

# Legal Services Society

## MANDATE

Under section 9 (1) of the Legal Services Society Act, the Legal Services Society's (LSS) mandate is to (a) assist individuals to resolve their legal problems and facilitate their access to justice, (b) establish and administer an effective and efficient system for providing legal aid to individuals in B.C., and (c) provide advice to the Attorney General respecting legal aid and access to justice for individuals in British Columbia.



**I live multiculturalism by...**

*Traveling and exploring many places.*

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

The LSS policy is to deliver legal aid services in an environment where all individuals are treated with fairness, dignity and respect. Employees are expected to recognize the importance of culture at LSS and help to eliminate inequities and biases from existing services and methods of service delivery.

LSS ensures that staff behaviour toward clients/ applicants and colleagues is free from racism and discrimination in all its forms. – from LSS Guiding Principles: Code of Ethics.

## EMBRACING MULTICULTURALISM IN THE WORKPLACE

LSS ensures its services are accessible to all communities. It does this by funding interpreters and translators for clients receiving representation and advice services. LSS also produces public legal education and information materials in 10 different languages other than English in print and online.

The Guiding Principles of LSS Administrative Policies and Procedures include Code of Ethics, Discrimination and Harassment, and Employment Equity policies, as well as collective agreements. LSS requires staff to adhere to a code of ethics that includes non-discrimination and non-harassment, and follow an employment equity policy.

## HIGHLIGHTS OF INITIATIVES

### LSS ABORIGINAL LEGAL AID SERVICES

- » Provided information and limited advice to 1,018 clients in Nanaimo through an Aboriginal Community Legal Worker and enhanced duty counsel in Williams Lake and Port Hardy.
- » Funded Gladue reports for 82 clients and supported training on report writing for community justice workers to promote sentencing alternatives.

### PUBLIC LEGAL INFORMATION AND EDUCATION

- » LSS produced public legal information and education materials, in both online and paper formats, in 10 different languages.
- » Legal Information Outreach Workers had 8,216 interactions with clients via the Call Centre, Downtown Community Court, in person at the Vancouver Regional Centre, and in person at the Terrace Regional Centre.

### COMMUNITY OUTREACH AND DEVELOPMENT

- » LSS hosted six regional conferences, bringing together 228 intermediaries from different sectors, including multicultural organizations, to provide information about access to legal aid.

- » LSS partnered with 21 community organizations, which include band offices, women's shelters, and community resource centres. These partners are located in urban as well as in underserved rural, remote, and Aboriginal communities in B.C. They provide information about legal aid services to a multicultural clientele. Our community partners referred 3,636 people to legal aid services, conducted outreach events for approximately 7,478 people, and ordered 20,127 publications to help people with their legal issues.
- » LSS co-sponsored three provincial training and legal education events for advocates, community organizations, Aboriginal liaison workers and multicultural agencies among other participants.
- » LSS continued its participation in the Vancouver Downtown Community Court, the Drug Treatment Court of Vancouver, the Victoria Integrated Court, and the Vancouver and Nanaimo Justice Access Centers.

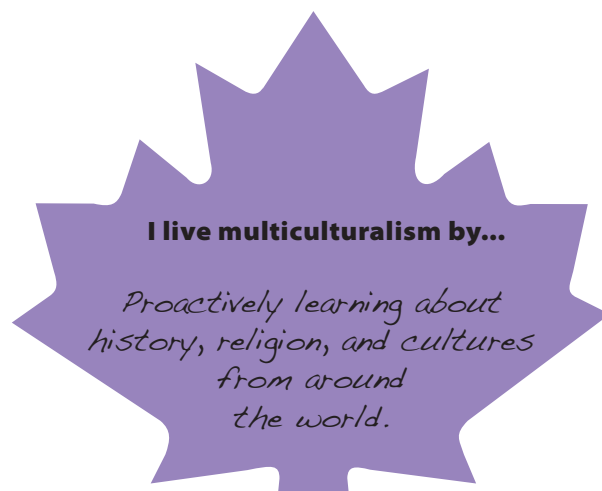
#### TELEPHONE ADVICE SERVICES

- » The Family LawLINE (FLL) provided advice to 5,058 clients. The FLL has access to CanTalk services to provide advice, with the assistance of interpreters, in many languages.
- » The Brydges Line is a province-wide toll-free telephone service available 24 hours a day to assist people who are arrested and/or detained and need legal advice. This year the Brydges Line provided advice to 18,834 clients.

## Partnerships British Columbia Inc.

#### MANDATE

Partnerships BC's vision is to be a recognized leader in evaluating, structuring and implementing partnership delivery solutions for public infrastructure which achieve value for money. The company is focused on delivering consistent value to its clients and is committed to its long-term viability.



The following goals support Partnerships BC's vision:

- » Plan and structure partnership delivery solutions for public infrastructure that are expected to achieve value for money;
- » Successfully implement partnership delivery solutions for public infrastructure through leadership in procurement, practices and market development; and
- » Maintain a self-sustaining organization and provide added value to an increasingly diverse client base.