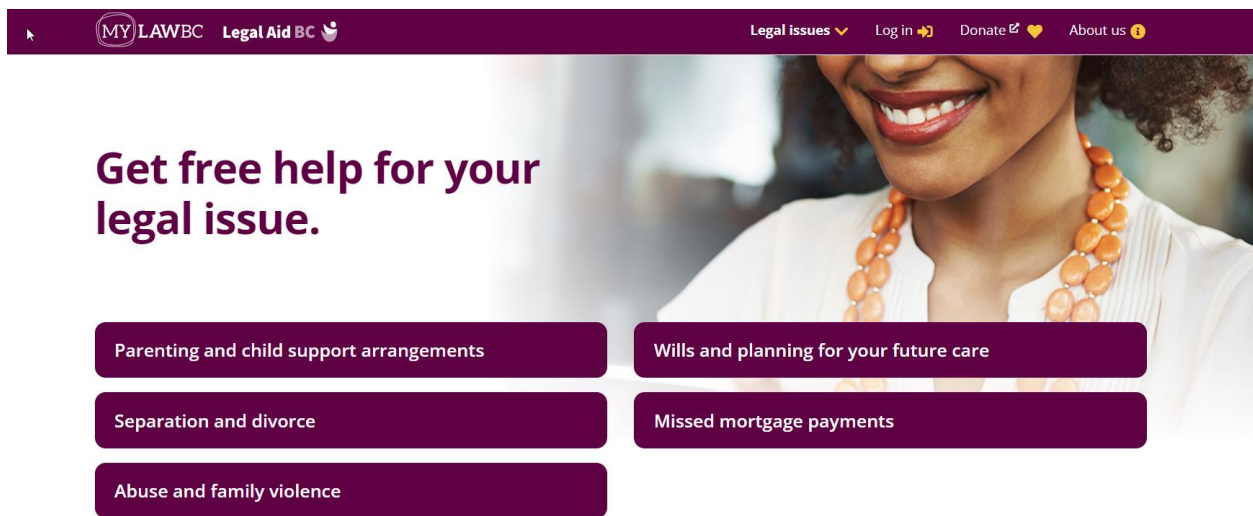


# MyLawBC Communication Kit



The screenshot shows the top navigation bar of the MyLawBC website. On the left, there is a mouse cursor, the MyLawBC logo, and the text 'Legal Aid BC' with a small icon. On the right, there are links for 'Legal issues' (with a dropdown arrow), 'Log in' (with a key icon), 'Donate' (with a heart icon), and 'About us' (with an information icon). Below the navigation bar is a large image of a smiling woman with curly hair wearing an orange necklace. To the left of the image, the text 'Get free help for your legal issue.' is displayed. Below this text are five purple buttons with white text: 'Parenting and child support arrangements', 'Wills and planning for your future care', 'Separation and divorce', 'Missed mortgage payments', and 'Abuse and family violence'.

MY LAWBC Legal Aid BC

Legal issues Log in Donate About us

Get free help for your legal issue.

Parenting and child support arrangements

Wills and planning for your future care

Separation and divorce

Missed mortgage payments

Abuse and family violence



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## Using this kit

This Communication Kit is for advocates, community workers, and others who are presenting information about MyLawBC's Family Resolution Centre and nine guided pathways. It's meant to make your life easier. With this kit, you can quickly create presentations about MyLawBC and speak with confidence about the site.

The kit pre-packages the information you may need to talk about MyLawBC. It's intended to be modular. Just use whichever sections are appropriate for your presentation and disregard the rest.

If you have questions about MyLawBC or this kit, please contact Candice Lee, Manager, Digital Services, at [candice.lee@legalaid.bc.ca](mailto:candice.lee@legalaid.bc.ca). If you want to share this file with others, there's a link to it on the MyLawBC [About us](#) page.

## What is MyLawBC?

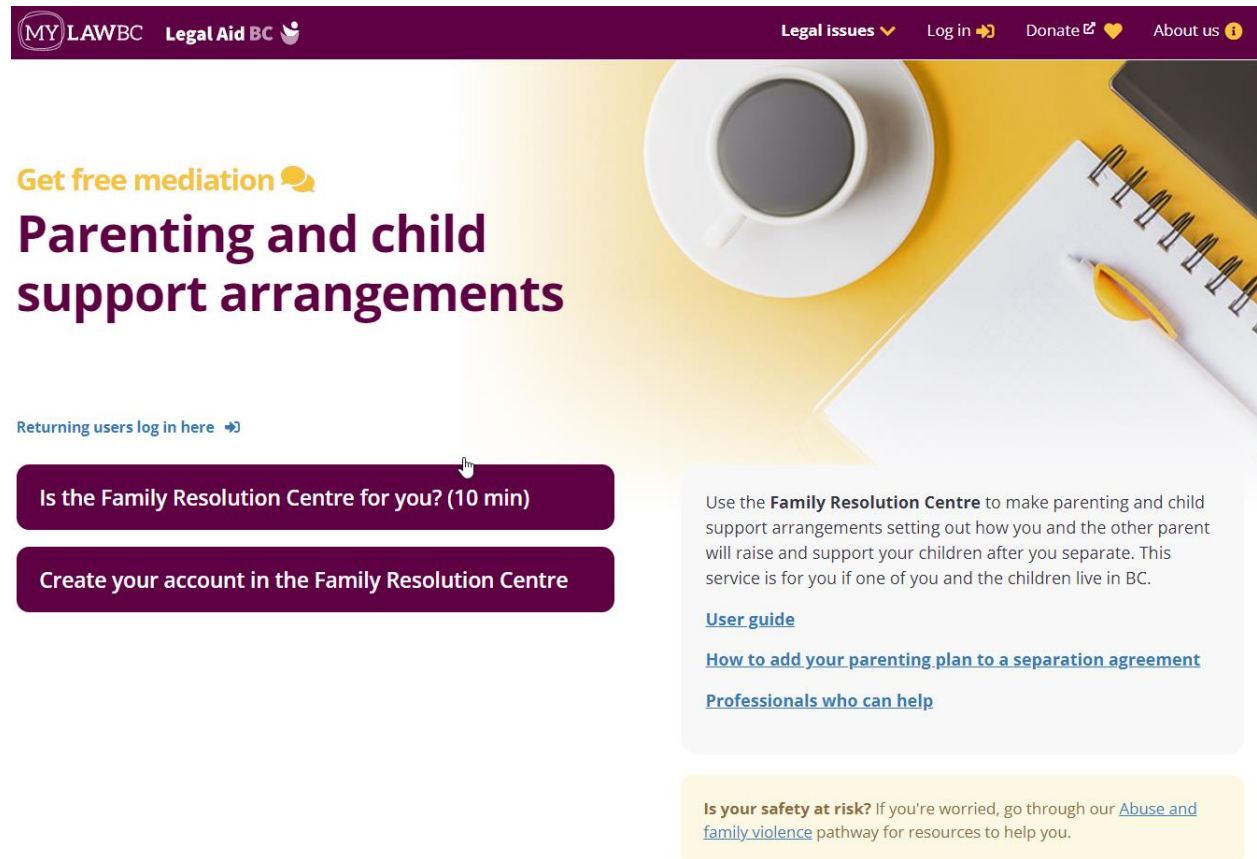
MyLawBC is an innovative, interactive online platform from Legal Aid BC that helps users find solutions to common legal problems.

MyLawBC has an **online dispute resolution tool** called the **Family Resolution Centre (FRC)**. The FRC provides free online mediation to help separating parents make **child support** and **parenting arrangements**.

MyLawBC also has **guided pathways**. Users can answer a series of questions to diagnose their legal problem and get a customized, downloadable action plan with clear step-by-step instructions and materials that empower them to resolve their issue.

# Resolution tools

## Mediation Tool: Family Resolution Centre



MY LAWBC Legal Aid BC

Legal issues ▾ Log in ↗ Donate ♥ About us ⓘ

Get free mediation 🗨️

### Parenting and child support arrangements

Returning users log in here ↗

**Is the Family Resolution Centre for you? (10 min)**

**Create your account in the Family Resolution Centre**

Use the **Family Resolution Centre** to make parenting and child support arrangements setting out how you and the other parent will raise and support your children after you separate. This service is for you if one of you and the children live in BC.

[User guide](#)

[How to add your parenting plan to a separation agreement](#)

[Professionals who can help](#)

**Is your safety at risk?** If you're worried, go through our [Abuse and family violence](#) pathway for resources to help you.

### Overview

The **Family Resolution Centre** is an innovative online platform that helps parents create parenting and child support arrangements that are in the best interest of their child or children. The parents can negotiate together online, and they can ask for the help of a professional mediator, at no cost to the parents. Once they agree on every issue, they can download their parenting and child support arrangements for them both to sign.

Along the way, they're provided with all the information they need to make informed decisions.

#### Presentation notes

Parents who can benefit from an online dispute resolution service include:

- Parents who have a reliable internet connection and are comfortable working online, in English, who can upload and download documents (they will have to upload a photo of their ID, for example, and will have to download their parenting and child support arrangements PDF to sign at the end).
- Parents who are 19 or older.
- Parents who live in BC and have children under 19.
- Parents who live in BC and have children attending post-secondary school.

- Parents who are in contact with the other parent (this is because they need a current email address, and it's a good idea for them to let the other parent know that they are going to make parenting and child support arrangements).
- Parents who do NOT have a protection order in place forbidding communication (directly or indirectly).
- Parents who do NOT feel vulnerable/afraid of the other parent taking advantage of them.

Key notes about the Family Resolution Centre:

- Users must create an account. This process takes a significant investment of time, and their information is saved on a secure server.
- Users' information is stored on Canadian computers under secure protection.
- The parents chat online, and can both have private online chats with their mediator if they choose.
- The parents don't see each other's intake information or ID.
- No clauses are finalized until both parents agree.
- MyLawBC explains how to sign and witness parenting and child support arrangements to make them legally binding, and how parenting and child support arrangements can be included in an order or agreement.
- See the [frequently asked questions](#) for more.

## Is the Family Resolution Centre Right for you? pathway (10 minutes)

**What it does:** helps users determine whether the Family Resolution Centre can help them make parenting and child support arrangements. If it isn't appropriate for their situation, they'll be directed to other resources.

## Using the Family Resolution Centre

First the parent has to register in the **Family Resolution Centre** and answer a series of intake questions about their situation. If a mediator is requested later, these questions help the mediator better understand their concerns.

The parent then chooses what they want their parenting and child support arrangements to say about issues like decision making, parenting/contact time, and vacation. They're given a selection of options, and choose what they think works best for their child. They get an overview of each section, with examples explaining each option. Legal clauses are generated based on the parent's choices.

When they're done, the **Family Resolution Centre** sends an email to the other parent. Once the other parent completes the same intake questions, they can view the proposed parenting and child support arrangements.

The other parent can accept this proposed agreement, or they can choose different options. The parents can negotiate in a chat room. If the parents can't agree on every option, either of them can ask for a mediator to help them. There's a private chat room just for each parent and the mediator, and a shared chat room where parents can also chat with the other parent and their mediator together.

Once the parents agree about every issue, they can download their parenting and child support arrangements to sign.

## Getting help

A number of tools are provided to help users get started with the Family Resolution Centre.

- [Mediation Tool FAQ](#): answers frequently asked questions to help troubleshoot problems. This is also available from the Helpful Resources sidebar in the Family Resolution Centre.
- [Family Resolution Centre Guide](#): provides an in-depth walk-through on how to use the Family Resolution Centre.
- [Add your parenting or child support to an agreement](#): explains how the parents can add their parenting and child support arrangements to an order or agreement.

## Guided pathways overview

### Questions and answers

Guided pathways help the user diagnose their legal problem and find out their next steps. Users are asked a series of questions about their situation and their legal problem. MyLawBC curates the information and resources they receive in their action plan based on their answers. This approach helps users navigate a complicated legal system to end up with only the information they need to resolve their problem.

Key notes about guided pathways:

- None of the users' answers in pathways are saved after they leave the site.
- Users are not asked any identifying questions.
- Pathways must be completed in one sitting. They're designed to be short. Users need to set a dedicated amount of time to completing a pathway. Each pathway includes an estimated time to complete the pathway.
- Key resources that can help users make their way through the pathway are listed in the sidebar.
- See the [frequently asked questions](#) for more help.

Presentation notes:

- The best way to explain guided pathways is to show them in use. Choose a pathway and work your way through it with the audience.
- Use the pathway's back button to go back and show your audience how the questions you get are based on previous answers.

## Downloadable action plans

**MY LAWBC** Legal Aid BC Help ?

### Make a will

You're finished!  
Here's your action plan.

You can read this action plan on screen, and click [Share](#) to download a PDF, share by email or get a link. Your PDF is a copy of all the important information, and what steps you need to take. MyLawBC doesn't keep a copy of your answers or your action plan.

[Download or share](#)

[Donate](#)

[Give us your feedback](#)

- ✓ Your situation
- ✓ What you need to know
- ✓ Your first steps
- ✓ Your next steps
- ✓ Where to get help

After the user completes their pathway, they get a customized action plan based on their answers. Action plans set out the steps they need to take to resolve their legal problem. Action plans give them *only* the information they need, *when* they need it.

Action plans give the users legal information and practical information and tools that can help with other problems related to their legal issue; for example, sample letters and forms, tips on negotiating, information about financial help and services, etc.

Action plans are composed of five parts:

- 1 **Your situation:** summarizes the important decisions the user made during the pathway.
- 2 **What you need to know:** important background information the user needs before they proceed.
- 3 **Your first steps:** a clear set of immediate steps they can take to start resolving their problem.
- 4 **Your next steps:** next steps, which may be longer term.
- 5 **Where to get help:** a list of resources and in-person services that can help users along the way.

Key notes about action plans:

- Action plans can be downloaded as PDFs. Since MyLawBC doesn't save answers, this is the user's only record. We recommend that users download their action plan for future reference. If they don't, they'll have to go through the pathway again.

- MyLawBC provides only a short list of what we have determined to be the most useful resources. This list is restricted so we don't overwhelm the user with too many options.

Presentation notes:

- You can show how the resources and information in the action plan are related to the answers you gave in the pathway. For example, you may have said you were renting a home, in which case the action plan will contain information about the Tenant Resource & Advisory Centre.

If you aren't presenting the website live, it's a good idea to download an action plan ahead of time to show the audience what they look like. Here's a sample [I've been served with a court document action plan](#).

## The MyLawBC pathways

MyLawBC has nine pathways covering a range of topics that include:

- Separation and divorce,
- abuse and family violence,
- missed mortgage payments, and
- wills and personal planning.

Seven of these pathways are detailed below. Is the Family Resolution Centre Right for you? is explained in the Family Resolution Centre section.

At the end of each pathway, users get an action plan with the best available resources for their situation (here's a sample [I've been served with a court document action plan](#)).

The MyLawBC pathway topics were chosen in consultation with justice system stakeholders.

## Separation, divorce & family matters

### Make a separation plan (20 minutes)

**What it does:** looks at the user's legal issues and their relationship with their spouse, then helps them figure out the best way for the two of them to work through those issues. It explains the different ways they can work together through the separation process, and the tools and resources available to help them along the way.

**The take-away:** a better understanding of the law around separation, and knowledge of the tools available to help.

Key notes about/resources in this pathway:

- This pathway will ask questions about the user's relationship that aren't legal in nature. These questions are intended to make them think about their relationship before they answer important legal questions. They also help MyLawBC determine what resources and materials they might need.
- This pathway focuses on staying out of court. It directs users to information about how to resolve issues out of court and why they may prefer to settle things this way.



- [\*\*\*Coping with Separation Handbook\*\*\*](#): a booklet to help users deal with the emotional aspects of separation or divorce, how to talk to their friends and family about what's happening, how to help their children cope, and more.
- ***Negotiation Kit***: an online booklet tailored to the user's particular situation. This booklet can help users:
  - learn tips about negotiation to prepare them for the separation process,
  - understand their rights and responsibilities before they start negotiating,
  - use our checklists to help ensure successful discussions, and
  - find out who can help.
- [\*\*\*All About Mediation\*\*\*](#): an infographic poster that explains what mediation is, why users might want to use it to solve their differences instead of going to court, and where to find a mediator.
- [\*\*\*How Can We Resolve Our Family Law Issues?\*\*\*](#) an infographic with information about how to resolve family issues with or without going to court.

## Get family orders (15 minutes)

**What it does:** helps users who can't resolve their issues out of court get a court order to settle their family law case. It helps them choose which court to go to and decide whether they need interim (temporary) or final orders. It provides links to online self-help guides that walk them through the court process, and refers them to in-person legal help.

**The take-away:** an action plan that lays out the steps necessary to get a court order.

Key notes about/resources in this pathway:

- [\*\*\*All About Mediation\*\*\*](#): an infographic that explains what mediation is, why users might want to use it to solve their differences instead of going to court, and where to find a mediator.
- Links to relevant information and step-by-step guides about the court process on the Family Law in BC website.

## I've been served with a court document (15 minutes)

**What it does:** helps users who have been served with court documents figure out what to do next. It leads them to the best available resources for their particular situation, such as an online step-by-step guide to the court process or an in-person service to give them legal advice or help them fill out court forms.

**The take-away:** an action plan that tells users how to respond to a court order.

Key notes about/resources in this pathway:

- [\*\*\*All About Mediation\*\*\*](#): an infographic that explains what mediation is, why users might want to use it to solve their differences instead of going to court, and where to find a mediator.
- [\*\*\*Coping with Separation Handbook\*\*\*](#): a booklet to help users deal with the emotional aspects of separation or divorce, how to talk to their friends and family about what's happening, how to help their children cope, and more.

- **Negotiation Kit:** an online booklet tailored to the user's particular situation. This booklet can help users:
  - learn tips and tricks about negotiation to prepare them for the separation process,
  - understand their rights and responsibilities before they start negotiating,
  - use our checklists to help ensure successful discussions, and
  - find out who can help.

## Abuse and family violence

### Make a safety plan (25 minutes)

**What it does:** helps the user think about their relationship with their intimate partner and consider their safety risks. It explains different types of abuse, and addresses how to stay safe and get the help they need if they're in an abusive relationship. At the end, gives them an action plan to get help with safety concerns, legal needs, and other issues specific to their situation.

**The take-away:** a better understanding of relationship abuse and a safety plan to help the user and their children stay safe.

Key notes about/resources in this pathway:

- Separation and divorce proceedings are common trigger points for relationship violence.
- We worked closely with women's groups to develop this pathway.
- The pathway has a **leave site now** button that will quickly hide the site from prying eyes.
- **Safety plan checklist:** tailored to specific situations to help users create a safety plan to keep them and their children safe, whether they stay or leave the abusive relationship.
- Links to important organizations that can help, such as [VictimLinkBC](#).

## Missed mortgage payments

### Find out if you can keep your home (15 minutes)

**What it does:** helps the user orient themselves in the foreclosure process and gives them information that may help them keep their home. This pathway has important information for people who are at risk of foreclosure as well as those already being foreclosed on.

**The take-away:** an understanding of the legal process of foreclosure and possible next steps.

Key notes about/resources in this pathway:

- **Sample demand letter** that a lender's lawyer might send.
- **Checklist** to remind users about what to say when they talk with their lender.
- Information about possible sources of income (e.g., workers' compensation, employment insurance, etc.) and credit counseling.
- **Sample responses and affidavits** to help demystify the foreclosure process.

## Wills and personal planning

### Make a will (5 minutes)

**What it does:** helps users make a simple will that reflects their wishes and fits their situation. If the user's situation is complicated, they still get basic information about what they need in their will and where to get help.

**Your take-away:** The user will learn about the important decisions they need to consider when making a will, and, if a simple will fits their needs, they get an easy-to-use form they can complete to have a legal will.

Key notes about/resources in this pathway:

- The sidebar **Can I make a will** shows users whether this pathway will provide a will for their situation before they start.
- There are 22 different will forms available and the pathway guides the user to the appropriate one.
- The forms are in Microsoft Word. Some of the fields are populated for users as they fill in the form. Here's one of the [will templates](#) (click "Enable editing" to see what it will look like to users).
- Explanatory video clips about the will templates appear on the [Wills & personal planning](#) and [Pathway FAQ](#) pages (in the FAQ about wills), and with each of the 22 will forms.
- Because MyLawBC gives users a separate Word form to fill in, their personal information is secure.
- These wills are completely **free**.
- There's an optional **worksheet** in the sidebar of all pages that users can use to record decisions they make for later use when filling out their will.
- Currently the site doesn't allow for codicils (amendments). If users want to change their will using this pathway, they'll have to create a new version.

### Plan for your future care (20 minutes)

**What it does:** helps the user identify the legal documents they need to plan now for a future where they can't act independently. Most often, this involves choosing someone who will act on their behalf. This pathway introduces all the different documents and helps users choose the correct ones.

**Your take-away:** education about documents needed, links, and information to help complete those documents.

Key notes about/resources in this pathway:

- We worked closely with Nidus Personal Planning Resource Centre and Registry to create this pathway.
- Most of the documents we link to are on the Nidus website.

## Getting help about guided pathways

For more about pathways and how they work, see the [Pathway FAQ](#). See the links to all our [Frequently asked questions](#) (resolution tools and guided pathways) and [Support](#) in the footer.

## Publications

You can find [all Legal Aid publications](#) on MyLawBC. Anyone can download free PDFs of all publications or order free print copies through [Crown Publications](#).

## How to send us feedback and questions

We welcome all feedback about our site! Please send us feedback using the form at <https://mylawbc.com/info/support.php>. Or use the Give us your feedback buttons in the guided pathway action plans, and the Resolution Tools' FAQs.

## Promotional materials

Legal Aid BC has a range of promotional materials available for getting the word out about MyLawBC. The language in these is conversational, informal, and direct. The emphasis throughout is on empowering people to work together through their legal problem. The general swag includes unique or useful items that people are less likely to toss or forget. Here are the materials available and how they're each meant to be used.

### Posters

The seven MyLawBC posters each contain a key tagline, plus social media hashtags and information about the site in general, the Family Resolution Centre, and individual pathways.

Meant for the general public, to be handed out at conferences and workshops.

**Give us your feedback** 

<b>Lost in the legal maze infographic</b>	<b>General purpose MyLawBC poster</b>	<b>Family Resolution Centre: free mediation</b>	<b>Family Resolution Centre: parenting plan</b>
			

### Foreclosure



### Wills



### Separation agreements



## Family Resolution Centre promo



This single-sheet promo briefly describes how the Family Resolution Centre can help parents work together online to make parenting and child support arrangements, and request help from a professional mediator at no cost to them.

## Notepads



The notepads are lightweight, practical items for conference and workshop attendees to use and take away with them.

You can hand out the entire notepad, or just tear off a single sheet and use that as a handout if recipients don't want to take the entire pad. If you speak to an individual in depth about something in particular on the site, you could also write on the notepad yourself to help the person remember your conversation.

## Family law infographics



**All About Mediation:** An infographic poster that explains what mediation is, why you might want to use it to solve your differences instead of going to court, and where to find a mediator. Can be handed out at workshops on family law.



**How Can We Resolve Our Family Law Issues?** An infographic poster that sets out information about how to resolve family issues with or without going to court. Can be handed out at workshops on family law.

## Booklet



**Coping with Separation Handbook:** A booklet to help couples deal with the emotional aspects of separation or divorce, how to talk to their friends and family about what's happening, how to help the children cope, and more. Can be handed out at conferences and workshops on family law.

## Info cards

Meant to be used in situations where space or carrying capacity is limited and/or other promotional items are unavailable.



**Family Resolution Centre fold-over wallet card** briefly explains where to get free online mediation, and includes space for notes.



**MyLawBC fold-over wallet card** contains information similar to the infographic poster.

## General swag



**Maze puzzle pen:** has the key tagline “Lost in the legal maze?” on one side and the MyLawBC website address on the other. Inside each pen is a maze. To be handed out freely at conferences and presentations for people to take away and help spread the word in their communities.



**Stress balls:** has the key tagline “Lost in the legal maze?” on one side and the website logo and address on the other. Meant to get people in general talking about the site. To be handed out at labs/user testing sessions for people to take away and help spread the word in their communities.



**Yellow totes:** promotion for the site in general. To be handed out at conferences and presentations for people to take away and help spread the word in their communities.



**Purple totes:** promotion for the Family Resolution Centre, these totes fold into a pouch for easy storage. They have the Mylaw logo and the mediation url.

## How to order

You can order promotional posters, wallet cards, and notepads (but not the general swag) through our [Publications page](#) or directly from [Crown Publications](#).

To order any other promotional materials (the general swag), please email [distribution@legaid.bc.ca](mailto:distribution@legaid.bc.ca).

## Stats about MyLawBC

MyLawBC was launched in May 2016. From the launch through the end of August 2021:

- we've had more than 294,359 visits to the site,
- MyLawBC pages have been viewed over two million times,
- pages in the wills pathway were seen over 295,762 times, and
- almost 23,847 people learned about getting a separation plan.

We continue to track our statistics and work on promoting the site.

## Presentation suggestions

Here are some presentation activities that we've used successfully in the past:

- Ask the audience to come up with a family law, family violence, wills and personal planning, or foreclosure scenario that you then use MyLawBC to resolve. (You could have them break out into groups to brainstorm the scenario first.)
- Explain to the audience what a guided pathway is. Ask them to spend five minutes jotting down what questions/answers *they* would put into a guided pathway for making a separation plan. Then show them that guided pathway on MyLawBC. This also works well in one-on-one or small group situations.