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Everyday Legal Problems and the Cost of Justice in Canada: Survey

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EVERYDAY LEGAL
PROBLEMS AND THE COST
OF JUSTICE IN CANADA:
SURVEY

THE COST
OF JUSTICE





Canadian Forum on Civil Justice  Forum canadien sur la justice civile

“This research ... by the Canadian Forum on Civil Justice will be essential in helping us understand the true extent of the problem of cost and how it impacts on the justice system. I believe that it will prove to be of great assistance to ... identify concrete solutions to the problem of access to justice.”

– The Right Honourable Beverley McLachlin, P.C., Chief Justice of Canada (2011)

The Canadian Forum on Civil Justice is a national not-for-profit organization dedicated to civil justice reform and access to justice research and advocacy. Established by the Canadian Bar Association and affiliated with Osgoode Hall Law School, the CFCJ envisions an accessible, sustainable and effective justice system for all Canadians.

Overview of the Cost of Justice project. The Cost of Justice project (2011-2017) examines the social and economic costs of Canada’s justice system. It is guided by two questions: What is the cost of delivering access to justice? And what is the cost of not delivering access to justice? Comprised of leading researchers investigating various dimensions of access to justice and cost across the country, the Cost of Justice project is producing empirical data that will inform the future of access to justice in Canada and abroad. The lead research team includes: Trevor C.W. Farrow (Principal Investigator), Nicole Aylwin, Les Jacobs, Lisa Moore, and Diana Lowe.

The Cost of Justice project is funded by a \$1 million grant from the Social Sciences and Humanities Research Council of Canada. For more details please visit Canadian Forum on Civil Justice, “Cost of Justice”, online: CFCJ <www.cfcj-fcjc.org/cost-of-justice>.



Social Sciences and Humanities
Research Council of Canada

Conseil de recherches en
sciences humaines du Canada

Canada 

EVERYDAY LEGAL PROBLEMS AND THE COST OF JUSTICE IN CANADA: SURVEY

General Attitudes

att_1 *the question numbers are the same as the variable numbers in the data file and the key version of the question is the variable label*

The justice system in Canada is mostly fair.

- | | |
|---------------------|---------------------|
| 1 strongly agree | 2 somewhat agree |
| 3 somewhat disagree | 4 strongly disagree |

- | | |
|--|-----------|
| 7 R volunteers neither agree/disagree, depends | |
| d don't know | r refused |

the response options (strongly agree, somewhat agree . . .) are the values and value labels (1,2 . . .) in the data file

every question allowed for a dk and refused option but they are not noted in subsequent questions

att_2

The legal system works better for rich people than for poor people.

Same agree/disagree scale as used in att_1

att_3

The legal rights guaranteed in the Canadian Charter of Rights and Freedoms make a difference when people have legal problems.

Same agree/disagree scale as used in att_1

att_4

Courts are an important way for ordinary people to protect their rights.

Same agree/disagree scale as used in att_1

Problem Identification

int_prob

Now we would like to ask you about problems and disputes that some people have. We are interested in SERIOUS problems that were not easy to fix that have happened in the last three years, that is since [month of interview] 2011.

Consumer Problems

int_prob1st

First, we want to ask about problems you may have had as a consumer, for example when you bought something and did not get what you paid for, or paid for a service or repair that was not provided. Please remember we are interested in SERIOUS problems that were not easy to fix.

cons_1a [#prob1] ← this is a count of the 84 problems asked about in the survey, see variable firstprob_followup]

In the last three years have you spent money on a home, a car, a major appliance, or made other large purchases and not gotten what you paid for AND the seller did not fix the problem?

1 yes 5 no d don't know r refused

cons_1b [if yes at cons_1a]

In what year did this problem start?

1 before 2010 2 2010 3 2011 4 2012
5 2013 6 2014 d DK r refused

cons_1c [if yes at cons_1a]

Approximately how much money was involved with this purchase?

0 \$49 dollars or less 50-1,000,000 (enter \$)
x more than one million d DK r refused

cons_2a [#prob2]

In the last three years have you paid to have repairs, renovations or other work done to your home, your car, to an appliance and then you found you did not get what you paid for AND the repair person or contractor did not fix the problem?

For each problem the year that the problem started and the amount of money that was involved where asked as shown in the cons_1b and cons_1c questions above.

cons_3a [#prob3]

In the last three years have you paid for a SERVICE such as a moving company, a health club membership, a major holiday, having your taxes prepared, and so on, AND then found out you did not get what you paid for or the service was poor and they would not fix the problem?

cons_4a [#prob4]

In the last three years have you had a problem with the SAFETY of something you bought and the seller would not repair, replace it, or take it back?

cons_5a [#prob5]

In the last three years have you had any insurance claim UNFAIRLY rejected?

cons_6a [#prob6]

In the last three years have you had a serious problem with a bill or invoice that was incorrect?

Employment Problems

st_emp

In the last three years, that is since [the month the survey was completed was provided whenever "fill monthtxt" is indicated] 2011 have you worked FOR PAY?

1 yes [goto emp_1a]
5 no [goto debt_1a]
d don't know r refused [goto debt_1a]

emp_1a [#prob7]

We would like to know about serious problems or disputes at your job that were not easy to fix. In the last three years, did you have any problem obtaining Employment Insurance (EI) benefits?

1 yes
5 no (includes never needed/tried/eligible for EI)
7 R volunteers never work problems [goto debt_1a]
d don't know r refused

emp_2a [#prob8]

In the last three years, have you experienced any serious problems with being paid your wages, being paid for working overtime, getting vacation pay, severance pay or other wages that you believe were owed to you?

emp_3a [#prob9]

In the last three years, have you been UNFAIRLY fired or dismissed from a job?

emp_4a [#prob10]

In the last three years, have you NOT been given maternity leave, sick leave or other rights that were part of agreed conditions of work?

emp_5a [#prob11]

In the last three years, have you personally had health or safety issues at your job or in the workplace?

emp_6a [#prob12]

In the last three years, have there been any unfair disciplinary procedures?

emp_7a [#prob13]

In the last three years, have you experienced any serious and ongoing harassment at work?

emp_8

Looking back over the last several years, how often have you been UNemployed: all of the time, most of the time, some of the time or have you never been unemployed over the past several years?

Debt Problems

debt_1a [#prob14]

In the last three years have you declared personal bankruptcy?

debt_2a [#prob15]

Have you been harassed over and over again by a collection agency trying to get you to pay an outstanding bill?

debt_3a [#prob16]

Have you been UNFAIRLY refused credit because of INACCURATE INFORMATION?

debt_4a [#prob17]

Been asked over and over to pay INCORRECT charges by a bank, or by a credit union, or by a hydro, gas, or a cable company, or any other utility?

debt_5a [#prob18]

Have you been threatened with legal action by someone or a company trying to collect money you owed them?

debt_6a [#prob19]

Been given misleading or incorrect information that led you to buy insurance, pensions, mortgages or other financial products?

debt_7a [#prob20]

Had problems collecting money owed to you?

debt_8a

Over the last several years has debt been a serious problem for you frequently, some of the time, or not at all?

Problems with Social Assistance

screen_soc

In the last three years, that is since [fill monthtxt] 2011 have you had any serious problems or disputes getting government income assistance, social assistance, old age security, and so on that were not easy to fix?

1 Yes [goto soc_1a]

5 No d don't know r refused [goto screen_dis1]

soc_1a [#prob21]

In the last three years have you had problems obtaining social assistance or with the amount of social assistance you were receiving?

Unless specified otherwise for the remaining problem questions the first follow up question (year problem started) was asked but the second (amount of money involved) was not.

soc_2a [#prob22]

In the last three years, have you had problems obtaining old age security, or the Guaranteed Income supplement?

soc_3a [#prob23]

In the last three years, have you had any other problems with other types of government assistance, such as housing assistance, benefits for disabled children, and so on?

soc_oth [only asked if screen_soc was 1 and none of soc_1a to soc_3a answered 'yes']

Can you tell me what kind of problems you had getting government income assistance in the last three years?

1 text answers

5 had no problems

Problems with Disability Assistance

screen_dis1

In the last three years, that is since [fill monthtxt] 2011, have you collected, or felt like you deserved to collect A DISABILITY PENSION

income from the government, your place of work, the Work place Safety and Insurance Board (WSIB), or from a private insurance company?

- 1 yes [goto screen_dis2]
- 5 no [goto screen_house1]
- d don't know
- r refused [both goto screen_house1]

screen_dis2 [#prob24]

In the last three years have you had any serious problems or disputes that were not easy to fix, when you were trying to obtain disability income?

- 1 yes [goto dis_1a]
- 5 no
- d don't know
- r refused [all goto scrn_house1]

dis_1a [#prob25]

Was your problem with the Canada Pension Plan disability pension?

dis_2a [#prob21]

Was your problem with a provincial disability pension?

dis_3a [#prob26]

Was your problem with a private insurance company?

dis_4a [#prob27]

Was your problem with workers compensation?

Housing Problems

scrn_house1

Now we want to ask about housing problems, such as problems with your mortgage or lease, having problems with your landlord, and so on. NOT INCLUDING any problems we have already talked about, in the past three years, that is since [fill monthtxt] 2011, have you experienced any serious problems like this that were not easy to fix.

- 1 yes [goto scrn_house2]
- 5 no
- d don't know
- r refused [all goto house_11a]

scrn_house2

Were the problems you had with a house that you owned or rented?

- 1 owned (outright or with a mortgage)
- 3 rented
- 5 had problems with housing owned and rented
- 7 neither owned nor rented
- d don't know
- r refused

house_1a [#prob28 only asked of renters, see scrn_house2]
In the last three years have there been arbitrary changes to your rent?

house_2a [#prob29] [only asked of renters]
in the last three were you evicted or threatened with eviction?

house_3a [#prob30] [only asked of renters]
In the last three years did you have problems getting a rent deposit back?

house_4a [#prob31] [only asked of renters]
In the last three years did you have a problem getting a landlord to carry out building repairs or maintenance?

house_5a [#prob32] [only asked of renters]
Any problems with a landlord providing hydro, water or heating for your home in the last three years?

house_6a [#prob33] [only asked of renters]
Problems with a lease or the absence of a lease in the last three years?

house_7a [#prob34] [only asked of renters]
Harassment of any type from a landlord in the last three years?

house_8a [#prob35] [only asked if mortgage see scrn_house2]
In the last three years, have you had any problems with a foreclosure or mortgage?

house_9a [#prob36] [only asked if mortgage]
In the last three years, have you had any problems with municipal property regulations?

house_10a [#prob37] [only asked if mortgage]
In the last three years, have you had any problems involving boundaries, access or right of way to property?

house_11a [ask all]
Looking back over the last several years, would you say that having good, affordable housing has been a serious problem for you: frequently, sometimes, not at all?

house_oth [only asked if scrn_house1 was 1 & none of house_1a to house_11a answered 'yes']
Can you tell me what kind of housing problem you had in the last three years?

- 1 please enter text answers
- 5 had no problems

Immigration Problems

imm_1a
We have some questions about immigration. Were you born in Canada?

imm_1b
Have you sponsored a family member's application to immigrate to Canada?

1 yes [goto imm_1c]
5 no d don't know r refused [all goto screen_imm]

imm_1c [#prob38]

In the past three years, have you experienced any serious problems sponsoring a family member's application to immigrate to Canada?

All those answering imm_1c goto screen_disc

screen_imm [only asked if mortgage]

In the past three years, have you experienced any serious problem or dispute involving immigration or refugee status that was hard to fix?

1 yes [goto imm_2a]
5 no d don't know r refused [all goto screen_dis]

imm_2a [#prob39]

Did you have a problem claiming refugee protection from within Canada?

imm_3a [#prob40]

Did you have a problem applying for permanent residence status?

imm_4a [#prob41]

Did you have a problem applying for a Canadian work or student visa?

imm_5a [#prob42]

Did you have a problem obtaining Canadian citizenship?

imm_6a [#prob43]

Did you have a problem filing a Pre-removal Risk Assessment or a humanitarian and Compassionate application?

imm_7a [#prob44]

Did you have a problem appealing an immigration or refugee decision through judicial review?

imm_8a [#prob45]

Did you have a problem obtaining assistance (e.g. health or social) while awaiting a refugee hearing or other immigration matter?

imm_oth [asked if screen_imm = 1 and none of imm_2a to imm_8a answered yes]

Can you tell me what kind of immigration problem you had in the last three years?

1 enter text answers
5 had no problems

Discrimination Problems

screen_disc

Not including any problems we have already talked about, during the past three years, since [fill monthtxt] 2011, have you had any serious problems resulting from discrimination based on your age, gender, race, or for any other reason?

1 yes [goto disc_1a]
5 no d don't know r refused [all goto screen_pol1]

disc_1a [#prob46]

In the last three years were you discriminated against because of your gender?

disc_2a [#prob47]

because of your race?

disc_3a [#prob48]

because of your sexual orientation?

disc_4a [#prob49]

because of a disability?

disc_5a [#prob50]

because of your age?

disc_6a [#prob51]

because of your religion?

disc_oth [asked if screen_disc = 1 and none of disc_1a to disc_6a answered yes]

Can you tell me about any discrimination you have suffered in the last three years?

1 please enter text answers
5 had no problems

Treatment by Police

screen_pol1

In the last three years have you been stopped and questioned by the police, detained or arrested, or had any contact with the police where you felt they were being aggressive or threatening?

1 yes [goto screen_pol2]
5 no d don't know r refused [all goto screen_fl1]

screen_pol2

Not including any problems we have already talked about, during the past three years, have you experienced any serious problems with the way you have been treated by the police?

1 yes [goto pol_1a]
5 no d don't know r refused [all goto scr_crm]

pol_1a [#prob52]

Were you unreasonably stopped and questioned by police?

pol_2a [#prob53]

Did you feel threatened by VERBALLY aggressive police officers?

pol_3a [#prob54]

Did you feel PHYSICALLY threatened by police officers?

pol_4a [#prob55]

Were you physically assaulted by a police officer?

Criminal Charges

scr_crim

At any time in the past three years, were you detained or arrested by the police?

1 yes [goto crim_1a]

5 no d don't know r refused [all goto screen_fl1]

crim_1a

When you were detained or arrested, did the police charge you?

1 yes [goto crim_1b]

5 no d don't know r refused [all goto screen_fl1]

crim_1b

What were you charged with?

- @1 Impaired driving/driving under the influence of alcohol/DUI
- @2 Other highway traffic offence(NOT IMPAIRED DRIVING)
- @3 Drug-related offence/possession of drugs/ trafficking/marijuana
- @4 Assault
- @5 Breaking and entering
- @6 Theft
- @7 Breach of probation or a court order/failure to appear
- @8 Uttering threats
- @0 Other (SPECIFY)

Family Law Problems (Relationship Breakdown)

screen_fl1

In the past three years, have you experienced any serious family problems that were difficult to resolve, for example a break up, divorce, child custody issues, and problems getting support payments and so on?

1 yes [goto famlaw_1a]

5 no d don't know r refused [all goto screen_fam11]

famlaw_1a [#prob56]

In the last three years have you been . . .
Divorced (and had problems)?

famlaw_2a [#prob57]

separated (and had problems)?

famlaw_3a [#prob58]

HAD problems applying for, OR making changes to, or enforcing child support?

famlaw_4a [#prob59]

problems over the division of money or property following a family break-up?

famlaw_5a [#prob60]

problems with child custody or access arrangements involving children?

famlaw_6a [#prob61]

problems collecting spousal support that you were awarded by the court?

famlaw_7a [#prob62]

problems obtaining or enforcing a restraining order?

Family Problems (Other)

screen_fam1

Are you the parent or guardian of a PERSON UNDER 18 YEARS OF AGE?

1 yes [goto screen_fam12]

5 no

d don't know

r refused [all goto screen_will]

screen_fam12

In the last three years, that is since [fill monthtxt] 2011 have you had any SERIOUS PROBLEMS that were hard to fix involving a child such as becoming a guardian, problems with child services, school expulsions and so on that we have not already talked about?

1 yes [goto famlaw_8a]

5 no

d don't know

r refused [goto screen_will]

famlaw_8a [#prob63]

In the last three years, have you had any serious problems becoming the guardian of a child?

famlaw_9a [#prob64]

In the last three years have any of your children, or a child under your guardianship, been taken away by a family services agency?

famlaw_10a [#prob65]

In the last three years have you had problems getting legal representation for a child involved in a dispute?

famlaw_11a [#prob66]

In the last three years, have you had a child abduction or potential abduction?

famlaw_12a [#prob67]

In the last three years, have you had a child who was unfairly expelled from school?

Medical Treatment

screen_mt

In the last three years, have you had any other serious problems, that were hard to fix with respect to poor or incorrect medical treatment at a hospital, by a doctor, or dentist that you have not already told us about?

1 yes [goto mt_1a]
5 no d don't know r refused [goto screen_la]

mt_1a [#prob75]

any problems with treatment you received while hospitalized?

mt_2a [#prob76]

any problems or difficulty obtaining a discharge from a hospital?

mt_3a [#prob77]

any problems with restrictions or conditions placed on being able to be discharged from a hospital?

mt_4a [#prob78]

any problems with care received, or with care NOT received after being released from a hospital?

mt_5a [#prob79]

in the last three years, have you been hurt or harmed while being treated by a physician or a dentist?

Legal Action

screen_la

In the last three years, have you received a letter from a lawyer threatening legal action or had a court proceeding started against you over a CIVIL matter?

1 yes [goto la_1a]
5 no d don't know r refused [goto screen_ng]

la_1a [#prob80]

Did you receive a letter from a lawyer threatening legal action?

la_2a [#prob81]

Was a court proceeding started against you over a civil matter?

Neighbourhood Problems & Property Damage

screen_ng

Have you had any serious problems with noise, harassment, vandalism and so on in your Neighbourhood in the last three years?

1 yes [goto neigh_1a]
5 no d don't know r refused [goto assistance]

neigh_1a [#prob82]

Have you had problems with regular and excessive noise or other Neighbourhood problems caused by

a neighbour or business in the area?

neigh_2a [#prob83]

had threats or harassment by neighbours or people passing through your Neighbourhood?

neigh_3a [#prob84]

vandalism or damage to your home, vehicle, property or garden?

neigh_oth [#if yes at screen_neigh and no at all of neigh_1a – neigh_ 3]

Can you tell me what kind of problems you had in your Neighbourhood in the last three years?

Assistance with Problems

Respondents who reported no problems or more than seven problems skipped all of the follow-up questions and were next asked demo_int, see page 37.

QUESTIONS ABOUT PROBLEM ONE - SEE VARIABLE "firstprob_followup" IN THE DATA FILE FOR IDENTIFICATION OF THIS PROBLEM

For respondents who had more than one problem the assignment of which problem was designated as one (first) and two (second) was random and does not relate to seriousness, cost, timing or any other factor.

assist1

People do a number of things to try to resolve problems. Please tell me if you did any of the following to resolve the [problem 1 identified] you had. Did you ...

- @1 Search the internet for help or for a place to go for assistance?
- @2 Talk the problem over with the other party involved in the dispute?
- @3 Talk with friends or relatives who might be able to help?
- @4 Contact a lawyer, at any time, to help with the problem?
- @5 Contact an organization?
- @6 Did you do anything else? What was this?

There is no question assist2

assist3 [asked if no actions taken at assist1]

Please tell me if any of the following are reasons why you did not try to solve the problem?

- @1 Problem was not that serious
- @2 Did not think anything could be done about it
- @3 Didn't know what to do or where to go to get help
- @4 Was uncertain of my rights
- @5 Would take too much time
- @6 Thought it would cost too much
- @7 Was too scared to do anything
- @8 Worried that it would just cause more trouble
- @9 Thought the other person was right
- @10 Would have been too stressful
- @11 Help was too far away or hard to reach

- @12 Had a previous problem and knew there was no use in getting help
@13 Other, specify

assist4 *[asked if no actions taken at assist1 and more than one response at assist3]*
What was the MOST important reason you did not try to resolve the problem?

The respondent selected one of the responses answered affirmatively in the previous question

There is no question assist5

assist6b *[only if 2 or actions at assist1]*
You mentioned that you: (interviewer lists actions reported in assist1)
Which one did you do first?
And which one did you do next?

assist6c *[only if 3 or more actions at assist1]*

Which one did you do first?
And what did you do second?
And which one did you do next?

assist7 *[if searched the internet at assist1]*

Which of the following BEST describes what you found on the internet: 1, nothing that was very useful, 2, information about the problem, 3, organizations that might be able to help, or 4, problem-solving aids that would actually help you to resolve the problem?

assist8 *[if answers 2-4 in previous question]*
Overall, how helpful did you find the internet in helping you resolve the problem: would you say not helpful at all, not very helpful, somewhat helpful or very helpful?

assist9 *[if talked with the other party at assist1]*
How helpful was talking with the other person in helping you resolve the problem: would you say not helpful at all, not very helpful, somewhat helpful or very helpful?

assist10 *[if talked to friends/relatives assist1]*
How helpful was talking with friends or relatives in helping you resolve the problem: would you say not helpful at all, not very helpful, somewhat helpful or very helpful?

assist11a *[#if contacted a lawyer at assist1]*
Did you get legal advice from a private lawyer, from legal aid, from a legal advice service, from a lawyer via a web site or from a free legal clinic?

assist11b
How helpful was talking with the lawyer or legal services in helping you resolve the problem: would you say not helpful at all, not very helpful, somewhat helpful or very helpful?

assist12a *[if contacted organization at assist1]*
Can you tell me what [first] organization you contacted?

assist12b

And how helpful was the assistance you received from the first organization: not helpful at all, not very helpful, somewhat helpful or very helpful?

assist13a *[if 2 or more organizations mentioned]*

Can you tell me what [second] organization you contacted?

assist13b

And how helpful was the assistance you received from them: not helpful at all, not very helpful, somewhat helpful or very helpful?

assist14a *[if 3 or more organizations mentioned]*

Can you tell me what [third] organization you contacted?

assist14b

And how helpful was the assistance you received from them: not helpful at all, not very helpful, somewhat helpful or very helpful?

assist15 *[if other actions at assist_1]*

How useful was the other help you told us about: would you say not helpful at all, not very helpful, somewhat helpful or very helpful?

QUESTIONS ABOUT PROBLEMS TWO - SEE VARIABLE "secondprob_followup" IN THE DATA FILE FOR IDENTIFICATION OF THIS PROBLEM

assist1_2

People do a number of things to try to resolve problems. Please tell me if you did any of the following to resolve the [problem 1 identified] you had. Did you ...

- @1 Search the internet for help or for a place to go for assistance?
- @2 Talk the problem over with the other party involved in the dispute?
- @3 Talk with friends or relatives who might be able to help?
- @4 Contact a lawyer, at any time, to help with the problem?
- @5 Contact an organization?
- @6 Did you do anything else? What was this?

There is no question assist2

assist3_2 *[asked if no actions taken at assist1_2]*

Please tell me if any of the following are reasons why you did not try to solve the problem?

- @1 Problem was not that serious
- @2 Did not think anything could be done about it
- @3 Didn't know what to do or where to go to get help
- @4 Was uncertain of my rights
- @5 Would take too much time
- @6 Thought it would cost too much
- @7 Was too scared to do anything
- @8 Worried that it would just cause more trouble
- @9 Thought the other person was right

- @10 Would have been too stressful
- @11 Help was too far away or hard to reach
- @12 Had a previous problem and knew there was no use in getting help
- @13 Other, specify

assist4_2 *[asked if no actions taken at assist1_2 and more than one response at assist3_2]*
What was the MOST important reason you did not try to resolve the problem?

The respondent selected one of the responses answered affirmatively in the previous question

There is no question assist5_2

assist6b2 *[only if 2 or actions at assist1_2]*
You mentioned that you: (interviewer lists actions reported in assist1_2)

Which one did you do first?
And which one did you do next?

assist6c2 *[only if 3 or more actions at assist1_2]*

Which one did you do first?
And what did you do second?
And which one did you do next?

assist7_2 *[if searched the internet at assist1_2]*
Which of the following BEST describes what you found on the internet: 1, nothing that was very useful, 2, information about the problem, 3, organizations that might be able to help, or 4, problem-solving aids that would actually help you to resolve the problem?

assist8_2 *[if answers 2-4 in previous question]*
Overall, how helpful did you find the internet in helping you resolve the problem: would you say not helpful at all, not very helpful, somewhat helpful or very helpful?

assist9_2 *[if talked with other party at assist1_2]*
How helpful was talking with the other person in helping you resolve the problem: would you say not helpful at all, not very helpful, somewhat helpful or very helpful?

assist10_2 *[if talked friends/relatives assist1_2]*
How helpful was talking with friends or relatives in helping you resolve the problem: would you say not helpful at all, not very helpful, somewhat helpful or very helpful?

assist11a2 *[#if contacted a lawyer at assist1_2]*
Did you get legal advice from a private lawyer, from legal aid, from a legal advice service, from a lawyer via a web site or from a free legal clinic?

assist11b2
How helpful was talking with the lawyer or legal services in helping you resolve the problem: would you say not helpful at all, not very helpful, somewhat helpful or very helpful?

assist12a2 *[if contacted organization at assist1_2]*
Can you tell me what [first] organization you contacted?

assist12b2
And how helpful was the assistance you received from them: not helpful at all, not very helpful, somewhat helpful or very helpful?

assist13a2 *[if 2 or more organizations mentioned]*
Can you tell me what [second] organization you contacted?

assist13b2
And how helpful was the assistance you received from them: not helpful at all, not very helpful, somewhat helpful or very helpful?

assist14a2 *[if 3 or more organizations mentioned]*
Can you tell me what [third] organization you contacted?

assist14b2
And how helpful was the assistance you received from them: not helpful at all, not very helpful, somewhat helpful or very helpful?

assist15_2 *[if other actions at assist_1_2]*
How useful was the other help you told us about: would you say not helpful at all, not very helpful, somewhat helpful or very helpful?

Understanding the Scope of the Problems

FIRST PROBLEM

[skip to status questions if respondent did not get help because problem not that serious at assist3@1]

scope_1a

Now some questions about the seriousness of [identify problem 1] you had. Thinking about when this problem first happened did you understand how serious this problem was or could become?

1 Yes *[goto scope_1b]*
5 No d don't know r refused *[goto scope_2a]*

scope_1b

Would you say you understood the seriousness of the problem completely, very well, or not very well?

scope_2a

Were you aware of any legal implications related to the problem?

1 Yes *[goto scope_2b]*
5 No d don't know r refused *[goto scope_3a]*

scope_2b

Would you say you understood the legal implications completely, very well or not very well?

scope_3a

Did you know where to go to obtain good information and advice about resolving the problem?

1 Yes [goto scope_3b]
5 No d don't know r refused [goto scope_4a]

scope_3b

Would you say you know a lot, some, or very little about where to go to get good information and advice about resolving the problem?

scope_4a

Did you know what sort of assistance you needed to deal with the problem?

1 Yes [goto scope_4b]
5 No d don't know r refused [goto scope_5a]

scope_4b

Were you very certain, somewhat certain, or not very certain about the assistance you needed to deal with the problem?

scope_5a

Did you have the knowledge to deal with the problem?

1 Yes [goto scope_5b]
5 No d don't know r refused [goto scope_6a]

scope_5b

Would you say you had all, most, or some of the knowledge you needed to deal with the problem?

scope_6a

Are you still trying to obtain help in fixing this problem?

Legal Assistance

PROBLEM 1

legass_1

Did you have to appear at a court or other tribunal because of this problem?

Yes [goto legass_2]
5 No d don't know r refused [goto status_1]

legass_2

Did you appear at small claims court, another type of court, or a tribunal?

legass_3a

Did you have anyone represent or assist you when attending this court, hearing or tribunal?

Yes [goto legass_2]
5 No d don't know r refused [goto status_1]

legass_3b

Who was it: a lawyer, a trained advocate but not a lawyer, a friend or relative, or did you represent yourself?

legass_4

Did you attend any mediation or conciliation sessions in an attempt resolve this problem?

Current Status of Problem

FIRST PROBLEM

status_1

Has this problem or dispute now been resolved, or is it still ongoing?

- 1 resolved *[goto status_3]*
- 3 ongoing *[goto status_2]*
- 5 R volunteers too early to say *[goto status_2]*
- 6 R volunteers dropped it/gave up *[goto status_3]*
- d don't know
- r refused *[goto cost_1]*

>status_2< *[ask if ongoing/too early to say]*

Overall, would you say this problem is now better, worse, or about the same as when it first happened?
All answers goto self_rep

status_3 *[ask if resolved/dropped]*

Do you feel the outcome of this problem was BASICALLY fair or unfair?

status_4 *[ask if resolved]*

Did you achieve all, most, some, very little, or none of what you hoped to gain by getting the problem resolved?

self_rep

[different definitions of self-helpers were used before and after Oct 8,2012. Those who did not get help asked status_5 to status_9]

status_5 *[ask if problem resolved and self helper]*

Looking back on this problem and how things turned out, do you feel the situation might have worked out better if you had some assistance?

- 1 Yes goto status_6
- 5 No
- d don't know
- r refused *[goto status_9]*

status_6 *[ask if felt help would improve outcome]*

Do you think any of the following would have helped you get a better outcome with the problem?

- @1 Better information
- @2 Someone to explain the legal aspects or to help with forms, letters or documents
- @3 Someone to deal with or intervene with the other party
- @4 A lawyer to deal with the problem using the legal system or courts
- @5 R volunteers other answer (specify)

status_7 *[ask if felt help would improve outcome]*

if you had received better information or help now would you still have preferred to deal with this problem on your own as much as possible?

1 yes 7 R volunteers probably [goto status_8]
5 No d don't know r refused [goto status_9]

status_8

Why is that?

- 1 responsibility issues (take care of my own problems, etc.)
- 2 privacy issues (my business, don't want to give out personal info, etc.)
- 3 cost of getting assistance
- 4 low probability of getting good assistance
- 0 other or multiple response (specify)

status_9 [ask if problem resolved/ongoing]

Looking back on this problem, how difficult did it make it for you to carry on with your normal life? Would you say: extremely difficult, very difficult, somewhat difficult, not very difficult, or not at all difficult?

status_10 [ask if resolved/ongoing]

And how important was / is it for you to resolve this problem? Extremely important, very important, somewhat important, not very important or not at all important?

cost_1 [ask if resolved/ongoing]

Now we would like to ask about any costs you may have had to pay as a result of experiencing this problem. Did it cost you any money to deal with this problem?

1 Yes [goto cost_2]
5 No d don't know r refused [goto scope 2nd problem]

cost_2

What kinds of things did you have to pay for?

- @1 Lawyer fees
- @2 Fees for other advisors or mediators
- @3 Court filing fees or other court fees
- @4 Purchasing materials/photocopies
- @5 Long distance/fax
- @6 Bus/cab/other transportation costs
- @7 Babysitter/house cleaner/other domestic costs
- @8 Other (Specify)

cost_3

Approximately how much in total did it cost to deal with this problem?

SECOND PROBLEM

If only 1 problems skip to HEALTH PROBLEMS, if two or more problems and the problem "not that serious" at assist3_2@1]

scope2_1a

Now some questions about the seriousness of [identify problem 2] you had. Thinking about when this problem first happened did you understand how serious this problem was or could become?

1 Yes *[goto scope2_2b]*

5 No d don't know r refused *[goto scope2_2a]*

scope2_1b

Would you say you understood the seriousness of the problem completely, very well, or not very well?

scope2_2a

Were you aware of any legal implications related to the problem?

1 Yes *[goto scope2_2b]*

5 No d don't know r refused *[goto scope2_3a]*

scope2_2b

Would you say you understood the legal implications completely, very well or not very well?

scope2_3a

Did you know where to go to obtain good information and advice about resolving the problem?

1 Yes *[goto scope2_3b]*

5 No d don't know r refused *[goto scope2_4a]*

scope2_3b

Would you say you know a lot, some, or very little about where to go to get good information and advice about resolving the problem?

scope2_4a

Did you know what sort of assistance you needed to deal with the problem?

1 Yes *[goto scope2_4b]*

5 No d don't know r refused *[goto scope2_5a]*

scope2_4b

Were you very certain, somewhat certain, or not very certain about the assistance you needed to deal with the problem?

scope2_5a

Did you have the knowledge to deal with the problem?

1 Yes *[goto scope2_5b]*

5 No d don't know r refused *[goto scope2_6a]*

scope2_5b

Would you say you had all, most, or some of the knowledge you needed to deal with the problem?

scope2_6a

Are you still trying to obtain help in fixing this problem?

Legal Assistance

PROBLEM 2

legass2_1

Did you have to appear at a court or other tribunal because of this problem?

Yes *[goto legass2_2]*

5 No d don't know r refused *[goto status2_1]*

legass2_2

Did you appear at small claims court, another type of court, or a tribunal?

legass2_3a

Did you have anyone represent or assist you when attending this court, hearing or tribunal?

Yes *[goto legass2_4]*

5 No d don't know r refused *[goto status2_1]*

legass2_3b

Who was it: a lawyer, a trained advocate but not a lawyer, a friend or relative, or did you represent yourself?

legass2_4

Did you attend any mediation or conciliation sessions in an attempt resolve this problem?

Current Status of Problem

PROBLEM 2

status2_1

Has this problem or dispute now been resolved, or is it still on-going?

1 resolved *[goto status2_3]*

3 ongoing *[goto status2_2]*

5 R volunteers too early to say *[goto status2_2]*

6 R volunteers dropped it/gave up *[goto status2_3]*

d don't know r refused *[goto cost2_1]*

status2_2 *[ask if ongoing/too early to say]*

Overall, would you say this problem is now better, worse, or about the same as when it first happened?
All answers goto self_rep2

status2_3 *[ask if resolved/dropped]*

Do you feel the outcome of this problem was BASICALLY fair or unfair?

status2_4 *[ask if resolved]*

Did you achieve all, most, some, very little, or none of what you hoped to gain by getting the problem resolved?

self_rep2

[different definitions of self helpers were used before and after Oct 8,2012. Those who did not get help asked ststus2_5 to status2_9]

status2_5 [ask if problem resolved and self helper]

Looking back on this problem and how things turned out, do you feel the situation might have worked out better if you had some assistance?

1 Yes [goto status2_6]

5 No

d don't know

r refused [goto status2_9]

status2_6 [ask if felt help would improve outcome]

Do you think any of the following would have helped you get a better outcome with the problem?

@1 Better information

@2 Someone to explain the legal aspects or to help with forms, letters or documents

@3 Someone to deal with or intervene with the other party

@4 A lawyer to deal with the problem using the legal system or courts

@5 R volunteers other answer (specify)

status2_7 [ask if felt help would improve outcome]

if you had received better information or help now would you still preferred to deal with this

problem on your own as much as possible?

1 yes 7 R volunteers probably [goto status2_8]

5 No d don't know

r refused [goto status2_9]

status2_8

Why is that?

1 responsibility issues (take care of my own problems, etc.)

2 privacy issues (my business, don't want to give out personal info, etc.)

3 cost of getting assistance

4 low probability of getting good assistance

0 other or multiple response (specify)

status2_9 [ask if problem resolved/ongoing]

Looking back on this problem, how difficult did it make it for you to carry on with your normal life?

Would you say: extremely difficult, very difficult, somewhat difficult, not very difficult, or not at all difficult?

status2_10 [ask if resolved/ongoing]

And how important was / is it for you to resolve this problem? Extremely important, very important, somewhat important, not very important or not at all important?

cost2_1 [ask if resolved/ongoing]

Now we would like to ask about any costs you may have had to pay as a result of experiencing this problem. Did it cost you any money to deal with this problem?

1 Yes [goto cost2_2]

5 No

d don't know

r refused [goto health_intro]

cost2_2

What kinds of things did you have to pay for?

@1 Lawyer fees

@2 Fees for other advisors or mediators

@3 Court filing fees or other court fees

@4 Purchasing materials/photocopies

@5 Long distance/fax

@6 Bus/cab/other transportation costs

@7 Babysitter/house cleaner/other domestic costs

@8 Other (Specify)

cost2_3

Approximately how much in total did it cost to deal with this problem?

Health Problems

health_int

Now some questions about how the problem/problems affected the rest of your life. These questions will help in the development of programs and services for Canadians dealing with legal problems like yours.

health1

Thinking about the **first** problem did it cause or make other health, social or family problems in your life worse?

health2

Did the problem affect your physical health?

health3 [if yes at health2]

Did these issues with your physical health require you to visit doctors or use the health care system more than before?

health1_2

Thinking about the **second** problem did it cause or make other health, social or family problems in your life worse?

health2_2

Did this problem affect your physical health?

health3_2 [if yes at health2_2]

Did these issues with your physical health require you to visit doctors or use the health care system more than before?

There is no question health4

health5 [if two or more problems]

Of the two problems which one do you think contributed most to the physical health issues you just mentioned?

health6

Did the first problem affect your MENTAL health or cause extreme STRESS?

health7

Did you visit doctors or use counselling services more than before because of this problem?

health6_2

Did the second problem affect your MENTAL health or cause extreme STRESS?

health7_2

Did you visit doctors or use counselling services more than before because of this problem?

health9

Which problem was most responsible for the emotional health or stress issues you have been experiencing?

health10

Aside from any physical, emotional or mental health issues, did this problem cause or make other social, family or personal issues you had worse?

health11

What kinds of social, family or personal problems have you had?

- @1 Marital problems/problems with partner
- @2 Relationship problems between parent or grandparent and a child
- @3 Relationship problems between other family members
- @4 Child behavior problems
- @5 Problems with alcohol (self or someone else in family)
- @6 Problems with drugs (self or someone else in family)
- @7 Other (specify)

There is no question health12

health13 [if two or more problems in health11]

And what would you say was the most serious among the family or personal problems you mentioned?

Employment

employ_screen

I would now like to ask about possible impacts that the problem may have had on you personally.

employ1

Did the problem you have cause or contribute to your losing employment?

employ2

Did you go on Employment Insurance?

employ3

How many weeks were you on EI?

employ4

How much money did you receive in EI payments each week?

Loss of Housing

losshou1

Did the problem cause or contribute to your losing your housing?

losshou2

Where did you live after that happened?

- 1 Friends or Relatives
- 3 Emergency housing such as a shelter
- s Other (specify)
- d don't know
- r refused

losshou3

How many weeks were you without a permanent home?

losshou4

Did you receive any form of housing subsidy while you were without a permanent home?

losshou5

How much subsidy did you receive each week?

Receiving Social Assistance

social1

Did the problem/problems result in your receiving social assistance other than EI or housing support?

social2 [if yes at social1]

How many weeks did you receive social assistance?

social3 [if yes at social1] xxx

How much did you receive every week?

Insurance Claims

insclaim1

Did the problem/problems result in your making a claim for insurance?

insclaim2 [if yes at insclaim1]

Did you receive money from insurance to cover your loss?

insclaim3 [if yes at insclaim2]

How much did you receive?

Respondent Characteristics

demo_int

These last questions will help us make sure we have a good representation of all adults in Canada and help us analyze the results of the survey.

age

In what year were you born?

birth_co

In what country were you born?

eth1

To what ethnic or cultural group do you belong?

eth2 [if answer Canadian in previous question]

In addition to being Canadian to what ethnic or cultural group did you, or your ancestors belong on first coming to this continent?

eth3

Interviewer: enter SECOND mentioned ethnic group here.

edu

What is the highest level of education you have completed to date?

m_status5

At present are you married, living with a partner, widowed, divorced, separated, or have you never been married?

hh_1

COUNTING YOURSELF, how many people LIVE IN your household?

Skip to employment if respondent lives alone

hh_2

COUNTING YOURSELF, how many people are 18 and older?

Skip to employment if all counted

hh_3

How many children UNDER the age of 18 LIVE in your household?

employ

What is your present employment status: are you self-employed, working for pay full-time, and working part-time, unemployed, a student, retired, or taking care of a family?

socass

Have you or others in your household received social assistance, disability or pension benefits, housing supplements, or child or income support in the past three years?

health_1

Do you have a physical condition or health problem that reduces the amount or the kind of activity you can do?

health_2 *[only if yes in health_1]*

Does it affect the amount or the kind of activity you can do most of the time, often, sometimes, or almost never?

health_3 *["most" or "often" in health_1]*

Was this physical condition diagnosed by a doctor or other health care professional?

health_4 *["most" or "often" in health_1]*

Did you have this physical condition prior to [fill monthtxt] 2011?

health_5

Do you have an emotional condition or mental health problem that reduces the amount or the kind of activity you can do?

health_6 *[if yes at health_5]*

Does it affect the amount or the kind of activity you can do most of the time, often, sometimes, or almost never?

health_7 *["most" or "often" in health_1]*

Was this emotional condition or mental health problem diagnosed by a doctor or other health care professional?

health_8 *["most" or "often" in health_1]*

Did you have this condition prior to [fill monthtxt] 2011?

income1

Could you please tell me your total household income before taxes for the year ending 2013? Be sure to include income FROM ALL SOURCES TO THE NEAREST THOUSAND DOLLARS. What was your TOTAL HOUSEHOLD INCOME?

income2 *[if dk or refused in income_1]*

We don't need the exact amount; does it fall into one of these broad categories?

Interviewer reads categories

POSTAL

Can you tell me your postal code please?

fol_1

We hope to talk to some people about the topics covered in this interview a second time. Would you be willing to be contacted again to help the researchers by providing some more information?

fol_2

So we know who to ask for if we call back, can you please give me your first name?

fol_4

Would you prefer to be contacted by telephone or by e-mail or does it not matter?

mail

Can you please give me your email address?