



National Self-Represented Litigants Project

2017 – Year in Review

“Professor Julie Macfarlane’s work has given all self-represented litigants hope. Her ground-breaking work is paving the way towards new options for the legal consumer”.

-Voter, Canadian Lawyer’s Top 25 Most Influential

”It is so difficult to navigate the legal system without representation, however, just knowing that you and the NSRLP team are working so hard to bridge the gap to eventually bring access to justice to everyone is truly heartwarming”.

-Self-Represented Litigant



2017 Advisory Board

The NSRLP Board Members are an incredible source of expertise and collegial support for the NSRLP. The board members are A2J advocates who work with the NSRLP team to monitor emerging SRL initiatives and to communicate the work of the NSRLP to their constituencies.



Robert Harvie – Chair

Partner, Huckvale Wild
Harvie MacLennan LLP,
LSA Bencher, Chair /
Board Member of
various organizations



Noel Semple

Assistant Professor at
the University of
Windsor, Faculty of Law



Sherry MacLennan

Director, Legal Services Society
Chair, BC Public Legal Education and Information Working Group



John Manwaring

Professor of Law,
Common Law Section,
University of Ottawa
Arbitrator (Ministry of Labour),
Adjudicative Member (OHRT)



Jennifer Muller

Self-Represented Litigant,
District Counsellor,
Sessional Instructor,
Faculty of Education,
University of British Columbia



Lorne Sossin

Dean and Professor at
Osgoode Hall Law School



W.A. Bogart

University Professor
and Professor of Law,
University of Windsor



Mary Anne Docherty

Supervisor of Court
Operations at the Superior
Court of Justice, 27-year
career with the Ministry of
the Attorney General



Valarie Waboose

Member of Walpole Island
First Nation, Counsel to
the Band Counsel, Ianni
Scholar-in-Residence at
Windsor Law



Derek Green

Chief Justice of
Newfoundland and Labrador



Gurleen Gill

Former Registered Nurse
and NSRLP Research
Assistant,
Articling Student



Myra Tawfik

Acting Dean, EPICentre
Professor of Intellectual
Property
Commercialization and
Strategy

Thank you Advisory Board Members!

2017 NSRLP Team

- Our team has grown in the last year!



Dr. Julie Macfarlane

Project Director,
Professor of Law and
Distinguished University
Professor at the
University of Windsor



Dayna Cornwall

Project Coordinator,
Masters of Library and
Information Science



Lidia Imbrogno

Research Assistant,
3L Windsor Law



Joanna Pawlowski

Research Assistant,
2L Windsor Law



Margarita Dvorkina

Research Assistant,
Second-Year Dual Law Student
at the University of Windsor
and Detroit Mercy School of
Law



Sandra Shushani

Research Assistant,
3L Windsor Law



Becky Robinet

Research Assistant,
2L Windsor Law



Modasir Rajabali

Graphic Designer
2L Windsor Law



Cynthia Eagan

Editor



NSRLP Mandates

- RESEARCH



- RESOURCES

- ADVOCACY



- COLLABORATION & OUTREACH

January - March 2017

- The NSRLP's Blog wins a second Clawbie Award! First place in the new "Change and Advocacy" Category.

"Our new award category seeks to recognize blogs that drive positive change in the legal system. ... Prof. Julie Macfarlane's essential blog [tracks] progress in the fight to improve access to justice".

- Nikki Gersh bain begins her work to encourage the integration of coaching services into the practice of family law in Ontario, commencing with stakeholder consultations with lawyers and SRLs.

- Publication of our latest SRL Intake Report, collating and analyzing the information received from 73 SRLs who completed the Intake Form between April 2015 and December 2013.
- NSRLP provides a summary of the Bonkalo recommendations on family legal services on the website, and encourages SRLs to submit feedback to the Review.
- The NSRLP is awarded intervenor status in the forthcoming SCC case of Pintea v Johns (pro bono counsel Ranjan Agarwal, Bennett Jones).
- The first prototypes for the SRL Case Law Database are developed by Lead RA Lidia Imbrogno, tested and refined

April - June, 2017

- April 18th, the NSRLP heads to the Supreme Court of Canada to watch the presentation of arguments – and judgment from the Bench - in *Pintea v Johns*. The SCC endorsed the *Canadian Judicial Council's Statement of Principles on Self-Represented Litigants and Accused Persons*.
- For the first time, National A2J Action Committee members meeting in Vancouver work directly with SRLs. 10 local SRLs participate as guests of the NAC, and discuss an SRL case study (Judy Gayton, who Skyped in).
- Julie presents the Green College Public Lecture on “Public Engagement & Political Discourse Over Access to Justice”

- The Ontario Court of Appeal applies *Pintea v Johns* for the first time in *Moore v Apollo Health & Beauty Care*. Justice Brown’s judgment discusses the challenges faced by SRLs navigating court systems, and the responsibility of judges to “meet the need for simplicity” for SRLs by providing a non-prejudicial and engaged courtroom.
- NSRLP writes two submissions in response to Ontario’s Bonkalo Review – one on the licensing of paralegals to work on some family matters, and a second (by Nikki) on the use of limited scope retainers and legal coaching.
- NSRLP establishes an online petition to try to include more public voices in the debate over the expansion of paralegal practice in Ontario.

July - September, 2017

- The NSRLP releases Version 5 of the Access to Justice Annotated Bibliography, including over 100 summaries on access-to-justice material in the Canadian, American, and International context, as well as a new section dedicated to unbundling and legal coaching.
- NSRLP announces *SRL Awareness Day 2017*. Four Ontario law schools commit to participating (Windsor, Ottawa, Osgoode, and Queens).
- The 2d of Julie's *The New Lawyer* – integrating new SRL data and challenges for counsel – is published on August 1
- Following a grant from the Foundation for Legal Research, NSRLP hires three new case readers for the SRL Case Law Database.

- Julie is voted one of Canada's 25 Most Influential Lawyers by Canadian Lawyer magazine in the Human Rights and Advocacy category.
- Windsor Law offers a for-credit SRL Conflict Coaching Class. This is the second time this has been offered at Windsor and to date is the only SRL coaching class in an North American law school. Windsor law students are paired with SRLs and provide their SRL "clients" with procedural information and guidance, help with form completion, preparation for events such as case conferences, case management hearings, and mediation. The course instructor is Windsor family lawyer Georgette Makhoul, of Hogarth, Hermiston & Severs LLP.

- The NSRLP launches a podcast ***Jumping Off the Ivory Tower with Prof Julie Mac***, hosted by Julie and Dayna. The podcast tackles topics from across the social justice universe, often focusing on A2J and SRLs. Each podcast features a special guest.
- NSRLP publishes a new SRL Primer, “Reading and Understanding Case Reports: A Guide for Self-Represented Litigants”
- *SRL Awareness Day* takes place in Windsor Law, Queens and Osgoode on October 4th, with an event planned for Ottawa later in the Fall.
- The *Access to Justice and SRLs Certificate Workshop* is held at Windsor Law for the second time. A French language version is planned for Ottawa U. this fall.

- Julie presents at the Montreal Bar's 10th Roundtable on Participatory Justice
- John and Becky present at the U of Ottawa's A2J conference
- Dayna presents at the American Bar Association's first conference on Unbundling in Denver
- NSRLP releases a new SRL Primer "Navigating the Justice System: a Guide for People with Disabilities."
- All SRL Primers are now available in audio on the website
- The website has also been upgraded with accessibility and security features
- A Donate page and link is added to the website and a private fundraising solicitation begins

★ NSRLP's 2017 Access to Justice All-Stars ★



Anne Fletcher

Advocate, Bella Coola Legal
Advocacy Program,
Community Partner of the
Legal Services Society



Denice Barrie

President and Founder of
Waymark Law (offering
legal coaching and
unbundled legal services)



Georgette Makhoul

Associate at Hogarth
Hermiston Severs LLP,
Conflict Coaching for
SRLs Instructor

Social Media: Dialogue and Outreach

The NSRLP utilizes multiple social media avenues to raise awareness of self-represented litigants and Access to Justice issues.

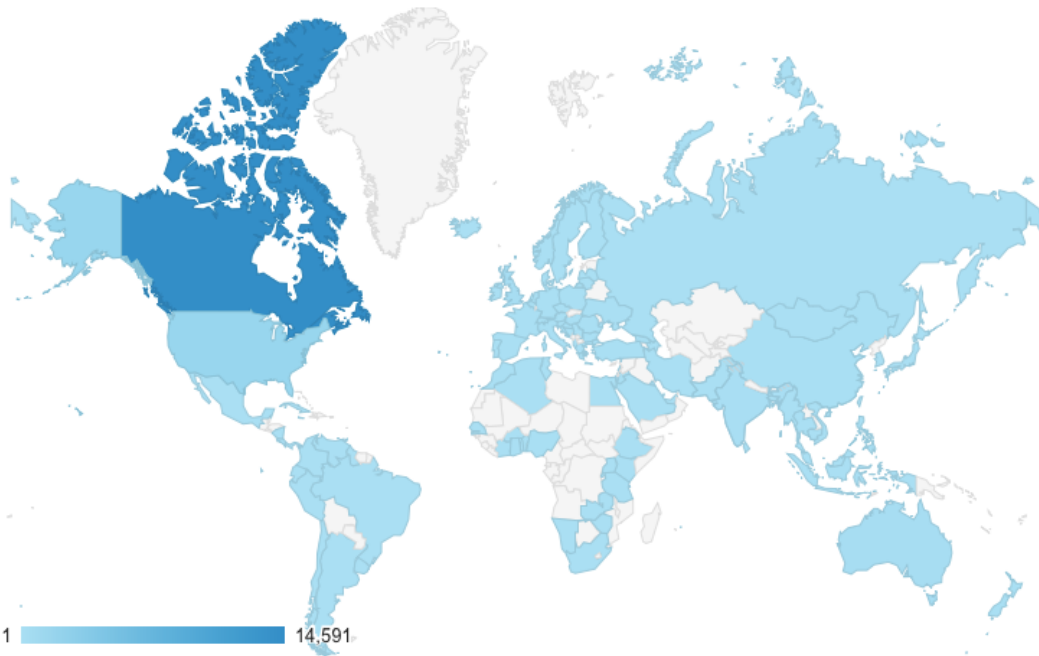
- Website
- Blog
- Newsletter
- Facebook
- Twitter
- Podcast
- External Media

2017 Website Analytics

| | 2016 | 2017 | Growth |
|---------------------|--------------------|---------------|--------|
| Page Views | 32,892 | 34,131 | 4% |
| Highest Month Views | September (5,222) | April (5,474) | 5% |
| Unique Visitors | 9,015 | 10,926 | 22% |
| Most Popular Post | National Directory | SRL Resources | N.A. |











Out of all visitors / page views, 61.7% are new visitors, and 38.3% are returning visitors.

2017 Website Analytics



| Country | Sessions | % Sessions |
|----------------------|----------|------------|
| 1. 🇨🇦 Canada | 14,591 | 82.41% |
| 2. 🇺🇸 United States | 1,605 | 9.07% |
| 3. 🇦🇺 Australia | 275 | 1.55% |
| 4. 🇬🇧 United Kingdom | 271 | 1.53% |
| 5. 🇮🇳 India | 100 | 0.56% |
| 6. 🇨🇳 China | 73 | 0.41% |
| 7. 🇳🇿 New Zealand | 67 | 0.38% |
| 8. 🇵🇭 Philippines | 54 | 0.30% |
| 9. 🇳🇮 Nigeria | 46 | 0.26% |
| 10. 🇷🇦 South Africa | 35 | 0.20% |

2017 Website Analytics

| City | Sessions | % Sessions |
|-----------------|----------|---|
| 1. Toronto | 3,164 |  17.87% |
| 2. Windsor | 1,114 |  6.29% |
| 3. Vancouver | 1,042 |  5.89% |
| 4. Calgary | 861 |  4.86% |
| 5. Ottawa | 708 |  4.00% |
| 6. Edmonton | 618 |  3.49% |
| 7. Montreal | 375 |  2.12% |
| 8. (not set) | 290 |  1.64% |
| 9. Hamilton | 266 |  1.50% |
| 10. Mississauga | 261 |  1.47% |

2017 Google Analytics

- The most common way that visitors visit the NSRLP site is via a direct visit
- Second, using a search browser and third, via social media. Fourth most common is through a referral.
- 11, 000 visitors to the website found the website through Google.
- The most common search terms are “self representative” “nsrlp” “self representative litigant” “Julie Macfarlane” “my lawyer is not fighting for me” and “other” (specific legal issue questions).
- The top three pages Google visitors will view are: 1. SRL Resources 2. The Blog 3. About the NSRLP

2017 Social Media Metrics

| Platform | 2016 | 2017 | Growth |
|-------------------------------------|-------------|--------------|--------------|
| Newsletter | 759 | 958 | 26.2% |
| Twitter | 1,739 | 2,352 | 35.2% |
| Facebook | 868 | 1,055 | 21.5% |
| Website Followers | 177 | 382 | 115.8% |
| LinkedIn Connections | 235 | 246 | 4.6% |
| Total Social Media Followers | 3778 | 4,993 | 32.2% |