



Legal Services Society

Everyday Legal Problems

Prepared for:

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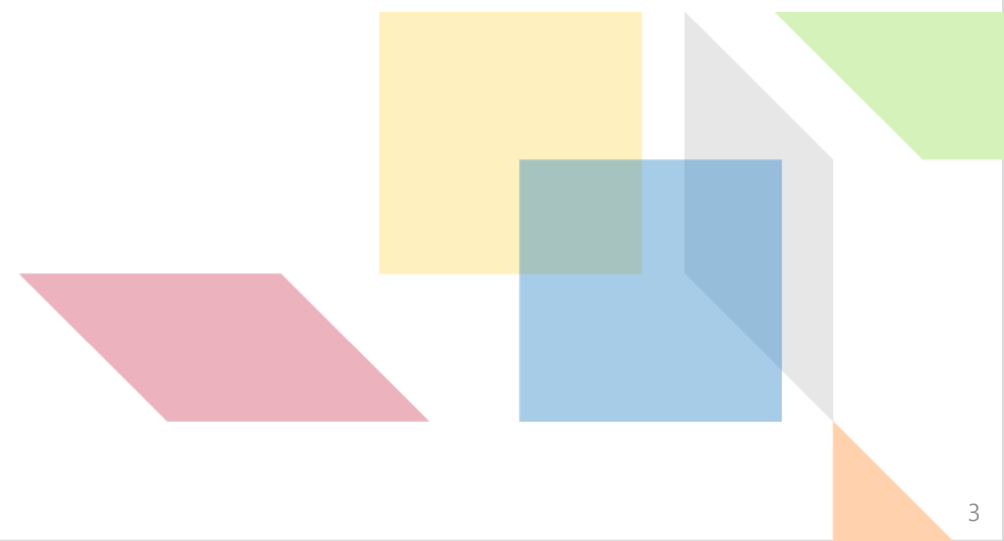
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Background, Objectives & Methodology



Objectives & Approach



Background

The Legal Services Society (LSS) provides legal information, advice and representation services to low income British Columbians facing legal problems.

To ensure it provides the most effective services to this group, LSS has historically conducted a research study (the Everyday Legal Problems Survey) with low income individuals across the province.

LSS has conducted this study in 2008 and 2013.

For the 2018 wave of this study, updates were made to the:

- › Questionnaire – mainly streamlining wording to be more concise and easy-to-follow. Also, legal problem types assessed by a single respondent were capped at 4.
- › Online questionnaire format and functionality
- › Qualification criteria for low income households (i.e. the low income cut-offs)
- › Data weighting scheme

The main report focuses only on 2018 findings.

Due to the updates listed above, 2018 comparisons to the 2008 and 2013 waves must be made more broadly and with caution. Trended results (i.e. 2018 compared to 2013 and 2008) are limited to the Appendix of this report.



Objectives

The specific objectives of this survey are to better understand the types of legal problems low income British Columbians are facing, how they deal with these legal problems and how these legal problems affect their perceptions of the justice system in BC and affect their everyday lives.

Specific areas of investigation include:

- › The types of legal problems low income individuals deal with
- › How they have sought to rectify these legal problems
- › The barriers they have faced when addressing these legal problems
- › The impact these legal problems have had on them
- › Their perceived fairness of the justice system in BC

Methodology



1,204 online surveys with low income British Columbians



Eligible respondents had to be BC residents, 18+, not closely related to a legal aid employee or lawyer or living with anyone who is, and meet low income eligibility cut-offs.



Low income eligibility cut-offs were sourced from the BC government's Low Income Climate Action Tax Credit table. The following criteria was used to determine individuals who qualified as low income for this survey:

- ✓ **Single person** households with total annual household incomes before taxes of **below \$42,000**
- ✓ **Two person households** with total annual household incomes before taxes of **below \$51,000**
- ✓ **Three person households** with total annual household incomes before taxes of **below \$60,000**
- ✓ **Four or more person households** with total annual household incomes before taxes of **below \$68,000**



At the data tabulation stage, mathematical weighting was applied based on age and gender within region to the incoming sample (i.e. those who answered the qualifier questions) to ensure it was reflective of the province's population aged 18 and older.

This weighting approach ensures the resulting 1,204 qualified respondents were representative of low income individuals in BC.



The margins of error for a sample size of 1,204 at the 95% level of confidence is $\pm 3\%$. Please note that margins of error will be greater for sub-group analysis shown in this report.

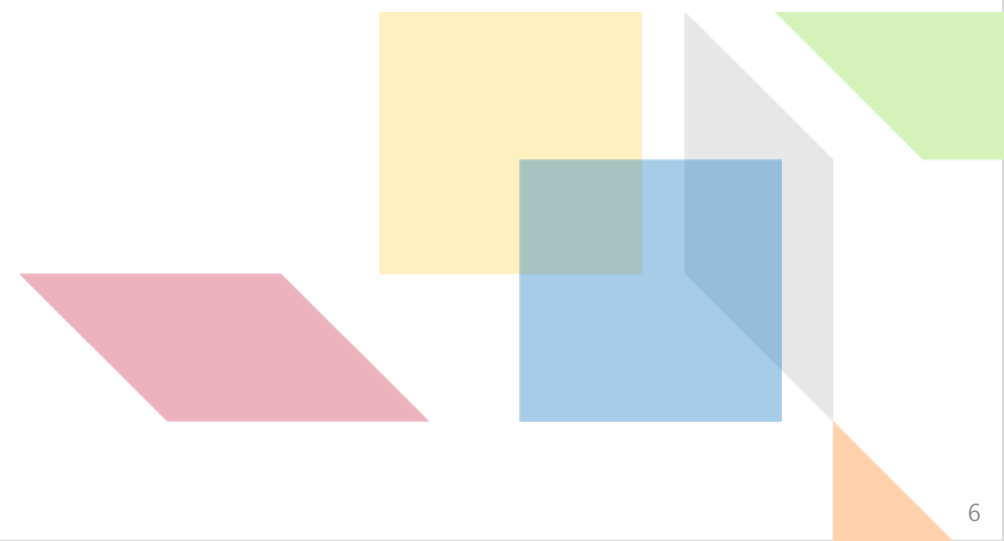


To be consistent with the 2008 and 2013 waves, the results for several questions are presented based on a summary of the total responses rather than the actual number of respondents (i.e. each legal problem experienced by a respondent is considered one unique response). This has been footnoted on all relevant pages.

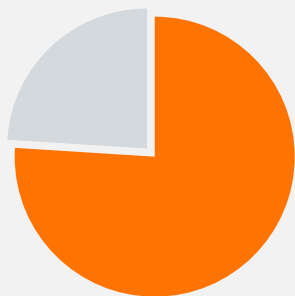
Appendix As noted previously, 2018 results comparisons to 2013 and 2008 can be found in the Appendix of this report, along with a copy of the 2018 questionnaire.

An orange outline icon of a lightbulb, symbolizing an idea or highlight.

Highlights



Legal Problem Incidence



76%
of low income British Columbians have experienced at least one of the 13 types of legal problems in the past 3 years

Average # of types of legal problems experienced: 6

Top 5 Legal Problems Experienced

(% experiencing legal problem in the past 3 years)



Consumer Problems
43%



Employment Problems
32%



Money or Debt Problems
32%



Housing or Land Problems
30%



Personal Injury Problems
28%

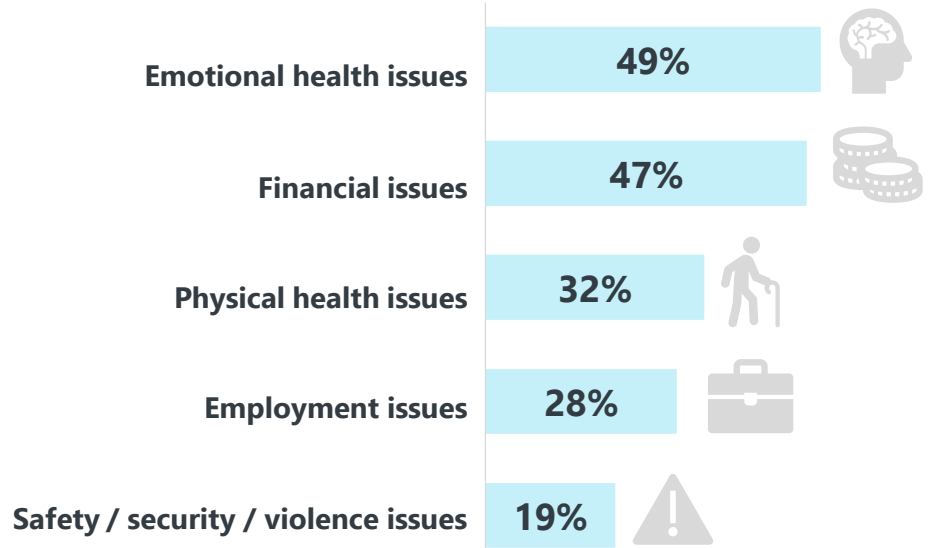
Least Frequent Legal Problems Experienced

(% experiencing legal problem in the past 3 years)

- > Police Incidents 12%
- > Legal Action Problems 8%
- > Immigration Problems 6%

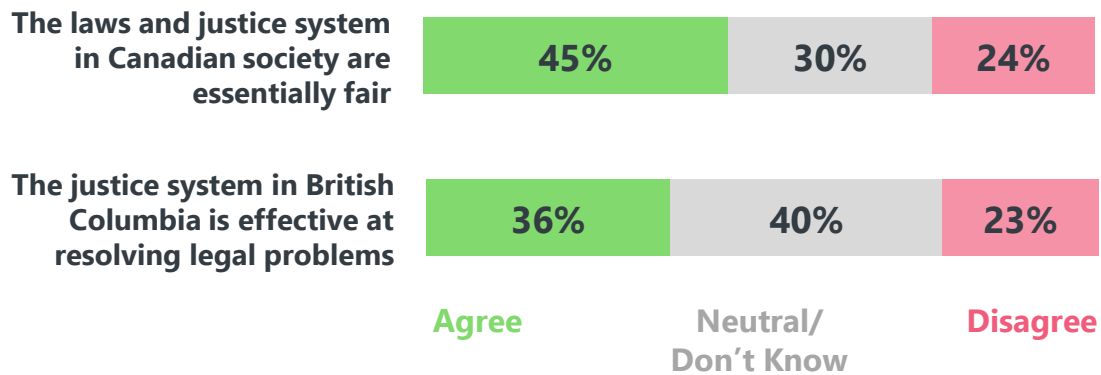
Top Issues Experienced as a Result of Legal Problems

(% experiencing issue as a result of their legal problem(s))



Justice System Perceptions

(among all low income British Columbians)





Consumer Problems

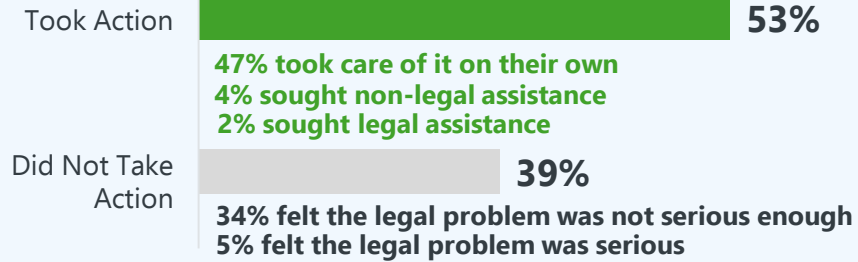
Examples: Purchasing faulty goods or appliances, receiving incorrect or misleading information, being overcharged for goods and services, etc.

Legal Problem Incidence

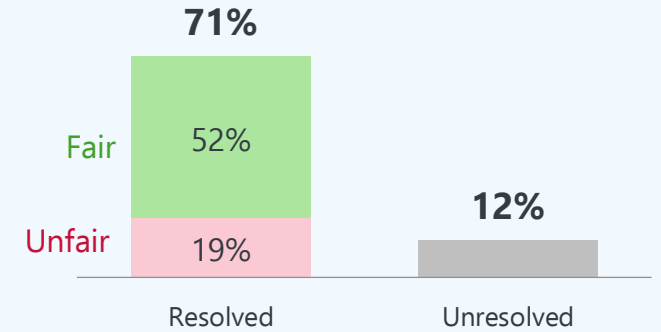


43%
experienced a
consumer problem in
the past 3 years

Action Taken To Resolve Legal Problem:

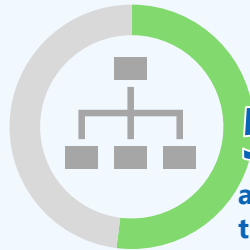


Resolution Rate & Fairness of Outcome



Outcome Satisfaction

(among those with a legal problem that was resolved)



52%
are satisfied with
the outcome

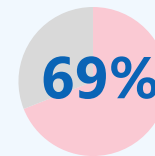


Top Reasons for Not Seeking Legal Assistance

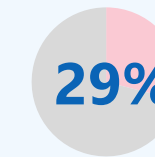
(among those who did not seek legal assistance)

- 1 Thought it would cost too much **31%**
- 2 Thought it would take too much time **25%**
- 3 Thought nothing could be done **22%**

Importance of Legal Problem Resolution & Overall Impact



69% Felt it was **important** to take care of the legal problem



29% Felt the legal problem was at least somewhat **disruptive** to their daily life

Impact of Having More Assistance Available



25%
feel the situation
would have worked
out better if they
had more assistance

What Would Have Helped

(among those who thought they needed more assistance)



52%
Additional/
better info



48%
Someone to
explain legal
aspects/help with
forms



45%
Someone to
deal with other
party



27%
A lawyer



Employment Problems

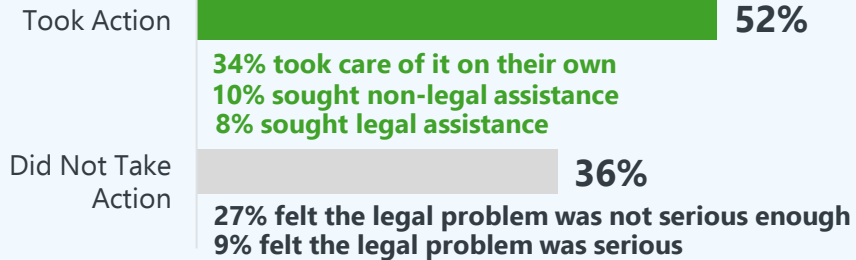
Examples: Job loss, harassment, bullying or discrimination, difficulty collecting employment benefits or unemployment insurance, etc.

Legal Problem Incidence

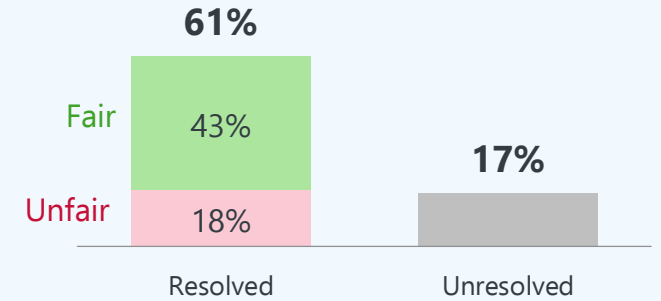


32%
experienced an **employment problem** in the past 3 years

Action Taken To Resolve Legal Problem:

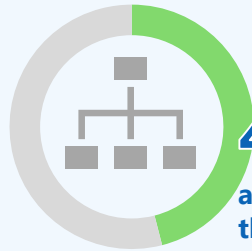


Resolution Rate & Fairness of Outcome



Outcome Satisfaction

(among those with a legal problem that was resolved)



46%
are satisfied with the outcome

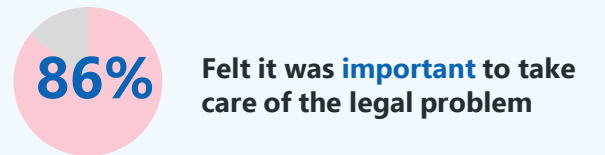


Top Reasons for Not Seeking Legal Assistance

(among those who did not seek legal assistance)

- 1 Thought nothing could be done **28%**
- 2 Thought it would cost too much **20%**
- 3 Didn't know what to do **20%**

Importance of Legal Problem Resolution & Overall Impact



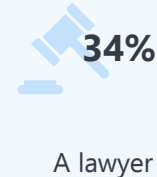
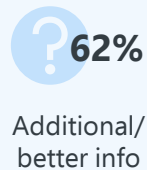
Impact of Having More Assistance Available



41%
feel the situation would have worked out better if they had more assistance

What Would Have Helped

(among those who thought they needed more assistance)





Money / Debt Problems

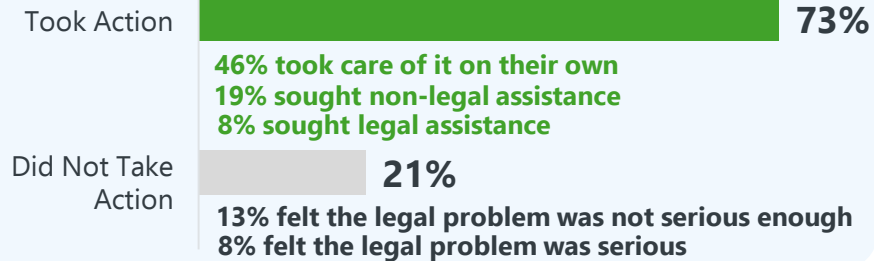
Examples: Inability to make payments, personal bankruptcy, collecting a debt, etc.

Legal Problem Incidence

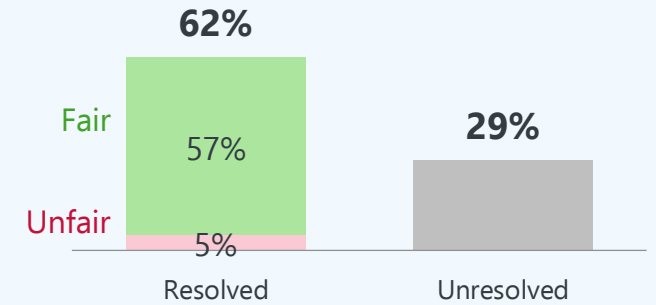


32%
experienced a
money/debt problem in
the past 3 years

Action Taken To Resolve Legal Problem:

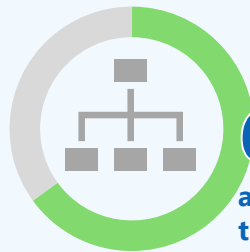


Resolution Rate & Fairness of Outcome



Outcome Satisfaction

(among those with a legal problem that was resolved)



65%
are satisfied with
the outcome

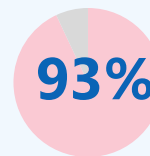


Top Reasons for Not Seeking Legal Assistance

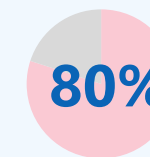
(among those who did not seek legal assistance)

- 1 Thought it would cost too much **29%**
- 2 Didn't know what to do **28%**
- 3 Thought nothing could be done **22%**

Importance of Legal Problem Resolution & Overall Impact

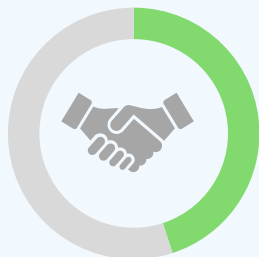


93% Felt it was **important** to take care of the legal problem



80% Felt the legal problem was at least somewhat **disruptive** to their daily life

Impact of Having More Assistance Available



45%
feel the situation
would have worked
out better if they
had more assistance

What Would Have Helped

(among those who thought they needed more assistance)



Additional/
better info



Someone to
explain legal
aspects/help with
forms



Someone to
deal with other
party



A lawyer



Housing / Land Problems

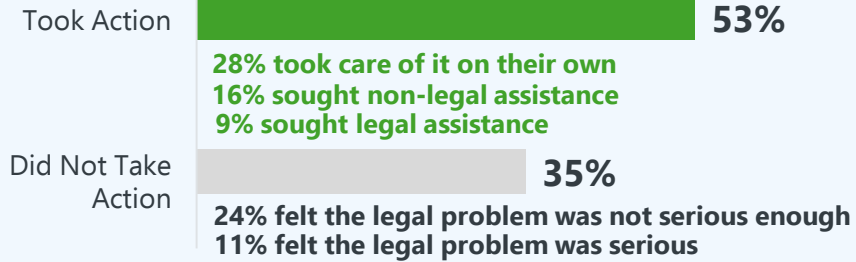
Examples: Neighbour problems, zoning or development, landlord-tenant problems, etc.

Legal Problem Incidence

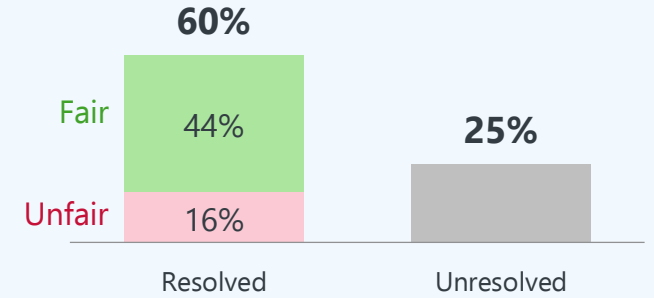


30%
experienced a
housing/land problem
in the past 3 years

Action Taken To Resolve Legal Problem:

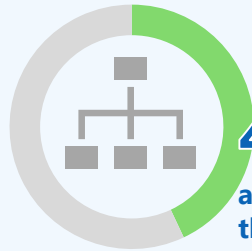


Resolution Rate & Fairness of Outcome



Outcome Satisfaction

(among those with a legal problem that was resolved)



43%
are satisfied with
the outcome

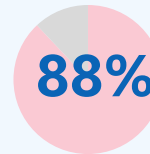


Top Reasons for Not Seeking Legal Assistance

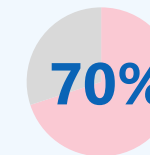
(among those who did not seek legal assistance)

- 1 Thought it would cost too much **26%**
- 2 Thought nothing could be done **24%**
- 3 Thought it would be too stressful **17%**

Importance of Legal Problem Resolution & Overall Impact



88% Felt it was **important** to take care of the legal problem



70% Felt the legal problem was at least somewhat **disruptive** to their daily life

Impact of Having More Assistance Available



37%
feel the situation
would have worked
out better if they
had more assistance

What Would Have Helped

(among those who thought they needed more assistance)



Additional/
better info



Someone to
explain legal
aspects/help with
forms



Someone to
deal with other
party



A lawyer



Personal Injury Problems

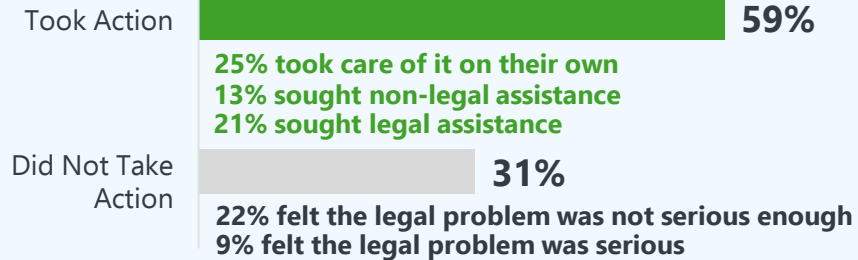
Examples: Car accident, slip and fall, medical malpractice, a dog bite, etc.

Legal Problem Incidence

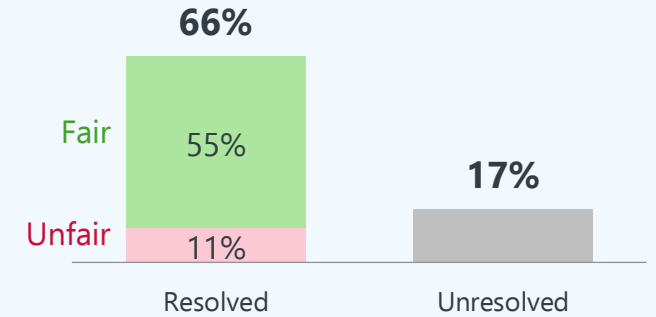


28%
experienced a
personal injury problem
in the past 3 years

Action Taken To Resolve Legal Problem:

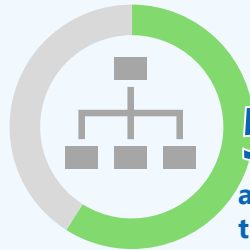


Resolution Rate & Fairness of Outcome



Outcome Satisfaction

(among those with a legal problem that was resolved)



59%
are satisfied with
the outcome

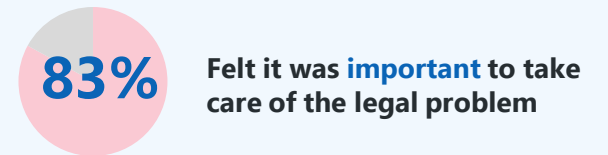


Top Reasons for Not Seeking Legal Assistance

(among those who did not seek legal assistance)

- 1 Thought it would cost too much **26%**
- 2 Thought it would be too stressful **22%**
- 3 Didn't know what to do **20%**

Importance of Legal Problem Resolution & Overall Impact



Impact of Having More Assistance Available



38%
feel the situation
would have worked
out better if they
had more assistance

What Would Have Helped

(among those who thought they needed more assistance)



48%

Additional/
better info



54%

Someone to
explain legal
aspects/help with
forms



42%

Someone to
deal with other
party



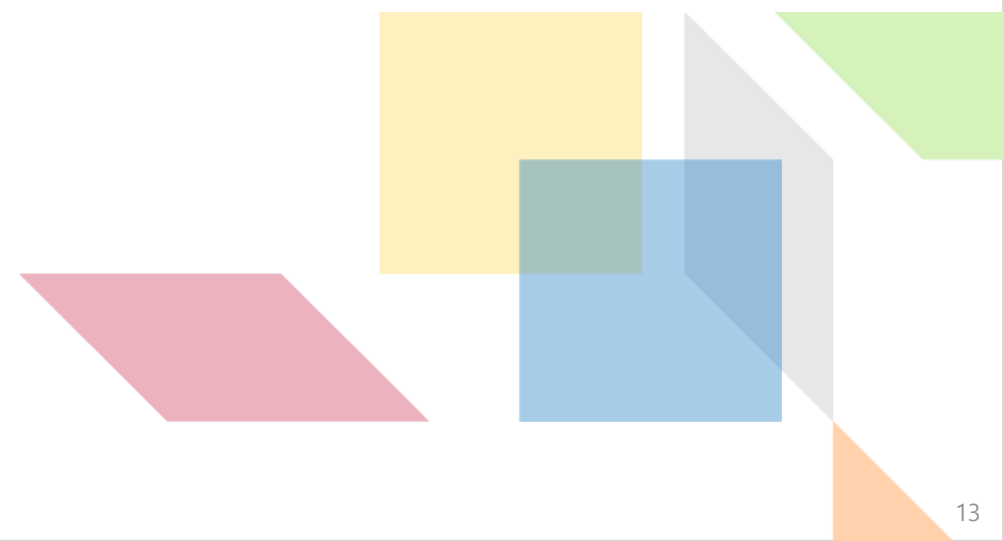
46%

A lawyer

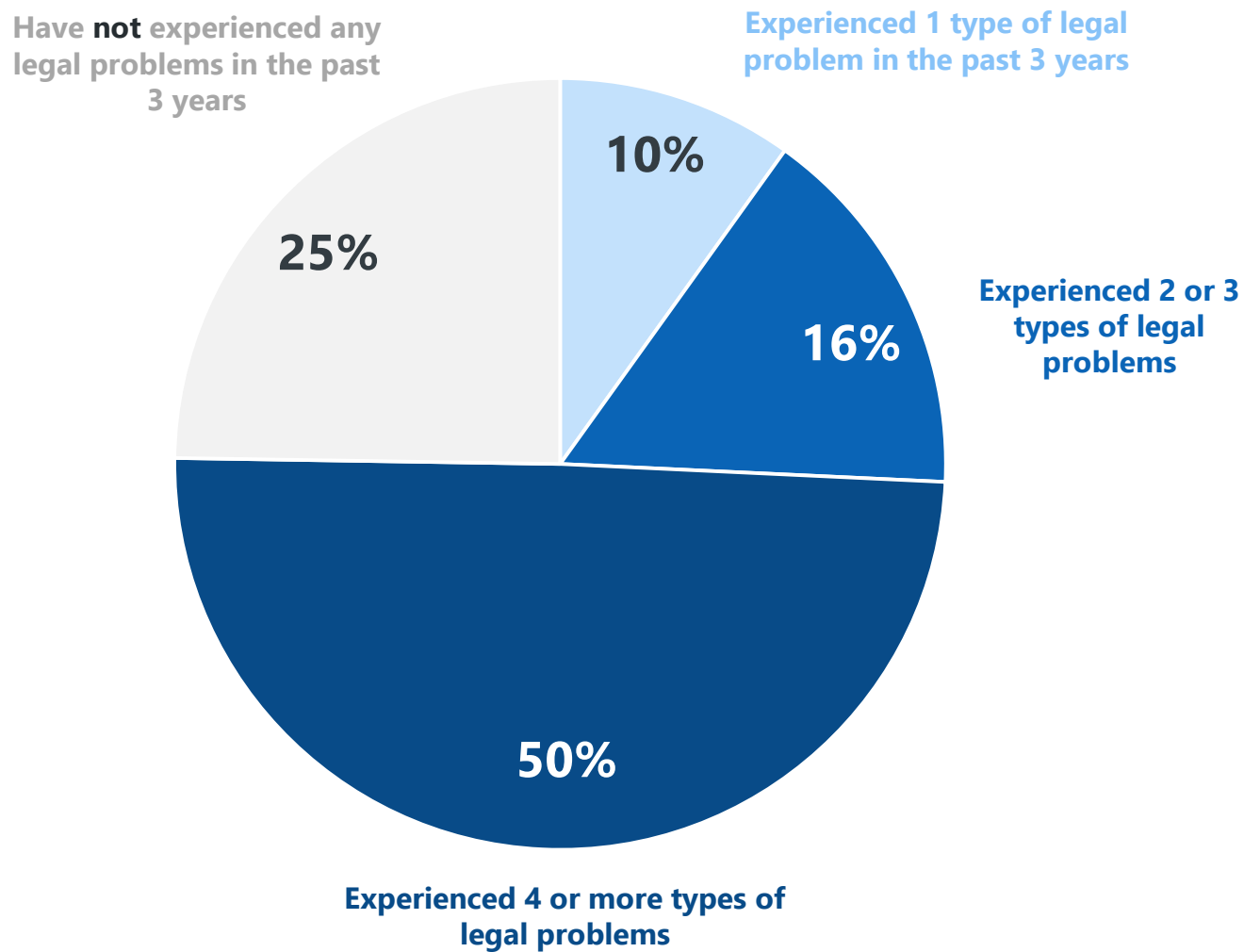


Summary of Findings

Legal Problems Experienced



Three-quarters of low income British Columbians have experienced at least one of the 13 types of legal problems over the past 3 years and half experienced 4 or more of the legal problem types.



76% experienced at least one of the following legal problem types in the past 3 years

13 Legal Problem Types Assessed

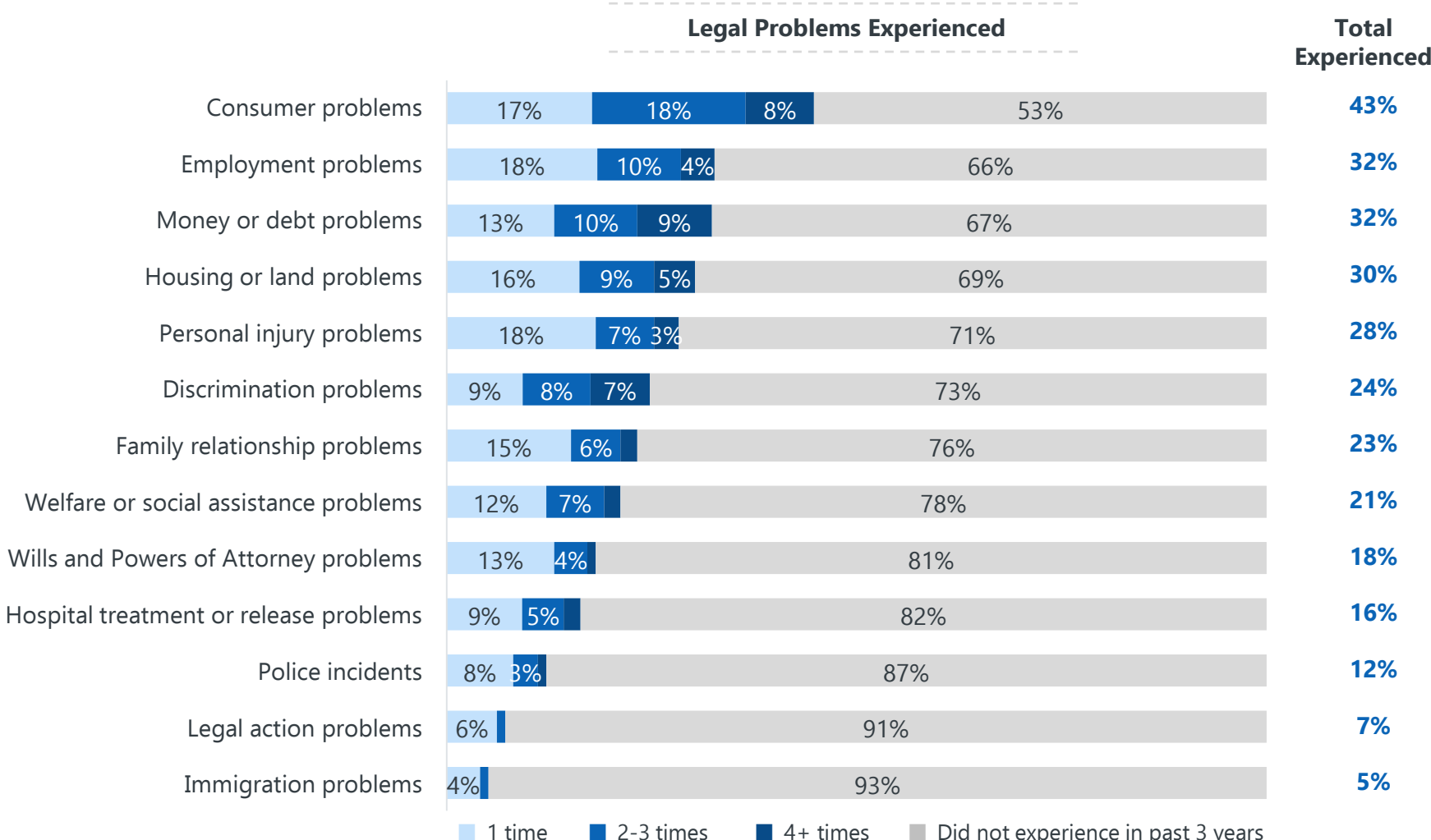
- ▶ Consumer
- ▶ Employment
- ▶ Money or debt
- ▶ Housing or land
- ▶ Personal injury
- ▶ Discrimination
- ▶ Family relationship
- ▶ Welfare or social assistance
- ▶ Wills and Powers of Attorney
- ▶ Hospital treatment or release
- ▶ Police incidents
- ▶ Legal action
- ▶ Immigration

Base: Total respondents (1204)

Q1. People can experience many different problems in their day-to-day lives. Some are relatively minor, while others are more serious and difficult to resolve. Please read the description of each type of problem, and then indicate the approximate number of times, if any, in the **past 3 years** you have experienced a problem in that category that was **serious and difficult to resolve**.

Legal Problems Experienced in the Past Three Years

Low income British Columbians most commonly have experienced consumer, employment, money/debt, housing/land or personal injury problems. Few (less than 10%) have experienced legal action or immigration problems.



Compared to their younger counterparts, older individuals (55+) are less likely to have experienced most legal problems.

Base: Total respondents (1204)

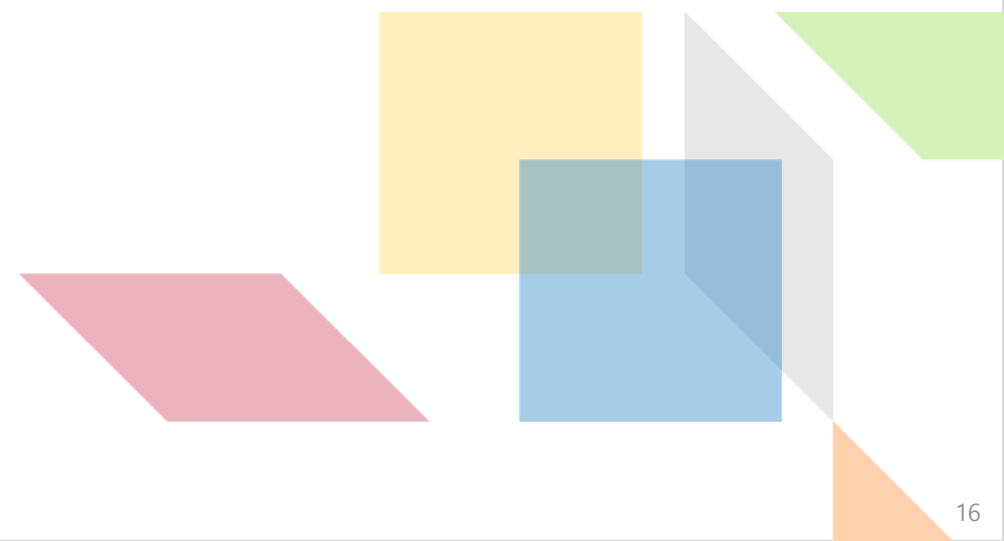
Note: % "don't know" responses not shown – ranges from 1% to 3%.

Q1. People can experience many different problems in their day-to-day lives. Some are relatively minor, while others are more serious and difficult to resolve. Please read the description of each type of problem, and then indicate the approximate number of times, if any, in the **past 3 years** you have experienced a problem in that category that was **serious and difficult to resolve**.

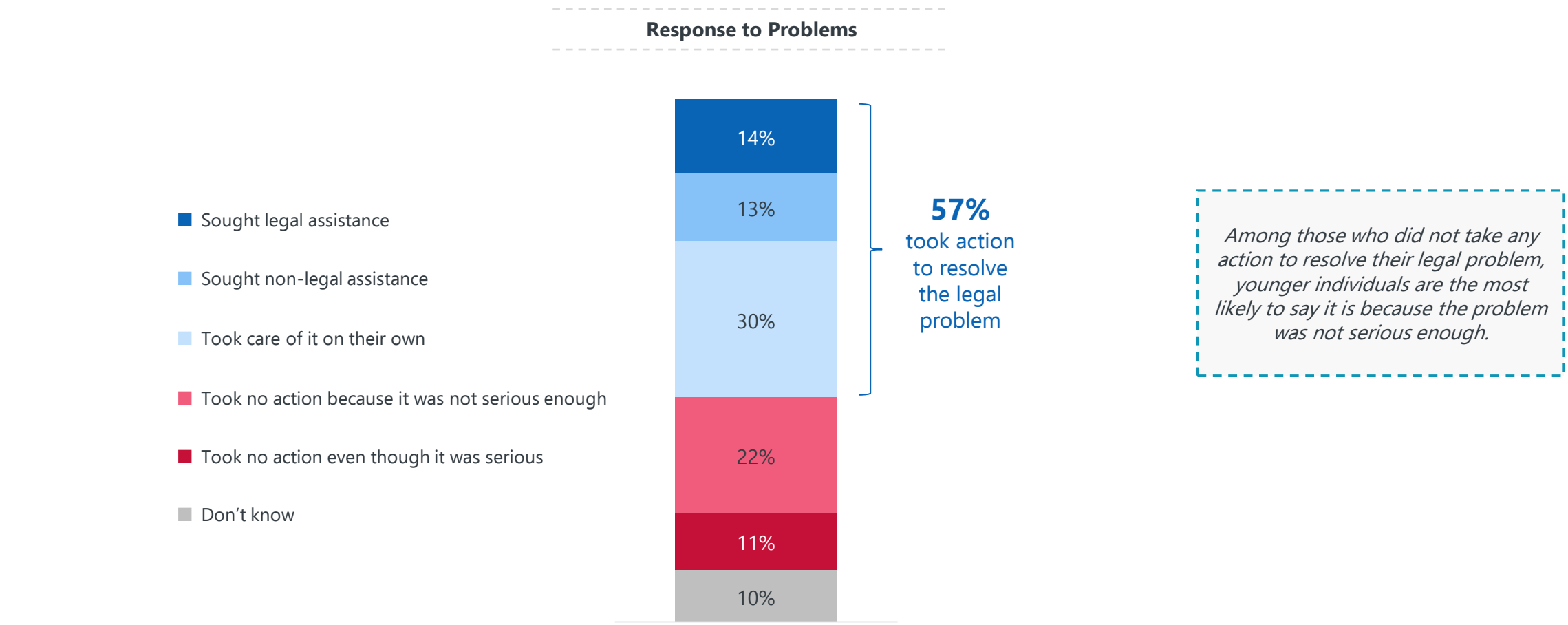


Summary of Findings

Responding to Legal Problems



A slight majority of low income British Columbians (57%) report taking some sort of action to resolve their legal problem. Most commonly, they took care of the legal problem on their own.



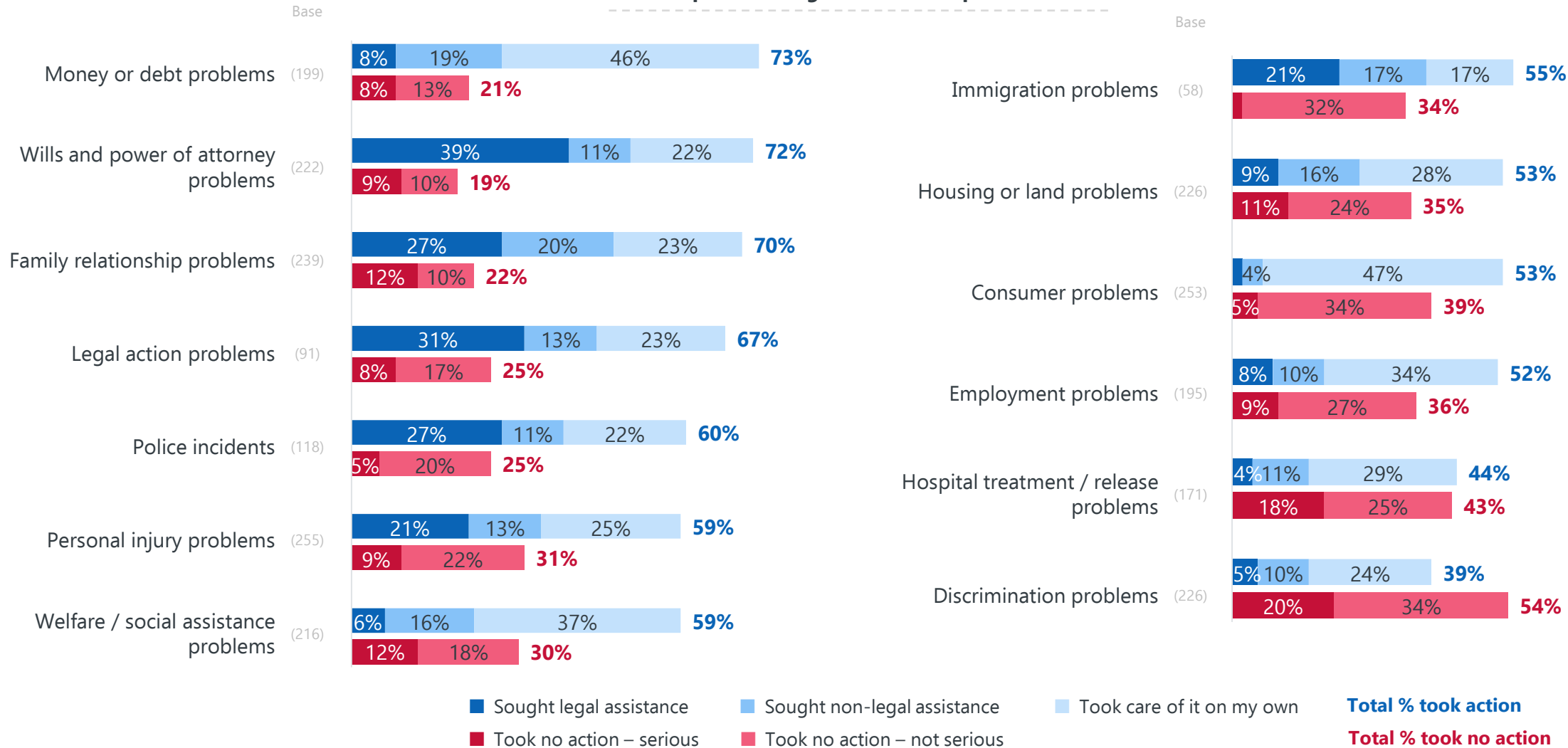
Base: Total responses (2705). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q2. How did you respond to each of the **serious and difficult to resolve** problems you experienced over the **past 3 years**? Please select the one best response for each problem.

Taking Action to Resolve the Legal Problem

Low income British Columbians are particularly likely to take action on their money/debt, wills/power of attorney, family relationship and legal action problems, and are least likely to take action on discrimination problems. Hospital treatment/release problems are about equally likely to be addressed as they are to be unacted.

Response to Legal Problems Experienced



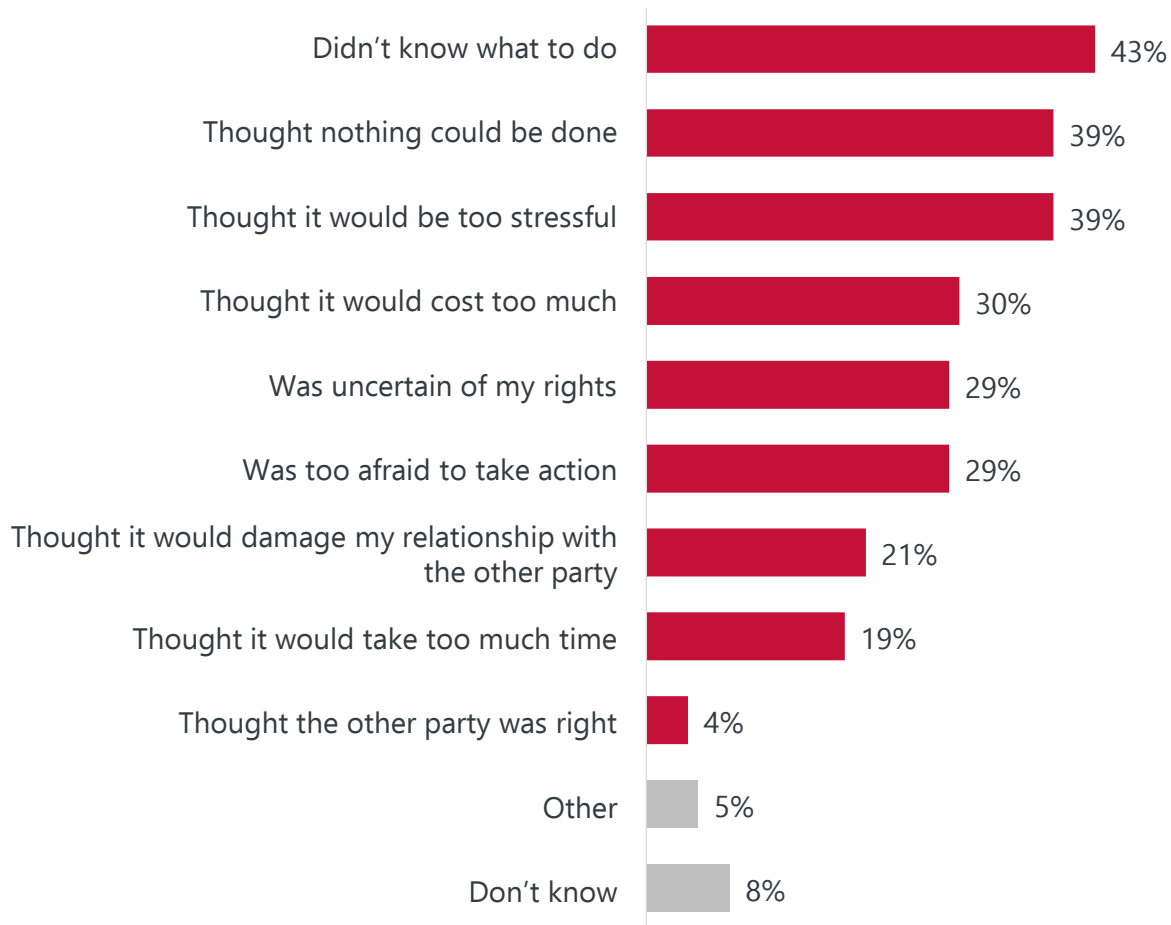
Base: Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Note: % "don't know" responses not shown - ranges from 6% to 14%.

Q2. How did you respond to each of the **serious and difficult to resolve** problems you experienced over the **past 3 years**? Please select the one best response for each problem.

Not taking action on a legal problem is typically rooted in the belief that nothing could be done, the worry that taking action would be stressful, and most notably, simply not knowing what to do.

Reasons for Not Taking Action



Top Reason(s) for Not Taking Action by Legal Problem Type	
Consumer*	Thought it would take too much time (52%)
Employment	Was too afraid to take action (36%)
Money or debt*	Didn't know what to do (58%)
Housing or land	Thought it would be too stressful (49%)
Personal injury	Was uncertain of my rights (56%)
Discrimination	Thought nothing could be done (53%)
Family relationship	Didn't know what to do (42%)
Welfare or social assistance	Thought it would be too stressful (52%)
Wills and Powers of Attorney*	Didn't know what to do (64%)
Hospital treatment or release	Didn't know what to do (49%)
Police incidents*	Thought it would be too stressful (65%)
Legal action*	Thought it would cost too much (57%)
Immigration	<i>Base size too small for reliable analysis (n=3)</i>

*Caution small base size (n<20)

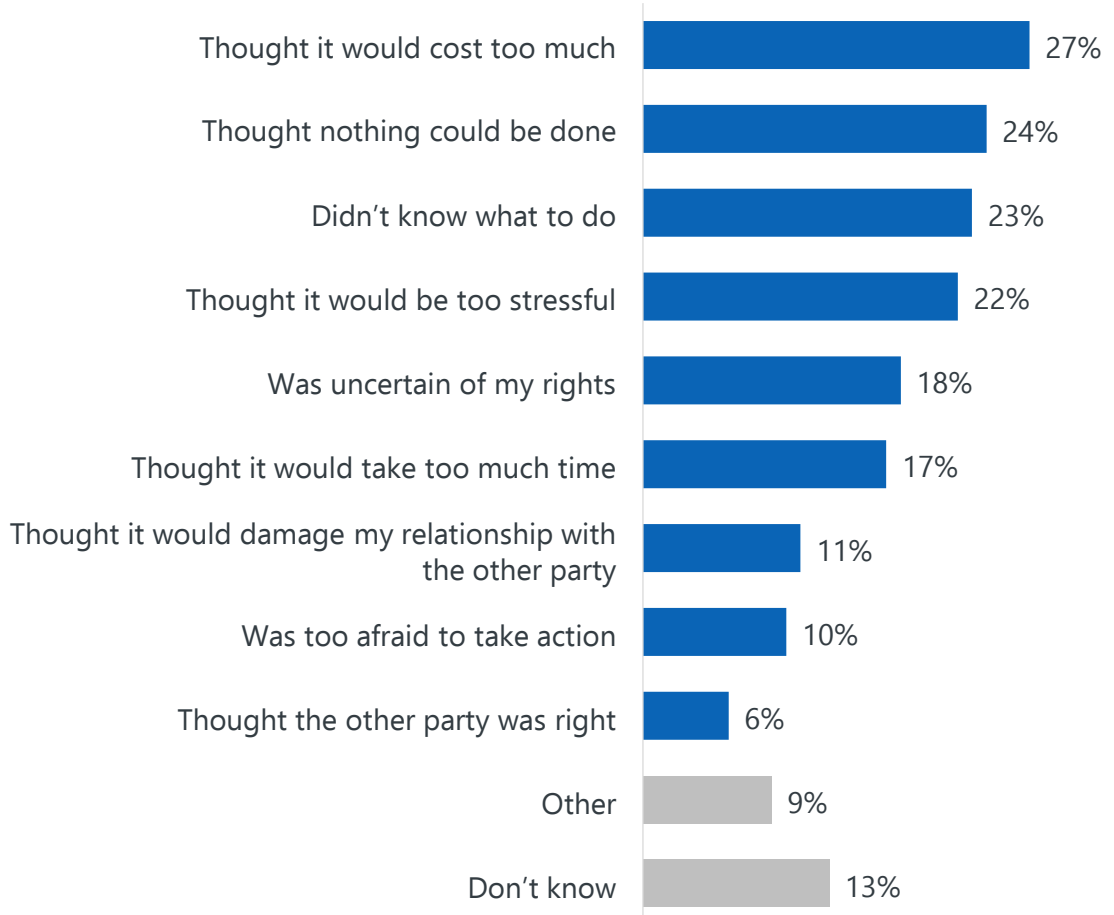
Base: Experienced a serious problem but didn't take action (267). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q3. Which of the following reasons, if any, describes why you decided to **not take any action on your problem(s), even though it was serious?**

Reasons for Not Seeking Legal Assistance – Even Though it was Serious

For the large majority of low income British Columbians that did not seek legal assistance for their legal problem, the main barriers are cost, a belief that nothing could be done, not knowing how to obtain legal assistance and believing that seeking legal assistance would too stressful.

Reasons for Not Seeking Legal Assistance



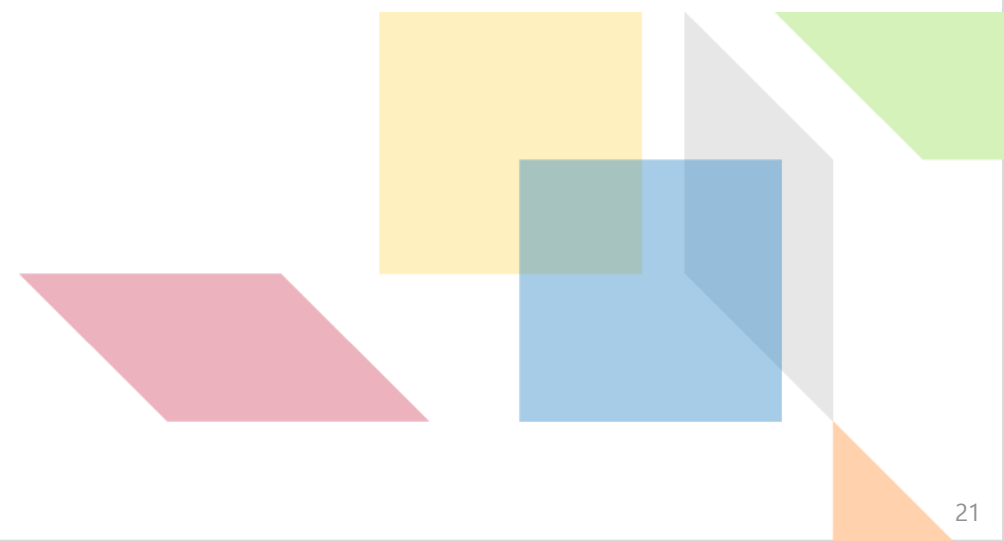
Top Reason(s) for Not Seeking Legal Assistance by Legal Problem Type	
Consumer	Thought it would cost too much (31%)
Employment	Thought nothing could be done (28%)
Money or debt	Thought it would cost too much (29%)
Housing or land	Thought it would cost too much (26%)
Personal injury	Thought it would cost too much (26%)
Discrimination	Thought nothing could be done (35%)
Family relationship	Thought it would be too stressful (32%)
Welfare or social assistance	Thought nothing could be done (28%)
Wills and Powers of Attorney	Thought it would cost too much (37%)
Hospital treatment or release	Didn't know what to do (29%) Thought it would cost too much (29%)
Police incidents	Was uncertain of my rights (31%)
Legal action	Thought it would cost too much (37%)
Immigration	Thought it would be too stressful (33%)

Base: Experienced a serious problem but didn't seek legal assistance (1830). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).
 Q4. Which of the following reasons, if any, describes why you decided to **not seek legal assistance for your problem(s)**?



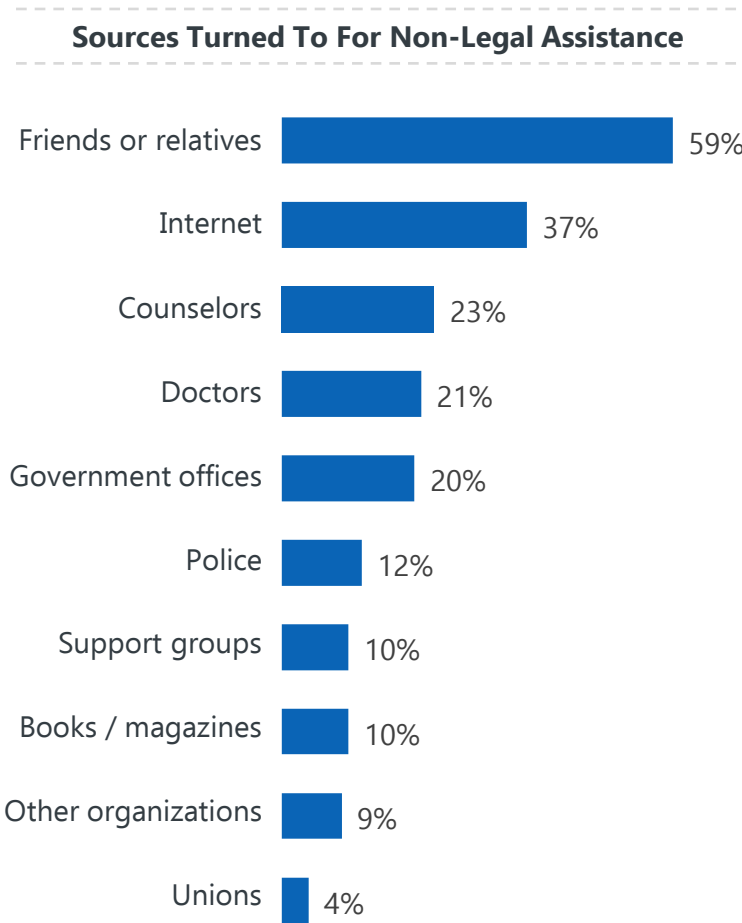
Summary of Findings

Non-Legal Assistance



Sources Turned To for Non-Legal Assistance

When it comes to seeking non-legal assistance for their legal problems, low income British Columbians most often turn to family or relatives.



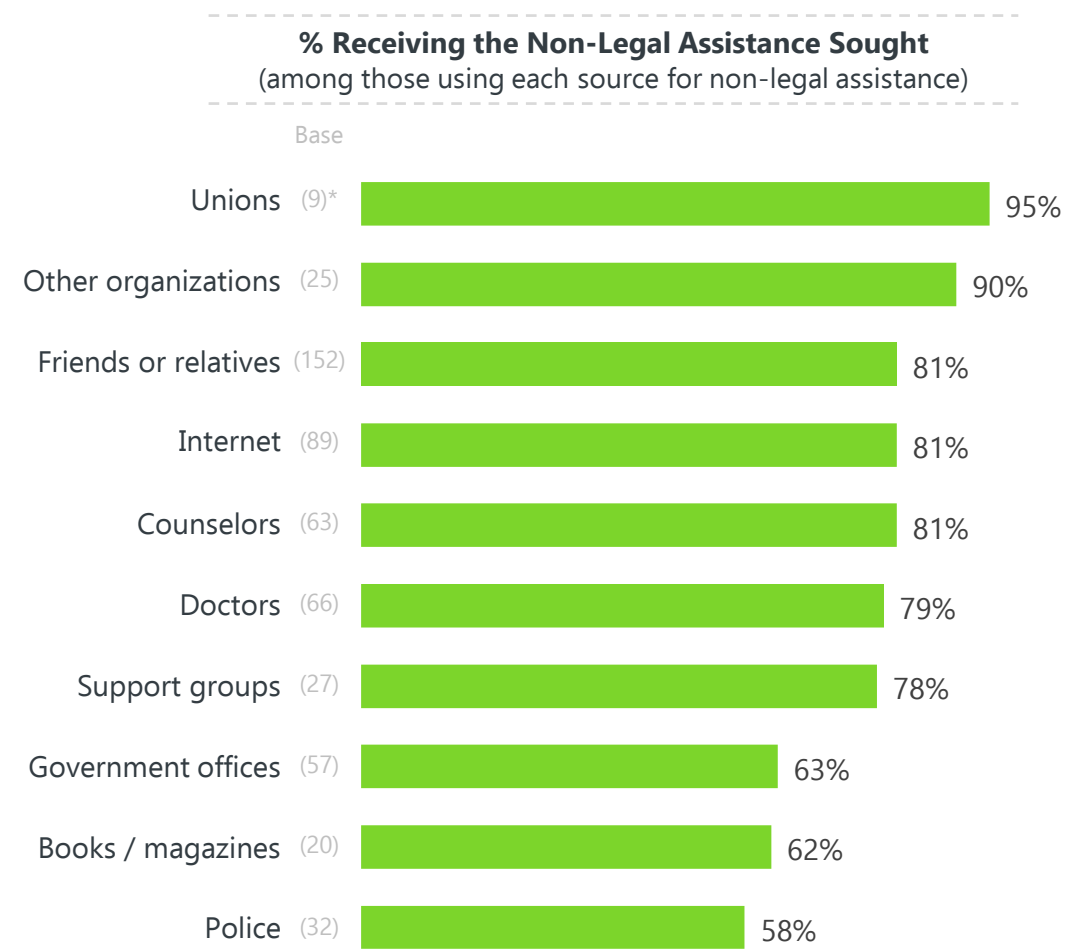
Note: % "don't know" and "other" responses not shown – 6% and 5%, respectively.

Base: Experienced a problem and sought non-legal assistance (310). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q5. Which of the following, if any, **did you turn to for non-legal assistance** to help you solve your problem(s)? Please select as many as apply for each problem

Effectiveness of Sources of Non-Legal Assistance

According to the small group of low income British Columbians who received non-legal assistance from unions and other organizations, these sources were highly effective at helping with their legal problem(s). That said, all non-legal assistance sources were effective according to the majority of those who used them.



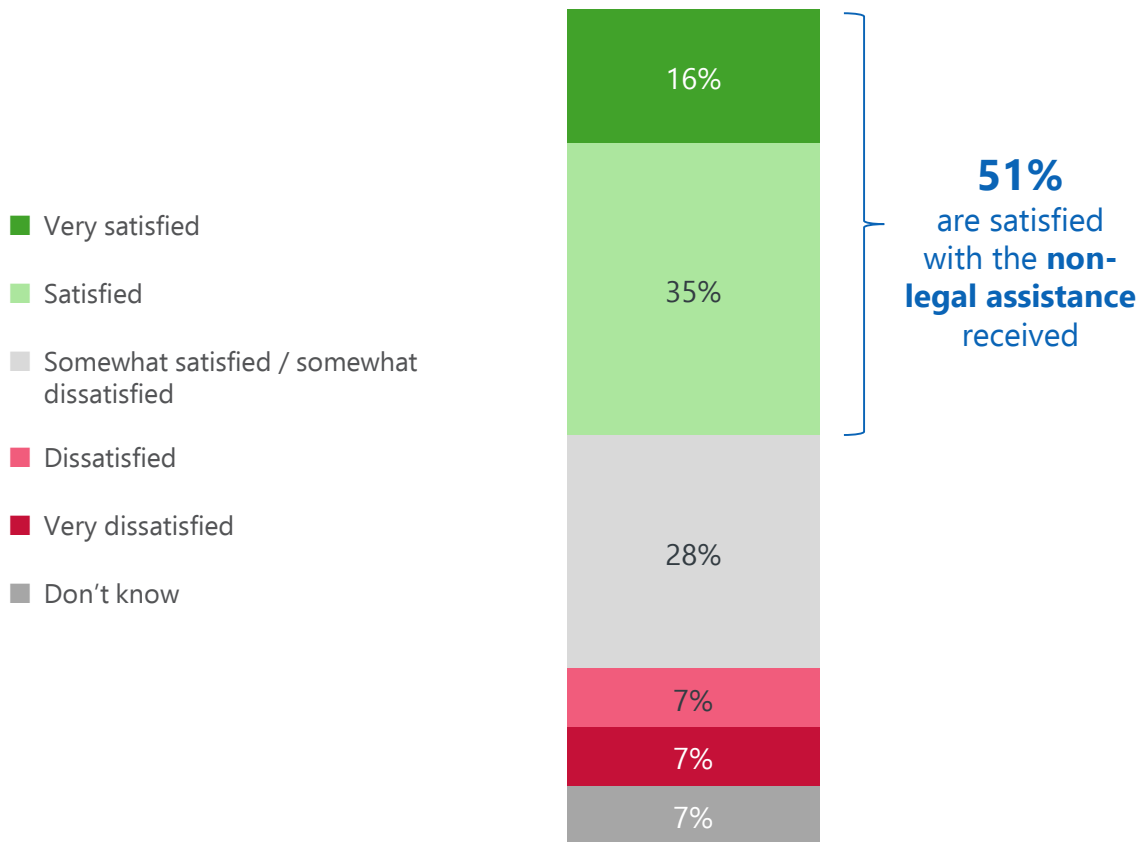
*Caution: small base size (n<20).

Base: Experienced a problem and sought non-legal assistance from each source (varies).

Q6. And did you receive the **non-legal assistance you were seeking/wanting** from this/these source(s)?

Low income British Columbians are moderately satisfied with the non-legal assistance they received for their legal problem(s).

Satisfaction with Non-Legal Assistance Received



Satisfaction is similar across the various legal problem types experienced.

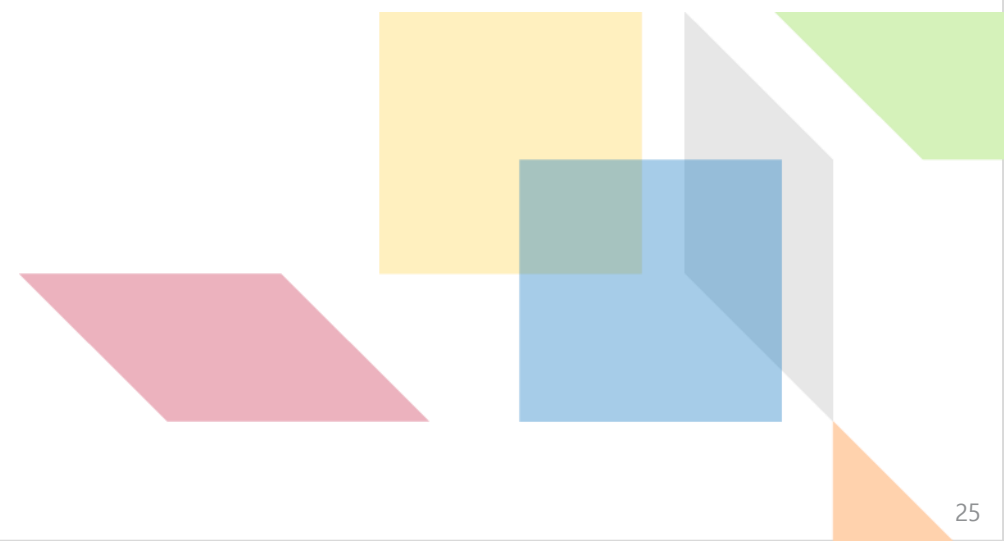
Base: Experienced a problem and sought non-legal assistance (310). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q7. Overall, how satisfied were you with the **non-legal assistance** you received to help solve your problem(s)?



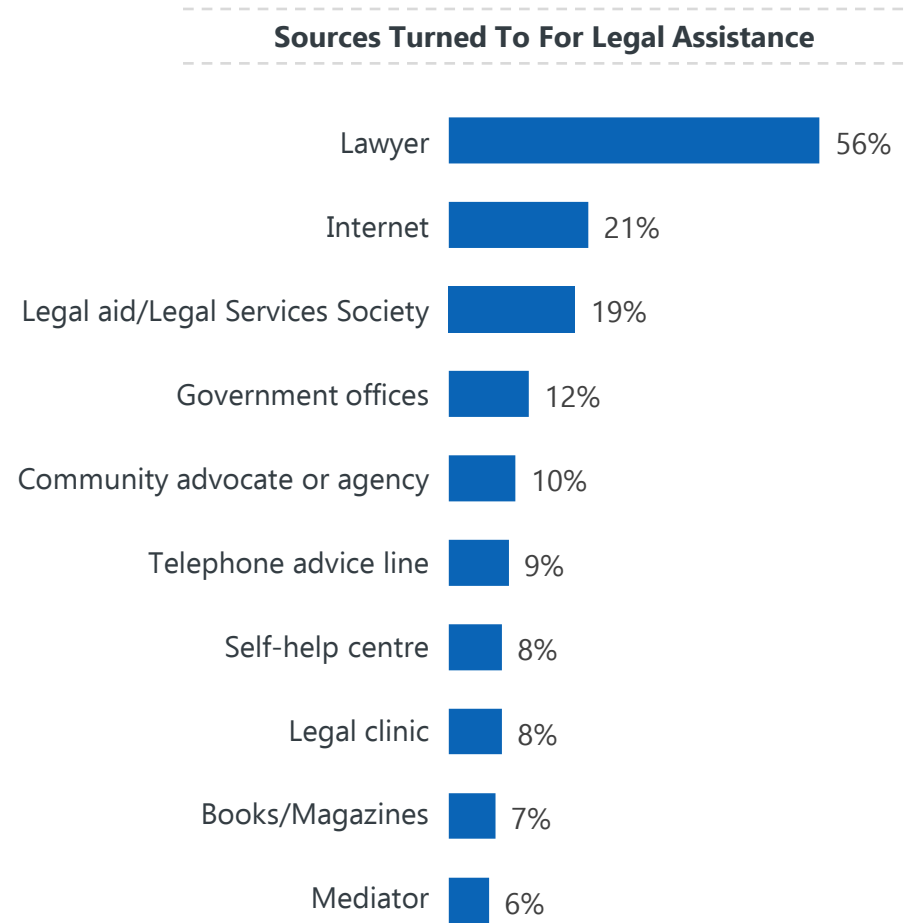
Summary of Findings

Legal Assistance



Sources Turned To for Legal Assistance

The top legal assistance sources that low income British Columbians turn to for their legal problems are lawyers. About one-in-five report turning to LSS for legal assistance.



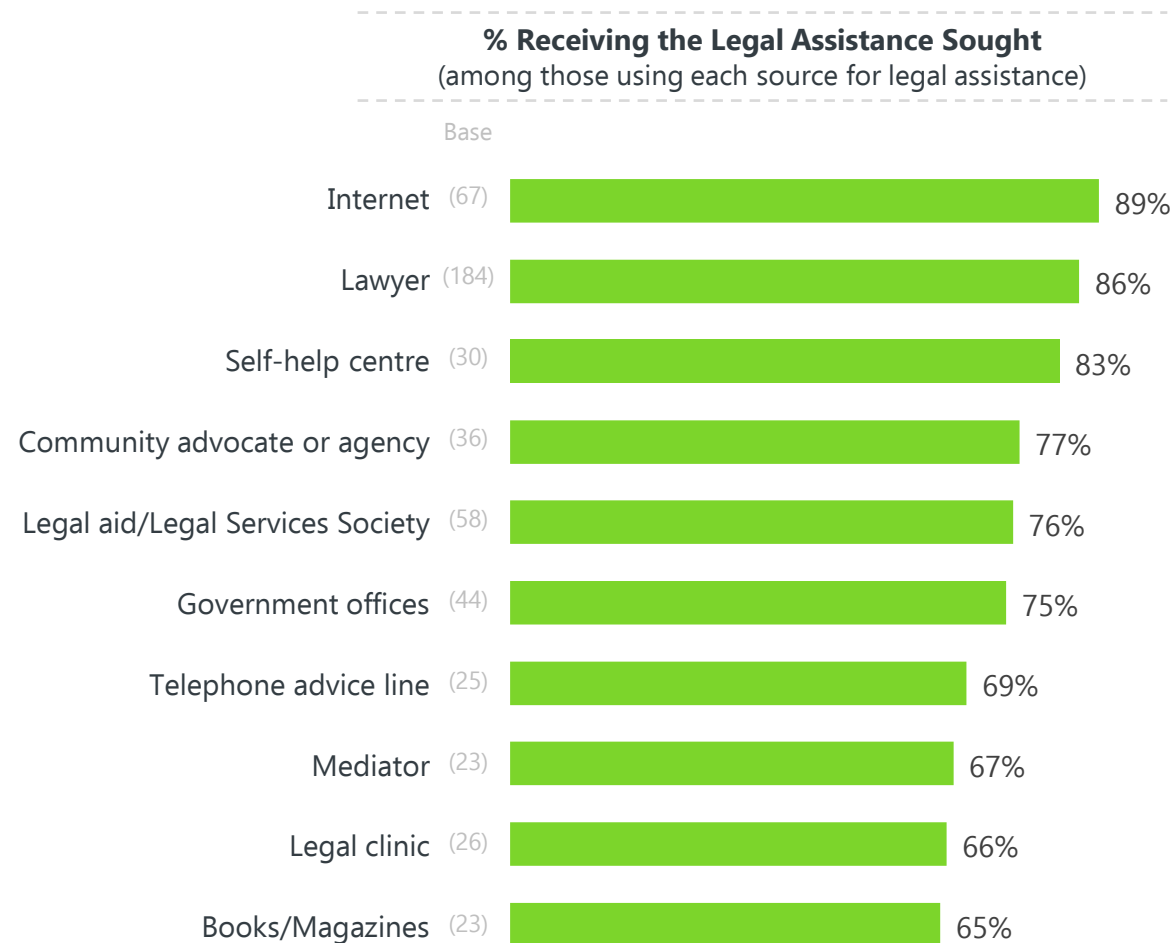
Note: % "don't know" and "other" responses not shown – 7% and 6%, respectively.

Base: Experienced a problem and sought legal assistance (394). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q8. Which of the following, if any, **did you turn to for legal assistance** to help you solve your problem(s)?

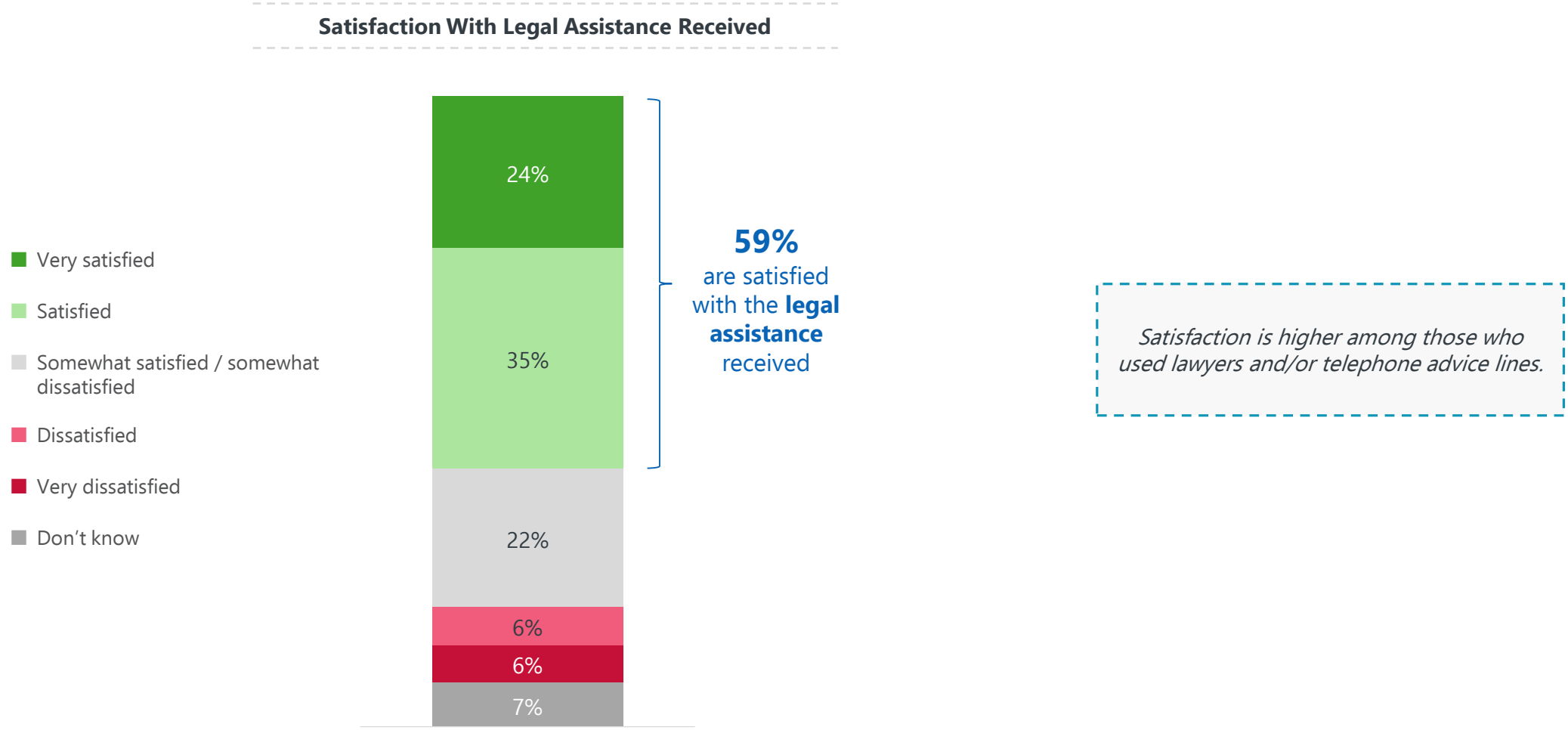
Effectiveness of Sources of Legal Assistance

For the majority of low income British Columbians who looked for legal assistance, the source they turned to was helpful. Those using the internet or a lawyer are most likely to say they received the legal assistance they were seeking.



Base: Experienced a problem and sought legal assistance from each source (varies).
 Q9. Did you receive the **legal assistance that you were seeking/wanting** from this/these source(s)?

Low income British Columbians are moderately satisfied with the legal assistance they received for their legal problem(s).



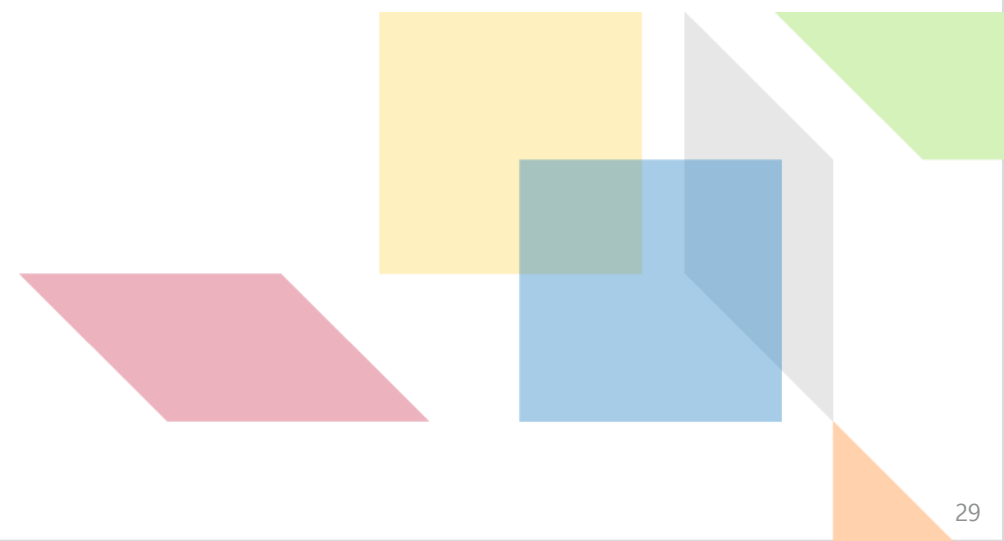
Base: Experienced a problem and sought legal assistance (394). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q10. Overall, how satisfied were you with the **legal assistance** you received to help solve your problem(s)?



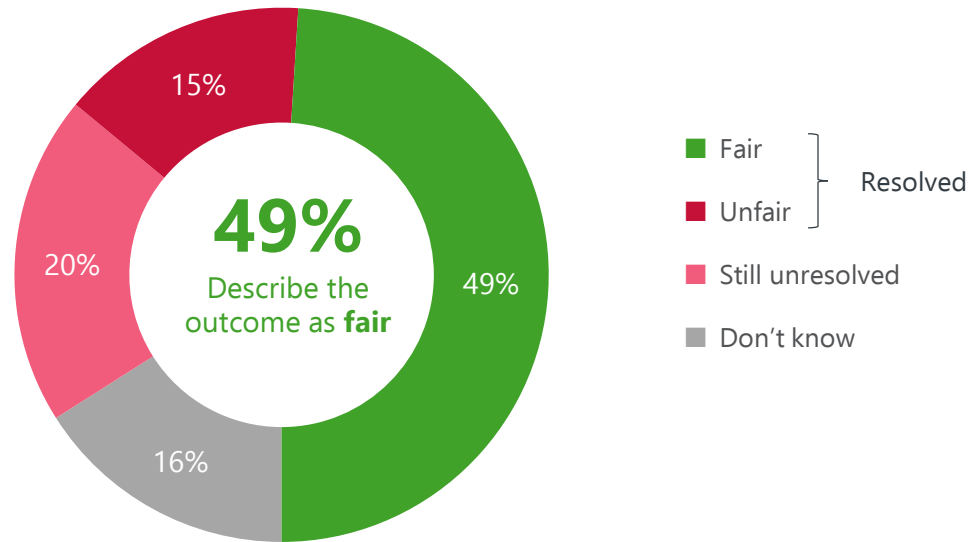
Summary of Findings

Legal Problem Outcomes



Outcome of Legal Problem

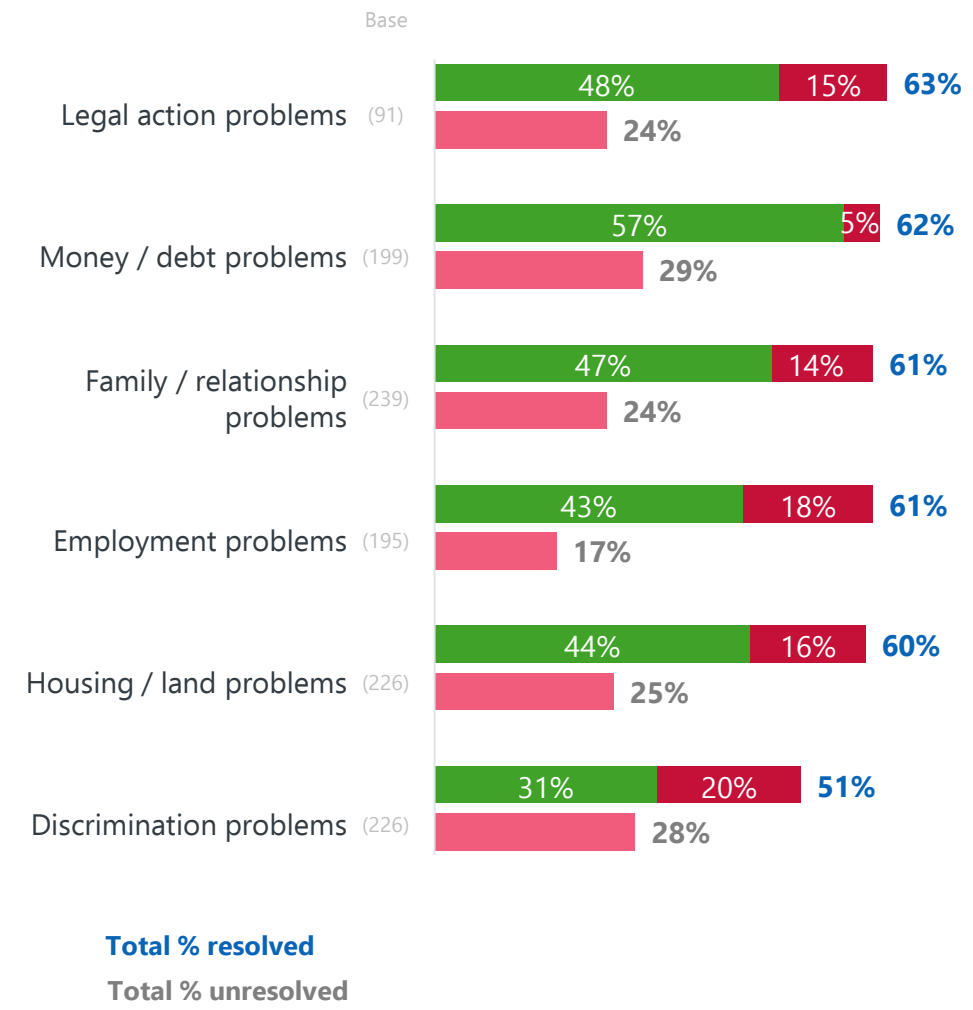
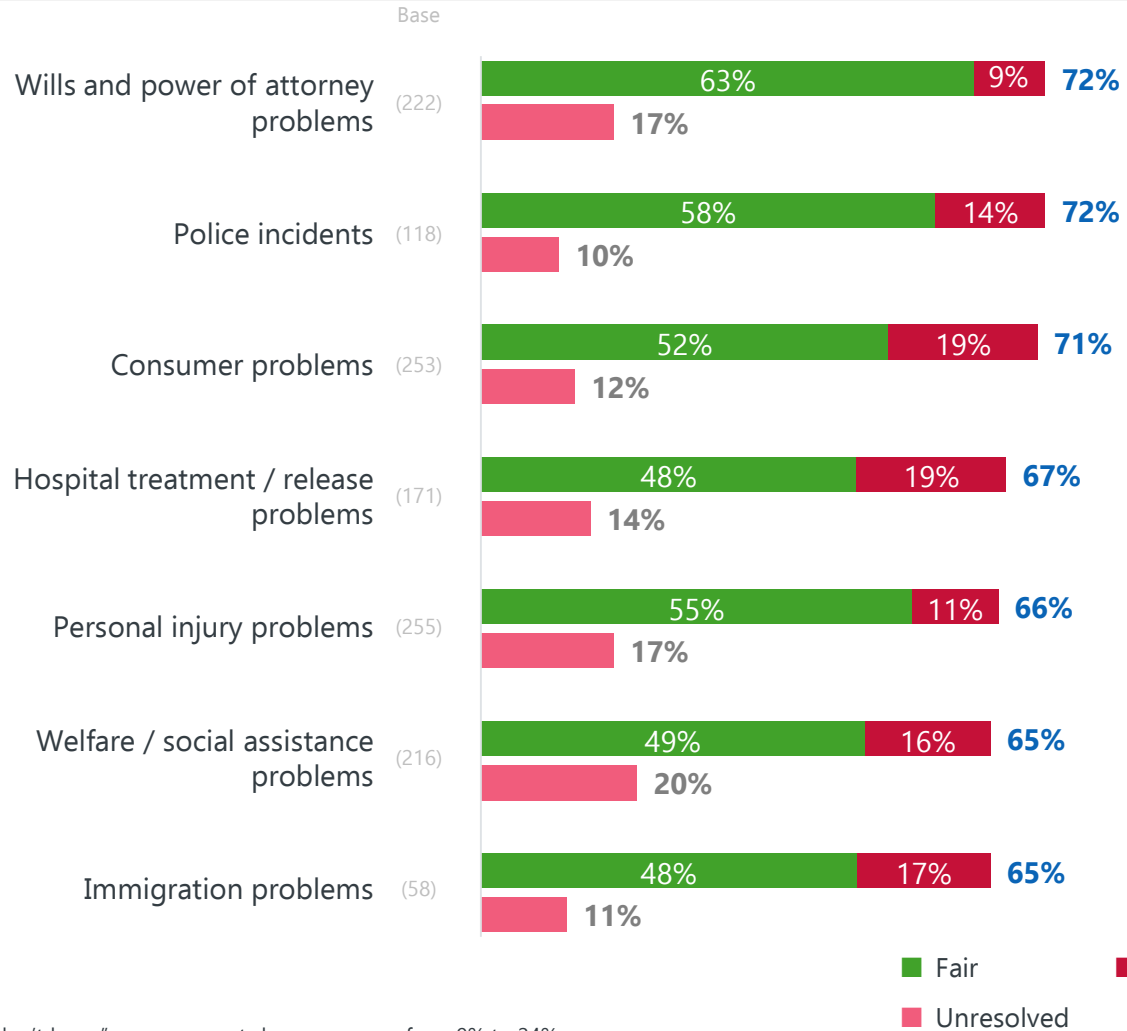
While half of all legal problems experienced by low income British Columbians are reported as having fair outcomes, notable proportions report that the legal problem(s) are still unresolved (20%) or that they are not sure of the outcome (16%).



Whether the outcome is perceived as fair or unfair, the majority of low income individuals (64%) report that their legal problem has been resolved.

Outcome of Legal Problem

The following legal problem types are the most likely to be reported as resolved: wills and power of attorney, police incidents and consumer problems. Meanwhile, money/debt and discrimination problems are the most likely to be reported as unresolved.

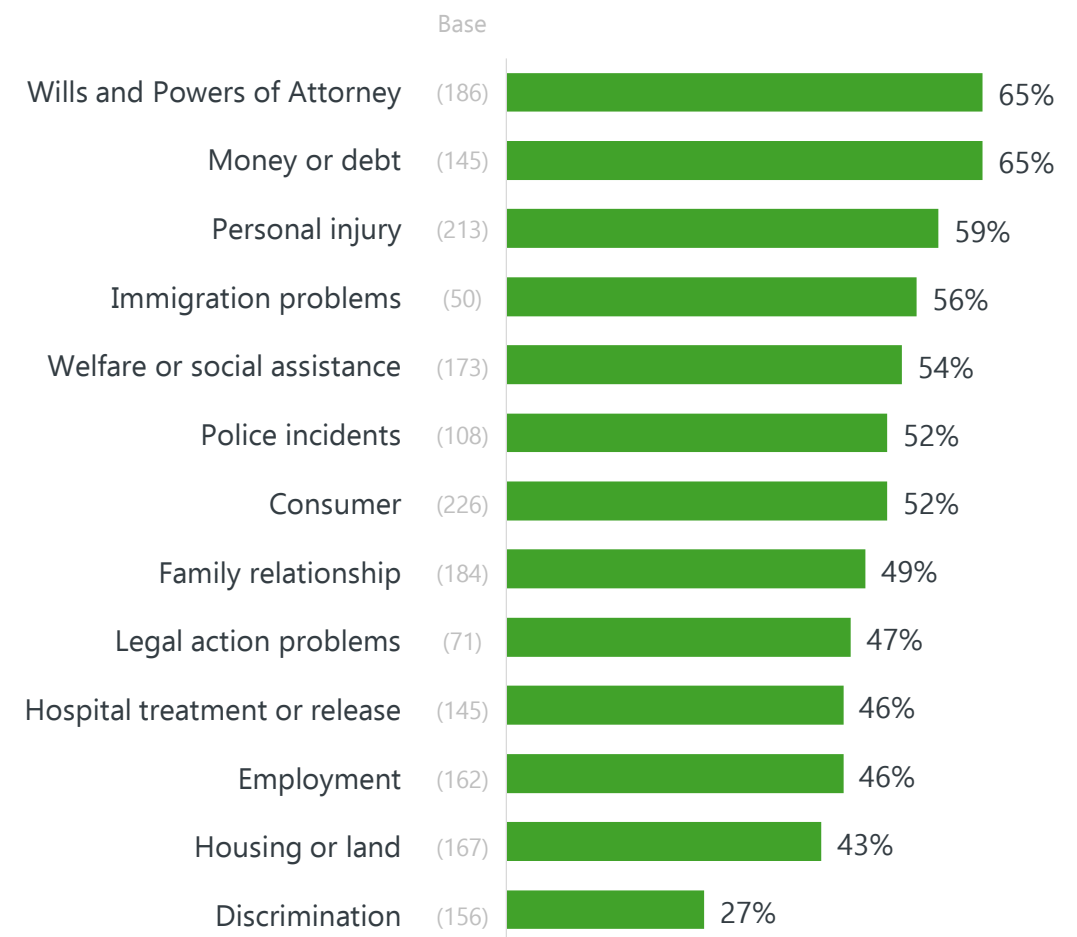
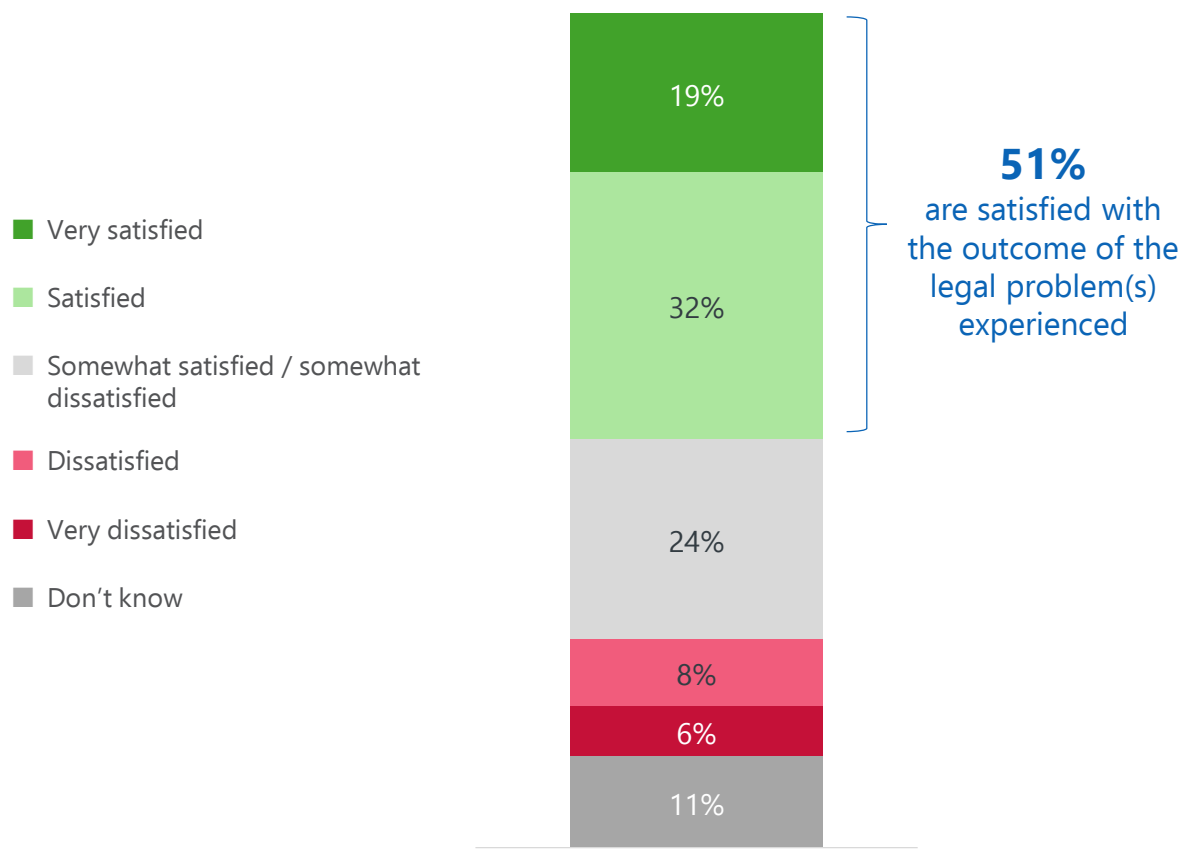


Note: % "don't know" responses not shown – ranges from 9% to 24%.
 Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).
 Q11. Overall, how would you describe the outcome of the problem(s) you experienced in the past 3 years?

Overall Satisfaction with Outcome of Legal Problems

Half of all low income British Columbians say they are satisfied with the outcome of their legal problem(s). The remaining half tend to be neutral or undecided (35%), rather than dissatisfied with the outcome (14%).

Satisfaction with Legal Problem Outcome

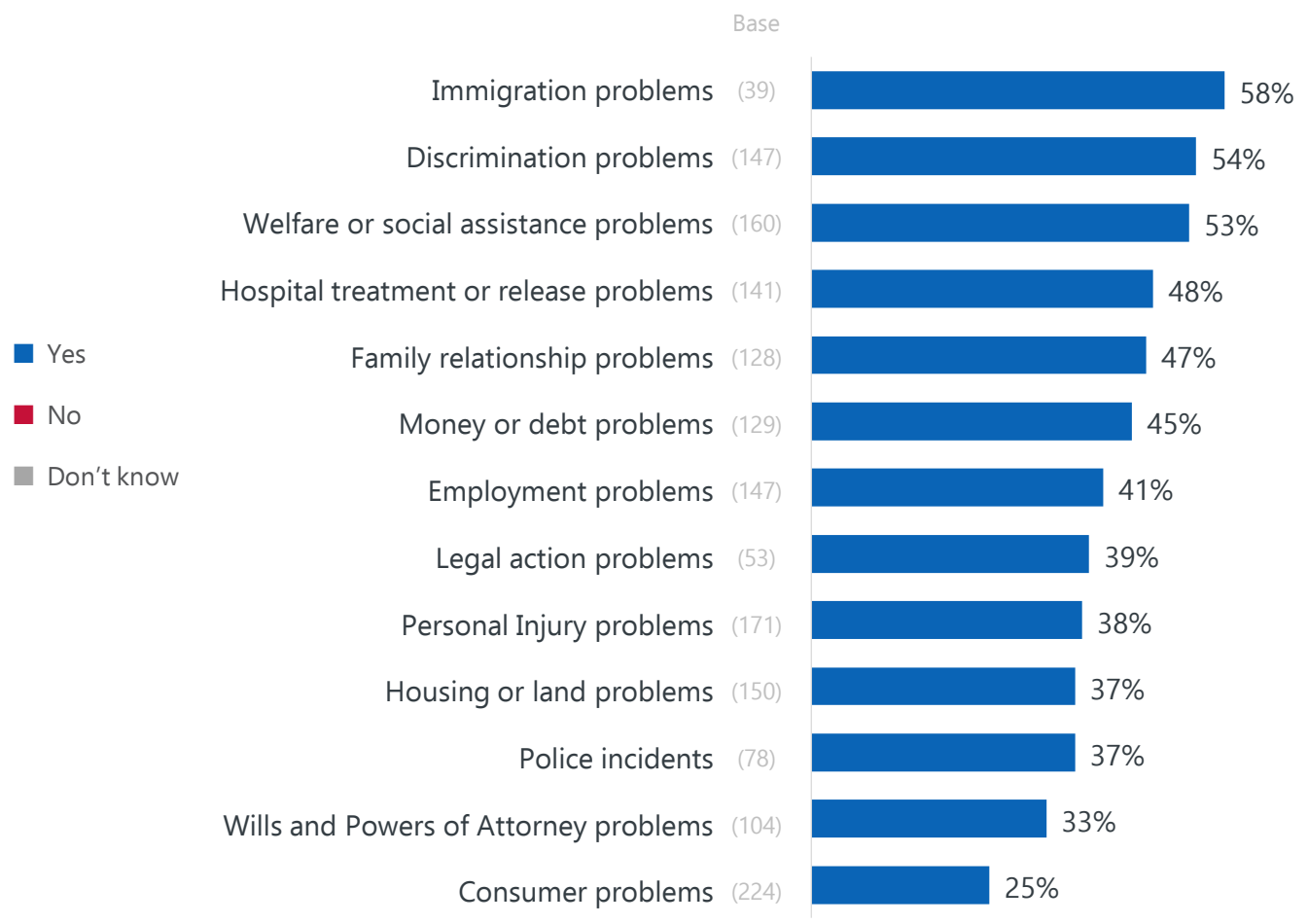
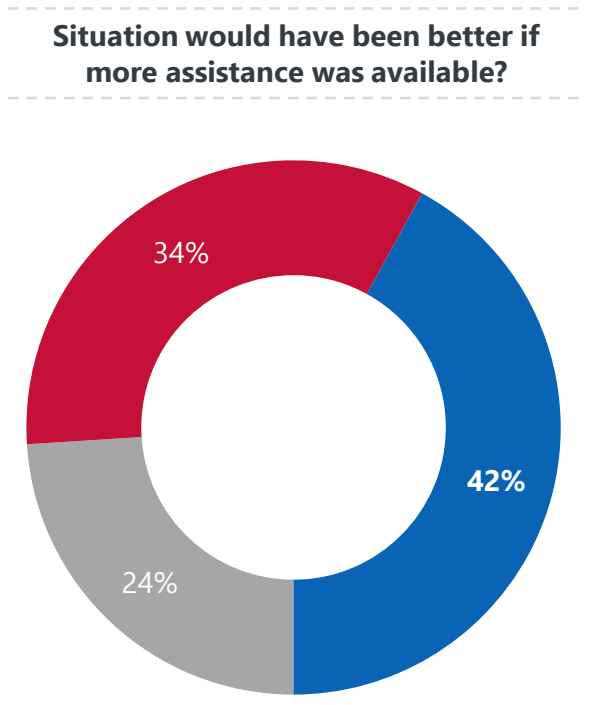


Base: Experienced a problem that was resolved (1986). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q12. Overall, how **satisfied** are you with the outcome(s) of the problem(s) you experienced in the past 3 years?

Perceived Outcome of Legal Problem if More Assistance Available

Low income British Columbians experiencing legal problems are not sure if their situations/outcomes would have been better if they had more assistance – 42% feel they would have, 34% do not think they would have and 24% are undecided. Those experiencing immigration, discrimination and/or welfare/social assistance problems are the most likely to feel they would have benefitted from more assistance.

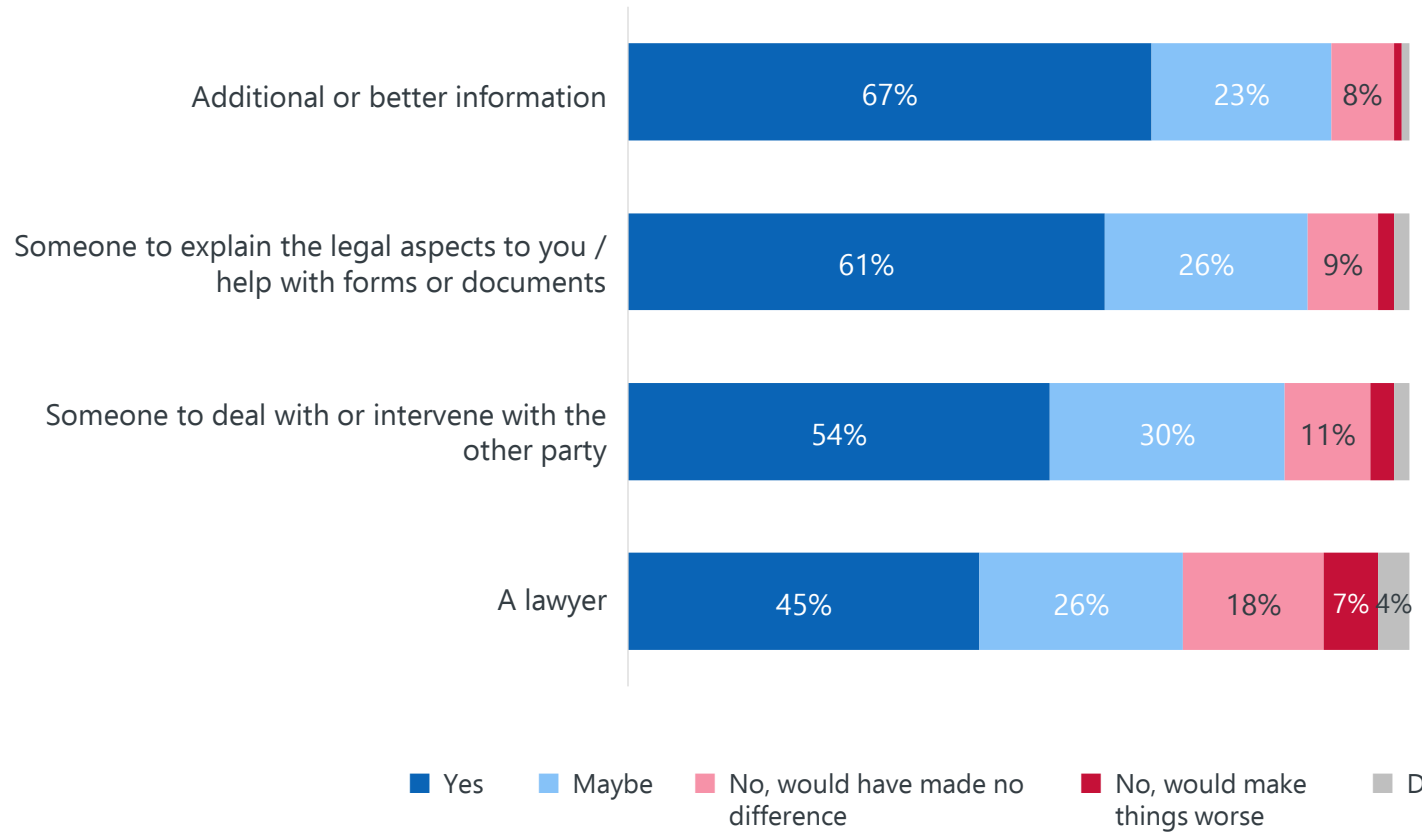


Base: Experienced a problem that was resolved but didn't use legal assistance (1671). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q13. Overall, looking back on the outcome of the following problem(s) you faced, do you feel the situation might have worked out better if you had more assistance?

Low income British Columbians experiencing one of the 13 legal problems most frequently would have liked additional or better information, followed by someone to help them explain the legal aspects or help with forms/documents.

Would the following assistance have helped achieve a better outcome?



Legal problem types that would have achieved a better outcome with...

Additional/better info: Welfare/Social Assistance, Immigration, Discrimination Housing/Land Problems, Family Relationships

Someone to explain the legal aspects: Legal Action, Immigration, Wills/Powers of Attorney, Welfare/Social Assistance

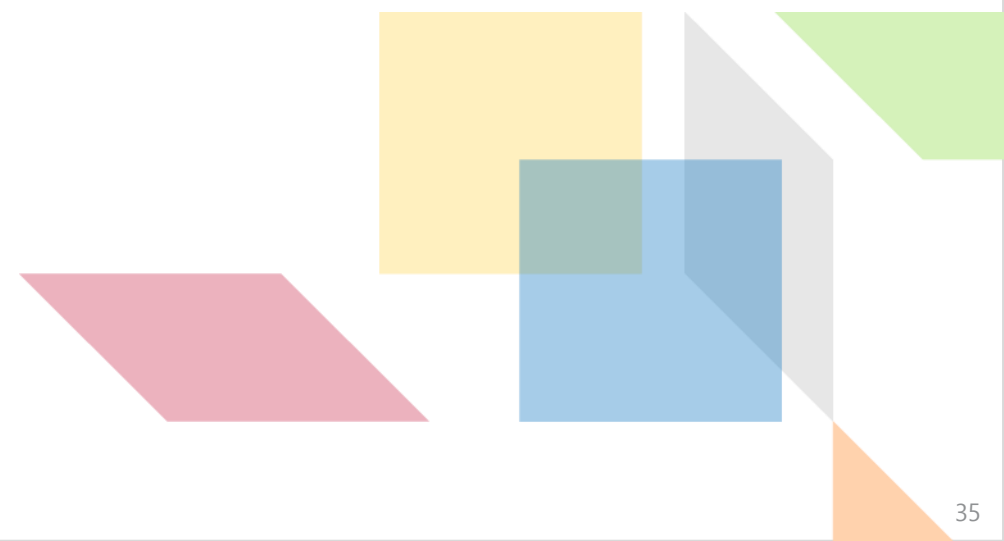
Someone to deal/intervene with other party: Wills/Powers of Attorney, Welfare/Social Assistance

A lawyer: Legal Action, Welfare/ Social Assistance, Housing/Land Problems, Police Incidents



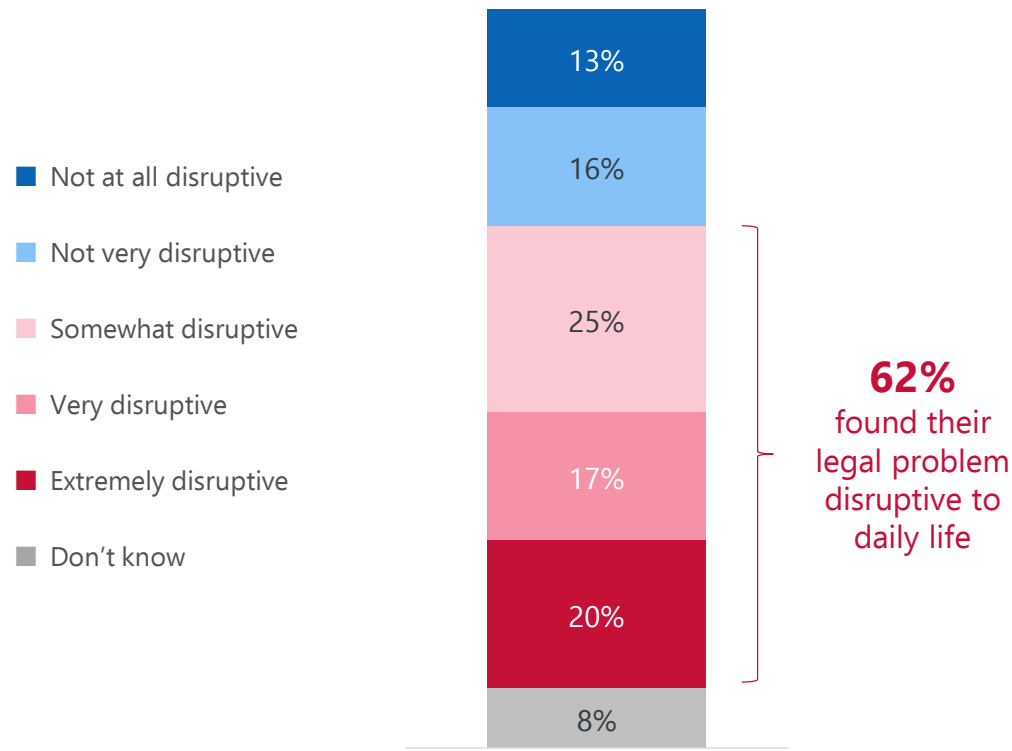
Summary of Findings

Impact of Legal Problems



Low income British Columbians experiencing at least one legal problem tend to say the problem(s) was/were disruptive to their daily lives. Money/debt problems and family relationship problems tend to be the most disruptive.

Impact of Legal Problem When at its Worst



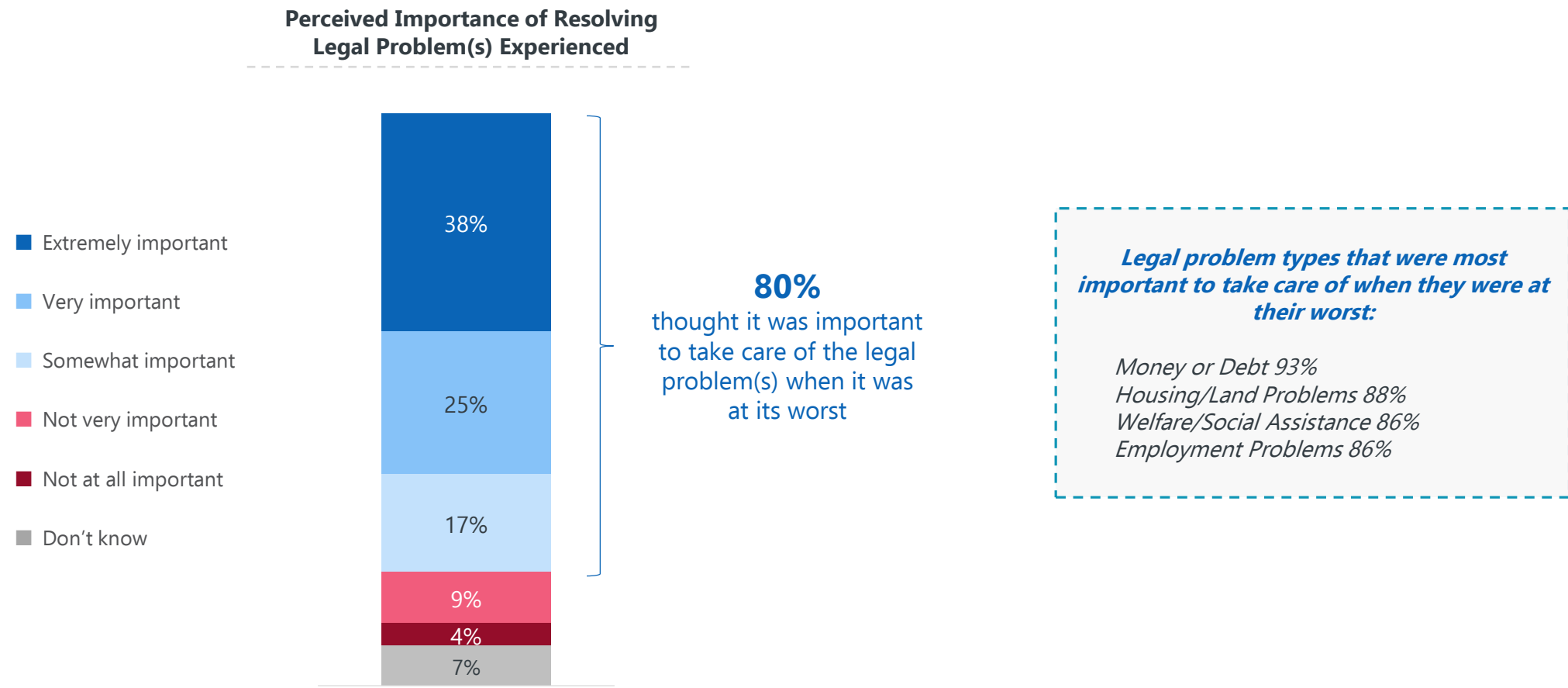
Legal problem types that have been most disruptive to individuals' daily lives:

- Money or Debt 80%
- Family Relationship 78%
- Personal Injury 71%
- Housing/Land Problems 70%

Base: Total responses (2470). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q15. Thinking about the problem(s) you experienced within the past 3 years, when it was at its worst, would you say it was generally **disruptive or not disruptive** to your daily life?

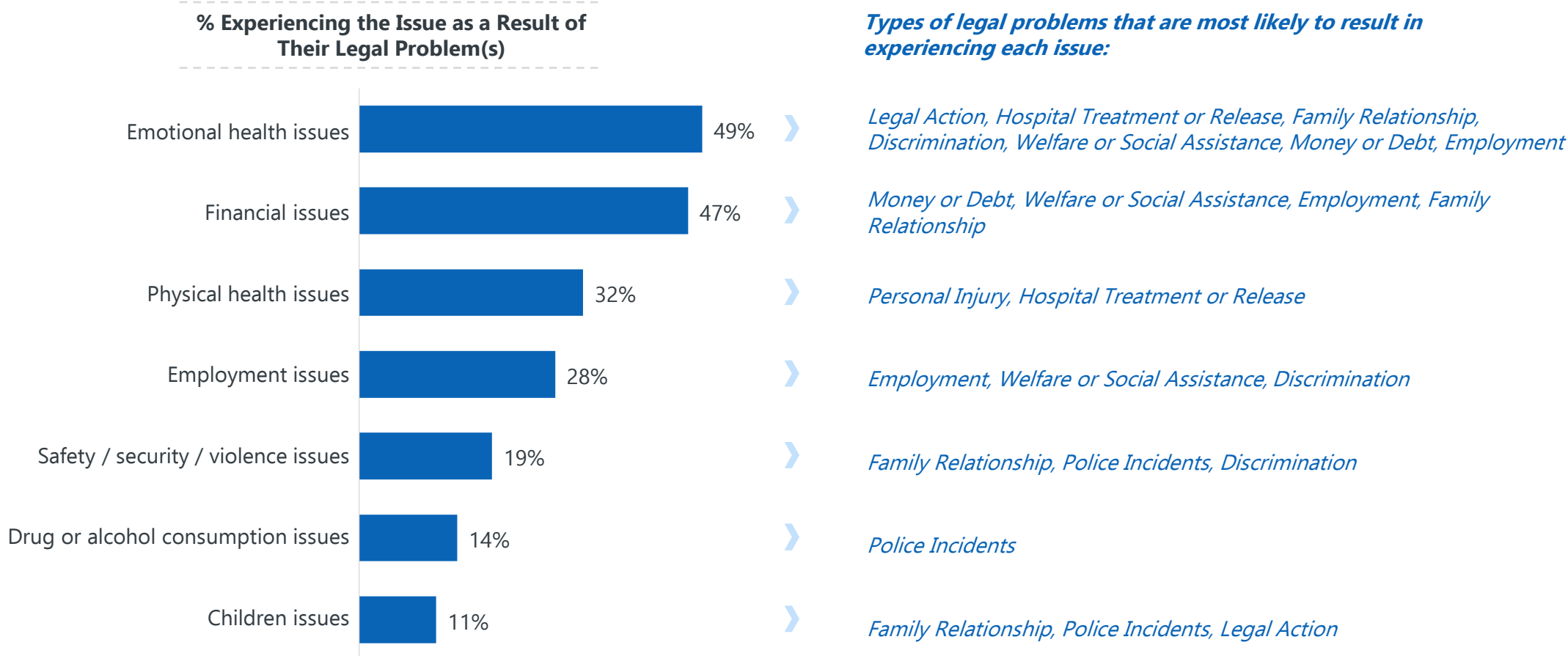
For 80% of low income British Columbians experiencing one or more legal problems, taking care of the problem(s) when it was at its worst was important. Those experiencing a money or debt problem feel the most strongly that it was important to take care of it at the time.



Base: Total responses (2469). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q16. Thinking again about your problem(s), when it was at its worst, how important was it to you to take care of the problem(s) so that it was no longer an issue for you?

Most often, low income British Columbians admit to experiencing emotional health issues and financial issues as a result of their legal problem(s).



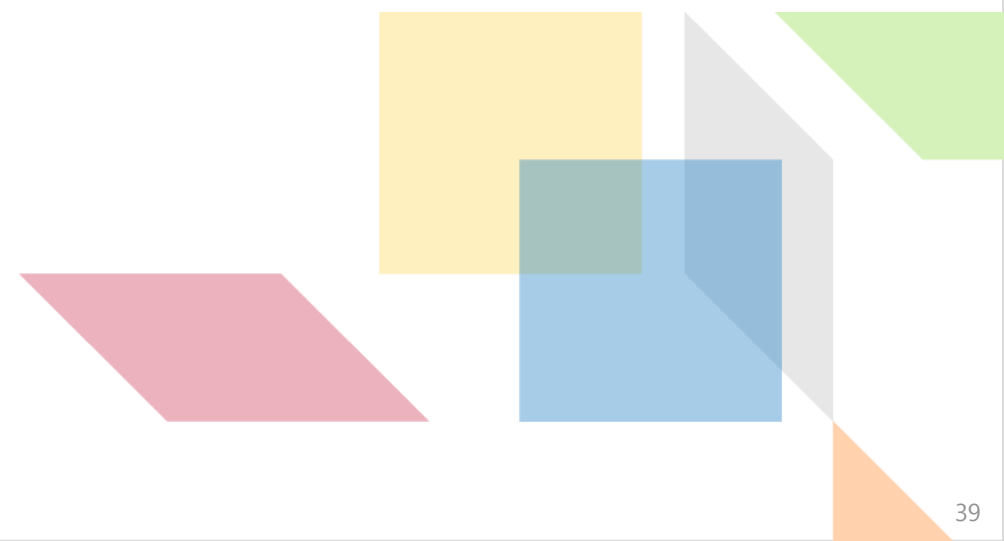
Base: Total responses (2469). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q17. Which of the following, if any, did you experience as a result of the problem you encountered in the past 3 years?

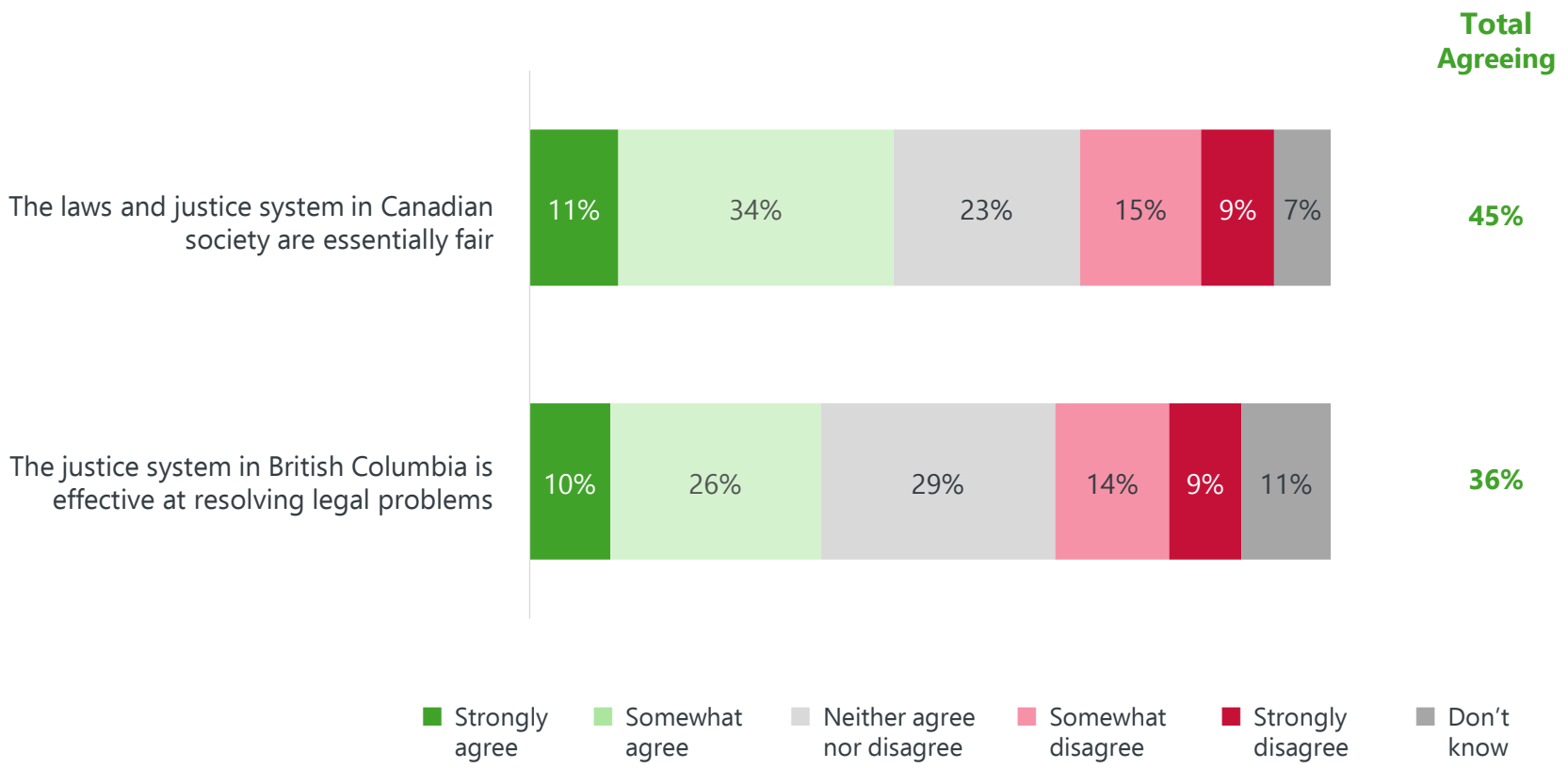


Summary of Findings

Justice System Perceptions



Low income British Columbians hold mixed perceptions regarding the fairness and their confidence in the justice system. Perceptions do not differ between those who have experienced one of the 13 legal problems and those who have not.

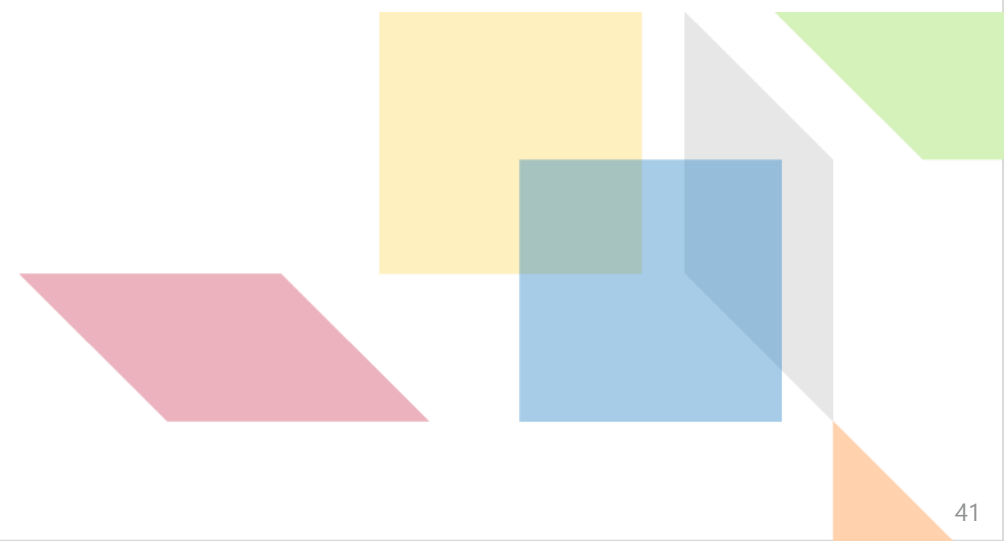


Base: Total respondents (1204).
Q18. Do you agree or disagree with the following statements?



Summary of Findings

Demographics



Respondent Profile

Experienced at least one legal problem



		Total	Yes	No
Gender	(base)	1204	860	344
Male		43%	42%	44%
Female		57%	57%	55%



		Total	Yes	No
Age	(base)	1204	860	344
18-24		11%	13%	5%
25-34		22%	25%	11%
35-44		15%	15%	13%
45-54		16%	16%	15%
55-64		13%	12%	17%
65+		23%	18%	38%



		Total	Yes	No
Household Size	(base)	1204	860	344
1 person		30%	28%	35%
2 people		38%	36%	42%
3 people		16%	17%	10%
4 people		12%	13%	9%
5 people		3%	3%	1%
6 people		1%	1%	1%
7 or more people		1%	1%	1%

■ Significantly higher than total*
■ Significantly lower than total*

*Significance testing compares the demographics of those who have (or have not) experienced a legal problem to the total sample of low income British Columbians. For example: those who have not experienced a legal problem in the past three years are younger than the average low income resident.

Respondent Profile

Experienced at least one legal problem



	Total	Yes	No
Household Income (base)	1204	860	344
Less than \$25,000	25%	25%	25%
\$25,000 to <\$45,000	39%	39%	39%
\$45,000 to <\$65,000	21%	23%	16%
\$65,000 or more	2%	3%	1%
Prefer not to answer	13%	11%	20%



	Total	Yes	No
Education (base)	1204	860	344
High school or less	28%	27%	29%
Vocational / technical / college	28%	30%	22%
Some university	16%	15%	16%
Graduated university	20%	20%	20%
Post-graduate degree	7%	6%	10%
Prefer not to answer	2%	2%	3%



	Total	Yes	No
Region (base)	1204	860	344
Metro Vancouver	44%	43%	48%
Fraser Valley	13%	13%	13%
Vancouver Island / Coast	17%	16%	19%
Thompson / Kootenays / Okanagan	20%	21%	17%
North	6%	7%	3%

■ Significantly higher than total
■ Significantly lower than total

Respondent Profile

Type of Legal Problem Experienced

		Total	Consumer	Employment	Money/debt	Welfare/social assistance	Housing/land	Immigration	Discrimination	Police incidents	Family relationship	Wills & power of attorney	Personal injury	Hospital treatment/release	Legal action
Gender	(base)	1204	479	341	340	224	334	58	234	118	275	223	300	171	91
Male		43%	44%	42%	39%	44%	40%	51%	38%	53%	38%	47%	45%	43%	42%
Female		57%	55%	58%	61%	56%	60%	49%	62%	46%	62%	53%	55%	56%	58%

Age	(base)	1204	479	341	340	224	334	58	234	118	275	223	300	171	91
18-24		11%	14%	14%	14%	12%	15%	25%	21%	23%	9%	10%	19%	20%	11%
25-34		22%	28%	32%	31%	28%	27%	33%	35%	26%	22%	13%	26%	27%	21%
35-44		15%	15%	18%	18%	18%	14%	15%	14%	11%	19%	11%	18%	13%	17%
45-54		16%	16%	19%	18%	20%	19%	11%	16%	26%	22%	21%	14%	20%	19%
55-64		13%	12%	9%	9%	12%	10%	6%	7%	5%	11%	17%	10%	10%	10%
65+		23%	15%	8%	10%	10%	14%	10%	7%	9%	17%	28%	14%	11%	22%

Household Size	(base)	1204	479	341	340	224	334	58	234	118	275	223	300	171	91
1 person		30%	25%	26%	27%	34%	24%	13%	23%	27%	28%	31%	29%	35%	27%
2 people		38%	37%	36%	33%	33%	38%	37%	32%	39%	32%	38%	32%	37%	35%
3 people		16%	18%	18%	20%	19%	17%	23%	22%	16%	21%	19%	14%	14%	13%
4 people		12%	14%	14%	12%	8%	13%	14%	15%	10%	11%	8%	17%	9%	18%
5 people or more people		5%	6%	6%	7%	6%	7%	13%	7%	7%	7%	4%	8%	5%	7%

■ Significantly higher than total
■ Significantly lower than total

Respondent Profile

Type of Legal Problem Experienced

	Total	Consumer	Employment	Money/debt	Welfare/social assistance	Housing/land	Immigration	Discrimination	Police incidents	Family relationship	Wills & power of attorney	Personal injury	Hospital treatment/release	Legal action
Household Income (base)	1204	479	341	340	224	334	58	234	118	275	223	300	171	91
Less than \$25,000	25%	24%	29%	28%	39%	28%	18%	28%	32%	27%	24%	26%	37%	25%
\$25,000 to <\$45,000	39%	40%	37%	42%	37%	38%	26%	40%	34%	40%	39%	34%	33%	44%
\$45,000 to <\$65,000	21%	23%	22%	23%	16%	22%	36%	20%	26%	21%	21%	26%	24%	18%
\$65,000 or more	2%	4%	4%	2%	2%	4%	3%	4%	2%	3%	3%	3%	0%	7%
Prefer not to answer	13%	10%	9%	6%	6%	8%	16%	8%	7%	8%	12%	12%	6%	6%

	Total	Consumer	Employment	Money/debt	Welfare/social assistance	Housing/land	Immigration	Discrimination	Police incidents	Family relationship	Wills & power of attorney	Personal injury	Hospital treatment/release	Legal action
Education (base)	1204	479	341	340	224	334	58	234	118	275	223	300	171	91
High school or less	28%	27%	23%	30%	33%	24%	18%	24%	40%	27%	26%	29%	31%	29%
Vocational/technical/college	28%	27%	31%	31%	30%	29%	31%	25%	27%	31%	32%	29%	26%	36%
Some university	16%	18%	18%	20%	16%	20%	15%	17%	18%	17%	16%	17%	16%	16%
Graduated university	20%	21%	20%	12%	14%	19%	18%	24%	9%	16%	20%	17%	22%	12%
Post-graduate degree	7%	5%	7%	5%	5%	6%	12%	7%	3%	8%	5%	5%	5%	4%
Prefer not to answer	2%	2%	2%	2%	1%	2%	5%	3%	4%	2%	2%	3%	1%	3%

	Total	Consumer	Employment	Money/debt	Welfare/social assistance	Housing/land	Immigration	Discrimination	Police incidents	Family relationship	Wills & power of attorney	Personal injury	Hospital treatment/release	Legal action
Region (base)	1204	479	341	340	224	334	58	234	118	275	223	300	171	91
Metro Vancouver	44%	44%	43%	39%	40%	46%	57%	50%	39%	39%	38%	45%	38%	48%
Fraser Valley	13%	12%	15%	13%	15%	13%	21%	10%	12%	14%	12%	14%	13%	11%
Vancouver Island/Coast	17%	17%	14%	18%	18%	17%	9%	15%	14%	19%	18%	15%	18%	8%
Thompson/Kootenays/Okanagan	20%	20%	22%	22%	20%	20%	10%	18%	25%	23%	23%	18%	22%	27%
North	6%	7%	7%	7%	8%	5%	2%	7%	9%	5%	9%	8%	9%	5%

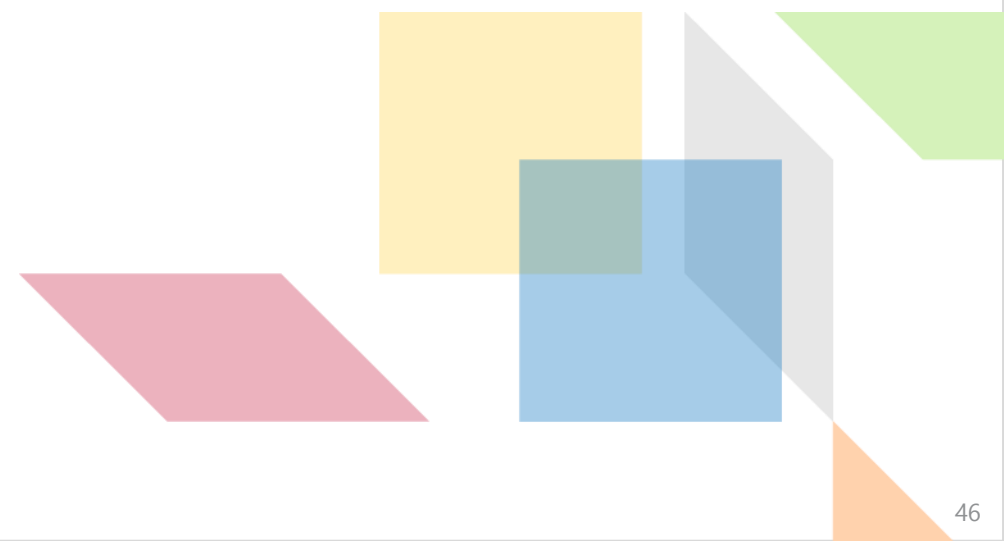
■ Significantly higher than total
■ Significantly lower than total



Appendix

Trended Results

This Appendix contains results from past waves of the Legal Services Society Everyday Legal Problems Survey and shows them alongside 2018 results. Given the changes made to the 2018 survey (survey design, online programming, qualification criteria and data weighting scheme) only broad comparisons can be made between 2018 and past waves.



Legal Problems Experienced in Past Three Years

	2008					2013					2018				
	Mean	4+ times	2-3 times	1 time	Total Experienced	Mean	4+ times	2-3 times	1 time	Total Experienced	Mean	4+ times	2-3 times	1 time	Total Experienced
Consumer	1.3	11%	22%	18%	51%	1.0	8%	16%	19%	42%	1.0	8%	18%	17%	43%
Money / debt	1.3	15%	14%	17%	46%	0.9	10%	10%	15%	35%	0.8	9%	10%	13%	32%
Employment	0.8	7%	13%	15%	35%	0.7	5%	11%	19%	35%	0.6	4%	10%	18%	32%
Housing/land	0.8	7%	13%	16%	36%	0.6	4%	8%	15%	27%	0.6	5%	9%	16%	30%
Personal injury	0.5	2%	10%	17%	29%	0.4	1%	8%	16%	25%	0.5	3%	7%	18%	28%
Family relationship	0.6	5%	9%	18%	32%	0.4	4%	5%	13%	22%	0.4	2%	6%	15%	23%
Discrimination	0.4	3%	6%	7%	16%	0.5	5%	7%	7%	19%	0.6	7%	8%	9%	24%
Welfare/social assistance	0.6	6%	9%	9%	24%	0.3	3%	5%	9%	17%	0.4	2%	7%	12%	21%
Hospital treatment/release	0.3	4%	6%	5%	15%	0.3	2%	4%	8%	14%	0.3	2%	5%	9%	16%
Wills & powers of attorney	0.3	1%	3%	15%	19%	0.2	1%	2%	11%	14%	0.2	1%	4%	13%	18%
Police incidents	0.3	2%	4%	9%	15%	0.2	1%	4%	8%	13%	0.2	1%	3%	8%	12%
Legal action	0.3	3%	4%	8%	15%	0.1	1%	1%	5%	7%	0.1	0%	1%	6%	7%
Immigration	0.1	1%	2%	5%	8%	0.1	1%	1%	4%	6%	0.1	0%	1%	4%	5%

Base: All respondents (2008 n=1189; 2013 n=1208; 2018 n=1204)

Note: % "don't know" responses not shown – ranges from 1% to 3% in 2018.

Q1. People can experience many different problems in their day-to-day lives. Some are relatively minor, while others are more serious and difficult to resolve. Please read the description of each type of problem, and then indicate the approximate number of times, if any, in the **past 3 years** you have experienced a problem in that category that was **serious and difficult to resolve**.

Response to Legal Problems Experienced (2013 & 2018 only)

		2013								2018							
		Legal assistance	Other non-legal sources	Non-legal professional	Took care of on own	Took Action (NET)	No action - not serious	Serious but no action	Took No Action (NET)	Legal assistance	Other non-legal sources	Non-legal professional	Took care of on own	Took Action (NET)	No action - not serious	Serious but no action	Took No Action (NET)
Wills & powers of attorney	%	42	7	5	26	81	11	4	15	39		11	22	72	10	9	19
Money / debt	%	8	10	10	46	75	14	8	22	8		19	46	73	13	8	21
Family relationship	%	28	4	13	24	70	10	10	20	27		20	23	70	10	12	22
Consumer	%	1	3	4	59	67	24	7	31	2		4	47	53	34	5	39
Housing/land	%	13	8	6	40	67	21	8	28	9		16	28	53	24	11	35
Welfare/social assistance	%	4	4	19	39	67	19	9	29	6		16	37	59	18	12	30
Hospital treatment/release	%	6	1	20	37	62	15	19	33	4	n/a	11	29	44	25	18	43
Immigration*	%	13	5	13	32	62	24	1	25	21		17	17	55	32	2	34
Legal action*	%	30	4	9	17	61	20	11	31	31		13	23	67	17	8	25
Employment	%	7	7	11	34	59	23	15	38	8		10	34	52	27	9	36
Personal injury	%	17	1	15	26	59	31	5	36	21		13	25	59	22	9	31
Police incidents	%	22	6	6	23	57	37	4	42	27		11	22	60	20	5	25
Discrimination	%	2	3	3	29	37	34	22	56	5		10	24	39	34	20	54

Note:

- 2008 results not shown as question was modified in 2013.
- Note: % "don't know" responses not shown – ranges from 6% to 14% in 2018.

Base: Total responses (2013 n=53-467; 2018 n=58-255). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

*Caution small base size

Q2. How did you respond to each of the **serious and difficult to resolve** problems you experienced over the **past 3 years**? Please select the one best response for each problem.

Reasons for Not Taking Action

	2008	2013	2018
	%	%	%
Didn't know what to do	43	37	43
Though nothing could be done	46	49	39
Too stressful	44	36	39
Cost too much	32	29	30
Uncertain of my rights	35	30	29
Too afraid to take action	19	25	29
Damage my relationship with other party	22	21	21
Take too much time	28	27	19
Thought other side was right	9	11	4
Other	1	3	5

Base: Experienced a serious problem but didn't take action (2008 n=237; 2013 n=257; 2018 n=267). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q3. Which of the following reasons, if any, describes why you decided to **not take any action on your problem(s), even though it was serious?**

Reasons for Not Seeking Legal Assistance

	2008	2013	2018
	%	%	%
Cost too much	28	22	27
Thought nothing could be done	25	25	24
Didn't know what to do	20	20	23
Too stressful	n/a	n/a	22
Uncertain of my rights	23	15	18
Take too much time	20	17	17
Damage my relationship with other party	13	11	11
Too afraid to seek legal assistance	11	8	10
Thought other side was right	8	4	6
Knew what to do	30	15	n/a
Other	4	1	9

Note: "Knew what to do" was not provided in the list of pre-coded answer options in the 2018 survey.

Base: Experienced a problem but didn't seek legal assistance (2008 n=2039; 2013 n=2929; 2018 n=1830). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q4. Which of the following reasons, if any, describes why you decided to **not seek legal assistance for your problem(s)**?

Reasons for Not Seeking Legal Assistance by Legal Problem Type

Issue	Type of Legal Problem Experienced (2013 & 2018)																											
	Consumer		Money/Debt		Employment		Housing/land		Personal injury		Family		Discrimination		Welfare/social assistance		Hospital/release		Wills & powers of attorney		Police incident		Legal		Immigration*			
	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Nothing could be done	22	22	22	22	34	28	22	24	22	17	27	21	34	35	31	28	35	24	14	16	15	26	20	23	14	23		
Cost too much	23	31	22	29	19	20	21	26	23	26	16	30	18	23	19	22	25	29	32	37	26	13	39	37	24	28		
Didn't know what to do	16	9	20	28	24	20	16	16	16	20	22	24	29	32	23	27	26	29	17	18	22	25	11	26	14	26		
Take too much time	20	25	11	9	18	13	17	16	17	17	14	12	19	20	22	19	17	19	11	12	11	13	18	9	14	16		
Knew what to do	23	n/a	15	n/a	12	n/a	16	n/a	17	n/a	12	n/a	8	n/a	14	n/a	10	n/a	19	n/a	18	n/a	5	n/a	9	n/a		
Uncertain of my rights	11	8	13	10	20	15	12	16	13	18	14	15	16	22	35	26	19	27	9	14	15	31	12	21	9	15		
Damage my relationship	3	2	3	7	18	12	15	12	8	8	24	23	19	16	12	9	10	10	8	15	9	7	7	17	1	2		
Too afraid to seek legal assistance	5	6	8	8	11	7	6	4	6	11	10	10	9	18	8	12	9	9	4	8	14	17	19	14	6	23		
Other side was right	2	1	8	9	3	7	4	4	10	2	8	6	1	6	7	6	3	12	1	8	11	8	9	10	-	-		
Too stressful	n/a	17	n/a	18	n/a	19	n/a	17	n/a	22	n/a	32	n/a	29	n/a	21	n/a	26	n/a	17	n/a	27	n/a	21	n/a	33		
Other	1	14	2	7	1	7	2	10	1	8	3	12	1	9	1	7	1	5	1	15	1	8	3	5	5	1		

Note: 2008 results by problem type not available

*Caution small base size

Base: Experienced a problem but didn't seek legal assistance (2013 n=48-461; 2018 n=40-227). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response)

Q4. Which of the following reasons, if any, describes why you decided to **not seek legal assistance for your problem(s)**?

Sources Turned To for Non-Legal Assistance

	2013	2018
	%	%
Friends and relatives	47	59
Internet	29	37
Counsellors*	25	23
Doctors*	24	21
Government offices	21	20
Police	5	12
Support groups	10	10
Books / magazines	9	10
Other organizations	13	9
Unions	5	4
Other	12	5

Note: 2008 results not shown as question was modified in 2013.

Base: Experienced a problem and sought non-legal assistance (2013 n=453; 2018 n=310). Results presented are a summary based on the total number of responses (i.e., each problem experienced by a respondent is considered one unique response), not the proportion of total respondents.

Q5. Which of the following, if any, **did you turn to for non-legal assistance** to help you solve your problem(s)? Please select as many as apply for each problem

Sources Turned To for Non-Legal Assistance by Legal Problem Type

Issue	Type of Legal Problem Experienced (2013 & 2018)																		
	Money / Debt		Employment		Housing / land		Personal injury		Family		Discrimination		Welfare / social assistance		Hospital / release		Wills & powers of attorney		
	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Friends and relatives	57	66	49	46	55	57	23	63	60	73	31	59	24	53	38	50	52	60	
Internet	14	36	30	29	42	32	23	45	33	36	17	23	34	44	35	42	49	33	
Counsellors	24	18	31	2	11	9	10	6	46	48	17	30	44	24	30	19	12	31	
Doctors	4	4	17	10	–	4	81	59	31	14	9	17	24	25	71	42	18	22	
Government offices	11	6	27	11	34	21	5	13	14	18	9	14	42	29	8	30	15	42	
Other organizations	12	8	15	6	9	13	7	–	14	6	12	16	18	4	20	4	17	34	
Support groups	6	10	10	–	9	9	5	2	10	15	6	16	20	11	19	9	4	16	
Books / magazines	9	4	7	–	3	3	1	2	26	15	16	24	2	6	–	3	25	33	
Police	–	–	3	6	2	15	8	9	9	21	–	–	–	2	–	–	4	28	
Unions	1	–	14	14	–	3	5	2	5	3	12	9	3	–	–	–	–	11	
Other	21	2	11	8	9	20	2	4	2	5	9	–	7	2	12	–	10	3	

Consumer, Police, Legal and Immigration left out due to base size too small for reliable analysis (n<15)

Base: Experienced a problem and sought non-legal assistance. Base sizes range from 19-71 in 2013 and 20-42 in 2018. Interpret with caution.

Results presented are a summary based on the total number of responses (i.e., each problem experienced by a respondent is considered one unique response), not the proportion of total respondents.

Q5. Which of the following, if any, **did you turn to for non-legal assistance** to help you solve your problem(s)? Please select as many as apply for each problem

Received the Non-Legal Assistance Sought (2013 & 2018)

	2013	2018
	%	%
Unions*	80	95
Other organizations*	74	90
Counsellors	94	81
Friends and relatives	92	81
Internet	83	81
Doctors	89	79
Support Groups*	80	78
Government offices	78	63
Books / magazines*	79	62
Police*	63	58
Other	81	n/a

Note: New question added in 2013.

*Caution small base size

Base: Experienced a problem and sought non-legal assistance (2013 n=19-159; 2018 n=9-152). Results presented are a summary based on the total number of responses (i.e., each problem experienced by a respondent is considered one unique response), not the proportion of total respondents.

Q6. And did you receive the **non-legal assistance you were seeking/wanting** from this/these source(s)?

Satisfaction with Non-Legal Assistance (2013 & 2018)

	2013	2018
	%	%
Total Satisfied	54	51
Very satisfied	27	16
Satisfied	27	35
Somewhat satisfied / somewhat dissatisfied	27	28
Dissatisfied	11	7
Very dissatisfied	6	7
Total Dissatisfied	17	14

Note: 2008 results not shown as question was modified in 2013.

Base: Experienced a problem and sought non-legal assistance (2013 n=501; 2018 n=310). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q7. Overall, how satisfied were you with the **non-legal assistance** you received to help solve your problem(s)?

Sources Turned To for Legal Assistance

	2008	2013	2018
	%	%	%
Lawyer	61	62	56
Internet	21	13	21
Legal aid / Legal Services Society	25	18	19
Government offices	23	14	12
Community advocate / agency	18	14	10
Telephone Advice line	11	7	9
Legal Clinic	7	4	8
Self-help centre	7	4	8
Books / magazines	8	3	7
Mediator	12	13	6
Other	3	11	6

Sources Turned To for Legal Assistance by Legal Problem Type

Issue	Type of Legal Problem Experienced (2013 & 2018)																	
	Money / Debt*		Employment*		Housing / land*		Personal injury*		Family		Welfare / social assistance		Wills & powers of attorney		Police Incidents*		Legal Action*	
	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Lawyer	18	3	47	44	27	39	91	59	69	71	n/a	20	82	70	61	61	72	64
Legal aid / Legal services society	7	13	5	11	12	11	2	4	37	31		37	8	7	55	43	9	26
Government offices	28	31	18	18	17	7	13	13	4	6		30	11	6	15	13	8	16
Community Advocate agency	19	29	12	-	30	13	3	6	10	9		17	9	4	18	12	8	22
Internet	12	34	25	34	15	16	9	19	15	24		9	15	19	9	22	17	22
Mediator	22	6	24	14	22	-	2	1	26	17		7	2	3	-	-	8	9
Telephone advice line	6	17	5	15	10	4	2	11	9	6		9	1	2	11	14	16	28
Legal clinic	2	-	-	4	11	6	5	3	3	9		16	-	5	6	8	11	24
Self-help centre	-	-	9	5	3	3	-	-	7	13		9	1	6	8	10	3	26
Books / magazines	2	-	3	7	4	-	-	3	6	9		6	-	10	-	7	8	14
Other	20	25	24	5	20	12	6	4	11	2		4	9	8	6	4	10	6

Welfare / social assistance problems left out in 2013 due to base size too small for reliable analysis. Consumer, discrimination, hospital/release and immigration problems left out due to base size too small for reliable analysis in 2013 and 2018 (n<15).

*Caution small base size

Base: Experienced a problem and sought legal assistance (2013 n=27-77; 2018 n=16-95). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q8. Which of the following, if any, **did you turn to for legal assistance** to help you solve your problem(s)?

Received Legal Assistance Sought (2013 & 2018)

	2013	2018
	%	%
Internet*	61	89
Lawyer	88	86
Self-help centre	n/a	83
Community advocate / agency*	78	77
Legal aid / Legal Service Society	74	76
Government offices	80	75
Telephone advice line*	52	69
Mediator*	66	67
Legal clinic	n/a	66
Books / magazines	n/a	65
Other	86	n/a

Self-help Centre, Legal clinic, Books / magazines left out in 2013 due to base sizes too small for reliable analysis

Note: New question added in 2013.

*Caution small base size.

Base: Experienced a problem and sought legal assistance (2013 n=27-205; 2018 n=23-184). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q9. Did you receive the **legal assistance that you were seeking/wanting** from this/these source(s)?

Satisfaction with Legal Assistance Sought (2013 & 2018)

	2013	2018
	%	%
Total Satisfied (NET)	60	59
Very satisfied	32	24
Satisfied	28	35
Somewhat satisfied / somewhat dissatisfied	21	22
Dissatisfied	6	6
Very dissatisfied	9	6
Total Dissatisfied (NET)	15	12

Note: 2008 results not shown as question was modified in 2013

Base: Experienced a problem and sought legal assistance (2013 n=401, 2018 n=394). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q10. Overall, how satisfied were you with the **legal assistance** you received to help solve your problem(s)?

Resolution Rate & Perception of Outcome Fairness

	2008			2013			2018		
	Fair	Unfair	Total Resolved	Fair	Unfair	Total Resolved	Fair	Unfair	Total Resolved
	%	%	%	%	%	%	%	%	%
Police incidents	45	26	71	61	18	78	58	14	72
Consumer	69	14	83	60	15	75	52	19	71
Wills & powers of attorney	67	3	70	72	2	74	63	9	72
Welfare / social assistance	40	31	71	44	30	74	49	16	65
Personal injury	62	9	71	61	10	71	55	11	66
Hospital treatment / release	45	25	70	47	20	67	48	19	67
Employment	54	24	78	36	28	64	43	18	61
Money / debt	48	10	58	52	9	61	57	5	62
Housing / land	49	20	69	43	17	61	44	16	60
Discrimination	20	38	58	28	33	61	31	20	51
Family / relationship	48	10	58	44	15	59	47	14	61
Immigration	43	20	63	47	9	56	48	17	65
Legal action	32	27	59	40	15	56	48	15	63

Note: % "don't know" responses not shown – ranges from 9% to 24% in 2018.

Base: Total responses (2008 n=51-248; 2013 n=53-467; 2018 n=58-255). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q11. Overall, how would you **describe the outcome of the problem(s)** you experienced in the past 3 years?

Overall Satisfaction with Outcome (2013 & 2018)

	2013						2018					
	Very satisfied	Satisfied	Satisfied (NET)	Dissatisfied	Very Dissatisfied	Dissatisfied (NET)	Very satisfied	Satisfied	Satisfied (NET)	Dissatisfied	Very Dissatisfied	Dissatisfied (NET)
	%	%	%	%	%	%	%	%	%	%	%	%
Wills & powers of attorney	42	39	81	4	-	4	27	38	65	8	2	10
Police incidents	28	36	63	9	7	16	22	30	52	4	9	13
Immigration*	39	22	62	1	5	5	26	30	56	6	3	9
Personal injury	24	37	62	5	4	9	20	39	59	7	4	11
Consumer	22	34	56	9	4	13	17	35	52	9	4	13
Money / debt	25	29	54	5	5	10	24	41	65	3	2	5
Family / relationship	24	30	54	5	7	12	19	30	49	7	8	15
Housing / land	18	30	49	11	5	16	14	28	42	8	7	15
Legal Action	30	18	48	5	15	21	17	30	47	5	5	10
Hospital treatment / release	19	27	46	15	11	26	19	27	46	13	9	22
Welfare / social assistance	18	22	40	14	9	23	22	32	54	7	6	13
Employment	15	21	36	14	9	23	13	33	46	8	8	16
Discrimination	6	18	25	22	9	31	8	19	27	16	13	29

Note: 2008 results not shown as question was modified in 2013

*Caution small base size

Base: Experienced a problem that was resolved (2013 n=38-418; 2018 n=50-226). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q12. Overall, how **satisfied** are you with the outcome(s) of the problem(s) you experienced in the past 3 years?

Perceived Outcome of Legal Problems if More Assistance Available (2013 & 2018)

Situation would have been better if more assistance was available?	% Yes	
	2013	2018
	%	%
Immigration*	24	58
Discrimination	37	54
Welfare / social assistance	47	53
Hospital treatment / release	40	48
Family relationship	22	47
Money / debt	36	45
Employment	35	41
Legal action	37	39
Personal injury	25	38
Housing / land	29	37
Police incidents	24	37
Wills & powers of attorney	15	33
Consumer	27	25

Note: New question added in 2013.

*Caution small base size

Base: Experienced a problem that was resolved but didn't use legal assistance (2013 n=38-261; 2018 n=39-224). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q13. Overall, looking back on the outcome of the following problem(s) you faced, do you feel the situation might have worked out better if you had more assistance?

Type of Assistance to Help Achieve Better Outcome

Issue	Type of Legal Problem Experienced (2013 & 2018)																											
	Welfare / social assistance		Hospital treatment / release		Discrimination		Money / debt*		Employment		Housing / land*		Consumer		Personal injury		Family relationship		Wills & powers of attorney*		Police Incidents*		Legal action*		Immigration*			
	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Additional / better information	72	78	59	70	51	76	53	56	58	62	64	74	59	52	65	48	42	74	59	66	n/a	67	n/a	52	n/a	77		
Someone to explain the legal aspects / help with form or documents	56	69	39	64	56	66	36	50	43	58	57	68	48	48	59	54	22	52	72	70	n/a	55	n/a	88	n/a	82		
Someone to deal with or intervene with other party	74	62	49	58	60	61	42	56	53	52	60	46	54	45	54	42	36	56	39	62	n/a	51	n/a	60	n/a	42		
A lawyer	43	61	30	45	37	42	30	29	27	34	29	55	22	27	39	46	25	44	17	49	n/a	56	n/a	65	n/a	52		

Legal action, immigration, and police incident problems left out in 2013 due to base size too small for reliable analysis

Note: New question added in 2013.

*Caution small base size

Base: Think their problem would have had a better outcome with more assistance (2013 n=21-94; 2018 n=22-77). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q14. Do you think that any of the following types of assistance would have helped you to achieve a better outcome for the problem that you experienced?

Impact of Legal Problems on Daily Life

	2008				2013				2018			
	Somewhat disruptive	Very disruptive	Extremely disruptive	Disruptive (NET)	Somewhat disruptive	Very disruptive	Extremely disruptive	Disruptive (NET)	Somewhat disruptive	Very disruptive	Extremely disruptive	Disruptive (NET)
	%	%	%	%	%	%	%	%	%	%	%	%
Money / debt	32	24	30	86	33	24	27	85	26	26	28	80
Family relationship	22	26	38	86	27	16	32	74	27	22	30	79
Employment	24	26	33	83	24	19	32	75	25	16	28	69
Welfare/social assistance	31	19	28	79	31	22	21	74	23	19	23	65
Housing/land	38	18	19	75	36	20	14	70	28	23	19	70
Immigration	26	19	30	75	23	20	22	64	20	17	20	57
Discrimination	33	21	16	70	28	14	16	58	28	14	14	56
Legal action	26	11	33	70	28	16	31	75	33	16	19	68
Personal injury	28	14	24	66	35	16	18	70	28	18	25	71
Hospital treatment/release	27	27	13	66	22	23	22	67	19	16	25	60
Police incidents	24	19	17	60	18	16	21	56	21	17	23	61
Wills & powers of attorney	25	8	7	40	23	8	13	44	28	12	8	48
Consumer	25	4	5	34	28	5	4	37	21	5	3	29

Note: % "don't know" responses not shown – ranges from 4% to 11% in 2018.

Base: Total responses (2008 n=51-248; 2013 n=53-467; 2018 n=58-255). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q15. Thinking about the problem(s) you experienced within the past 3 years, when it was at its worst, would you say it was generally **disruptive or not disruptive** to your daily life?

Importance of Resolving Legal Problems

	2008				2013				2018			
	Somewhat important	Very important	Extremely important	Important (NET)	Somewhat important	Very important	Extremely important	Important (NET)	Somewhat important	Very important	Extremely important	Important (NET)
	%	%	%	%	%	%	%	%	%	%	%	%
Employment	14	29	50	93	20	23	39	82	19	27	40	86
Money / debt	13	29	50	92	15	27	49	91	8	31	54	93
Family relationship	6	33	52	91	18	19	46	82	8	25	52	85
Welfare/social assistance	9	26	52	88	16	24	47	87	14	28	44	86
Housing/land	24	30	30	85	22	28	31	81	22	30	36	88
Wills & powers of attorney	24	25	32	82	17	31	37	85	16	31	30	77
Personal injury	22	19	39	80	24	25	34	83	16	29	38	83
Hospital treatment/release	30	21	28	79	18	31	33	81	18	22	36	76
Legal action	20	21	38	79	15	34	35	85	26	17	38	81
Discrimination	21	21	34	76	22	17	30	69	17	22	28	67
Police incidents	22	31	24	76	15	18	42	75	17	10	45	72
Immigration	10	23	42	76	8	23	46	75	12	16	44	72
Consumer	38	20	14	72	34	20	13	68	30	23	16	69

Note: % "don't know" responses not shown – ranges from 3% to 12% in 2018.

Base: Total responses (2008 n=51-248; 2013 n=53-467; 2018 n=58-255). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q16. Thinking again about your problem(s), when it was at its worst, how important was it to you to take care of the problem(s) so that it was no longer an issue for you?

Issues Experienced as a Result of Legal Problems

	2008	2013	2018
	%	%	%
Emotional health issues	42	48	49
Financial issues	n/a	n/a	47
Physical health issues	37	40	32
Employment issues	n/a	n/a	28
Safety or security/violence issues	32	30	19
Drug or alcohol consumption issues	13	9	14
Children issues	15	12	11

Base: Total responses (2008 n=959; 2013 n=898; 2018 n=2469). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q17. Which of the following, if any, did you experience as a result of the problem you encountered in the past 3 years?

Issues Experienced as a Result of Legal Problems by Problem Type

Issue	Type of Legal Problem Experienced (2013 & 2018)																										
	Consumer		Employment		Money / debt		Welfare / social assistance		Housing / land		Immigration		Discrimination		Police		Family		Wills & powers of attorney		Personal injury		Hospital / release		Legal action		
	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	'13	'18	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Emotional health issues	50	14	63	56	61	59	68	57	58	47	50	34	66	56	69	41	67	66	48	37	59	46	70	62	65	55	
Physical health issues	43	8	53	32	50	27	56	36	50	21	48	15	55	25	53	30	50	36	40	21	61	64	66	54	49	35	
Safety or security / violence issues	31	3	40	12	37	13	46	21	45	24	45	17	56	29	61	31	46	31	28	10	42	20	50	23	54	14	
Children issues	14	2	16	9	18	9	23	10	17	8	23	4	19	5	27	19	33	36	20	12	19	9	26	12	31	18	
Drug or alcohol consumption issues	10	3	15	10	16	15	17	16	15	13	12	0	14	12	22	24	17	21	10	12	14	13	20	21	19	15	
Financial issues	n/a	25	n/a	59	n/a	86	n/a	67	n/a	43	n/a	41	n/a	33	n/a	28	n/a	59	n/a	38	n/a	42	n/a	41	n/a	52	
Employment issues	n/a	4	n/a	61	n/a	31	n/a	41	n/a	14	n/a	29	n/a	41	n/a	24	n/a	24	n/a	12	n/a	33	n/a	25	n/a	26	

Base: Total responses (2013 n=53-467; 2018 n=58-255). Results presented are based on the total number of responses not respondents (i.e. each problem experienced by a respondent is considered one unique response).

Q17. Which of the following, if any, did you experience as a result of the problem you encountered in the past 3 years?

Perceptions of Fairness & Confidence in the Justice System

	2008			2013			2018		
	Somewhat agree	Strongly agree	Total Agree	Somewhat agree	Strongly agree	Total Agree	Somewhat agree	Strongly agree	Total Agree
	%	%	%	%	%	%	%	%	%
The laws and justice system in Canadian society are essentially fair	35	7	42	40	8	47	34	11	46
The justice system in British Columbia is effective at resolving legal problems*	n/a	n/a	n/a	26	5	32	26	10	36

*New question added in 2013.

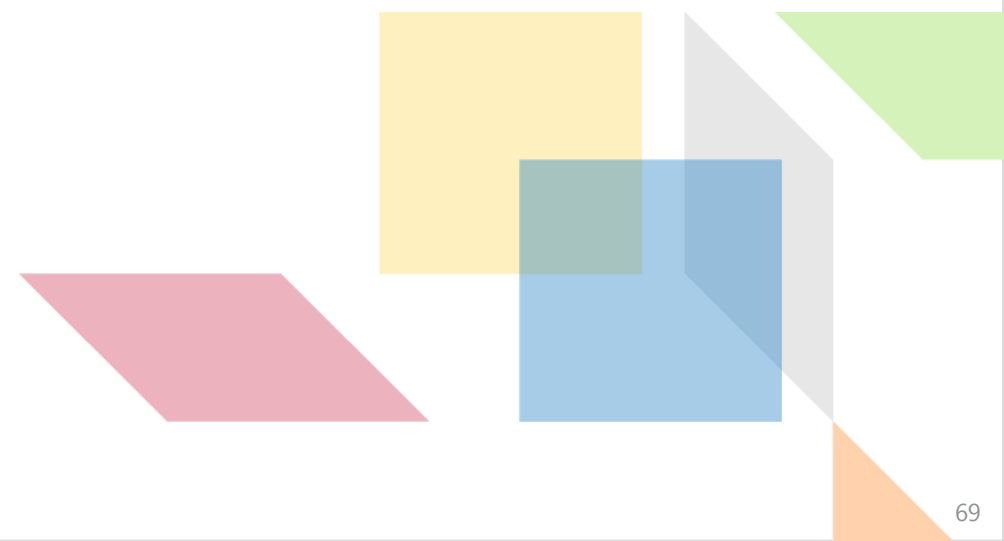
Base: All respondents (2008 n=1189; 2013 n=1208; 2018 n=1204)

Q18. Do you agree or disagree with the following statements?



Appendix

Copy of Questionnaire



Screening

S1. Are you, or is anyone in your household, closely related to a legal aid employee or a lawyer who provides legal aid services?

1. Yes **TERMINATE**
2. No

S2. In which area of BC do you live?

1. Metro Vancouver
2. Fraser Valley
3. Vancouver Island / Coast
4. Thompson / Kootenays / Okanagan
5. North (Cariboo / North Coast / Nechako / Northeast)
97. Do not live in BC **TERMINATE**

S3. Which of the following describes your age?

1. Under 18 **TERMINATE**
2. 18 to 24
3. 25 to 34
4. 35 to 44
5. 45 to 54
6. 55 to 64
7. 65+

S4. Which of the following best describes you?

1. Male
2. Female
3. Other

S5. Including yourself, how many people live in your household?

1. 1 person
2. 2 people
3. 3 people
4. 4 people
5. 5 people
6. 6 people
7. 7 or more people

S6. Is your household's **total annual household income before taxes...**

IF 1 PERSON:

\$42,000

IF 2 PEOPLE:

\$51,000

IF 3 PEOPLE:

\$60,000

IF 4 OR MORE PEOPLE:

\$68,000

1. [PIPE IN \$ AMT BASED ON # LIVING IN HOUSEHOLD IN S5] or above, or **TERMINATE**
2. Under [PIPE IN \$ AMT BASED ON # LIVING IN HOUSEHOLD IN S5] **CONTINUE**

Thank you! You have qualified for this survey. We appreciate your candid and accurate responses.

Problems Experienced

1. People can experience many different problems in their day-to-day lives. Some are relatively minor, while others are more serious and difficult to resolve.

Please read the description of each type of problem, and then indicate the approximate number of times, if any, in the **past 3 years** you have experienced a problem in that category that was **serious and difficult to resolve**.

RANDOMIZE. SHOW IN CAROUSEL

- a) **Consumer problems** such as purchasing faulty goods or appliances, receiving incorrect or misleading information, being overcharged for goods and services, etc.
- b) **Employment problems** such as job loss, harassment, bullying or discrimination, difficulty collecting employment benefits or unemployment insurance, etc.
- c) **Money or debt problems** such as inability to make payments, personal bankruptcy, collecting a debt, etc.
- d) **Welfare or social assistance problems** such as seeking or obtaining benefits, reduction in benefits, difficulty with a benefit company or government agency, etc.
- e) **Housing or land problems** such as neighbour problems, zoning or development, landlord-tenant problems, etc.
- f) **Immigration problems** such as difficulty with government agencies, obtaining proper documents and papers, etc.
- g) **Discrimination problems** on the basis of race, gender, age, ability, etc.
- h) **Police Incidents** such as being questioned, charged with an offence or arrested, etc.
- i) **Family relationship problems** such as divorce or separation, child custody or access, division of property, support payments, domestic violence etc.
- j) **Wills and Powers of Attorney problems** such as writing a will, managing the affairs of someone unable to do so on their own, managing the estate of a deceased person, etc.
- k) **Personal injury problems** such as a car accident, slip and fall, medical malpractice, a dog bite, etc.
- l) **Hospital treatment or release problems** such as patient’s rights or mental health issues, etc.
- m) **Legal action problems** such as being sued or receiving letters threatening to sue, etc.

- 0. Never experienced
- 1. 1 time
- 2. 2 times
- 3. 3 times
- 4. 4 times
- 5. 5+ times
- 98. Don’t know

[IF NEVER EXPERIENCED ANY PROBLEMS (Q1a-m=0 OR 98), SKIP TO Q18]

Responding to Problems

ASK Q2 FOR EACH PROBLEM EXPERIENCED 1+ TIMES IN Q1 (Q1=1 TO 5), FOR UP TO A MAX OF 4 PROBLEMS. IF MORE THAN 4 PROBLEMS EXPERIENCED IN Q1, USE LEAST FILL LOGIC TO CHOOSE 4

WORDING IF MORE THAN 4 PROBLEMS: The following questions are going to ask about 4 of the problem types you experienced. These 4 have been randomly selected. If you experienced a problem type more than once over the past 3 years, please answer based on the **last time** you experienced that problem type.

WORDING IF 4 OR FEWER PROBLEMS: The following questions are going to ask about the problems you experienced. If you experienced a problem type more than once over the past 3 years, please answer based on the **last time** you experienced that problem type.

2. How did you respond to each of the **serious and difficult to resolve** problems you experienced over the **past 3 years**? *Please select the one best response for each problem.*

RANDOMIZE LIST BELOW. SHOW IN GRID: PROBLEMS ACROSS THE TOP, RESPONSES DOWN THE LEFT. ONE RESPONSE PER PROBLEM

1. **Took no action** because the problem was **not serious enough**
2. **Took no action** even though the problem **was serious enough**
3. **Took care of it on my own**, without seeking legal assistance
4. **Sought non-legal assistance** such as getting information, advice, or assistance **from non-legal professionals or resources** (e.g. doctors, counselors, friends, relatives, etc.)
5. **Sought legal assistance** such as contacting a lawyer or legal-aid agency, legal advocate, legal advice/information service), etc.
98. Don't know **ANCHOR**

ASK Q3 FOR EACH PROBLEM DID NOT TAKE ACTION ON THAT WAS SERIOUS (Q2=2)

3. Which of the following reasons, if any, describes why you decided to **not take any action on your problem(s), even though it was serious**? *Please select as many reasons as apply for each problem.*

RANDOMIZE LIST BELOW. SHOW IN GRID: PROBLEMS ACROSS THE TOP, RESPONSES DOWN THE LEFT. MULTIPLE RESPONSE PER PROBLEM

1. Thought nothing could be done
2. Was uncertain of my rights
3. Didn't know what to do
4. Thought it would take too much time
5. Thought it would damage my relationship with the other party
6. Thought it would cost too much
7. Thought the other party was right
8. Was too afraid to take action
9. Thought it would be too stressful
96. Other reasons (specify) **ANCHOR**
98. Don't know **ANCHOR** **EXCLUSIVE**

ASK Q4 FOR EACH PROBLEM DID NOT SEEK LEGAL ASSISTANCE FOR (Q2≠5 OR 98)

4. Which of the following reasons, if any, describes why you decided to **not seek legal assistance for your problem(s)**? *Please select as many reasons as apply for each problem.*

RANDOMIZE LIST BELOW. SHOW IN GRID: PROBLEMS ACROSS THE TOP, RESPONSES DOWN THE LEFT. MULTIPLE RESPONSE PER PROBLEM

- 1. Thought nothing could be done
- 2. Was uncertain of my rights
- 3. Didn't know what to do
- 4. Thought it would take too much time
- 5. Thought it would damage my relationship with the other party
- 6. Thought it would cost too much
- 7. Thought the other party was right
- 8. Was too afraid to seek legal assistance
- 9. Thought it would be too stressful
- 96. Other reasons (specify) **ANCHOR**
- 98. Don't know **ANCHOR EXCLUSIVE**

ASK Q5 FOR EACH PROBLEM SOUGHT NON-LEGAL ASSISTANCE FOR (Q2=4)

5. Which of the following, if any, **did you turn to for non-legal assistance** to help you solve your problem(s)? *Please select as many as apply for each problem.*

RANDOMIZE LIST BELOW. SHOW IN GRID: PROBLEMS ACROSS THE TOP, RESPONSES DOWN THE LEFT. MULTIPLE RESPONSE PER PROBLEM

- 1. Unions
- 2. Police
- 3. Government offices (e.g. Victim Services, Wage Earners Protection Program)
- 4. Friends or relatives
- 5. Support groups
- 6. Internet
- 7. Books/magazines
- 8. Doctors
- 9. Counselors
- 10. Other organizations **ANCHOR**
- 96. Other (specify) **ANCHOR**
- 99. Don't know **ANCHOR EXCLUSIVE**

ASK Q6 FOR EACH SOURCE USED IN Q5 INCLUDING OTHER SPECIFY. IF A SOURCE IS USED FOR MORE THAN ONE PROBLEM, ONLY ASK ONCE

6. And did you receive the **non-legal assistance you were seeking/wanting** from this/these source(s)?

RANDOMIZE ORDER OF SOURCES AND SHOW IN CAROUSEL.

SCALE: Yes (1), No (2). Don't know (98)

ASK Q7 FOR EACH PROBLEM SOUGHT NON-LEGAL ASSISTANCE FOR (Q2=4)

7. Overall, how satisfied were you with the **non-legal assistance** you received to help solve your problem(s)?

SHOW IN GRID: PROBLEMS ACROSS THE TOP, RESPONSES DOWN THE LEFT. ONE RESPONSE PER PROBLEM

- 5. Very satisfied
- 4. Satisfied
- 3. Somewhat satisfied / somewhat dissatisfied
- 2. Dissatisfied
- 1. Very dissatisfied
- 98. Don't know

ASK Q8 FOR EACH PROBLEM SOUGHT LEGAL ASSISTANCE FOR (Q2=5)

8. Which of the following, if any, **did you turn to for legal assistance** to help you solve your problem(s)? *Please select as many as apply for each problem.*

RANDOMIZE LIST BELOW. SHOW IN GRID: PROBLEMS ACROSS THE TOP, RESPONSES DOWN THE LEFT. MULTIPLE RESPONSE PER PROBLEM

- 1. Lawyer
 - 2. Mediator
 - 3. Legal aid/Legal Services Society
 - 4. Legal clinic
 - 5. Community advocate or agency
 - 6. Telephone advice line
 - 7. Self-help centre
 - 8. Government offices (e.g. Bureau of Pensions Advocates (veterans); Bankruptcy Assistance program)
 - 9. Internet
 - 10. Books/Magazines
 - 96. Other (specify) **ANCHOR**
 - 98. Don't know
- ANCHOR EXCLUSIVE**

ASK Q9 FOR EACH SOURCE USED IN Q8 INCLUDING OTHER SPECIFY. IF A SOURCE IS USED FOR MORE THAN ONE PROBLEM, ONLY ASK ONCE

9. Did you receive the **legal assistance that you were seeking/wanting** from the source(s)?

RANDOMIZE ORDER OF SOURCES AND SHOW IN CAROUSEL.

SCALE: Yes (1), No (2), Don't know (98)

ASK Q10 FOR EACH PROBLEM SOUGHT LEGAL ASSISTANCE FOR (Q2=5)

10. Overall, how satisfied were you with the **legal assistance** you received to help solve your problem(s)?

SHOW IN GRID: PROBLEMS ACROSS THE TOP, RESPONSES DOWN THE LEFT. ONE RESPONSE PER PROBLEM

- 5. Very satisfied
- 4. Satisfied
- 3. Somewhat satisfied / somewhat dissatisfied
- 2. Dissatisfied
- 1. Very dissatisfied
- 98. Don't know

ASK Q11 FOR EACH PROBLEM EXPERIENCED 1+ TIMES IN Q1 (Q1=1 TO 5), FOR UP TO A MAX OF 4 PROBLEMS. IF MORE THAN 4 PROBLEMS EXPERIENCED ASK ABOUT SAME 4 PROBLEMS FROM Q2

11. Overall, how would you **describe the outcome of the problem(s)** you experienced in the past 3 years?

SHOW IN GRID: PROBLEMS ACROSS THE TOP, RESPONSES DOWN THE LEFT. ONE RESPONSE PER PROBLEM

- 1. Fair
- 2. Unfair
- 3. Still unresolved
- 98. Don't know

ASK Q12 FOR EACH PROBLEM RATED AS FAIR, UNFAIR OR DK IN Q11 (Q11≠3)

12. Overall, how **satisfied** are you with the outcome(s) of the problem(s) you experienced in the past 3 years?

SHOW IN GRID: PROBLEMS ACROSS THE TOP, RESPONSES DOWN THE LEFT. ONE RESPONSE PER PROBLEM

- 5. Very satisfied
- 4. Satisfied
- 3. Somewhat satisfied / somewhat dissatisfied
- 2. Dissatisfied
- 1. Very dissatisfied
- 98. Don't know

ASK Q13 FOR EACH PROBLEM THAT DID NOT SEEK LEGAL ASSISTANCE FOR AND IS RESOLVED (Q2≠5 AND Q11≠3)

13. Overall, looking back on the outcome of the following problem(s) you faced, do you feel the situation might have worked out better if you had more assistance?

SHOW IN GRID WITH PROBLEMS ACROSS THE TOP AND YES/NO/DK/ DOWN THE LEFT.

SCALE: Yes (1), No (2), Don't know (98)

ASK Q14 IF ANY OF THE PROBLEMS ASKED ABOUT IN Q13 WOULD HAVE WORKED OUT BETTER IF HAD MORE ASSISTANCE (Q13=1 TO ANY)

14. Do you think that any of the following types of assistance would have helped you to achieve a better outcome for the **[INSERT PROBLEM(S) WHERE Q13=1]** that you experienced?

RANDOMIZE LIST OF ASSISTANCE TYPES. SHOW IN GRID: YES/NO SCALE ACROSS THE TOP, TYPES OF ASSISTANCE DOWN THE LEFT

SCALE: Yes (1), Maybe (2), No, would have made no difference (3). No, would make things worse (4), Don't know (98)

- a. **Additional or better information**, to help you deal with or understand the problem
- b. Someone to **explain the legal aspects to you or to help** with forms, letters or documents
- c. Someone (for example an advocate or mediator) to **deal with or intervene with the other party on your behalf**
- d. **A lawyer** to deal with the problem using the legal system or courts

Impact of Problems

ASK Q15 FOR EACH PROBLEM EXPERIENCED 1+ TIMES IN Q1 (Q1=1 TO 5), FOR UP TO A MAX OF 4 PROBLEMS. IF MORE THAN 4 PROBLEMS EXPERIENCED ASK ABOUT SAME 4 PROBLEMS FROM Q2

15. Thinking about the problem(s) you experienced within the past 3 years, when it was at its worst, would you say it was generally **disruptive or not disruptive** to your daily life?

SHOW IN GRID: PROBLEMS ACROSS THE TOP, RESPONSES DOWN THE LEFT. ONE RESPONSE PER PROBLEM

- 1. Extremely disruptive
- 2. Very disruptive
- 3. Somewhat disruptive
- 4. Not very disruptive
- 5. Not at all disruptive
- 98. Don't know

ASK Q16 FOR EACH PROBLEM EXPERIENCED 1+ TIMES IN Q1 (Q1=1 TO 5), FOR UP TO A MAX OF 4 PROBLEMS. IF MORE THAN 4 PROBLEMS EXPERIENCED ASK ABOUT SAME 4 PROBLEMS FROM Q2

16. Thinking again about your problem(s), when it was at its worst, **how important was it to you to take care of the problem(s)** so that it was no longer an issue for you?

SHOW IN GRID: PROBLEMS ACROSS THE TOP, RESPONSES DOWN THE LEFT. ONE RESPONSE PER PROBLEM

- 5. Extremely important
- 4. Very important
- 3. Somewhat important
- 2. Not very important
- 1. Not at all important
- 98. Don't know

ASK Q17 FOR EACH PROBLEM EXPERIENCED 1+ TIMES IN Q1 (Q1=1 TO 5), FOR UP TO A MAX OF 4 PROBLEMS. IF MORE THAN 4 PROBLEMS EXPERIENCED ASK ABOUT SAME 4 PROBLEMS FROM Q2

17. Which of the following, if any, did you experience as a result of the **[INSERT PROBLEM]** you encountered in the past 3 years?

RANDOMIZE LIST OF ISSUES. SHOW IN GRID: YES/NO SCALE ACROSS THE TOP, ISSUES DOWN THE LEFT. ONE RESPONSE PER PROBLEM

SCALE: Yes (1), No (2), Don't know (98)

- a. Emotional health issues
- b. Financial issues
- c. Employment issues
- d. Physical health issues
- e. Safety / security / violence issues
- f. Drug or alcohol consumption issues
- g. Children issues

ASK Q18 OF ALL

18. Do you agree or disagree with the following statements?

RANDOMIZE STATEMENTS. SHOW IN GRID WITH SCALE ACROSS THE TOP AND STATEMENTS DOWN THE LEFT.

SCALE: Strongly agree (5), Somewhat agree (4), Neither agree nor disagree (3), Somewhat disagree (2), Strongly disagree (1), Don't know (98)

- a. The laws and justice system in Canadian society are essentially fair
- b. The justice system in British Columbia is effective at resolving legal problems

Profiles & Wrap Up

Finally, a few more questions for classification purposes...

D1. Which of the following categories best describes your educational background?

1. High school or less
2. Vocational / technical / college
3. Some university
4. Graduated university
5. Post-graduate degree
99. Prefer not to answer

D2. Which of the following best describes your total annual household income before taxes?

1. Less than \$25,000
2. \$25,000 to less than \$45,000
3. \$45,000 to less than \$65,000
4. \$65,000 or more
99. Prefer not to answer

**Those are all of our questions!
Thank you very much for completing our survey**