

Newsletter Highlights:

Lawyer Referral Service needs more lawyers (Pg 7)

You can help - "A call to serve" (Pg 9)

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Sponsorship: A creative way to market your business (Pg 4)

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**Eric Peterson & Cara Pifko –
CBC's "This is Wonderland"**



**Justice Ted Ormiston –
Toronto's Mental Health
Court**

President's Message

I have just completed the first year of a two-year term as President of the Legal Information Society of Nova Scotia. I enjoyed the past year and particularly the opportunity to work with dedicated and interesting members of the Executive, Board and Committees. Their enthusiasm certainly kept me motivated. Thank you for all the time and effort you devoted.

The Society maintains a five-year plan, and each year the Board approves an Annual Plan. The Annual Plan outlines specific initiatives to be undertaken in the upcoming year. With a lot of hard work and energy, we were able to complete most of our 2004/05 initiatives. A couple of significant initiatives were the

development of a PowerPoint presentation which will be used to introduce the Society to the community, and the implementation of the first phase of a sponsorship program centred around Dial-a-Law.

From a financial perspective, 2004/05 was positive overall. Thank you to all our donors and supporters, core funders: the Law Foundation of Nova Scotia, the Department of Justice (NS), and the Department of Justice (Can); and corporate sponsors: The Printer and Carlson Wagonlit/Harvey's Travel.

*See **The Year Ahead** / Pg 3*

"Thank You For Helping Me"...A Satisfied Caller

"I would like to express my deepest appreciation for your work and the assistance I got from your staff working the Legal Information Line. This fall I was battling with my former landlord to get back my damage deposit. ... After two months of hard work, today, I finally got my damage deposit back.

A key element that helped me resolve this matter was the assistance I received when I called the Legal Information Line. I called a few times with lots of questions and each time I received extensive legal information.

Largely due to your help, I not only got my money back, but I also became better informed of the law and tenants' and landlords' rights and responsibilities.

Thank you so very much for your hard work, vision, dedication and not-for-profit educational work that people like me really need. I really appreciate having such a wonderful Legal Information resource."

Letter Received December/04

Executive Director's Report 2004-2005



Thank You! Law Day Lunch 2004 Sponsors

Major Sponsor

The Printer

Presenting Sponsor



I am often asked why I have stayed with the Society so long. You only have to look at the variety of work and activities that we undertake and accomplish each year to understand that this is no ordinary mundane job, but rather one that continues to provide a wide variety of challenges and experiences. It also provides opportunities to work with interesting people on the Board, committees, staff and community level. 2004-5 has been another full year of activities, change and innovation.

Programs

We continued to offer core programs, which meet the popular demand for legal information. They include the Legal Information Line, Lawyer Referral Service, website, Dial-a-Law, publications and Speakers Bureau. The Legal Information Line continues to provide a live, one-on-one personal service to callers. It is a popular service, particularly in this era of automation and voice mail.

The website is becoming increasingly popular and is a cost-effective opportunity for us to provide information on a 24-hour basis. We have started reorganizing the site to make it more user friendly and, hopefully, reduce the pressure to provide an email service to answer legal questions as we do not have the human resources to meet this demand.

While our publication budget has diminished over the last number of years, we have made many of our free publications available on-line and thousands are downloaded each year.

In the fall of 2004, we replaced our 20 year-old telephone system with a new one. It provides staff with voice mail and houses our Dial-a-Law program. Dial-a-Law is the current focus for our program sponsorship initiative.

See Committees / Pg 3

LISNS Law Day Lunch – A Continuing Success

The annual Law Day Lunch is the only special event the Legal Information Society of Nova Scotia holds each year. All other Society Fund Development is through a Direct Mail campaign sent out each fall and Program Sponsorship (see page 4).

2004

The April 15th, 2004 Law Day Lunch at the World Trade and Convention Centre saw 192 attendees welcome special guests Cara Pifko and Eric Peterson from CBC Television's "This is Wonderland" and Justice Ted Ormston, from Toronto's Mental Health Court. Justice Ormston spoke compassionately about the realities of dispensing justice in the context of mental health issues, while Cara and Eric looked at the realities of creating entertainment that is, at the same time, educational around those same issues. This luncheon raised a net of just over \$11,000. Thank you to the event sponsors, The Printer and Carlson Wagonlit / Harvey's Travel, as well as, the auction contributors for helping make the event such financial success.

2005

Bringing you up to date on Law Day Lunch, the 2005 Lunch was held on April 13th and was the most successful one to date, raising a net of over \$17,800! With 264 tickets sold and special guests Chief Justice Michael MacDonald and Chief Justice Joseph Kennedy, the topic of discussion was "Innovative Justice in Nova Scotia - the Clarke / Glube Years". Having both the Honourable Constance Glube and the Honourable Lorne O. Clarke, Q.C. in attendance as well, made it an extra special event. This year's auction, now known as one of Halifax's premier fundraising event auctions, was well received with themed packages including a trip for 2 to Barbados.

2006

Mark your calendar now! The 2006 Law Day Lunch is April 6th at WTCC. Keep watching for information on the guest speaker... and the auction committee is already working on great items and some of the packages will again be available for advance online bidding on www.legalinfo.org.

Our Mission...

To enable Nova Scotians to:

- ✓ Have access to legal information
- ✓ Solve legal problems with informed choices
- ✓ Act on their rights and responsibilities

Thank you! Law Day Lunch 2004 Auction Partners



The Year Ahead

Continued from / Pg 1

Looking ahead, fund development will continue to be a priority in order to support the Society's worthwhile programs and activities. We are working on new fund development strategies, which are exciting and will keep us very busy.

In closing, I must thank Maria Franks, our Executive Director, as well as all of the staff at the Society. Each year brings new challenges, and they meet these challenges head on with competence and enthusiasm.

Lori Duggan
LISNS President

Committees, volunteers, staff and supporters

Continued from / Pg 2

The Society has many dedicated volunteers on the Board and committees who devote many hours to ensuring that the vital work of the Society continues and that funds are available to meet our goals and priorities.

The Society has a number of committees and they too have been busy. They include Priorities and Planning, Finance, Human Resources, PR & Communications and Fund Development. The PR & Communications Committee developed a Power Point Presentation explaining the work of the Society which will be used by volunteers and staff in presentations to governmental departments, community and professional groups. They also launched a newsletter, which will be published two to three times a year. A solid sustainable fund development program is essential to enable the Society to fulfill its mission and grow to meet the increasing, varied and changing legal information needs of the community. This has been identified as a priority by the Board. The Fund Development Committee, Law Day Lunch and Sponsorship Teams are leading the way in ensuring the implementation of the fund development strategy.

In addition to our Board and committee volunteers, we acknowledge and appreciate the support of the members of the legal community who participate in our Lawyer Referral Service, Speakers Bureau, review publications and material for our Dial-a-Law program, as well as, the students from the Pro-bono Law Student Association at Dalhousie Law School who volunteer on the Legal Information Line and other students

who volunteer with the Society. The Society has four full-time and two part-time staff. They run five core programs and numerous short-term projects. They ensure the smooth operation of the Society, implement policy set by the Board, develop and manage budgets, as well as develop and maintain relations with funders, government departments and the community. They also manage and implement fund development plans and serve on numerous internal and external committees.

The Society provides service to tens of thousands of Nova Scotians each year, most of whom have limited resources with which to access legal information and services. I truly believe we make a difference in their lives as they navigate our complicated and unfamiliar legal system. Our success is achieved through the combined efforts of staff and volunteers and financial supporters who share our vision of a population knowledgeable about their legal rights and responsibilities. The operation and success of any organization is a team effort. At the Society, we can be proud of our team. I look forward to another challenging, successful and busy year in 2005-06.

Maria G. Franks
Executive Director

Something to think about..

42% of Nova Scotians with dependents have an income less than \$25,000. They have limited ability to pay for legal representation if they do have a legal problem. Legal Aid will not be available to many of them.

Programs

**More
Law Day Lunch
2004
Auction Partners
Thank you!**



DIAL-A-LAW

Calls to Dial-a-Law: 7,684 *
(902) 420 - 1888

of legal info tapes accessed:
4,491

Top three most popular topics:

- Separation 364
- Divorce 281
- Child Custody & Access 278

LEGAL INFORMATION LINE

Calls answered: 8,567

Referrals to a lawyer on the
Lawyer Referral Service: 1,926

Top three areas of law:

- Family 3,954
- Court procedures 1,048
- Criminal 987

*The numbers are low this year compared to previous years because we leased a new phone system and voice mail and had to record all the Dial-a-Law information again. The service was running below capacity for several months.

PUBLICATIONS

Publications distributed: 4,621

Most popular topics

Family Law: 2,024

Criminal Law: 1,002

pdf downloads from the website: 55,815
(see pg 5 for more info)

OUTREACH

Displays and presentations:

- CBA Law Day Fair, April 2004
- Senior Citizens Secretariat 50+ Expo, June 2004
- Windsor Community Fair, June 2004

Workshops:

Metro Interagency on Family Violence, February, 2005

Requests for speakers from the Speakers Bureau: 13

Creative Marketing for YOU!

Dial – a – Law Sponsorship

Call the Legal Information Society of Nova Scotia, 454 - 2198, if you would like to market your firm / business / service in one of the following categories of law:

- Family Law
- Landlord/Tenant
- Wills & Estates
- Debt, Credit, Slander
- Commercial
- Employment
- Real Estate
- Criminal
- Miscellaneous

Congratulations

**Nova Scotia
Legal Aid**

**First sponsor of
Dial-a-Law**

Even More Law Day Lunch 2004 Auction Partners Thank you!



Website Pages Most Visited	#
Family Law	3,743
Youth pages	2,624
Managing your affairs	1,704
Youth Bulletin Board (Came online in February)	1,391
Popular Downloads	#
Guide for Non-profits in Atlantic Canada (English)	7,377
Guide for Non-profits in Atlantic Canada (French)	1,487
Divorce	4,128
And They Lived Happily Ever After... (English)	5,027
Et ils vécurent heureux jusqu'à la fin des temps... (French)	347
Making a Will	3,901
Separation	2,459
Living Wills (<i>Noticeable increase during the media coverage of the Terri Shiavo story</i>)	2,446
Guardianship of Adults	1,109

Other Interesting Website Facts

- # of unique visitors 59,145
- # of publications downloaded 55,815
- # of people linking from other websites:
 - o Federal Justice site 7
 - o NS Courts site 592
 - o NS Barristers' Society 433
 - o Access to Justice 211
- Largest referring domain - google.ca, followed by yahoo.com
- Other referring google domains are from USA, UK, France, Belgium, New Zealand
- Most people came to our site from Microsoft Internet Explorer browsers
 - www.ezboard.com (a community discussion board) spawned over 3,100 referrals to our site as a result of different discussions.

New Improved Website
Almost ready for launch!
Keep checking
www.legalinfo.org to see
all the new features.

History

1982 - The Public Legal Education Society of Nova Scotia is established to provide Nova Scotians with information and resources about the law. Its core programs were publications and community outreach.

1987 - The Society establishes a toll-free Legal Information Line. Since its inception, we have answered over 108,000 calls.

1992 - The Society takes over the Lawyer Referral Service in cooperation with the Nova Scotia Barristers' Society (the previous operators of the service). Since this date LISNS has made over 30,000 referrals to lawyers in NS.

1996 - LISNS establishes a website.

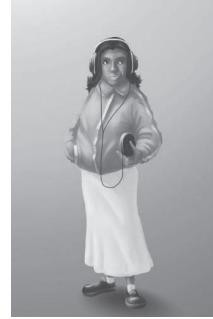
1998 - The Society takes over Dial-a-Law at the request of the Canadian Bar Association, Nova Scotia Branch.

2000 - LISNS changed its name from the Public Legal Education Society of NS, to the Legal Information Society of NS in response to extensive research surveys.

2004 - First Dial-a-Law Sponsorship sold (Nova Scotia Legal Aid).

Expected in 2005 - Launch of new website
www.legalinfo.org

Projects 2004 - 2005



Youth Criminal Justice - Information Cards

Cutting Edge Projects, The Hallmark of LISNS

Family Law Symposium

Held in Truro in December. LISNS partnered with the Department of Justice (NS) to provide community groups and court workers with information on current family law information and initiatives.

Mental Health Advocates Project

This is the first phase of a two-phase project to develop a training resource for groups and individuals working with mental health consumers who are dealing with legal issues. This is a joint project with the Canadian Mental Health Association Nova Scotia branch and Dalhousie University School of Nursing.

Safety Checklist for Women

We partnered with our colleagues in New Brunswick, Prince Edward Island, and Newfoundland and Labrador to develop and distribute

the information in the Atlantic region for women in abusive relationships or at risk from a male partner.

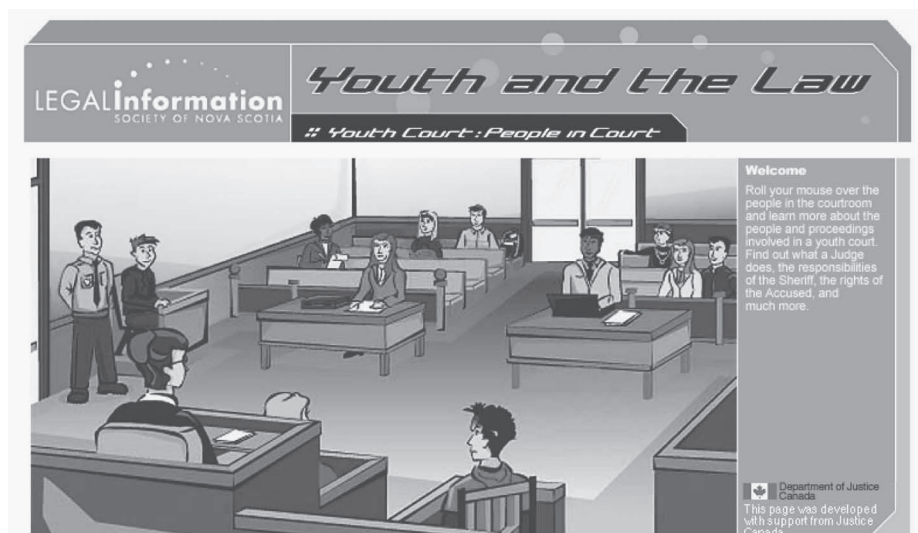
A Guide to Law for Nonprofit Organizations in Atlantic Canada This on-line resource was developed in partnership with our Atlantic colleagues.

Divorce Information On-Line

This web-based resource provides access to our Divorce Information Kit on-line and includes interactive forms. It will be part of the new, improved website.

Youth Criminal Justice Resources

A number of resources were developed to provide information about youth criminal justice. They include information cards (see above), a newspaper insert, a web page and facilitated on-line discussion room. ↓



Origin of calls to the Legal Information Line - many of which turn into referrals to lawyers on LRS:

HRM - 4,909

South Shore/Yarmouth-638

Digby/Valley/Hants - 650

Northern - 794

Cape Breton - 766

Out of Province - 244

Unknown - 571

Lawyer Referral Service

For more information on becoming a member - please call 454 - 2198 - TODAY!

Get registered ...
Get new clients ...
Change someone's life ...
Make a difference in yours...!

We Need Lawyers!

Lawyer Referral Service (LRS)

There are people calling the Lawyer Referral Service every day looking for a lawyer. We need lawyers from all over the province to join the LRS, but in particular, if you practice in Antigonish, Pictou/New Glasgow, Kentville, Port Hawkesbury or Sydney - we need you! If you would like to become a member of the Lawyer Referral Service please call our Lawyer Referral Service Manager, Wendy Turner, at (902) 454-2198 ext 108, or email wct@legalinfo.org. If you are a lawyer in private practice,

you should join the Lawyer Referral Service.

Among its many benefits, the Lawyer Referral Service is:

- A practice-building tool;
- An invaluable legal information resource;
- A means of raising one's professional profile;
- Designed to allow lawyers to quickly recover the cost of membership;
- Widely promoted throughout Nova Scotia;
- A community service, especially for those who have limited resources for accessing legal help.

Here are just some of the many reasons our callers use the Lawyer

Referral Service:

- *"There are so many lawyers listed in the phone book I didn't know who to choose."*
- *"The judge told me to call the Lawyer Referral Service and you would put me in touch with a lawyer."*
- *"I got your number from my Employee Assistance Plan."*
- *"I don't know what kind of lawyer I need - can you help?"*
- *"Your number is listed in the 'Programs for Seniors' publication."*
- *"Legal Aid said they can't help me with this."*

"I became involved with the Legal Information Society of Nova Scotia shortly after my admission to the Bar in 1987... My involvement in the Legal Information Society of Nova Scotia has always been rewarding, both personally and professionally. The opportunity to meet and speak with people, address their concerns and offer them general advice is rewarding and even fun. The impact it has had on my practice is, in my mind, very positive. I continue to get referrals from the Legal Information Society and I continue to work for clients I met through presentations as long as ten years ago. I would encourage any practitioner to offer his or her time. It will not go unrewarded."

Craig Berryman
Cassidy Nearing Berryman

Top 5 Countdown Who referred people to us the most?

#5 - Community Groups:	568
#4 - Government Department or Agencies:	671
#3 - Previous User or friend:	920
#2 - Courts:	965
#1 - Nova Scotia Legal Aid:	1,582

Board of Directors & Staff

ASK US!

Need to Know ... About
Your Specific Situation
or Referral to a
Lawyer??

Call us ...

Legal Information Line

HRM - 455 - 3135

Toll free NS

1 - 800 - 665 - 9779

Got Questions ...About
a General Area of
Law???

Call us ...

Dial-a-Law

(902) 420 - 1888

(General Recorded Information)

Want to know ... How
Does the Law Work?

Click on us ...

www.legalinfo.org

TELL US!!

Got an idea, comment
or suggestion?

Interested in becoming
involved?

Call us ...

Administration

(902) 454 - 2198

Staff

Executive Director

- Maria Franks

Legal Information Line & Lawyer Referral Service

- Wendy Turner
- Andrea McBeth

Fund Development Officer

- Gwen Atkinson

Project Officer

- Peter Mushkat

Office Manager

- Barrie Warren



L to R: B. Warren, G. Atkinson, M. Franks,
W. Turner, A. McBeth, P. Mushkat

Board Committees

Priorities & Planning Committee

Reviews internal and external information, develops priorities & presents recommendations for Board approval, oversees the implementation of long-term plans.

Finance Committee

Oversees finances of the Society, provides advice on accounting policy.

Human Resources Committee

Monitors Board make-up and skill requirements based on Society's needs & priorities, develops orientation, training, evaluation and recognition of Board members & other volunteers.

PR & Communications Committee

Develops & implements strategies to communicate the work of the Society and raise its profile.

Fund Development Committee

Oversees development & implementation of Fund Development plan, including annual direct mail, sponsorships and special event.

Law Day Luncheon Sub-Committee

Event ticket sales and Auction item procurement.

Sponsorship Sub-Committee

Develops program and event sponsorship packages and oversees the sales process.

2005 - 2006

Board of Directors

President

Lori Duggan

NS Barristers' Society

Vice President

Dan MacRury

Public Prosecution Service

Treasurer

Fred Colaiacovo, CA

NS Power Inc.

Secretary

Jim Crane

Businessman

Members

Justice Leslie Dellapinna

NS Supreme Court (Family Div.)

Yvonne LaHaye

Crowe Dillon Robinson

Ann MacDonald

Career Consultant

Tammy Manning

Merrick Jamieson Sterns

Washington Mahody

Thilairani P. Pillay

Department of Justice (NS)

Kathy Sutherland

Carlson Wagonlit/Harvey's Travel

Terry Yeadon

NS Legal Aid

Simone Joseph

Veterans Affairs Canada

Judge William Digby

NS Provincial Court

Judge Marc Chisholm

NS Provincial Court

Aleta Cromwell

Department of Justice (NS)

Jocelyn Dorrington

Department of Education

Thank You Retiring Board Members

Judge Carole Beaton

Dale Darling

James Whiting

Success in life has nothing to do with what you gain in life or
accomplish for yourself. It's what you do for others.

Danny Thomas



Board Committee Volunteers

Keith Oickle, CA
Simone Joseph, CA
Dene Rossouw
Jennifer Peng, CMA
Betty Thomas
Lisa McIntosh, CMA
Thelma Coward- Ince
Tricia Avery
Susan Brown
Christina Coakley
Denise Smith
Allen Fownes

Thank You!



Here is your chance to
own a piece of Nova
Scotia legal history and
help LISNS too.
Custom framed print of
"The 4 Chiefs"...
\$250. (plus HST)
To order call 454 - 2198.

Volunteers 2004 - 2005

A Call to Serve

If you are interested in LISNS
(www.legalinfo.org), I would
encourage you to call 454 -2198
and get involved by serving on a
committee, joining the Board,
revising a brochure or Dial-a-Law
script, donating a computer,
encouraging your employees to
participate, letting us use your
boardroom to meet, or simply
writing a cheque. If your
employer is nearly as supportive
and encouraging as mine,
McInnes Cooper, you may just
find that you get hooked on the
'that volunteer' feeling.

David Demirkan
Past President LISNS

Legal Information Line

Mark Bailey *
Dan Fuke *
Mark Lucas *
Norm Stanford *
Shenade Walker *

** Law students with the Pro
Bono Students program at
Dalhousie Law School*

Publications

Heather Antonsen

Dial – a – Law

(Recording)
Stephanie Hault
(Script Review & Translation)
David Demirkan
Benjamin Fairbanks

Online Divorce Information - Project Advisory Committee

Justice Leslie Dellapinna
Yvonne LaHaye
Lara Morris
Marie-Claude Rioux
Thomas Singleton



Nothing is stronger than a volunteer's heart ...

WorldVolunteerWeb.org

Core Funders Legal Information Society of Nova Scotia

- ✓ Law Foundation of Nova Scotia
- ✓ Department of Justice Nova Scotia
- ✓ Department of Justice Canada

Financial Summary Fiscal Year April 1, 2004 – March 31, 2005

REVENUE			
GRANTS			
	<i>Law Foundation of N.S.</i>		95,000
	<i>Department of Justice Canada</i>		70,000
	<i>N.S. Department of Justice</i>		35,000
	<i>D.O.J.-N.S.-Supplementary Grant</i>		25,000
PROGRAMS & PROJECTS			
	<i>Publication Sales</i>		2,826
	<i>Lawyer Referral Service</i>		6,535
	<i>Projects</i>		138,804
FUNDRAISING			
			48,044
OTHER			
			626
TOTAL			
			421,835
EXPENSES			
PROGRAMS & PROJECTS			
	<i>Legal Info Line & Lawyer Referral Service</i>		66,102
	<i>Dial -a - Law</i>		8,073
	<i>Publications</i>		14,258
	<i>Community programs</i>		29,647
	<i>Website</i>		7,022
	<i>Projects</i>		138,804
COST OF RAISING FUNDS			
			22,004
ADMINISTRATION			
			119,959
TOTAL			
			405,869
EXCESS REVENUES OVER EXPENSES			
			15,966

A copy of audited statements is available upon request.