

APPENDIX B

SURVEY OF LEGAL NEEDS AMONG KERBY CENTRE CLIENTS



Canadian Research Institute for Law and the Family Survey of Legal Needs Among Kerby Centre Clients

The Canadian Research Institute for Law and the Family is conducting a survey of clients who access Kerby Centre's legal services. The goal of this survey is to understand the types of legal issues that you have, the types of services you require, and whether the services available are able to meet your needs. The information you provide will help the Kerby Centre to improve the services provided to its clients in the future. This survey is completely voluntary, and the answers you provide will be anonymous.

1. Please provide your gender and year of birth:

- Male Year of birth: _____
 Female

2. How much time did you spend with the lawyer today? _____ minutes

3. For what reason(s) did you visit the lawyer today? (please select all that apply to you)

- I needed advice about estate planning
 I needed advice about my will
 I needed advice about a Power of Attorney
 I needed advice about a Personal Directive
 I needed advice about an issue I'm having with my landlord
 Other: _____

4. Did the lawyer provide you with the advice you needed?

- Yes
 No

If you answered "yes," how did the lawyer help you?

- Advice on the next step Helped me with a Personal Directive
 Helped me make a will Helped me with a Power of Attorney
 Provided a referral to another lawyer
 Provided a referral to another agency
 Other: _____

If you answered “no,” what is the next step for you?

- I will see this lawyer again at his/her office for advice with this matter
- I will go to Calgary Legal Guidance for advice with this matter
- I will not do anything, as I can't afford to hire a lawyer
- I will not do anything, as I do not feel I need any more legal advice

5. Do you have any other legal needs, other than those you discussed with the lawyer today, for which you require legal advice or services?

- Yes
- No

If you answered yes, what type of needs do you have?

- Estate
 - Will
 - Power of Attorney
 - Personal Directive
 - Landlord
 - Property
 - Other (please indicate other type of issue(s)): _____
-

6. Based on the following satisfaction scale, use a check mark to rate your level of satisfaction with your experience with the lawyer today:

Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No opinion

Thank you for participating in this survey. We would like to follow up with you in 2-3 months' time to see how you are doing with regard to your legal needs. If you agree to this follow up, please provide your name and address below. A survey with a postage-paid return envelope will be sent to your address.

Name: _____

Address: _____

Please place this survey in the envelope provided and hand it to the clerk at the Information Centre desk before you leave.

APPENDIX C

FOLLOW-UP SURVEY OF LEGAL NEEDS AMONG KERBY CENTRE CLIENTS



Canadian Research Institute for Law and the Family Survey of Legal Needs Among Kerby Centre Clients Follow-Up

The Canadian Research Institute for Law and the Family (CRILF) is conducting a study of clients who access Kerby Centre's legal services. A few months ago, you accessed legal services from the Kerby Centre. Following your session with the lawyer, you completed a survey, and agreed to have a follow-up survey sent to you at your address. We are asking you to complete this survey, and return it by mail in the postage-paid envelope provided. This survey is completely voluntary, and the answers you provide will be anonymous.

1. Please provide your gender and year of birth:

Male Year of birth: _____
 Female

2. Did the services you received at the Kerby Centre help you to resolve your legal issue?

Yes
 No

Were you happy with the outcome?

Yes
 No

3. Did you get additional legal advice after your visit to the Kerby Centre?

Yes
 No (**please continue to question #4**)

How did you obtain additional legal advice?

I hired a private lawyer
 I went to Calgary Legal Guidance
 I went to another organization:

Please indicate which organization helped you:

Other: _____

Was the additional legal advice you obtained affordable for you?

- Yes
- No

Did the legal issue you had get resolved as a result of the additional legal advice you obtained?

- Yes
- No

Were you happy with the outcome?

- Yes
- No

Please continue to question #5

4. If you did not obtain further legal advice, what was the reason?

- I did not need to
- I could not afford to
- I did not know what to do next
- I felt the legal system was too intimidating, and did not want to continue
- Other (please indicate other reason(s)):

5. Do you have any outstanding legal issues for which you require advice?

- Yes (**please continue to question #6**)
- No - **please do not complete the remainder of the survey. We thank you for your participation.**

6. Please indicate the type of issue for which you require additional legal advice (select all that apply):

- Estate
 - Will
 - Power of Attorney
 - Personal Directive
 - Landlord
 - Property
 - Other (please indicate other type of issue(s)):
-
-

Will you seek legal assistance for this/these issue(s)?

Yes

No

Where will you seek legal assistance?

- Kerby Centre
 - Calgary Legal Guidance
 - Legal Aid
 - Private lawyer
 - Other (please indicate):
-

Why won't you seek legal assistance?

- Too expensive
 - I don't know where to go
 - I don't know who to talk to
 - It is too difficult
 - Other (please indicate):
-

Please place your completed survey in the postage-paid envelope provided and mail it back to CRILF.

Thank you for your participation!