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Navigator Programs in Canada

INTRODUCTION

This Research in Brief describes **navigator programs** in Canada, a people-focused approach to enhancing access to justice by providing assistance to those with serious legal problems.

The Department of Justice Canada uses a definition of access to justice that is broad and recognizes the importance of informal resolution, as much as resolution through tribunals or courts:

Enabling Canadians to obtain the information and assistance they need to help prevent legal issues from arising and help them to resolve such issues efficiently, affordably, and fairly, either through informal resolution mechanisms, where possible, or the formal justice system, when necessary.¹

Keeping this definition in mind, existing barriers make it extremely challenging for individuals who are economically or otherwise vulnerable - for example, due to language, literacy, or disability - to gain access to legal information, support or advice, and navigate through the justice system, whether this is mediation, a court or tribunal process, or even completing necessary paperwork. This is particularly an issue for self-representing litigants who may not possess the necessary information about their options or the training and skills to navigate the justice system effectively.

Research on self-representing litigants has shown that one of the most common reasons individuals are unrepresented is the financial burden of accessing a lawyer or paralegal ([Macfarlane 2013](#); [Birnbaum et al. 2013](#)). These individuals may lack the knowledge to thoroughly assess their cases and understand legal implications. In the recent 2021 Canadian Legal Problems Survey, respondents reported several reasons why they chose not to contact a lawyer, including cost, but also that they did not think a lawyer would be useful and they wanted to resolve the problem on their own ([Savage and McDonald 2022](#)).

The National Justice Survey, an annual public opinion survey conducted by Justice Canada, asked respondents about their confidence in the accessibility and fairness of the criminal and family justice systems. A third (33%) of respondents reported that they are confident that the Canadian criminal justice system is accessible to all people, while 25% reported being confident that it is fair to all people ([Confidence in the Canadian Criminal Justice System 2022](#)). For the family justice system, just over a quarter (26%) of respondents reported being confident that the system is accessible to all people, while 18% reported being confident that the system is fair to all people ([National Justice Survey 2022](#)).

¹ *Access to Justice Toolbox*, Internal document. (Ottawa: Department of Justice Canada, 2012)



Access to justice challenges are not new in Canada, nor in other countries ([World Justice Project 2019](#)). The legal profession along with other sectors continue to propose and pilot different ways of delivering legal services and ensuring that everyone has access to justice ([United Nations n.d](#)). “Navigator” programs are one such approach.

WHAT WE DID

This Research in Brief is a summary of findings from a scan of navigator programs across Canada, and to a lesser extent, in other Western, common law countries. The scan was completed primarily through Internet searches, but also by consulting with Justice Canada and other government officials. Perhaps the most challenging task was defining a navigator program and this required research and many discussions. The scan may not have captured all programs that could be considered navigator programs, particularly since the term “navigator” is not always used. Nonetheless, this Research in Brief and the accompanying appendices provide a good start for understanding what programs are available in Canada.

WHAT IS A NAVIGATOR PROGRAM?

After reviewing research and engaging in discussions on what a navigator program is, this report defines a navigator program as a program that offers individuals legal information and support throughout processes in the justice system.² This can include general information on the justice system, support while attending a court or tribunal hearing, obtaining referrals to services (such as mediation, restorative justice), and obtaining and filing legal forms. Some navigator programs have specialized services for specific demographics and may advocate on behalf of the client to legal representatives and court officials. Individuals who have informal legal training generally provide navigator programs. However, they are not regulated legal professionals, such as lawyers and paralegals. Each navigator program is slightly different and aims to fulfill the needs of those who may not be able to access justice otherwise.

Navigator programs offer a variety of services, which can be broken down into three primary categories- general services, court and tribunal-related services, and specialized services. General services offered by navigator programs include general legal information, assistance navigating different aspects and processes involved in the justice system, understanding rights and options, providing information regarding next steps in the case and referrals to other services.

Court and tribunal-related services include information about court procedures and processes, assistance obtaining and filing court forms, preparation for attending court, touring court prior to court date and then attending court, communication with court officials, and advocacy with court officials (including counsel and judges).

² Legal information explains the law and legal system in plain language; legal advice applies the law to a specific case or situation. Navigators provide legal information, but not legal advice to clients.



Specialized services could include any service that requires specialized knowledge or additional training such as restorative and culturally relevant practices for Indigenous persons, trauma-informed services, counselling and more. Specialized services were most commonly seen in programs that serve victims of domestic or sexual violence, child victims and witnesses and individuals with mental health struggles.

SERVICE PROVIDERS AND FUNDERS

Since there is not a “one size fits all” model for navigator programs, credentials and training required for individuals providing navigator services differ based on the program. The service providers of many of the programs examined in this scan have some type of informal legal training (i.e., previous employment experience in a legal field, legal-writing workshops) and could receive specialized training necessary for the program. For example, “Family Guides”, who provide navigation services through the *Manitoba Family Resolution Service*, receive training in assessment, triage, and referrals, and have specialized expertise in family law, mediation, domestic violence and court processes (Family Resolution Service). What remains consistent for the service providers of navigator programs is that they are individuals with some form of legal training or experience who can provide legal information. While some navigator programs offer consultations or free meetings with lawyers, navigator programs are delivered primarily by non-lawyers and do not offer legal advice.

The navigator programs examined in this scan receive funding from a variety of sources. The Department of Justice Canada, provincial and territorial governments, and provincial and territorial law foundations fund many of these programs. Some of these are registered charities and as such receive funding from private foundations and donors.

NAVIGATOR PROGRAMS IN CANADA

This scan has identified 27 navigator programs across Canada. For the purpose of this report, the programs have been grouped to distinguish programs that offer general services for many demographics and types of cases (e.g., anyone accessing Small Claims Court), and specialized programs that offer support for specific demographics (victims of domestic violence).

National programs

Several navigator programs operate on a national level. The *Social Security Tribunal* (SST) offers unrepresented appellants a navigator who will guide them through their appeal process, assist with preparation for the hearing, and answer other questions related to the appeal. Navigators within this program cannot provide legal advice or attend the actual tribunal hearing with the litigant (Social Security Tribunal). Other programs that operate on a national level include the *Family Information Liaison Units* (FILUs), *Child Advocacy Centres / Child and Youth Advocacy Centres* (CACs/CYACs), and the *Indigenous Courtwork Program* (ICW).³

FILUs were first developed in 2017 and can be accessed in various locations across the provinces and territories. Justice Canada provides funding to support FILUs as a part of the Federal Victims Strategy. FILUs

³ The Indigenous Courtwork Program operates in all jurisdictions excluding New Brunswick and Newfoundland and Labrador.



are available in every province and territory to assist Indigenous families in gathering information on their missing and murdered loved ones.

CACs/CYACs are primarily non-governmental organizations.⁴ Many receive some funding from Justice Canada to provide multi-sectoral services to children and youth who are victims of violence or abuse. Importantly, law enforcement and child protection work together to conduct forensic interviews in a trauma-informed way. There are about 30 CACs/CYACs operating in almost every jurisdiction in Canada. More CACs/CYACs are being developed across Canada ([CACs/CYACs in Development](#)).

The ICW has existed since 1978 and is funded in part by the Department of Justice Canada. This program operates in all provinces and territories except New Brunswick and Newfoundland and Labrador. There are over 180 courtworkers nationally that provide services to approximately 60,000 Indigenous clients in over 450 communities each year. Courtworkers work with accused, offenders, and sometimes victims, in both communities and courtrooms. The ICW offers many different access points for these services across the country ([Indigenous Courtwork Program](#)).

Additional information on these four national navigator models is available in the specialized services section of this report.

Programs by jurisdiction

British Columbia

British Columbia has the largest number of navigator programs available across the province and online. One program called the *Family Justice Pathfinder* offers services to families experiencing divorce or separation ([Family Justice Pathfinder](#)). This program offers general legal information, referrals to other services and assistance navigating and understanding the court system. The *Family Justice Pathfinder* program offers a Guided Pathway online tool, which provides information to family members to help resolve issues related to their case. This tool includes an online referral to other relevant services.

Another program called *Amici Curiae Friends of Court* is a non-profit charity that offers legal assistance and workshops to the general public to assist with filing court forms and preparing individuals for court ([Amici Curiae](#)). This can involve a navigator attending court with the litigant or providing information on what to expect in court such as how to dress and respond to legal counsel in the courtroom. British Columbia also has a *Family Justice Pathfinder* program, which is discussed in more detail in the specialized services section of this report.

British Columbia additionally has four online navigator programs. *My LawBC* is a virtual navigator program that assists with cases involving separation, divorce and family orders, abuse and violence, missed mortgage payments, wills and personal planning ([My LawBC](#)). This virtual tool asks questions to develop an action plan based on the answers provided. Clients will be provided with information and links to step-by-step guides to assist with their cases, as well as on where to obtain legal advice and help. Similarly, the *Civil Resolution Tribunal* offers legal assistance with vehicle accidents and small claims cases. A Solution Explorer tool asks questions about the case and provides customized legal information and options based on answers provided, which may help clients resolve legal issues on their own ([Civil Resolution Tribunal](#)). Other

⁴ With the exception of one CAC/CYAC in Yukon and two in Saskatchewan where CACs/CYACs are part of government organizations.



programs such as *AskJES* and *Law Coach BC* delivered by the Justice Education Society offer general legal and family law information online ([Law Coach BC](#), [AskJES \[Justice Education Society\]](#)).

Alberta

Alberta's *Court Assistance Program, Amicus Bench* is a provincial program funded by the Centre for Public Legal Information Alberta, and aims to improve access to justice for self-representing litigants appearing at the King's Bench Justice and Master's Chambers. It provides volunteer lawyers who act as "amicus curiae", or "friend of the court", and assists the court in understanding positions and comments made by unrepresented litigants ([Court Assistance Program King's Bench Amicus](#)).

Saskatchewan

Saskatchewan has a *Domestic Violence Court Caseworker Program* that operates through Family Service Saskatoon and serves clients who have experienced intimate partner violence and/or domestic violence ([Domestic Violence Court Caseworkers](#)).

Manitoba

Manitoba offers three navigator programs with specialized services. These programs focus on serving the needs of victims of domestic violence, child victims and witnesses of crime and individuals seeking navigation assistance for family law cases. These programs are further discussed within the specialized programs section of this report.

Ontario

Four navigator programs identified in this scan operate in Ontario. *Connecting Ottawa* is a program funded by the Law Foundation of Ontario and offers navigation services for linguistic minorities. Individuals can select from a variety of legal topics and obtain legal information, information about the court processes and referrals clients to other services ([Connecting Ottawa](#)). Ontario also has a program called *Steps to Justice* which is an online navigator program run through Community Legal Education Ontario offering information on a variety of legal areas including criminal law, abuse and family violence, housing law, and tribunals and courts. In addition, Ontario has two programs that offer specialized services for family violence and individuals with mental health struggles, which will be discussed later in this report.

Quebec

Quebec offers a navigator program with services available in English and French. *Centre de justice de proximité* is a mobile legal clinic that provides general legal information, support with legal needs, assistance with legal forms and information about alternative means of resolution such as mediation. This clinic is staffed with lawyers; however, they do not offer legal advice or legal opinion or requests to serve as counsel. ([Centre de justice de proximité - Mobile legal clinic](#)).

Nova Scotia

Nova Scotia has developed a navigator program for Small Claims Court that uses *Small Claims Court Navigators* in combination with an app that self-representing litigants can use to answer general legal questions ([Small Claims Court Navigators + App](#)). Additionally, the *Public Navigator Program* connects individuals with trained volunteers who can provide general legal information to the client to combat the lack of "meaningful information" available to self-representing litigants. This aims to increase self-representing litigants' confidence when making decisions for conflict resolution ([Public Navigator Program](#)).



Newfoundland and Labrador

The Newfoundland and Labrador Sexual Assault Crisis and Prevention Centre and the Public Legal Information Association of Newfoundland and Labrador collaborated to develop the Journey Project which is a navigator service for victims of sexual assault over the age of 16 ([Journey Project](#)). Legal support navigators that work for this program offer legal information, survivor guides, educational workshops, and navigation to clients. These navigators may also accompany the survivor to court and police stations and connect clients to community resources specific to sexual assault cases. This navigator model also offers participants up to four hours of free legal advice with a lawyer ([Journey Project](#)).

Prince Edward Island

Prince Edward Island's *RISE* program offers similar services to support victims of sexual assault, intimate partner violence, or workplace sexual harassment. Community Legal Information offers this program and it receives funding from Justice Canada and the Prince Edward Island Department of Justice and Public Safety. Like the Journey Project, *RISE* offers the opportunity for clients to meet with lawyers to receive up to four hours of free legal advice ([RISE](#)).

Northwest Territories, Yukon Territories, and Nunavut

There are national programs available in the Territories, but few navigator programs that are specific to the Territories. The Northwest Territories offers a *Community Court Worker Program*, which supports people in searching for legal representation, locating and filing court forms and documents, and applying for protection orders and victim services. There may be a need for the development of additional navigator programs in these jurisdictions.

Navigator Programs in Canada with Specialized Services

Accessing justice and legal support may require additional support and services for specific demographics or types of cases. This scan identified 10 navigator programs that offer specialized services for victims of domestic violence and sexual assault, individuals with mental health struggles, Indigenous populations, and child victims/witnesses. The following section will examine some of the programs offering these specialized services.

Domestic Violence and Sexual Assault

Specialized navigator programs for victims of domestic violence have many similar features. The Manitoba *Domestic Violence Support Service* offers family guides and domestic violence specialists who provide support, navigation, and referrals to services for families experiencing intimate partner violence⁵ ([Domestic Violence Support Service](#)). This service offers the opportunity for specialists to work with mediators who can assist families in implementing and supporting healthier behaviours. This program applies restorative justice practices including collaboration, inclusion, safety, and respect. The *Domestic Violence Court Caseworkers* program in Saskatchewan offers very similar services with the addition of assistance with victim impact statement and information regarding victim compensation ([Domestic Violence Court](#)

⁵ Domestic violence (or family violence) may include spousal violence, conjugal violence, or intimate partner violence (IPV), as well as child abuse and abuse of older persons. It is a pattern of behaviour used by one person to gain power and control over another person, with whom they have or previously had a relationship. This can include physical, sexual, emotional, financial, and spiritual abuse in addition to stalking, harassment, cyber violence, and homicide.



Caseworkers). As noted above, a program called *RISE*, which operates in Prince Edward Island, offers plain language legal information, assistance with navigation, referrals to other services and up to four hours of free legal advice from a lawyer (RISE).

Ontario's *Family Court Support Worker* program offers victims of domestic violence who are involved in family court cases legal information, assists with preparation for family court cases and may accompany the client to court. These court support workers can also assist with safety planning and refer victims to additional support (Family Court Support Workers).

Family Law

The *Family Resolution Service* program available in Manitoba aims to assist individuals with family law cases find information and resources relevant to their case, provide referrals to culturally and linguistically appropriate services, and assist with preparing for court (Family Resolution Service). The program also offers early resolution support services that are provided by individuals with specialized training in domestic violence, safety planning and conflict resolution.

Family Law Information Centres (FLICs) are free services in Ontario that offer support and information on separation, divorce, child protection and family law and justice issues. *FLICs* assist individuals in preparing for court attendance and completing necessary forms. They provide information and referral coordinators who can help individuals understand their family law needs and make referrals to appropriate services (Family Law Information Centres).

The *Family Justice Pathfinder* in British Columbia offers services to families who are experiencing divorce or separation (Family Justice Pathfinder). This program offers general legal information, referrals to other services and assistance navigating and understanding the court system. The *Family Justice Pathfinder* program offers a Guided Pathway online tool, which provides information to family members to increase their ability to resolve issues related to their case on their own. This tool includes an online referral to direct family members to other relevant services (Family Justice Pathfinder).

Child Witnesses/Victims

Child Victim Support Service (CVSS) in Manitoba serves victims and witnesses of abuse who are under the age of 18, adult survivors of sexual abuse and other vulnerable victims involved in the criminal justice system (Child Victim Support Service). This service provides basic navigator services such as legal information and referrals to other services, but additionally has many supports specific to the demographic they are serving. This service can assist with understanding the Manitoba *Victims' Bill of Rights*, identify special needs and aids to assist with testimony, accompany clients on visits to the courtroom prior to appearance to make them more comfortable with the process and surroundings, provide emotional support and arrange short-term counselling and prepare victim impact statements.

Child Advocacy Centres / Child and Youth Advocacy Centres (CACs/CYACs) offer services for children and youth who have been victims or witnesses of crime. They provide victim advocacy, court preparation and support, specialized services for medical treatment and mental health supports (CAC/CYAC). These services aim to address the needs of children and their families in cases of suspected abuse and seek to minimize system-induced trauma. The role of the Victim Advocate is that of a navigator. He or she provides information, support, and navigation to the non-offending parent/guardian of the child victim (CAC/CYAC).

Mental Health

The Canadian Mental Health Association (CMHA) offers justice and mental health related supports across Canada. Within Ontario, CMHA has a *Justice Court Support Program* that offers services to individuals over the age of 18 who have a serious mental illness and have been charged with a criminal offence. Individuals who access this program may be connected to mental health supports and linked to services that facilitate bail or assist with the sentencing process. The *Justice Court Support Program* also assigns case managers to clients and may consult with lawyers and other justice system officials such as lawyers, judges and probation officers ([CMHA Justice Court Support](#)).

Indigenous populations

There is a variety of navigator programs working with Indigenous populations specifically. The ICW aims to assist Indigenous people involved in the criminal justice system understand their rights and access services that are culturally relevant. Courtworkers may help Indigenous clients by providing them with information and referrals to appropriate services to assist with addressing issues that may have led to offending. In addition, courtworkers may advocate on behalf of their client to criminal justice officials to ensure that culturally appropriate action is being taken, and that values and customs associated with Indigenous cultures are respected. ([Indigenous Courtwork Program](#)).

Similarly, FILUs offer services to Indigenous populations. These programs offer culturally sensitive and trauma-informed services that are accessible in each jurisdiction; they were established to assist family members of Missing and Murdered Indigenous Women and Girls to provide information on their cases. While FILUs cannot provide their clients with legal advice, actions or remedies, they play an important role in obtaining information for ongoing cases ([Family Information Liaison Units](#)). Both the ICW and FILUs receive funding from Justice Canada and operate on a national level.

2SLGBTQI+

One navigator program was identified as having specialized services for 2SLGBTQI+⁶ populations. *Centre Interligne Telephone Legal Clinic* is a front-line centre that offers a telephone-operated clinic in Quebec. Members of the 2SLGBTQI+ community can contact the clinic to receive general legal information including any information to navigate and understand processes in the justice system ([Centre Interligne Telephone Legal Clinic](#)).

EXISTING CHALLENGES

The programs identified through this scan offer invaluable information, support, navigation, and sometimes advice to clients involved in many areas of the justice system. While the 27 examined programs offer a variety of services to many demographics, there remain significant gaps. For example, there was a lack of programs that provide specialized services for members of different communities such as 2SLGBTQI+, linguistic minorities, persons with disabilities, and immigrants or newcomers to Canada. These groups may

⁶ There are many acronyms used to describe sexual orientations and gender identities. The Government of Canada uses the acronym 2SLGBTQI+, which stands for Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, Intersex plus additional sexual orientations and gender identities.



need wraparound services (i.e. where multiple services are offered at one location) or additional support while navigating the justice system.

Many of the examined programs did not provide information on the languages spoken or on the need to request translation services. People involved in the legal system who are not fluent in English or French would benefit from services offered in other languages.

There were limited navigator programs available in the territories, which may point to either the need to develop navigator programs in the territories or the need to provide more information online on the programs available.

A significant barrier to accessing justice in Canada is that many individuals may earn too much money to qualify for legal aid, but cannot afford to pay for legal representation on their own. The websites of many navigator programs examined in this scan did not explicitly identify financial eligibility criteria for accessing services. It may be beneficial for navigator programs with financial requirements for eligibility to clearly state these requirements on program websites, and suggest alternate programs based on financial need.

By addressing some of the challenges identified in this scan, navigator programs could better serve the needs of the clients in their jurisdictions.

NAVIGATOR PROGRAMS IN DEVELOPMENT

In response to a Call for Proposals from the Justice Partnership and Innovation Program, Justice Canada received numerous proposals from provincial and territorial governments and non-governmental organizations for additional supports for people with family law cases who are experiencing family violence. A number of these projects meet the criteria for navigator programs. For example, the Labrador Friendship Centre has received funding to hire an Indigenous justice navigator to provide one-on-one assistance to Indigenous persons involved in the justice system and connect clients with lawyers and other services. This program will also offer access to interpretation and elder services.

The Black Legal Action Centre in Toronto, Ontario, has developed a project that will provide information and research to legal professionals and the public to address individual and systemic level anti-black racism within the Canadian justice system. This project will also provide systems navigators who will give information, advice and support to Black people with legal issues that demonstrate financial need ⁷ ([Addressing systemic anti-Black racism and discrimination in the justice system in Toronto](#)).

Several projects currently in development qualify as navigator models. A pilot project in Saskatchewan will provide services including reviewing and triaging court files, screening for family violence, providing referrals and navigation assistance. Additional funding has been granted to expand existing navigator models such as the Ontario Family Court Support Worker Program, Manitoba's Family Resolution Service and Rise Women's Legal Centre in Vancouver. This will allow for the expansion of programs into remote communities and strengthen coordination and referrals with community services. Additional funding and

⁷ Justice Canada is providing \$1M in funding over four years for this project through the Justice Partnership and Innovation Program.



continued investment in navigator programs will allow for the implementation of new services and access points to serve the needs of various demographics.

EVALUATIONS AND CONCLUSIONS

There were evaluations available for some of the programs identified in this scan. An evaluation of the *My LawBC* program found that clients came from a variety of backgrounds and many regions in British Columbia, suggesting that awareness of and access to the online program is high ([My LawBC Evaluation](#)). The evaluation also found that while many site visitors were well educated, their personal incomes were low, with annual incomes of \$35,000 or less. Site visitors appeared to use the tool for first steps in gathering legal information, with the most popular pathways being divorce, separation, and other family matters. While a minority of individuals reported that the provided pathways had resolved their legal issues (28%), the majority of site visitors reported that the information improved their understanding of laws (71%), legal options (65%), and their responsibilities (66%) ([My LawBC Evaluation](#)).

An evaluation of the *Indigenous Courtwork Program* found that the program was contributing to fairer, just and culturally relevant treatment of Indigenous people in the courts by promoting restorative measures and improving outcomes for clients, with over 95% of clients reporting being satisfied with the information provided ([Indigenous Courtwork Evaluation](#)). This evaluation identified that there are limitations with this program related to its capacity to meet the complex needs – including substance abuse and mental health challenges – of clients who may require additional services and supports.

The *Social Security Tribunal* evaluation found that the cases of appellants who were provided with a navigator were proceeding faster than cases without navigators. Most appellants who were assisted by navigators were able to participate meaningfully in hearings, leading to more focussed proceedings ([Social Security Tribunal Evaluation](#)).

There are also navigator programs in the United States, Australia, New Zealand, and the United Kingdom. A US evaluative report entitled, *Nonlawyer Navigators in State Courts: An Emerging Consensus*, examined 23 programs in 15 states and the District of Columbia. Navigators in this study were defined as individuals who do not have full, formal legal credentials and training (i.e., a law degree, membership in a local bar), who assist people with basic civil legal problems and inquiries. Non-lawyer navigators do not operate under attorney/client privilege, as they are not a part of a self-regulated profession. However, these navigators receive specialized training prior to taking on this role ([Nonlawyer Navigators in State Courts: An Emerging Consensus](#)). Each navigator program is designed specifically to meet the needs of self-representing litigants in various jurisdictions. There is no standardized model for navigator programs at this time ([Nonlawyer Navigators in State Courts: An Emerging Consensus](#)).

This evaluation concluded that navigator programs are advancing the effectiveness of courts, increasing public trust in the justice system, and improving the experiences of self-representing litigants by providing them with the information necessary to assist with their case. It was found that non-lawyer navigators perform a variety of roles without raising concerns of unauthorized practicing of law. The authors highlight that the integration of community volunteers with trained lawyers is beneficial in programs that offer the involvement of lawyers as this partnership can foster establishment of programs, increase efficiency, and better serve self-representing litigants. The authors recommend the implementation of more pilot studies and data collection in order to inform decisions on the need to change the program ([Nonlawyer Navigators in State Courts: An Emerging Consensus](#)).

CONCLUSION

For the purposes of this research, a navigator program has been defined as one that offers individuals legal information and support throughout processes in the justice system. Individuals who have informal legal training generally provide these programs. However, they are not regulated legal professionals. This scan has identified 27 navigator models across Canada, with options to receive services in person, online, and over the telephone. Existing programs aim to serve the public, sometimes with income eligibility requirements, in addition to specific demographics including victims of domestic and sexual violence, Indigenous populations, individuals with mental health struggles and child victims and witnesses of crime. Navigator programs play an important role in accessing justice. The continued development and implementation of new navigator programs will increase access to justice, assist self-representing litigants at different stages in their justice journey, and provide specialized programs for those most vulnerable.



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