

Clicklaw Information Package

- This PowerPoint is provided as part of a DIY info package for anyone who would like to provide their audience with a **10-20 minute introduction** to Clicklaw.
- **Anyone** can give this presentation without any prior knowledge – a quick look through the notes should familiarize you with the Clicklaw website.
- Each slide has notes (see below) with some brief **talking points** about each slide to aid your presentation.
- Please send any feedback or questions to:
editor@clicklaw.bc.ca

Source: clicklaw.bc.ca/content/promo | Last reviewed: September 9, 2022

Note: You can remove this slide for your presentation.

Clicklaw



An Overview



www.clicklaw.bc.ca is a program of Courthouse Libraries BC

-Quick overview: Clicklaw is a website, and it is essentially a database of legal resources and services for the everyday person. It's a way to find answers to everyday legal problems, but specifically for people in BC. It's a good starting point if you're trying to find out what a legal issue is, or to find a person that can help.



- A website that aggregates plain language legal information and services for British Columbians



- Collaboratively developed, plain language legal publications that are published online in a Wiki platform



- Helps public libraries provide current legal information by providing assistance with developing legal collections & training sessions to public librarians



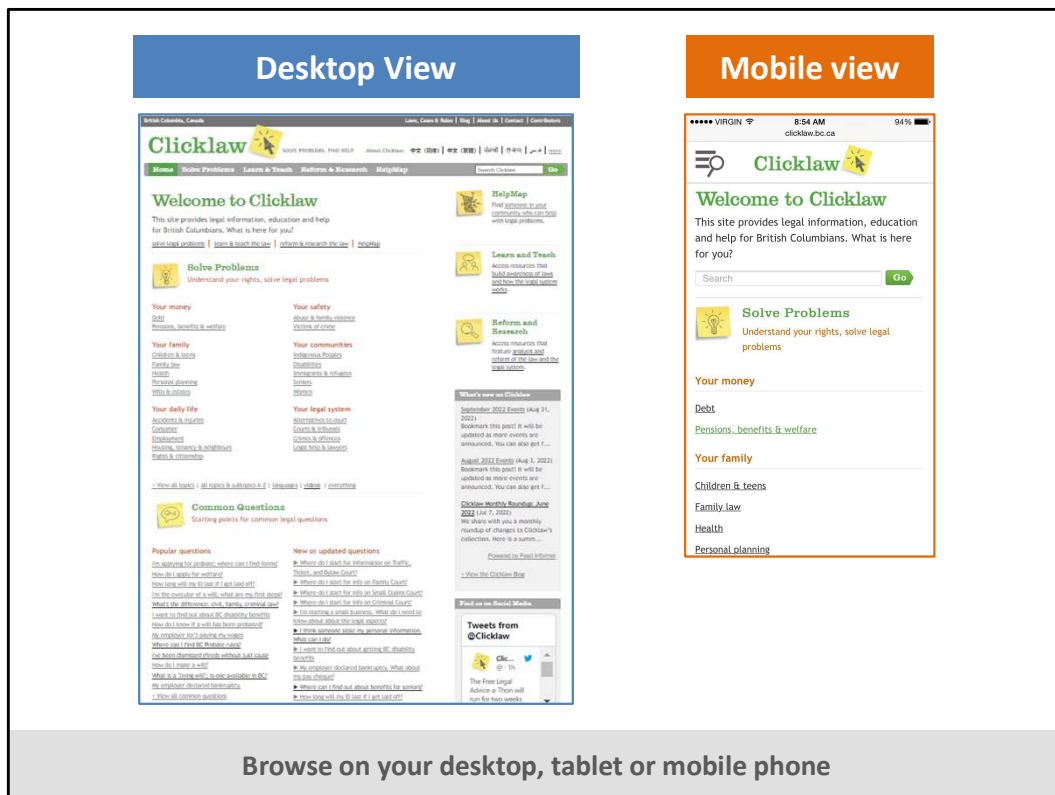
- A library with 28 branches to help clients find and use legal information

Courthouse Libraries BC provides four (4) programs that help the public

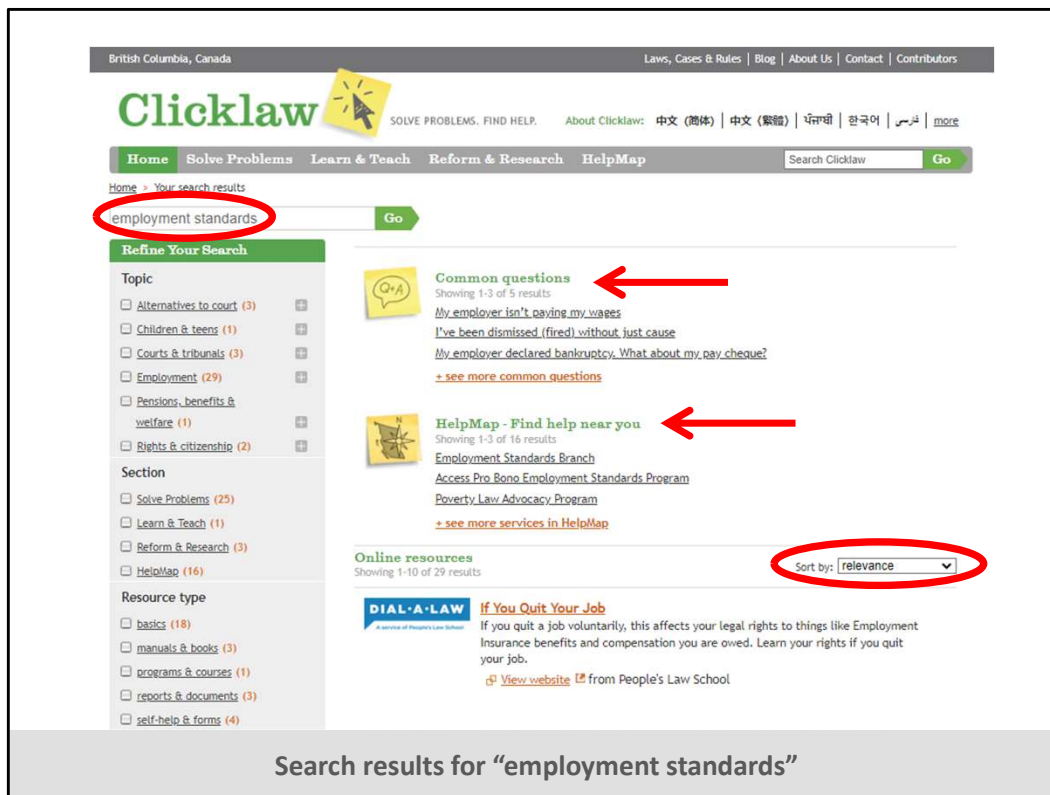
Clicklaw is just one piece of the resources that Courthouse Libraries BC (CLBC) provides for the public. We'll go through these in more detail, but just to give you an overview...




- Quick overview: Clicklaw is a website, and it is essentially a database of legal resources and services for the everyday person. It's a way to find answers to everyday legal problems, but specifically for people in BC. It's a good starting point if you're trying to find out what a legal issue is, or to find a person that can help.
- Clicklaw itself isn't a publisher of content. Think of it as the google of legal info in BC. You'll search for something—for example: "cpp", "adoption", or "court forms"—then get a search result of resources and services that relate to the topic, but they'll be published by a contributor organization. There are dozens of different trusted organizations in BC, with different types of content expertise and service offerings, that add their resources to Clicklaw.
- These are examples of contributor organizations behind Clicklaw.



- You can view the Clicklaw website on your computer, or mobile phone – anywhere, anytime.
- We'll be using the desktop version of the site to show examples in the PowerPoint, but please feel free to check it out on your phone! Use the hamburger menu icon in the top left of the screen to open the navigation.
- On the desktop site, use the search bar on the top right, or find resources and services by clicking on the topics on the front page.
- The Clicklaw topics, or “taxonomy/terminology” is developed with feedback from contributors. It’s language that the public would use to describe their legal issue, rather than legal terminology that a lawyer would use.
- The next slide shows what you see if you search for “employment standards”.



- Here is a screenshot of the search results for “employment standards”.
- First you’ll see “Common Questions”. These FAQs are added to as Courthouse Libraries BC frontline staff get asked questions repeatedly about a particular topic. Sometimes new questions are added on the suggestion of a contributor organization. All questions are written in easy to understand, plain language and direct people to good starting places and where to get help. These have been narrowed down to those that relate to “employment standards” – what was entered into the search bar.
- You’ll also see HelpMap Services. These are clinics, phone lines, workshops, and other services where your client can talk to a real live person about their issue. You can search the HelpMap on its own, but because we’ve searched for “employment standards”, you’ll see only results that relate to that.
- You can click on both the headings and the “+see more” links to see the full list of related results.
- Last but not least, there is a feature that lets you sort resource results by last reviewed date. You can see it in the drop down, along with methods to sort results by last reviewed date, most viewed, relevance, and alphabetical order.



HelpMap
Find those who can help with legal problems within British Columbia.

Two different ways for you to find help:

1 Search the HelpMap for law related help with a Keyword OR Location.

and / or Go

OR

2 Select a Topic to start your search on HelpMap:

Your money

[Debt](#)
[Pensions, benefits & welfare](#)
[Taxes & finances](#)

Your family

[Children & teens](#)
[Family law](#)
[Health](#)
[Personal planning](#)
[Wills & estates](#)

Your daily life

[Accidents & injuries](#)
[Business & non-profits](#)
[Cars & getting around](#)
[Consumer](#)
[Employment](#)
[Environment](#)
[Housing, tenancy & neighbours](#)
[Media & Internet](#)
[Privacy & access to information](#)
[Rights & citizenship](#)

Your safety

[Abuse & family violence](#)
[Victims of crime](#)

Your communities


[Aboriginal](#)
[Disabilities](#)
[Gays, lesbians, trans & bisexuals](#)
[Immigrants & refugees](#)
[Seniors](#)
[Women](#)

Your legal system

[Alternatives to court](#)
[Courts & tribunals](#)
[Crimes & offences](#)
[Legal help & lawyers](#)

clicklaw.bc.ca/helpmap: Search by topic and/or location

- On the previous slide, you saw HelpMap services as part of a search results page.
- You can also search the HelpMap directly if you know you are looking for a help service, by clicking on HelpMap in the header or by navigating directly to clicklaw.bc.ca/helpmap.
- Search the HelpMap directly by using a keyword (e.g. “court forms”) as well as your location (if you type in a city name, the results will only include physical locations in the city/town you search, as well as BC-wide telephone or online services – so by putting in Vancouver, I’ll only get services with physical locations in Vancouver, or those that are offered over the phone or online.)
- Or, you can search by a topic. Say you want help with finding out about the PWD benefit, you might click on “Disabilities” under “Your communities” OR, “Pensions, benefits & welfare” under “Your money”.



Family LawLINE

Family LawLINE lawyers give legal advice about family law issues such as parenting time or contact/access, guardianship/custody, child support, spousal support, property division, family agreements, adoption, and court procedures. To be considered for this service, call Legal Aid BC's Call Centre at the hours indicated below.

[View website](#)

topic: Family law; Legal advice, representation or advocacy; Legal help & lawyers

type of service: Legal advice, representation or advocacy

phone: 604-408-2172 (Greater Vancouver)
1-866-577-2525 (elsewhere in BC)

location: All of BC

language support: Arabic, Burmese, Cantonese, Dari, English, Farsi (Persian), French, German, Hindi, Japanese, Karen, Kinyarwanda, Kirundi, Korean, Mandarin, Oromo, Polish, Portuguese, Punjabi, Russian, Serbo-Croatian, Somali, Spanish, Swahili, Tagalog/Filipino, Tamil, Tigrinya, Urdu, Vietnamese

hours: Mon, Tue, Thu, and Fri : 9 am to 3 pm and Wed: 9 am to 2:30 pm

service restriction: Financial qualifications
apply:https://legalaid.bc.ca/legal_aid/dolQualifyAdvice

Last updated August 09, 2021

[Back to Map Listings](#)

[Explore further](#)

[More from Legal Aid BC](#)

[Help us help you](#)

[Contact us](#)

HelpMap listings include helplines, clinics, court form workshops, and more

-Here's an example of a service listing you can find on the Clicklaw HelpMap. Family LawLINE is a BC-wide helpline service run by Legal Aid BC, where lawyers give legal advice about family law issues like parenting time, guardianship and custody, child support, spousal support, and more. There is language support provided in numerous languages, and financial qualifications apply.

seniors first bc

Legal Programs

Seniors First BC provides services to older adults who are not able to access legal help elsewhere due to low income or other barriers. We may provide services for the following legal issues: Residential Tenancy/Housing, Debt, Pensions and Appeals, Assisted Living/Residential Care, Discrimination, Abuse/Neglect, Financial Exploitation, Consumer Complaints, Guardianship/Capacity. We may also assist older adults with drafting wills and personal planning documents. Call 604-336-5653 for more info.

[View website](#)

topic Abuse & family violence; Consumer; Debt; Housing, tenancy & neighbours; Pensions, benefits & welfare; Personal planning; Privacy & access to information; Rights & citizenship; Seniors; Wills & estates

type of service Legal advice, representation or advocacy; Information or self-help

locations

Kay's Place

address:

118 - 1030 Denman St, Vancouver, BC V6G 2M6

phone:

To speak to a lawyer, call 604-336-5653. For other inquiries, call 604-437-1940 (Seniors Abuse and Information Line)

language support:

English

hours:

First Friday of every month, 10am - 12pm.

Minoru Centre for Active Living

address:

2 - 7191 Granville Avenue, Richmond, BC V6Y 4G2

Back to Map Listings

Explore further

More from Seniors First BC

Help us help you

Contact us

HelpMap listings include helplines, clinics, court form workshops, and more

-Here's another example. Seniors' Legal Programs is a service provided by Seniors First BC and has several locations in the Lower Mainland. A client can call them to make an appointment in a clinic near where they live.

The screenshot shows the Clicklaw website interface. At the top, there's a navigation bar with links like 'Home', 'Solve Problems', 'Learn & Teach', 'Reform & Research', and 'HelpMap'. Below this is a search bar with the text 'Search Clicklaw' and a 'Go' button. The main content area displays search results for 'Your search results'. On the left, there's a 'Refine Your Search' sidebar with a list of topics and their counts, such as 'Abuse & family violence (53)', 'Alternatives to court (42)', 'Business & non-profits (11)', 'Cars & getting around (2)', 'Children & teens (63)', 'Courts & tribunals (89)', 'Crimes & offences (5)', 'Debt (5)', 'Disabilities (3)', 'Employment (5)', 'Family law (333)', 'adoption & birth (31)', 'child protection/removal (79)', 'child support (111)', 'dealing with family breakup (88)', 'divorce & separation (121)', 'family agreements (69)', 'grandparents & other relatives (30)', 'marriage & common-law relationships (73)', 'name change (8)', 'parenting issues after separation (114)', and 'non-party & debt as family'. A red arrow points to the 'Refine Your Search' section. The main content area shows three featured articles: 'Common questions' (Showing 1-3 of 28 results), 'HelpMap - Find help near you' (Showing 1-3 of 92 results), and 'Online resources' (Showing 1-10 of 333 results). Each article has a title, a brief description, and a 'View PDF' or 'View website' link.

British Columbia, Canada

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Clicklaw SOLVE PROBLEMS. FIND HELP. About Clicklaw: 中文 (简体) | 中文 (繁體) | বাংলা | 한국어 | العربية | more

Home Solve Problems Learn & Teach Reform & Research HelpMap Search Clicklaw Go

Home > Your search results

Refine Your Search

Topic [clear selected](#)

- ☐ Abuse & family violence (53)
- ☐ Alternatives to court (42)
- ☐ Business & non-profits (11)
- ☐ Cars & getting around (2)
- ☐ Children & teens (63)
- ☐ Courts & tribunals (89)
- ☐ Crimes & offences (5)
- ☐ Debt (5)
- ☐ Disabilities (3)
- ☐ Employment (5)
- ☒ Family law (333)
- ☐ adoption & birth (31)
- ☐ child protection/removal (79)
- ☐ child support (111)
- ☐ dealing with family breakup (88)
- ☐ divorce & separation (121)
- ☐ family agreements (69)
- ☐ grandparents & other relatives (30)
- ☐ marriage & common-law relationships (73)
- ☐ name change (8)
- ☐ parenting issues after separation (114)
- ☐ non-party & debt as family

Common questions
Showing 1-3 of 28 results

[My ex stopped paying child support when he moved out of province](#)
[We can't agree about who the children should live with](#)
[The Ministry is threatening to take my kids](#)
[+ see more common questions](#)

HelpMap - Find help near you
Showing 1-3 of 92 results

[Family Lawmakers and Paralegals Offering Unbundled Legal Services](#)
[Family LawLINE](#)
[Legal Aid Intake Services](#)
[+ see more services in HelpMap](#)

Online resources
Showing 1-10 of 333 results Sort by: [most viewed](#)

[Living Together or Living Apart: Common-Law Relationships, Marriage, Separation, and Divorce](#)
Explains the basics of BC family law: marriage/marriage-like relationships, separation, divorce, agreements, parenting, child/spousal support, property/debt, and where to get help.
[View PDF](#) [from Legal Aid BC](#)

[Family law in BC](#)
Information and self-help guides on family law in BC. Topics covered include abuse, adoption, child protection/removal, common-law relationships, custody & access, divorce & separation, child support, and spousal ...
[View website](#) [from Legal Aid BC](#)

Refine your search results

-Sometimes your search might turn up many more results than you were looking for. On most search result pages you will see a “Refine” column to the left (this feature is not available on mobile). This will let you further narrow down your search results. You can select subtopics, languages, multiple topics, and more (e.g. You might select both “Alternatives to court” and “Family Law”, for example, if you were looking for resources that have both topics assigned to them such as family law mediation). Please keep in mind the results will depend on what resources are available for some topics and they vary across the board.

British Columbia, Canada Laws, Cases & Rules | Blog | About Us | Contact | Contributors Text Size: A A A

Clicklaw SOLVE PROBLEMS. FIND HELP. About Clicklaw: 中文 (简体) | 中文 (繁體) | ਪੰਜਾਬੀ | 한국어 | العربية | **more**

Home Solve Problems Learn & Teach Reform & Research HelpMap Search Clicklaw **Go**

Home > Languages Other than English

Languages
Legal resources and services in languages other than English

On Clicklaw, you can find legal resources in the Solve Problems section and services on the HelpMap in languages other than English.

Arabic	Resources in عربي	Services in عربي
Burmese	Resources in Burmese	Services in Burmese
Chinese	Resources in 中文 (简体) and 中文 (繁體)	Services in Cantonese and Mandarin
Dari	Resources in دري	Services in دري
Farsi (Persian)	Resources in فارسي	Services in فارسي
French	Resources in Français	Services in Français
German	Resources in Deutsch	Services in Deutsch
Hindi	Resources in हिन्दी	Services in हिन्दी
Japanese	Resources in 日本語	Services in 日本語
Karen	Resources in Karen	Services in Karen
Kinyarwanda	Resources in Kinyarwanda	Services in Kinyarwanda
Kirundi	Resources in Kirundi	Services in Kirundi
Korean	Resources in 한국어	Services in 한국어
Kurdish	Resources in کوردی	
Oromo	Resources in Oromo	Services in Oromo
Polish	Resources in język polski	Services in język polski
Portuguese	Resources in português	Services in português
Punjabi	Resources in ਪੰਜਾਬੀ	Services in ਪੰਜਾਬੀ
Russian	Resources in русский язык	Services in русский язык
Serbo-Croatian		Services in Serbo-Croatian
Somali	Resources in Soomaali	Services in Soomaali
Spanish	Resources in español	Services in español

Find resources & services in 29 languages

-While you will need the help of someone who speaks English to navigate the site, if you are helping someone who is more comfortable with reading resources or receiving help in another language, you can navigate to the “Languages Other than English” page by clicking on “more” in the header to find quick links to resources and services in each available language.

Special pages and handouts

Quick access via Clicklaw website footer

- Toll-free phone numbers page
 - <https://www.clicklaw.bc.ca/content/talktosomeone>
- Flowchart for court rules, forms, and self-help guides to court procedures
 - <https://www.clicklaw.bc.ca/content/forms>

www.clicklaw.bc.ca

Toll-free phone numbers page: a quick referral list

Flowchart: shortcuts to useful resources related to going to court. Available in a flowchart form and text-based lists.

Special pages and handouts

Quick access via Clicklaw website footer

- Promotional handouts – general info for anyone
 - <https://www.clicklaw.bc.ca/content/promo>
- Provincial Court Resources for Everyone – for Self-Represented Litigants
 - Family Court <http://bit.ly/clicklawpcf>
 - Small Claims <http://bit.ly/clicklawpcs>
 - Criminal Court <http://bit.ly/clicklawpcc>
 - Traffic Court <http://bit.ly/clicklawpct>

www.clicklaw.bc.ca

The promotional handouts:

- One-page: an overview of services for the public available from CLBC
- Two-page: how to use Clicklaw and Clicklaw Wikibooks

This Clicklaw page also tells you about Provincial Court Resources for Everyone:


- Clicklaw and Prov Court of BC work together on these Common Question pages and downloadable PDF handouts. They provide most useful links to online resources for self-represented litigants at the Provincial Court.
- Consider printing copies of relevant handouts for clients, perhaps place them where they could help themselves.
- Use the printable handout from each page or the printable poster to easily share it with anyone. Put it up where people can easily see them. Each shows a short URL people can write down or photograph to later access the page and its resources online.

Clicklaw Blog

Stay informed with what's new – public legal info, events and help in British Columbia

About Community Posts #Legal Subscribe

FEATURED COMMUNITY POSTS




Community Forum Series Final Report
By the Law Society of British Columbia

Community Forum Series Final Report
By May 13 2022 · Clicklaw Editor

By LawMatters, Courthouse Libraries BC Background and Webinar
In 2021 the Community Forum series was

[Continue reading](#)



Legal Aid BC Resources for Supporting Self-Represented Litigants in Provincial Court
By May 13 2022 · Clicklaw Editor

Legal Aid BC has created a new website for self-represented litigants in Provincial Court. The website provides information on the court process, including how to file a claim, how to attend court, and how to prepare for court. The website also provides information on the court process, including how to file a claim, how to attend court, and how to prepare for court.

[Continue reading](#)

September 2022 Events

By August 31 2022 · Clicklaw Editor · 0 Events

Bookmark this post: it will be updated as more events are announced. You can also get frequent updates via our [Twitter](#). Have a suggestion? [Email us](#).

Educating & Helping the Public


Free or low cost events for the general public to understand and use the law. Follow the links to see cost & registration info. All times in Pacific Time unless stated otherwise. See [disclaimer](#).

September 1-4 | [September 5-11](#) | [September 12-18](#) | [September 19-25](#)

Looking for events for intermediaries? Jump to the [next section](#).

September 5-11, 2022

- [Dividing the Pie: Equitable Approaches to pay in Art Organizations](#) (Webinar)
by Pacific Legal Education and Outreach Society and Bridge Live Arts
 - What: This webinar is for anyone working in the arts on alternatives to racialized capitalism for equitable employee compensation.



Search

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RECENT POSTS

September 2022 Events

Stay informed with what's new: blog.clicklaw.bc.ca

- How do you stay updated with legal info when there's so much new and updated info all the time? Everyone relies on word of mouth. One great and easy way is to sign up for the Clicklaw blog mailing list (enter your email address to subscribe).
- The blog is growing and subscribed to by legal intermediaries, lawyers, and community workers around the province.
- If you subscribe, you will get notified about events, webinar and in-person training opportunities, new resources and services, and more!
- Clicklaw is also on Facebook and Twitter as @Clicklaw, so if you're active on either platform, please follow and like away!



Desktop View

Mobile view





50+ BC legal professionals & non-profits contributed to wiki.clicklaw.bc.ca

-If you're looking for plain language publications that you can access and download in multiple formats, check out the Clicklaw Wikibooks (you can get to them through the footer on the Clicklaw website, and each Wikibook title is listed as a resource on Clicklaw). This website hosts a wide range of publications covering many legal topics, including residential tenancy, family law, being an executor, and more.

-To explain the Wikibooks...If Clicklaw is akin to Google for BC public legal information (e.g. a way to search a directory of different legal resources and services in BC), the Clicklaw Wikibooks is the wikipedia counterpart. It contains "wikibooks" that are online "books" that you can also download in PDF or ePub format. Its most popular title is JP Boyd on Family Law, which is a practical, in-depth, plain-language manual of family law and divorce law in British Columbia.



-The Clicklaw Wikibooks now has 20+ titles.

-You can see four of them here: Law Students' Legal Advice Program (LSLAP) Manual, Tenant Survival Guide from TRAC, People's Law School's Dial-A-Law, and Societies Act FAQ from Pacific Legal Education and Outreach (PLEO).



Questions?

editor@clicklaw.bc.ca



@Clicklaw

As presented by [Your name] of [Your Organization]

-So to recap, you can use Clicklaw, and the Clicklaw Wikibooks to find trusted, current legal information and services in BC. Information is maintained by contributor organizations, lawyers, and the Clicklaw editorial team.

-Now, you should be able to describe different ways to search for legal info and help on Clicklaw and the HelpMap, stay up to date on changes, and know how to contact Clicklaw with feedback, comments and questions.

*Note: Please feel free to input your name & organization in the footer – or leave blank

Invite questions and feedback – if you can't find or don't know the answer, just say that and ask if we can follow up with them*