



Snapshot of services 2009 - 2010

Information services

LawLINE information/referral requests: Phone service for financially eligible people that provides information on a variety of legal issues (discontinued as of March 26, 2010)	Client calls: 3,195
Publications: Legal information, self-help manuals, and legal aid awareness materials produced by the Society	Publications distributed: 109,104
LIOWs: Legal information outreach worker information requests	Questions answered: 5,197
LSS website: Features publications on various aspects of the law, as well as information about LSS and legal aid services	Visits/month: 23,069
Family Law in BC website: Helps people to understand and use the law to resolve their family law problems	Visits/month: 20,259

Advice Services

Criminal duty counsel: Provide accused persons with advice about the charges against them, court procedures, and legal rights	Client visits: 86,811
Immigration duty counsel: Duty counsel for people in detention at the Canada Border Services Agency's enforcement centre in Vancouver	Client visits: 1,460
Family duty counsel and advice lawyers: Advise on family law matters and child protection issues	Client visits: 30,039
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: 29,584
LawLINE advice: Phone service for financially eligible people that provides advice on a variety of legal issues	Client calls: 4,836



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Representation by a lawyer

Criminal: Financially eligible clients charged with all but the least serious offences and if convicted, face a risk of jail, loss of livelihood, or immigration complications	Client referrals: 19,113
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: 4,059
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: 2,211
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: 1,237