

Legal Info Nova Scotia delivers access to justice for Nova Scotians through its services and programs. The goal is to provide people with peace of mind through tools to avoid or manage legal conflict.

Through our 3 full-time staff and over 200 volunteers, LISNS continues to anticipate and respond to Nova Scotians' legal needs through quality legal information. Within our tiny budget, we advanced service delivery through leading digital innovation with proven results.

- ◇ LISNS successfully launched the free **Small Claims Court App**, developed entirely by volunteers including IT students from Saint Mary's University, paralegal students from Eastern College, political science students from Dalhousie University and lawyers from LISNS Lawyer Referral Service. The Small Claims Court App and Public Navigator Project were the subjects of a television interview on Global News Morning Halifax (November 7, 2017), and was profiled in the Lawyer's Daily, "New app helps self-represented NS litigants navigate Small Claims Court" November 29 2017 - both available at <https://www.legalinfo.org/legal-information-topics/new-small-claims-court-app>.
 - The app provides clarity and easy-to-understand legal information for self-represented individuals during often stressful and sometimes complex situations. The court staff have declared it to be a "game changer" in providing people with assistance. The app, developed by Saint Mary's University Computer Science Graduate Kislay Trivedi, is available on the LISNS website (smallclaims.legalinfo.org), and is the result of many individuals and organizations collaborating in the spirit of access to justice. The Small Claims Court Adjudicators, LISNS, Saint Mary's University and Dalhousie University have all played significant roles in bringing this LISNS initiative to launch. This model builds on LISNS award winning public navigator initiative.
- ◇ LISNS formally launched the free Wills App – the first of its kind in Canada – to help people prepare for making a will. The Wills App received tremendous positive response from the public at a series of highly successful **wills information and wills preparation sessions** that LISNS delivered in partnership with the public libraries and other public service organizations. To date, over 300 Nova Scotians have attended one of these sessions which have consistently had capacity crowds and many people on the waiting lists. The Wills App (wills.legalinfo.org) was developed by a dynamite IT team from Saint Mary's University who volunteered 2 years of their time – not only for development but pilot implementation, evaluation and full-scale implementation. This is a sophisticated app which is a considerable accomplishment. This work was profiled by the [Halifax Chamber of Commerce, Business Voice \(May 2017 edition\)](#) and the subject of CBC radio interviews. <https://www.legalinfo.org/legal-information-topics/our-new-wills-app-is-live>
- ◇ **Wills Clinics for Seniors in the Preston Communities** – as of March 2018, clinics have resumed and are supported by volunteer students at the Schulich School of Law Wills

Project using LISNS wills app and working under the supervision of the Project's volunteer lawyers. As of March 31st, LISNS has served 17 clients through 4 lawyers and two students!

GOLD STANDARD PROGRAMMING

- ◇ **Legal Information Line, Lawyer & Mediator Referral Service:** LISNS provides a free telephone hot-line service which continues to be recognized as a high quality response to people requiring legal information. In July 2017 we welcomed a new full-time Legal Information Line counsellor, Zach Saunders, who has worked tirelessly since his arrival responding to many and varied legal questions from Nova Scotians. Callers speak to a legally trained legal information counsellor and may be triaged to a lawyer in private practice through the volunteer Lawyer Referral Service through which member lawyers provide an initial 30 minute consultation for a \$20 fee. From April 2017 to March 2018 we provided legal information to 4,738 callers to our Legal Info Line. Together with emails and live chat, we responded to 5,599 legal information requests. Demand for the Line continues to exceed current staff resources.
- ◇ **Law Foundation of Ontario PLENS Project Funding (2017-19) - Modernization of LISNS website and digital service delivery.** LISNS launched a redesigned mobile friendly website in September. This is a significant step forward in serving Nova Scotians, community service providers and members of the legal community as the majority of visitors now visit using a mobile device. With the launch of the redesigned site we also introduced online chat and e-mail service. From September 18, 2017 to March 2018 we provided legal information and referrals to 861 services users by email (438) and live chat (423). Demand for both online chat and email is steadily increasing, and both offer alternative ways to get legal information and referrals, and expand coverage of the "legal info line" service on a daily basis. LISNS website receives about 250,000 annual visits, offers legal information on a broad range of legal topics, and helps Nova Scotians find legal resources to meet their needs.
- ◇ LISNS focus on self-service to the public through legal app initiatives and navigator support for self-represented Nova Scotians directly support the focus of the "**Grants Review and Future Directions: Law Foundation of Nova Scotia" March 2017**". The apps are an important triage resource that lead people to call the Line or ask for a referral to our Lawyer Referral Service. We have developed lists of lawyers across the Province to specifically support key areas with pricing that can be publicly shared (this is an issue for many people who contact us who do not know who to call and are uncomfortable calling a law firm and inquiring about price and do not have a basis for comparison).

COMMUNITY OUTREACH

- ◇ Through the **IWK Family Legal Health Program** (one of the very few medical legal partnerships east of Montreal) LISNS continues to provide on-site legal information at the IWK Health Centre twice a month. LISNS staff meet with social workers at the

hospital to answer frequently asked questions and triage cases as part of the medical legal partnership amongst the IWK Health Centre, McInnes Cooper and LISNS. The IWK Family Legal Health Program offers free legal help to eligible IWK Health Centre patients and family members when a legal issue is impacting the patient's health.

- ◇ **Partners for Legal Education Legal Info Series** - In partnership with Immigrant Services Association of Nova Scotia and a number of generous volunteer speakers from the community, LISNS delivers a Spring and Fall series of legal information sessions for newcomers to Canada on a range of topics, including criminal law, family violence, child protection, residential tenancies, employment, wills & estates, human rights, immigration and refugee law. LISNS has a number of publications for newcomers on various topics that are available in multiple languages on the LISNS website.
- ◇ LISNS was invited to speak at **Breakfast with Retired Justice Cromwell and Dal Alumni in Cape Breton hosted by Dal Law School**. LISNS ED used this as an opportunity to recruit volunteer lawyers to join LISNS Lawyer Referral Service to help provide callers in Cape Breton with access to justice. Four (4) new lawyers joined our Lawyer Referral Service following this event.
- ◇ Invited speaker at **Dal Law School hosted Breakfast with Retired Justice Cromwell and Dal Alumni in Cape Breton** to identify need for lawyers to join LISNS Lawyer Referral Service to help provide callers in Cape Breton with access to justice.
- ◇ LISNS ED elected **President of Public Legal Education Association of Canada (PLEAC)** for a second term and participated in a series of national access to justice committee meeting with the federal government.
- ◇ LISNS was invited to speak at the **National Conference of the ADR Institute of Canada** in October 2017 to discuss the public navigator project and role of mediators in early dispute resolution.
- ◇ LISNS attended (by invitation) former Justice Minister Whalen's **Seniors' Expo on April 21, 2017** – this was an opportunity to communicate the need to update LISNS most often requested publication, *It's In Your Hands – Legal Information for Seniors and Their Families*.
- ◇ **Student Placements** – this year LISNS hosted over 45 students from various programs including one Schulich School of Law Student through the Public Law Placement, 13 Pro Bono Dalhousie Schulich School of Law students (7 on the Legal Info Line/email; 2 Audio law; 2 Family Legal Health Program; 2 research projects); 6 IT Students; 10 Small Claims Court Navigators (3 political science, 7 law students); 2 High School Co-op Placements and one undergraduate student.

- LISNS had the distinction of being approved by the Schulich School of Law to host two student interns over the summer, paid for by the Schulich School of Law. LISNS is recognized as a quality resource for early intervention services and the law school is very supportive of students working with LISNS to improve access to justice for Nova Scotians. The students made significant contributions to LISNS' Legal Information and Referral Training Manual and to the IWK Family Legal Health Program, respectively.
- LISNS hosted 5 paralegal interns, paid for by Eastern College, since April 1, 2017 for 2 month work terms each. The paralegals have made a considerable contribution to LISNS work. We also hosted a Media Relations Team (Nova Scotia Community College) who prepared a Media Relations Training Kit for LISNS.

FINANCIAL UPDATE

- ◇ LISNS achieved a balanced budget for 2017/18. Many thanks to an anonymous donor who pledged \$3,000 in funding pending matching donations being secured. This goal was successfully met by the LISNS Board. These funds have been directed towards updating LISNS most frequently requested publication, "It's In Your Hands – Legal Information for seniors and their families" for legislative amendments. We also extend our most sincere thanks to all LISNS donors. We make every dollar count for quality service delivery to Nova Scotians and are proud to have low overhead and administrative costs.
- ◇ In recognition of LISNS quality programming, the following project funding has been confirmed to support updating key LISNS resources including:
 - Nova Scotia Department of Seniors in support of updating "It's In Your Hands" and wills app.
 - Department of Community Services and Department of Justice – updating a number of LISNS' domestic violence materials. LISNS has a wide range of domestic violence publications some of which are available in eight languages and also provide information for newcomers to Canada and immigrants.

THANK YOU TO OUR CORE FUNDERS FOR THEIR ONGOING SUPPORT

- **LAW FOUNDATION OF NOVA SCOTIA** – Thank you for continuing to support our legal information work and providing consistent and strong endorsement of our quality service delivery and the important role of LISNS in providing Nova Scotians with access to justice.
- **NOVA SCOTIA DEPARTMENT OF JUSTICE** – Thank you to the Department and the officials with whom we are partnering on the Public Navigator Project, particularly the

Court Administrators across the Province, and the former Minister of Justice, Diana Whalen, who provided such wonderful support for our work including the recognition event held at the Provincial Legislature for the LISNS Public Navigator Project.

- **DEPARTMENT OF JUSTICE CANADA** – Thank you to the Department for recognizing and supporting our work in providing Nova Scotians with quality legal information.



THANK YOU TO THE LAW FOUNDATION OF ONTARIO'S ACCESS TO JUSTICE FUND

The Legal Information Society of Nova Scotia was pleased to learn in early 2017 that the Law Foundation of Ontario Access to Justice Fund approved 2-year funding, in the amount of \$100,000, for our Public Legal Education in Nova

Scotia (PLENS) Project (2017-19). We are very grateful to the Law Foundation of Ontario for its support.

THANK YOU TO OUR VOLUNTEER BOARD OF DIRECTORS

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- Basia Dziezranowska, McInnes Cooper, Vice President
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- Justice Pamela J. MacKeigan, NS Supreme Court Family Division
- Lora MacEachern, Nova Scotia Department of Justice
- Ned Perry, Public Relations Professional
- Jim Rossiter, Department of Justice, Canada
- Heidi Schedler, Nova Scotia Securities Commission

THANK YOU TO OUR VOLUNTEER LAWYERS and MEDIATORS WHO SUPPORT:

- The Lawyer Referral Service
- The Mediator Referral Service
- Legal Information presentations
- Legal Content research, writing and review.

We made 1,718 referrals to lawyers on the Legal Information Society's Lawyer Referral Service. The lawyers who volunteer their time for this important service play a crucial role in providing access to justice for Nova Scotians. The 30 minute initial consultation for a nominal cost is greatly appreciated by those referred to the service. We applaud all of the lawyers who are part of the Lawyer Referral Service, and particularly those who often waive the \$20 fee that they would otherwise be allowed to charge for the initial consult, and those who offer a range of fee options for clients who might not otherwise be able to afford a lawyer.

We also want to thank our Mediator Referral Service members, who offer dispute resolution on a wide range of issues, and make it easy for Nova Scotians to get in touch with a mediator to explore whether mediation is right for them. We continue to look at new ways to encourage and support early resolution of legal problems, and alternative dispute resolution.

TO OUR PUBLIC NAVIGATORS AND RESOURCE TEAM WHO SUPPORT US THROUGH THE PUBLIC NAVIGATOR PROGRAM

Public Navigators are community volunteers who are trained to give support and legal information to the public to help them navigate the legal system. We could not be doing this groundbreaking work without the support of these fabulous volunteers who care deeply about Nova Scotians gaining access to justice.

**1663 Brunswick Street
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FINANCIAL SUMMARY
ASSETS & LIABILITIES
FISCAL YEAR APRIL 01, 2017 - MARCH 31, 2018

ASSETS

CURRENT

Cash	\$ 68,471
Accounts Receivable	93,011
Prepaid Expenses	<u>2,355</u>
	163,837

CAPITAL

Furniture and Office Equipment (Net)	<u>3,258</u>
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TOTAL

\$ 167,095

LIABILITIES

CURRENT

Accounts Payable & Accrued Liabilities	\$ 67,597
Deferred Revenue	<u>100,041</u>

TOTAL

167,638

NET ASSETS

Investment In Capital Assets	3,258
Unrestricted	(13,801)
Contingency	<u>10,000</u>

Net Asset Deficiency	<u>(543)</u>
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TOTAL

\$ 167,095

A copy of our Financial Statements is available upon request

FINANCIAL SUMMARY
REVENUES AND EXPENSES
FISCAL YEAR APRIL 01, 2017 - MARCH 31, 2018

REVENUE**GRANTS**

<i>Law Foundation of N.S.</i>	\$ 111,496
<i>Department of Justice Canada</i>	70,000
<i>Department of Justice Nova Scotia</i>	50,000

FUNDRAISING 22,034

OTHER -

SUB-TOTAL 253,530

PROJECTS 66,242

TOTAL \$ 319,772

EXPENSES**PROGRAMS**

<i>Legal Info Line & Lawyer Referral Service</i>	\$ 35,320
<i>Dial -a - Law</i>	2,580
<i>Publications</i>	14,503
<i>Community Programs</i>	42,868
<i>Website</i>	64,486

COST OF RAISING FUNDS 7,341

PROJECTS 66,242

ADMINISTRATION 85,281

TOTAL \$ 318,621

INCOME (LOSS) FOR THE YEAR \$ 1,151

A copy of our Financial Statements is available upon request

LEGAL INFORMATION SOCIETY OF NOVA SCOTIA

FINANCIAL STATEMENTS

MARCH 31, 2018

UNAUDITED - SEE NOTICE TO READER

**LEGAL INFORMATION SOCIETY OF NOVA SCOTIA
INDEX
MARCH 31, 2018
UNAUDITED - SEE NOTICE TO READER**

	Page
NOTICE TO READER	1
STATEMENT OF REVENUE AND EXPENSES	2
STATEMENT OF CHANGES IN NET ASSETS	3
BALANCE SHEET	4
NOTES TO THE FINANCIAL STATEMENTS	5
SCHEDULES	6



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NOTICE TO READER

On the basis of information provided by management, we have compiled the balance sheet of **Legal Information Society of Nova Scotia** as at March 31, 2018 and the statements of revenues and expenses and changes in net assets for the year then ended.

We have not performed an audit or a review engagement in respect of these financial statements and, accordingly, we express no assurance thereon.

Readers are cautioned that these statements may not be appropriate for their purposes.

Dartmouth, Nova Scotia
May 22, 2018

Collins Barrow Nova Scotia Inc.
Chartered Professional Accountants

LEGAL INFORMATION SOCIETY OF NOVA SCOTIA
STATEMENT OF REVENUE AND EXPENSES
FOR THE YEAR ENDED MARCH 31, 2018
UNAUDITED - SEE NOTICE TO READER

2

	2018	2017
	\$	\$
REVENUES		
Grants		
Law Foundation of Nova Scotia	111,496	121,496
Department of Justice, Canada	70,000	70,000
Department of Justice, Nova Scotia	<u>50,000</u>	<u>50,000</u>
	<u>231,496</u>	<u>241,496</u>
Projects (Schedule)	<u>66,242</u>	<u>39,635</u>
Fundraising		
Direct mail	14,534	6,863
Program sponsorship, other	<u>7,500</u>	<u>9,200</u>
	<u>22,034</u>	<u>16,063</u>
Other	<u>-</u>	<u>181</u>
	<u>319,772</u>	<u>297,375</u>
EXPENSES		
Projects (Schedule)	<u>66,242</u>	<u>39,635</u>
Programs		
Telephone information and lawyer referral	35,320	60,375
Website	64,486	55,770
Community programs	42,868	38,730
Publications	14,503	4,301
Dial-a-law	<u>2,580</u>	<u>3,912</u>
	<u>159,757</u>	<u>163,088</u>
Fundraising		
Fund development	7,116	7,259
Annual Campaign	<u>225</u>	<u>371</u>
	<u>7,341</u>	<u>7,630</u>
Administrative (Schedule)	<u>85,281</u>	<u>86,414</u>
	<u>318,621</u>	<u>296,767</u>
EXCESS OF REVENUES OVER EXPENSES	<u><u>1,151</u></u>	<u><u>608</u></u>

LEGAL INFORMATION SOCIETY OF NOVA SCOTIA
STATEMENT OF CHANGES IN NET ASSETS
FOR THE YEAR ENDED MARCH 31, 2018
UNAUDITED - SEE NOTICE TO READER

3

	Investment in Capital Assets	Unrestricted	Contingency	2018	2017
	\$	\$	\$	\$	\$
NET ASSETS (DEFICIENCY) - beginning of year	2,098 (	13,792)	10,000 (	1,694) (	2,302)
Investment in capital assets	1,822 (	1,822)	-	-	-
Amortization of capital assets	(662)	662	-	-	-
Excess (deficiency) of revenues over expenses	<u>-</u>	<u>1,151</u>	<u>-</u>	<u>1,151</u>	<u>608</u>
NET ASSETS (DEFICIENCY) - end of year	<u>3,258</u> (	<u>13,801)</u>	<u>10,000</u> (	<u>543)</u> (	<u>1,694)</u>

LEGAL INFORMATION SOCIETY OF NOVA SCOTIA
BALANCE SHEET
AS AT MARCH 31, 2018
UNAUDITED - SEE NOTICE TO READER

4

	2018	2017
	\$	\$
ASSETS		
CURRENT		
Cash	68,471	15,583
Accounts receivable	93,011	4,634
Prepays	<u>2,355</u>	<u>4,662</u>
	163,837	24,879
CAPITAL ASSETS (Note 2)	<u>3,258</u>	<u>2,098</u>
	<u>167,095</u>	<u>26,977</u>
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	67,597	20,936
Deferred revenues	<u>100,041</u>	<u>7,735</u>
	<u>167,638</u>	<u>28,671</u>
NET ASSETS (DEFICIENCY)		
INVESTMENT IN CAPITAL ASSETS	3,258	2,098
UNRESTRICTED	(13,801)	(13,792)
CONTINGENCY	<u>10,000</u>	<u>10,000</u>
	(543)	(1,694)
	<u>167,095</u>	<u>26,977</u>

LEGAL INFORMATION SOCIETY OF NOVA SCOTIA
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED MARCH 31, 2018
UNAUDITED - SEE NOTICE TO READER

5

1. OPERATIONS

Legal Information Society of Nova Scotia ("the Society") is a not-for-profit organization, whose main focus is to provide legal information and resources to Nova Scotians. The Society is incorporated under the Societies Act of Nova Scotia.

2. CAPITAL ASSETS

	Cost	Accumulated Amortization	Net 2018	Net 2017
	\$	\$	\$	\$
Furniture and fixtures	16,493	14,967	1,527	1,299
Office equipment	55,239	53,508	1,731	799
Website	<u>16,146</u>	<u>16,146</u>	<u>-</u>	<u>-</u>
	<u>87,879</u>	<u>84,621</u>	<u>3,258</u>	<u>2,098</u>

LEGAL INFORMATION SOCIETY OF NOVA SCOTIA
SCHEDULES
FOR THE YEAR ENDED MARCH 31, 2018
UNAUDITED - SEE NOTICE TO READER

6

SCHEDULE OF PROJECT REVENUES AND EXPENSES

	Revenues \$	Expenses \$
Public Navigator & Access Legal Help	1,093	1,093
Nova Scotia Advisory Council on the Status of Women - Interface Writer Project	6,191	6,191
Update Family Publications 2018	10,665	10,665
Update "Its In Your Hands" Book & Wills App - 2018	3,036	3,036
Law Foundation of Ontario - PLENS - Access to Justice	<u>45,257</u>	<u>45,257</u>
	<u><u>66,242</u></u>	<u><u>66,242</u></u>

SCHEDULE OF ADMINISTRATIVE EXPENSES

	2018 \$	2017 \$
Salaries and employee benefits	41,397	41,092
Premises	31,539	39,147
Office	1,093	3,945
Equipment	1,812	1,770
Professional fees	5,213	2,150
Interest and bank charges	832	1,169
Amortization	662	522
Advertising and promotion	<u>3,033</u>	<u>979</u>
	85,581	90,774
Less recovery from projects	(<u>300</u>)	(<u>4,360</u>)
	<u><u>85,281</u></u>	<u><u>86,414</u></u>