

Self-Advocacy & Essential Legal Information

Know Your Rights – Legal Information Handbook

November 2021

Disclaimer

This content is provided as general information and is not legal advice. If you need advice about a specific legal problem, contact a lawyer or a community legal service.

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To learn more about the Know Your Rights – Prince Edward Island Project, please visit our [Know Your Rights – Prince Edward Island webpage](#).

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1 Self-Advocacy

1.1 What is Self-Advocacy?

“**Advocacy**” means persuading others to change their attitudes, positions, or practices related to an issue that you care about. Advocacy can have a range of goals, such as raising public awareness, getting a company to change a business practice, or creating a new law.

“**Self-Advocacy**” means persuading others to change their attitudes, positions, or practices related to a situation that **you** are personally involved in. The goal of self-advocacy is to improve your situation or to make sure you are being treated fairly.

Self-advocacy does **not** mean doing advocacy alone. If you are in a challenging situation, it’s likely that many people have experienced similar situations before and gained valuable knowledge and experience that could help you. You may be surprised to learn about the many resources, programs, and organizations that can help people in your situation.

In addition, there are many educational resources to help you develop advocacy skills. Important advocacy skills include:

- Defining the problems;
- Identifying your goals;
- Creating an advocacy plan/strategy;
- Writing effective emails; and

- Speaking comfortably/persuasively with people you may disagree with.

This [toolkit](#) can provide you with tips about how to become a more effective advocate. While the toolkit is Saskatchewan-based, most of the “tools” can be used anywhere.

1.2 What makes “Legal” Advocacy Different?

By “**legal advocacy**” we mean any kind of advocacy **where it’s useful or important to have a very good understanding of the law**. For example, you may need either:

- General information about what the law says or how the legal system works; or
- A detailed explanation about how the law applies to your specific situation and what legal actions you can take.

Legal advocacy is different than other kinds of advocacy in **one critical way**: since the law can be a very difficult and complex subject, **you are going to need help** finding general information about the law and accessing legal service providers.

People who you trust – like friends, family members, community workers, or non-profit organizations – can help you find **general information about the law**. They can also help you apply “legal life skills” to your personal situation (described further [below](#)) and connect with legal service providers.

Only licenced lawyers can practice law in PEI. It is illegal for anyone else to practice law in PEI. However, people and organizations can provide the public with general information about the law and legal procedures.

1.3 What does “Practicing Law” mean?

Lawyers deliver legal services to their clients by giving “**legal advice**” and providing “**legal representation**”.

To explain the value of these services, we’ll make an analogy between doctors and lawyers.

We all know that doctors go through years of specialized training so they can provide medical services such as: conducting physical exams and check-ups, making a medical diagnosis, prescribing medication, and performing medical procedures. If a doctor makes a mistake, a patient could be put in danger. As a result, it's easy to understand why **only** qualified and licenced doctors can provide certain medical services in PEI.

For the same reason, **only** qualified and licensed lawyers can provide legal services in PEI: it takes years of specialized training to learn how to provide these services **safely**.

The table below defines the different types of legal service and makes an analogy to a medical service that has a similar function. This analogy helps to show how:

- Just like medical services protect your health, legal services protect your legal rights; and
- Just as it's very dangerous for medical services to be provided incorrectly, your legal problem can get much worse if legal services are provided incorrectly.

Description of a Legal Service	Analogy to a Medical Service
A lawyer applies the law to a client's specific situation to determine what legal rights and duties that client has (called " providing legal advice ").	A doctor does a detailed physical examination of a patient to determine what medical conditions that patient has.
After applying the law to a client's situation, a lawyer recommends what legal actions the client can take to achieve their goals (also called " providing legal advice ").	After making a medical diagnosis for a patient, a doctor recommends what treatment options are available to improve that patient's health – for example, prescribing medication.
A lawyer serves as a client's legal representative to help the client achieve their goals – for example, by writing letters, submitting applications, or going	A doctor performs a specific medical procedure on a patient to improve that patient's health – for example, doing surgery.

to court on their client's behalf (also called " providing legal representation ").	
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1.4 Legal Life Skills

The following skills are very important when you are dealing with a potential legal problem:

- Getting things in writing;
- Keeping detailed records;
- Collecting and organizing documents;
- Writing down a clear timeline of events; and
- Prioritizing relevant information.

We call these "**legal life skills**" because they are essential to **enabling** effective legal advocacy.

Legal life skills are especially important at the **early stages** of self-advocacy: when you are starting to think that something about your current situation is wrong or unfair. For example, keeping detailed records can help you reflect on your situation and writing down a clear timeline can help you communicate effectively with others. By using these skills, you will be in a better position to resolve potential problems before they can get bigger.

Applying these kinds of skills to your personal situation can be hard work, stressful, and emotionally draining. You should always consider reaching out to people who you trust – like friends, family members, community workers, or staff at a non-profit organization – to ask for help.
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Finally, you should use these skills as much as possible **before** meeting with a lawyer. Since lawyers are so expensive, it's important to make the most out of your meetings by [preparing in advance](#) as much as possible.

1.5 Top Five Misconceptions about Legal Advocacy

1. Legal advocacy means taking someone to court or to a tribunal

While legal advocacy **can** involve taking someone to a court, panel or tribunal, most legal problems never go to adjudication.

The term “**adjudication**” means that an adjudicator, such as a judge, will formally hear and make a decision about a dispute.

An adjudicative process can be very expensive and time-consuming, and can last many months or years. As a result, many opt to resolve legal disputes before the dispute goes to a formal adjudication. Unlike TV shows, most legal advocacy is done outside of a courtroom.

That said, sometimes adjudication is the best option for challenging and correcting unfairness. And, winning a case before a court, panel or tribunal can lead to change for others facing similar circumstances.

2. Legal advocacy means getting into a dispute

While legal advocacy **can** involve getting into a dispute, **not all legal advocacy is adversarial**.

The term “**adversarial**” means “having a conflict where two sides oppose each other”.

In fact, **important and impactful legal advocacy is often non-adversarial**, and is instead characterized by parties working together to solve a problem or disagreement.

When dealing with a potential legal issue, a good approach is to start a collaborative discussion with the other party and then gradually become more adversarial as needed. For example, here is an approach you can take:

Step 1: Do your best to understand the other party’s concerns and try to work with them to develop a solution in a collaborative way.

Step 2: Be more formal and direct with the other party: make sure to get things in writing and use stronger (but collegial) language to express your disagreement or your desire for a specific solution. In addition, explore dispute resolution options that are not fully adversarial.

For example, “**mediation**” is a dispute resolution process where a neutral third party helps two opposing sides share information and work together to develop a mutually agreeable solution.

Step 3: Explore adversarial options like filing a complaint with the [PEI Human Rights Commission](#) or filing a lawsuit. While most human rights cases and lawsuits do not get adjudicated, filing a complaint or starting a lawsuit can lead to the parties resolving the matter by arriving at a settlement.

This approach is **very general** and does not apply to all types of problems. You should always [get legal help](#) when facing a legal problem to obtain advice that is specific to your unique circumstances.

3. Legal advocacy means being vocal and assertive about my legal rights

While good legal advocacy **can** involve being vocal and assertive about your legal rights, there are good reasons why this shouldn't be your very first response. Consider that:

- Many potential problems arise due to ignorance or a lack of education. Educating the other party is often an efficient way to resolve a problem that could otherwise grow into a large dispute. If you start your discussions with the other party by strongly asserting your legal rights, they may feel intimidated or become defensive. This can shut down communication. Even if you are 100% correct about your legal rights, an assertive approach could prolong achieving the outcome that you want.
- It is often very useful to ask questions and gather information from the other party to better understand their views.
 - For example, if you are requesting an accommodation from a service provider and they tell you the accommodation is “not possible”, it would be useful to know **why** they think it's not possible. Do they think that the cost is too high? If so, do they have

a reasonable estimate of the cost? Do they think it's a health and safety problem? Do they have a competing human rights claim?

- By approaching the situation collaboratively, and gathering as much information as possible, **you will be better prepared to develop a strong and informed advocacy plan.**

4. You only need legal help *after* you get into a dispute

If possible, it's always better to get legal help **before** a potential legal problem grows into a full, adversarial dispute.

Ideally, you should get legal help at the **early stages** of self-advocacy: when you are starting to think that something about your current situation is wrong or unfair. To help explain why, we can make an analogy to your physical health:

If you are starting to feel unwell, you will likely try to learn more about your symptoms and try to figure out what medical condition you might have. If your symptoms get worse, you will surely want to see a doctor.

In the same way, if something about your situation seems unfair, you might first try to find some general information about your legal rights. If you think the situation may get worse, it is a good idea to see a lawyer **before** you make any legal claims or take any legal action. The purpose of seeing a lawyer is to get a good understanding of how the law applies to your specific situation. With this knowledge, you can create a much more effective advocacy plan.

5. It is easy to know when you have a legal problem

Sometimes it can be easy to recognize that a legal problem exists, but it can be difficult to identify the specific legal issue and the steps you can take to protect your legal rights. To make an analogy with medical care: it can be easy to tell that someone is sick, but a doctor's assistance is often required to make an accurate diagnosis and recommend an appropriate treatment plan.

Keep in mind that there are many cases where:

- People have a legal problem but don't realize it. For example, they might think that a conflict with someone else is just a personal disagreement; or they may think it's normal to be denied accommodations in certain settings.
- People don't have a legal problem but think that they do.
- People have a legal problem but it's very different than what they think it is.

In sum, with legal advocacy, you will usually need help to access legal information or legal services.

2 Getting Legal Help

2.1 What Kind of Legal Help do I Need?

“Legal Information” vs. “Legal Advice”

When you are seeking legal help, it's very important to know the difference between “legal information” and “legal advice.”

	What does it mean?	Who can provide it?
Legal Information	<p>A general explanation about how the law applies to a range of possible situations.</p> <p>Since a general explanation is not customized to your specific situation, it can't tell you with certainty what specific legal rights you have or what legal actions you can take.</p>	<p>Anyone can create and share legal information, so it is essential for you to judge whether the information comes from a reliable and trustworthy source.</p>

Legal Advice	<p>A service provided by a licensed lawyer who meets with you to learn about your specific situation and then:</p> <ul style="list-style-type: none"> • Provides a detailed explanation about what specific legal rights and duties you have; and • Recommends what specific legal actions you can take to achieve your goals. 	<p>Only a licensed lawyer can provide legal advice – it is illegal for anyone else to provide legal advice on PEI.</p>
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Types of Legal Help

This section identifies and explains six kinds of legal help, listed from the easiest to the most difficult to access.

1. Legal Information

Legal information means a general explanation about how the law applies to a range of possible situations. Since anyone can create and share legal information, it's important for you to judge whether information comes from a [reliable and trustworthy source](#).

2. Connect to Community Supports

Since the law can be difficult to understand at times, you may need help [finding reliable legal information](#) and accessing legal services. A good first step is to [connect with community supports](#), such as non-profit organizations, advocacy groups, or peer support groups. People in these organizations can help you develop an advocacy plan, which can include connecting with legal resources.

3. Referral to a Legal Professional

To access legal services, you need to [find a lawyer](#) who has experience relevant to your legal challenge, and who can provide services either free-of-charge or for a price that is within your budget. It often takes a significant amount of work to find a specific legal clinic, law firm, or individual lawyer who meet these criteria.

It's important to ask for recommendations or referrals to specific lawyers from friends, community supports, and other legal professionals. You may need to follow up with multiple referrals before you find a lawyer or paralegal that you are able to work with.

4. Summary Legal Advice

“Summary legal advice” is a service that can only be provided by a lawyer. You receive a short consultation with a lawyer who listens to your story, provides you with legal advice, and possibly also refers you to other legal services. After this short consultation, there is no ongoing commitment for that lawyer to provide you with legal advice.

If seeing a lawyer is like seeing a doctor, then getting summary legal advice is like “going to a walk-in clinic”. When you go to a walk-in clinic, a doctor meets with you for a short time and then provides you with a diagnosis and treatment options or refers you to other medical services. After this short consultation, there is no ongoing commitment for that doctor to provide you with medical care.

5. Legal Advice

“Legal advice” is a service that can only be provided by a licensed lawyer.

The lawyer meets with you to learn about your **specific situation** and then:

- Provides a detailed explanation about what **specific** legal rights and duties you have; and
- Recommends what **specific** legal actions you can take to achieve your goals.

Legal advice is often provided as an ongoing service until your problem is resolved or until you have used up your budget for legal services. Information about how to make the most of your time with a lawyer is available in the section of this Handbook titled, “[Before you meet with a lawyer](#)”

6. Legal Advice and Legal Representation

In addition to providing legal advice, a lawyer can also represent you – for example, by writing letters to other parties on your behalf, submitting applications for you, or serving as your legal representative in court or before a tribunal.

2.2 Finding Reliable Legal Information

When you search for legal information, it's up to you to judge whether the source is trustworthy and reliable. At minimum, you should make sure that the legal information you trust:

- Applies to PEI;
- Was published within the last few years;
- Is authored by an organization with an established reputation – for example, the government, a legal clinic, or a well-known nonprofit.

Some reliable sources for legal information in PEI include:

- [PEI Human Rights Commission](#)
- [The Courts of PEI](#)
- [Community Legal Information PEI](#)
- CNIB's [Know Your Rights – Prince Edward Island webpage](#)

2.3 Find a Lawyer

When to look for a lawyer

If possible, it's always better to get legal help before a potential legal problem grows into a full, adversarial dispute. Ideally, you should look for a lawyer at the early stages of self-advocacy: when you are starting to think that something about your current situation is wrong or unfair.

Make sure you work with a licensed lawyer to protect yourself from getting incorrect legal advice. If you have a bad experience with a licensed legal professional, you can file a [complaint](#) with the

[Law Society of PEI](#). In addition, licensed lawyers are required to carry insurance so clients can be compensated if they are financially harmed by a lawyer's mistake.

Before you meet with a lawyer

Since legal services are very expensive, you'll want to make the most of the time you spend with a lawyer.

If you aren't eligible for free legal services, you'll need to pay for some or all of your legal costs. Some lawyers may agree to work at a discounted rate or may even agree to work for free because your case relates to issues that they care about.

To get the best value for your money, try to prepare as much possible before meeting with a lawyer.

Like all service providers, under the PEI [Human Rights Act](#), lawyers are required to provide you with accommodations for your disability, up to point of undue hardship, at no additional cost to you.

How to find a lawyer

When searching for a lawyer, you will be looking for a legal professional who has relevant experience and who can provide services either free-of-charge or for a price that falls within your budget. It often takes a significant amount of work to find a specific legal clinic, law firm, or individual lawyer who meet both these criteria.

It's important to ask for recommendations or referrals to specific lawyers from friends, community supports, and other legal professionals. You may need to follow up with multiple referrals before you find a lawyer you are able to work with.

A good place to start your search is by determining if you are eligible for [Legal Aid](#). It is important to keep in mind, however, that Legal Aid is generally only available to low-income PEI residents who are involved in criminal, family, and/or some civil law matters.

Another place to look for a lawyer is through the [Law Society of PEI's 'Find a Lawyer'](#) tool. This tool allows you to search for a lawyer by firm/organization, city or first or last name. A lawyer's contact information is available via this service, which allows you to contact lawyers directly.

You can also contact [Community Legal Information PEI](#), which operates a [Lawyer Referral Service](#). Individuals who contact the Lawyer Referral Service will receive a referral to a lawyer, who will provide a 45-minute consult at a cost of \$25.00. You can contact Community Legal Information PEI's Lawyer Referral Service by phone at (902) 892-0853 or 1-800-240-9798.

In some circumstances, lawyers will offer free or low-cost initial consultations during which they may provide you with [summary legal advice](#). You can look at lawyers' ads in places like the yellow pages or phone their offices to determine if they offer this service.

Some lawyers offer unbundled or fee-for-service billing. In this case the lawyer is only providing you with the specific legal services you want and may not be dealing with all aspects of your legal issue.

Unfortunately, there are many cases where people who do not qualify for free or discounted legal services, also cannot afford a lawyer. If you find yourself in a situation like this, it's very important to reach out to [community supports](#).

If you are considering representing yourself, please refer to the following resource:

- [The National Self-Represented Litigants Project \(NSRLP\)](#). The NSLRP has developed a resource, titled: "[Navigating the Justice System: A Guide for Self-Represented Litigants with Disabilities](#)".

2.4 Connect with Community Support

When seeking out community supports, here are some broad categories of organizations to consider:

- Pan-Disability groups, including:
 - [AccessAbility Supports](#)
 - [March of Dimes](#)

- Disability-specific groups, including:
 - [Alliance of Equality of Blind Canadians](#)
 - [Canadian Council of the Blind](#)
 - [Canadian Deafblind Association](#)
 - [Canadian Helen Keller Centre](#)
- Issue-specific groups, including:
 - [Atlantic Provinces Special Education Authority \(APSEA\)](#)
 - [Access Now](#)
 - [A11y](#)
- The media, including national news, local news, Twitter, YouTube, and Facebook.
- Organizations with public profiles, including large charities, large corporations, local businesses, industry organizations, and professional associations.

For more ideas, contact [CNIB](#), visit your local library, or access [211 PEI](#) online or by calling 2-1-1.

3 Essential Legal Information

This section summarizes information that you should know about:

- Key Players in the Legal System
- Key Legislation: the PEI [Human Rights Act](#)
- Other Important Legislation

3.1 Key Players in the Legal System

Three Levels of Government

The federal, provincial and municipal levels of government each have many departments and agencies. Each level of government has different areas of control (or areas of “jurisdiction”).

Courts, Panels and Tribunals

There are both federal and provincial courts. Each level of court has different areas of control (or areas of “jurisdiction”).

In addition, each level of government can create tribunals and panels that operate like courts and are specialized in certain topics.

Lawyers

Only licensed lawyers can provide legal services. While legal services are very expensive, some legal professionals offer services at discounted rates or even for free. The legal profession is regulated by the [Law Society of PEI](#). The Law Society is the only body that can determine who may become a lawyer in PEI.

Additionally, the Law Society of PEI has a tool people can use to [find a lawyer](#). You can also make a [complaint](#) about a lawyer to the Law Society of PEI.

3.2 Key Legislation

The PEI [Human Rights Act](#) is the provincial legislation that protects against discrimination in many areas of public life based on disability.

It's important to have a basic understanding of how this law works because it comes up so often in legal advocacy.

Keep in mind that this handbook only provides a basic explanation about how human rights laws work. If you need to apply these laws to your specific situation, then it's essential that you speak with a lawyer and obtain legal advice.

PEI's Human Rights Act (the "Act")

How does the Act protect your rights?

The Act gives you important legal rights:

- You have the right to be free from discrimination and harassment because of your disability in most areas of public life.
- You have the right to have an equal level of access as anyone else to rental housing, services, and facilities that are offered to the public, without discrimination because of your disability.
- You have the right to file a human rights complaint with the [PEI Human Rights Commission](#) if you feel you have been discriminated against contrary to the Act.

The Act does not:

- Give any power to the police to investigate human rights complaints; or,
- Create detailed rules that describe exactly what is considered "discrimination", "accommodation", and "undue hardship" in a range of situations or sectors.

The PEI Human Rights Commission

The [PEI Human Rights Commission](#) was created to help enforce the rights people have under the Act. The Commission receives [complaints](#) from the public about discrimination and works with the parties to reach a resolution. If no resolution is possible, the Commission's Executive Director or an assigned Human Rights Legal Officer can have the matter brought before a panel for a hearing. The purpose of the hearing is to determine whether discrimination has occurred, and if so, what the remedy should be.

The Commission also creates [educational resources](#) and provides training to individuals, businesses and schools.

Key Concepts: Discrimination, Duty to Accommodate, and Undue Hardship

“**Discrimination**” occurs when a service provider or employer treats you differently because of your disability, and this differential treatment causes you harm.

When a service provider has a “**duty to accommodate**”, it means that the service provider is legally required to provide you with the supports/accommodations you need to receive the same level of service/success as anyone else. The term "accommodation" is not easily defined and will vary from case-to-case, however, accommodations should be customized to meet your needs.

The duty to accommodate, however, has a limit and this limit is called “**undue hardship**”. “Undue hardship” is a legal term. It means that if a service provider can show that it is very difficult for them to provide you with a certain type of accommodation, then they do not have to provide it.

It is important to note that it is **not enough** for a service provider to **simply claim** undue hardship. Service providers must show clear evidence of undue hardship. Their evidence can relate to factors such as:

1. Whether the cost of the accommodation is so high that it would significantly interfere with the employer or service provider’s ability to operate their business. When calculating the cost, an employer or service provider must consider outside sources of funding, such as government grants or subsidies.
2. Whether the accommodation would create serious health and safety risks for others, or their operations.

Even if an organization shows that a certain type of accommodation will create undue hardship for them, they may still have a legal duty to provide you with the next best type of accommodation.

Municipal By-Laws

Many different service providers require a licence from their municipality to operate. Examples of these service providers include restaurants, hairdressers, taxis, and construction sites.

Since some municipal licences and by-laws have requirements with respect to accessibility, **contacting municipal by-law enforcement** can sometimes be part of an effective legal advocacy plan. If you wish to make a complaint about a by-law infraction, you can start by [contacting](#) 2-1-1.

If you need to understand how municipal by-laws apply to your specific situation, then it's essential that you get legal advice from a lawyer.

The Charter of Rights and Freedoms (the “*Charter*”)

The [Charter of Rights and Freedoms](#) is part of Canada's constitution. Section 15 of the Charter says, among other things, that the government must not discriminate based on disability in its laws or programs.

The law related to *Charter* enforcement is very complex. You need to invest a lot of time, research, and education before you can understand the potential benefits and drawbacks of *Charter* litigation. For most legal problems, *Charter* litigation may not be an appropriate advocacy strategy. If you are very interested in learning more about *Charter* litigation, you can do research on your own or talk to a lawyer.

The Government of Canada's [Guide to the Charter of Rights and Freedoms](#) provides a basic introduction to the *Charter*.

Other Federal and Provincial Laws

It is important to keep in mind that many other federal or provincial laws (that have not been mentioned in this handbook) can impact your legal advocacy strategy, depending on the specific details of your situation. This is another reason why it's important to speak to a lawyer and get legal advice as early as possible.

4 Resources

Legal Services

[PEI Human Rights Commission](#)

The **PEI Human Rights Commission** is an independent office of the government of PEI that is responsible for receiving and investigating complaints of discrimination to determine if PEI's [Human Rights Act](#) has been contravened.

Before [filing a complaint](#) with the Commission, the Commission's website suggests you first read their [guide for making complaints](#)

The Commission also educates the public about human rights through seminars and workshops; and, prepares and distributes [Fact Sheets](#) to assist the public in understanding PEI's Human Rights Act.

You can contact the PEI Human Rights Commission by phone at 902-368-4180. Commission staff cannot offer opinions on the outcome of your complaint, nor can they advise as to whether it will be successful, however, they can provide information as to what the law states and how it may apply to a given situation.

[The Law Society of PEI](#)

The **Law Society of PEI** oversees the legal profession in PEI. The Law Society is the only body that is authorized to determine who may become a lawyer in the province and is responsible for [responding to complaints about lawyers](#). The Law Society also has a [find a lawyer tool](#) that enables the public to search for lawyers.

[Community Legal Information \(CLI\)](#)

The **Community Legal Information (CLI)** is a not-for-profit organization that provides legal information and education to residents of PEI. CLI develops programs and resources to help individuals better understand PEI's legal system, and how to resolve their legal issues.

CLI can help members of the public by providing general legal information, suggesting resources, and telling people about different options for obtaining legal advice.

CLI also operates the [Law Inquiry Line](#) in addition to offering [lawyer referrals](#). Individuals who contact CLI can receive:

- legal information,
- referrals to law-related agencies, and
- referrals to lawyers, when appropriate. Individuals who contact the Lawyer Referral Service will receive a referral to a lawyer, who will provide a 45-minute consult at a cost of \$25.00.

CLI can be contacted [through its website](#) or by telephone at 902-892-0853 or 1-800-240-9798.

Legal Aid PEI

Legal Aid PEI provides legal services to low-income PEI residents in the areas of criminal law, family law, and some civil law matters, including child protection law, involuntary hospitalization under mental health laws, guardianship, and adult protection. Depending on the availability of resources, some assistance may be offered in other civil law areas as well.

When determining whether individuals are eligible for Legal Aid services, Legal Aid PEI considers several factors, including:

- Financial eligibility (which varies, depending on income and family size),
- Urgency and seriousness of the legal needs,
- Coverage and resources of the Legal Aid Program, and
- The individual's ability to obtain legal assistance if Legal Aid is refused.

PEI Supreme Courts

The **PEI Supreme Courts** website provides general information about how Courts in PEI operate, and what to expect if you are attending Court.

It also provides information about the [Pro Bono Legal Advice Clinic \(for Self-Represented Litigants\) Prince Edward Island](#). The Pro Bono Legal Advice Clinic is a free-of-charge legal clinic for self-represented individuals whose family or civil law matter is before the Supreme Court of Prince Edward Island or the Prince Edward Island Court of Appeal. The clinic is held every Wednesday from 9:00AM – 12:00PM at the Sir Louis Henry Davies Law Courts, 42 Water Street, Charlottetown. People who access this service can meet with a lawyer for a 45-minute consultation. Appointments can be scheduled by phone at 902-368-6005, 902-892-0853 or 1-800-240-9798.

Essential Non-Legal Resources

[PEI Ombudsperson](#)

The **PEI Ombudsperson** is an independent office of the Legislative Assembly of PEI. The Ombudsperson conducts independent, impartial and non-partisan investigations of [complaints](#) against:

- Boards, commissions, associations and other bodies,
- Health PEI,
- Municipalities,
- Council members,
- Board members, and
- Officers and employees of the Government

The PEI Ombudsperson aims to promote fairness and transparency in the public sector, find fair resolutions, and make recommendations to improve the practices of public agencies.

[PEI 211](#)

PEI 211 is a free, confidential service that operates 24 hours a day, seven days a week. It exists to connect individuals to government, health and social services that are available across PEI. The

service helps residents of PEI who are looking to find the right community or social resource, but do not know where to start. Individuals can also contact 2-1-1 to report some by-law infractions.

In addition to searching on the [211 PEI website](#), there are [various ways for people to contact PEI 211](#), including calling 2-1-1 to talk with trained professionals to help identify the services that they need.

Services are grouped together into various categories, including (among others) [legal](#), [education](#) and [disabilities](#).

CNIB Programs

We're here to help – contact CNIB for more programs, support, and resources. Some ways we can assist include:

- [CNIB Virtual Programs](#)
 - CNIB offers a range of free virtual programs for children, youth, adults and families.
 - You can access a list of CNIB's virtual program offerings on [CNIB's website](#). You can also find a list and schedule of PEI's virtual program offerings on [CNIB's PEI website](#).
- [Technology Training](#)
 - Join CNIB tech leads from across the country for programming that highlights the suite of programs, apps, products and services that will help empower you to achieve your personal and professional goals.
- [Virtual Vision Mate](#)
 - The Virtual Vision Mate program exists to address the feelings of isolation that many people with sight loss experience. Through the Virtual Vision Mate program, people who are blind or partially sighted are connected with sighted volunteers to engage in virtual, weekly conversation.
- [CNIB SmartLife](#)

- CNIB SmartLife is an interactive retail experience that gives people with disabilities hands-on access to the latest breakthroughs in assistive technologies, as well as tried-and-true favourites.
- SmartLife's goal is not necessarily to sell products but is to give customers the skills and confidence they need to make the most out of assistive tools that can help them lead better lives.
- **CNIB Guide Dogs**
 - CNIB Guide Dogs can assist guide dog handlers with advocating for themselves and understanding their rights. This program also provides public education to organizations to provide knowledge about the rights of guide dog users.

Vision Loss Rehabilitation Canada

Vision Loss Rehabilitation Canada ("VLRC") is a not-for-profit national healthcare organization and the leading provider of rehabilitation therapy and healthcare services for individuals with vision loss. VLRC's services are tailored to the unique needs and goals of each person they assist. Specifically, VLRC certified specialists provide a range of services that help individuals with vision loss lead more independent, active lives.

You can contact VLRC's PEI office by phone at 902-566-2580.

Wayfinding

Wayfinding refers to technological tools that assist people who are blind, partially sighted or Deafblind with navigation and orientation. Such tools include:

- **BlindSquare**: a GPS-app developed for people with sight loss that describes the environment and announces points of interest and street intersections.
- **Key 2 Access**: a pedestrian mobility app that allows users to wirelessly request crossing at intersections without having to locate the button on the pole. It also allows users to wirelessly open doors and obtain information about indoor spaces.

- [Access Now](#): a map application that shares accessibility information for locations based on users' feedback.
- [Be My Eyes](#): a volunteer-based app that connects people with sight loss to sighted volunteers, who can assist with tasks such as checking expiry dates, distinguishing colors, reading instructions or navigating new surroundings.
- The [American Foundation for the Blind](#), which provides an overview of some of the apps that are available to assist consumers with reading items such as product labels and menus.

