



Protecting Older Adults Rights - Legal Interventions and Supports for Older Adults, Mar 22, 2022

Funded in part by:



Since 2001, PBO's mission has remained unchanged

Mission

To harness the skills and commitment of volunteer lawyers to address the unmet civil (non-family) law problems of low-income Ontarians to help them lead secure, healthy, and productive lives

Guiding Principles

1. Focus on underserved areas of law, namely civil law
2. Create a wide “front door” for the public
3. Leverage through partnerships
4. Embrace technology and innovation



Free Legal Advice Hotline 1-855-255-7256

Days Open: Monday - Friday

Hours of Operation: 9:00 am – 5:00 pm *

*General hours. **Estates line open 9 am – 1:00 pm**; Education line open Tue, Wed & Thu 12:30 – 4:00 pm

Services: Summary Legal Advice and Legal Drafting Assistance

Goals:

To help clients understand the nature of their legal problems

To give clients enough information so that they can make informed decisions about their legal problems, and

To help clients take next steps to resolve their legal problems

Limitations on Service: Designed to support self-help (sufficient for 75% of callers), full representation unlikely



Free Legal Advice Hotline - problems covered

- Civil procedure (suing or being sued)
- Consumer debt and protection
- Corporate law for non-profits and small business
- Housing (landlord/tenant, roommates, RTA & non-RTA)
- Employment (non-unionized environments)
- Estate administration and POAs
- Education law



Free Legal Advice Hotline – Connecting Your Clients



Encourage clients to call directly (note no blocked/anonymous caller ID)

Warm hand-off

Stay on the line as a trusted intermediary (client consent required)

Ask questions on your clients' behalf (you must ID yourself, and the legal information provided may be limited if we can't speak to the client directly)



POA and Estates Adm in Line

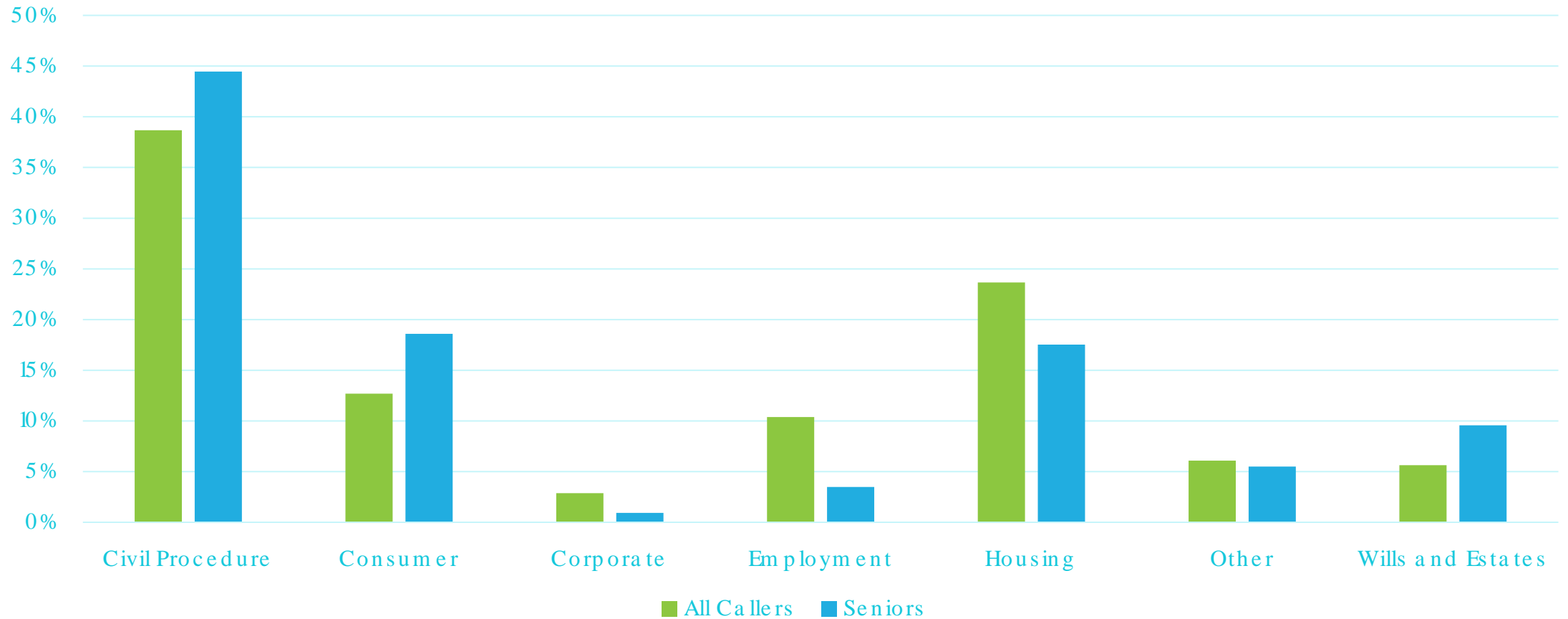
- Legal advice and basic legal drafting services (e.g., drafting POA's for property and personal care) **NO WILLS**
- Advice to callers alleging elder abuse (rights and options)
- Additional discrete services provided by staff lawyers as resources allow.

Consumer Line

- Legal advice and basic legal drafting services (e.g., demand, cancellation and rescission letters, and basic court forms)
- Discrete services provided by staff
- Referrals to pro bono lawyers for full or unbundled representation.



Senior's Legal Needs – Trends (2022 data)



Legal Issue Spotting

Consumer Debt and Protection: bills they can't pay, problems with collections agencies, door-to-door sales scams, used car problems, product warranty issues

Housing: difficulty paying rent/mortgage, trouble with landlord or roommates, trouble with repair and maintenance (e.g. heat, bugs, leaks)

Civil Procedure: suing or being sued, needing to recover \$ from someone

Employment Law: problems at work, harassment, unpaid wages, getting fired or hours cut, unsafe conditions on the job

Education Law: kids can't keep up in class, are getting in trouble, are involved in bullying, have been suspended, expelled, or the school told the kids they can't come back or enroll

Corporate Law: starting their own business or having problems with the business they run (e.g. employees, contracts, collecting \$ owed, or owing \$ to vendors)

Wills and Estates: being ill or needing a medical procedure (and wanting someone to help interact with doctors or help pay their bills while they are unable), arranging their affairs, a loved one passed and they need to settle things



Questions

