



Dear TLA Member

**Re: TLA Week at the Hotline**

I am writing to let you know about an exciting pro bono opportunity. Pro Bono Ontario launched its Free Legal Advice Hotline in September 2017. Though it is barely six months old, this innovative Hotline has already provided pro bono legal services to **over 6,000** callers with civil problems who had nowhere else to turn. The Hotline is powered by state-of-the-art technology and the dedication of pro bono lawyers. It is hard to think of a more concrete and effective way for the legal profession to work together to increase access to justice.

I have already volunteered three times at the Hotline, and can attest to how well-organized, efficient, effective and fun this program is. I think this is a great opportunity for TLA members to increase access to justice. I also think it is a great networking opportunity for lawyers who want to invite their clients or service providers to join them. I hope you will join me during the week of May 7, 2018 for TLA Week at the Hotline. All of the callers are low-income Ontarians who can't afford a lawyer and desperately need help with everyday legal problems. I am certain this will be a highly gratifying experience.

The Hotline is a huge leap forward on access to justice. With enough volunteers, it has the capacity to provide free, convenient and timely services to tens of thousands of Ontarians each year. Because the process is so easy and streamlined for the public, the Hotline eliminates barriers to service including geography, disability, childcare obligations or inflexible work schedules. Significant legal problems can often be solved with just one call.

The Hotline supports its volunteers with robust technology. The Salesforce platform houses a simple case management system and a knowledge management library. Within Salesforce, the Hotline seamlessly integrates Talkdesk technology to manage call centre functions and Drawloop technology for document assembly. While the technology is intuitive, PBO staff are onsite to provide training and instantaneous support.

Given TLA's commitment to community action, it is imperative that you join. As a Hotline volunteer, you will provide insight and direction to people facing seemingly intractable problems. You will bring people instant peace of mind and put them on a path to stability. You will discharge your professional obligation to increase access to justice. **In short, this is a can't-miss opportunity. I sincerely hope you will join me.**

PBO's one, specific request is that you sign up for one full day shift. The Hotline is located at PBO's office at 900-90 Eglinton Ave. East. Volunteers arrive at 9am and take calls from approximately 9:30am to 4pm with a break for lunch. Volunteers choose which areas of civil law they wish to service. The current choices are civil procedure, employment, consumer, housing, corporate law for small businesses, charities and non-profits, and creating powers of attorney.

For more information, please contact Nicole Kellow at [nicole@probonoontario.org](mailto:nicole@probonoontario.org) or sign-up at <https://www.probonoontario.org/tlaweek/>

A handwritten signature in black ink, appearing to read "BH", is positioned above the typed name of the sender.

Regards,  
Brett Harrison, TLA Secretary