Snapshot of services 2010 – 2011

Information services

Publications: Legal information, self-help manuals, and legal aid awareness materials produced by the Society.	Publications distributed: 110,071
LIOWs: Legal information outreach worker information requests.	Questions answered: 4,900
LSS website: Features publications on various aspects of the law, as well as information about LSS and legal aid services.	Visits/month: 25,383
Family Law in BC website: Helps people to understand and use the law to resolve their family law problems.	Visits/month: 22,793

Advice Services

Criminal duty counsel: Provide accused persons with advice about the charges against them, court procedures, and legal rights.	Client visits: 82,678
Immigration duty counsel: Duty counsel for people in detention at the Canada Border Services Agency's enforcement centre in Vancouver.	Client visits: 4,718
Family duty counsel and advice lawyers: Advice on family law matters and child protection issues.	Client visits: 32,880
Brydges line: Province-wide, toll-free telephone advice service for persons who have been arrested, detained, or are under active investigation by a law enforcement agency.	Client calls: 28,835
Family LawLINE: Phone service for financially eligible people that provides information on a variety of family law issues (as of November 1, 2010).	Client calls: 707 (Nov 1, 2010 – March 31, 2011)



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Representation by a lawyer

Criminal: Financially eligible clients charged with a criminal offence who, if convicted, face a risk of jail (including house arrest), direct loss of livelihood or immigration complications.	Client referrals: 20,244
Family: Financially eligible clients facing situations where their safety or the safety of their children is at risk, they have been denied access to their children, or there is a risk that a child will be permanently removed from the province.	Client referrals: 4,063
CFCSA: Financially eligible clients whose children have been, or are at risk of being, removed from the client's home by the Ministry of Children and Family Development, or clients who are facing legal proceedings initiated by the director of the MCFD, or if there are custody or access issues relating to a child in the care of the MCFD.	Client referrals: 2,117
Immigration: Clients whose cases have a reasonable chance of success and who need help with a refugee claim, have an immigration problem that could lead to their removal from Canada or are appealing an immigration decision.	Client referrals: 1,476