

**LEGAL AID SASKATCHEWAN  
SERVICE RULES**

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**PART 1**  
**INTRODUCTION**

**1. Preamble**

- (1) The Legal Aid Saskatchewan Service Rules (Rules) set out the procedures, requirements, terms and conditions that Legal Aid Saskatchewan (LAS) has established for the provision of legal services.

**2. Definitions**

- (1) In these Rules:

“Act” means The Legal Aid Act, 1983, as amended from time to time.

“client” means a client that qualifies for legal services under the Act and is represented by a panel member.

“Legal Aid Saskatchewan” or “LAS” means The Saskatchewan Legal Aid Commission.

“panel” means the panel of solicitors established and maintained for purposes of the provision of legal services under the Act.

“panel member” means a member of the panel that is not employed by LAS.

“solicitor” means a person who is admitted as a member of the Law Society of Saskatchewan pursuant to Section 24 of The Legal Profession Act, 1990, or a person who is authorized to practise in accordance with the rules made pursuant to Clause 10(i) of The Legal Profession Act, and whose right to practise is not under suspension.

**3. Guidelines, Procedures And Requirements**

- (1) The Act states that LAS shall establish and maintain a panel of solicitors for the purposes of the provision of legal services under the Act, including solicitors who are employees of LAS and solicitors who are in private practice and designated by LAS as members of the panel (panel members).

- (2) The Act allows for LAS to establish guidelines, procedures and requirements, pursuant to which solicitors or other persons retained under this Act shall provide legal services.
- (3) The guidelines, procedures and requirements include the establishment of terms and conditions respecting the designation of a solicitor as a member of the panel, the removal of a solicitor from the panel and a request from a solicitor to withdraw from the panel.
- (4) The procedures, requirements, terms and conditions contained in these Rules apply to solicitors who are in private practice and designated by LAS as panel members.

## **PART 2**

### **DESIGNATION OF PANEL MEMBERS**

#### **4. Establishment Of Terms And Conditions**

- (1) LAS has established terms and conditions respecting the designation of solicitors, who are in private practice, as panel members.

#### **5. Designation Of Solicitor As A Panel Member**

- (1) A solicitor who is a member in good standing with the Law Society of Saskatchewan may apply to LAS to be designated as a panel member at the times and in the manner determined by LAS.
- (2) Subject to Section 6, LAS may approve an application if the individual:
  - (a) has completed and submitted the application in the form and manner approved by LAS;
  - (b) has submitted the information and documents required by LAS, including
    - (i) documents that authorize LAS to disclose the application or information contained in the application to third parties for the purpose of requesting documents or information from the third parties; and

- (ii) documents that authorize the following to provide information and documents to LAS:
    - (A) the Law Society of Saskatchewan and any other law society of which the applicant is or was a member; and
    - (B) any court, professional insurer or other third party that has information or documents relevant to the application.
  - (c) establishes to the satisfaction of LAS that the applicant meets the conditions and requirements specified by LAS.
- (3) LAS may require the applicant to provide any further information or documents for the purposes of assessing the application, including but not limited to, information or documents demonstrating that the applicant meets the conditions and requirements referred to in Subsection (2) (c).
- (4) If an applicant does not meet a requirement relating to the experience required to be a panel member, LAS may enrol the applicant on the panel on the condition that the applicant meets the experience requirement and completes the specified training or professional development or other program to the satisfaction of LAS, within the period specified by LAS.
- (5) If the applicant does not meet the conditions referred to in Subsection (4) within the period that LAS specifies, the panel member shall be removed from the panel.
- (6) An application is deemed to be withdrawn if the applicant fails or refuses to provide:
  - (a) the documents referred to in Subsections (2) (b) (i) or (ii) within 21 days after submitting the application; or
  - (b) the information or documents referred to in Subsection (3) within 21 days after LAS requests them.
- (7) LAS may refuse to approve an application for any reason in respect of the applicant's conduct or competence that, in the opinion of LAS, is or was inconsistent with the purpose of the Act.
- (8) If LAS refuses to approve an application under Subsection (7), LAS shall deliver a notice to the applicant that includes the reason for the refusal.
- (9) A decision made under Subsection (8) is reviewable under Part 8 of these Rules.

## **6. Ineligibility For Designation As A Panel Member**

- (1) The following individuals are not eligible to be enrolled as panel members:
  - (a) an individual who, at the time of submitting an application, or at any time until LAS approves or refuses the application, is the subject of:
    - (i) a criminal proceeding in any jurisdiction; or
    - (ii) a conduct, capacity or competence proceeding by a law society.
  - (b) an individual who, at the time of submitting an application, or at any time until LAS approves or refuses the application, has been found in a civil proceeding in any jurisdiction:
    - (i) to have engaged in fraud or misrepresentation;
    - (ii) to have misappropriated property; or
    - (iii) to be liable for a breach of trust.
  - (c) an individual who, at the time of the application, or at any time until LAS approves or refuses the application, has been found by a court or tribunal:
    - (i) to have committed an abuse of process; or
    - (i) to be a vexatious litigant.
  - (d) an individual who, at the time of submitting an application, or at any time until LAS approves or refuses the application, has an outstanding debt owing to LAS.
  - (e) an individual who at any time during the application process, after being advised by LAS that the individual's conduct was abusive or offensive, continues to act in an abusive or offensive manner;
- (2) An individual is not eligible to be enrolled on the panel if any of the following occurred in the five years before the application is submitted:
  - (a) the individual was found guilty of a criminal offence that involved fraud, misappropriation of property, a vulnerable person or a breach of trust:
    - (i) in Canada for which the individual has not been pardoned or been granted or issued a record suspension; or

- (ii) in a jurisdiction outside Canada for which the individual has not been pardoned.
  - (b) the individual was found guilty of obstruction of justice under the Criminal Code (Canada);
  - (c) the individual was found guilty of civil or criminal contempt of Court; or
  - (d) the individual was found guilty by a law society of professional misconduct or conduct unbecoming a lawyer, that involved dishonesty, fraud, misrepresentation, misappropriation of property, a vulnerable person or a breach of trust.
- (3) An individual is not eligible to be enrolled on the panel, if the individual was dismissed as an employee of LAS other than a dismissal by layoff or shortage of work, for a period of two years following the dismissal, or until such time as LAS is satisfied that the conduct, behaviour or competency issues that resulted in the dismissal have been addressed.
- (4) LAS shall refuse to approve the application of an individual who is found not eligible under a provision herein.
- (5) LAS shall deliver a notice to the applicant that includes the reason for the refusal under this section.

## **7. Authorizations**

- (1) If an application to be enrolled on the panel is approved, LAS shall determine, and inform the panel member in writing of the member's authorization to provide specified legal aid services in one or more areas of law for one or more specified areas of the province.
- (2) LAS may, at any time, impose any conditions or requirements on the member's authorization that LAS considers necessary, including but not limited to the following:
  - (a) requiring the panel member to be mentored or supervised in a manner and for a period specified by LAS;
  - (b) limiting the type of legal aid services or volume of legal aid services that the panel member may provide;

- (c) requiring the panel member to provide LAS with the reports or updates specified by LAS within a specified period;
  - (d) requiring the panel member to meet minimum experience requirements within a specified period;
  - (e) imposing limitations and requirements on the submission of accounts to LAS;  
or
  - (f) requiring the panel member, in order to provide specified legal aid services, to maintain an office in a specific area or have an established practice in a specific area.
- (3) LAS may require that all panel members complete any training programs required by LAS relating to the provision of legal aid services.
- (4) LAS may, on request of a panel member:
- (a) authorize the panel member to provide specified legal aid services if the panel member meets the conditions and requirements specified by LAS for the provision of those services; or
  - (b) amend the panel member's authorization, subject to any terms and conditions that LAS may impose.
- (5) If a request under Subsection (4) is approved to add a further authorization that is subject to a term or condition and the member fails to comply with the term or condition, LAS shall withdraw the authorization.
- (6) If LAS imposes a condition or requirement under Subsection (2) or refuses, in whole or in part, a request made under Subsection (4), LAS shall deliver a notice to the panel member that includes the reason for the imposition or refusal.

### **PART 3**

#### **OBLIGATIONS OF PANEL MEMBERS**

##### **8. Compliance And Conduct Of Panel Members**

- (1) A panel member shall comply with the following:



- (a) the Act and these Rules;
  - (b) the Legal Aid Service Standards set out in Schedule 1;
  - (c) the panel member's authorization under Section 7 (1), including any conditions or requirements imposed under Subsection 7 (2); and
  - (d) any measure imposed on the panel member under Subsection 12 (1).
- (2) A panel member shall do the following:
- (a) keep informed of the Act and these Rules;
  - (b) provide legal aid services in a manner that is respectful, that recognizes the dignity and worth of every client and that is free of bias, discrimination, harassment and racism, including anti-indigenous racism;
  - (c) be civil in their conduct towards their clients and towards any officer or staff member of LAS in the course of any dealings with them;
  - (d) not engage in communications with or conduct towards their clients or any officer or staff member of LAS in a manner that is abusive or offensive, or that is otherwise inappropriate;
  - (e) not create any unreasonable or excessive administrative burden on LAS; and
  - (f) when preparing or submitting accounts:
    - (i) act honestly and be forthright;
    - (ii) ensure that the member's detailed account is prepared and submitted in accordance with the policies and billing procedures of LAS as authorized by LAS from time to time;
    - (iii) ensure that any representations, declarations and acknowledgements as well as the content of the account are accurate and do not contain any material errors or omissions;
    - (iv) ensure that the fees and disbursements are actual, reasonable and necessary to the standard of what a reasonable privately paying client of modest means who has been properly informed by the client's lawyer would pay for those services under similar circumstances; and
    - (v) ensure that all agents and third-party providers who are retained, are paid in a timely manner.

- (3) Subsections (1) and (2) also apply to individuals who are supervised by or who are acting under the direction of a member.
- (4) The panel member is responsible for any breaches of Subsections (2) (b) to (f) by an individual referred to in Subsection (3).

#### **9. Requirement To Provide Information And Documents**

- (1) LAS may, at any time, require a panel member to provide LAS with the information and documents specified by LAS.
- (2) The panel member shall provide LAS with the required information and documents in the form and manner specified by LAS, no later than the date specified or any later date approved by LAS.
- (3) If requested to provide information or documents to LAS under Subsection (1) or under any other section, the member shall not refuse, on the basis of privilege or confidentiality or otherwise, to provide the information or documents to LAS.

#### **10. Requirement To Provide Notice**

- (1) A panel member shall notify LAS in writing immediately if any of the following circumstances occurs:
  - (a) the Law Society of Saskatchewan imposes a condition on the member that may restrict the member's ability to provide legal aid services;
  - (b) the panel member's status at the Law Society of Saskatchewan is no longer that of being in private practice;
  - (c) the panel member is no longer a member in good standing with the Law Society of Saskatchewan;
  - (d) the panel member is the subject of a criminal proceeding in any jurisdiction or the subject of a conduct, capacity or competence proceeding by any law society;
  - (e) there has been a finding in regard to the panel member under Subsections 16 (1) (k), (l), (m) (n) or (o).
  - (f) the panel member's contact information changes;

- (f) the panel member decides to cease providing legal aid services on a temporary basis for a period of more than 60 days;
  - (g) the panel member requests to withdraw from the panel;
  - (h) a client represented by the panel member no longer qualifies for legal aid services, pursuant to LAS's Eligibility & Legal Services Delivery Manual, as the matter is no longer within the range of service provided by LAS, the matter no longer has merit or the client is no longer financially eligible; or
  - (i) any other circumstance specified by LAS.
- (2) LAS may require the panel member to provide LAS with any other information that relates to a particular circumstance within the time specified by LAS.
  - (3) An individual who has been suspended or removed from the panel shall notify LAS within 7 days after the effective date of the suspension or removal, of the status of all matters on which the individual was providing legal aid services when suspended or removed from the panel.
  - (4) The panel member shall immediately notify LAS in writing of the following:
    - (a) the outcome of any proceeding referred to in Subsection (1) (a);
    - (b) any changes to a condition referred to in Subsection (1) (b); or
    - (c) the resumption by the panel member of the provision of legal aid services after a temporary absence referred to in Subsection (1) (f).

## **11. Conflict Of Interest**

- (1) A panel member shall not continue to act for a client if the member has a conflict of interest as defined in the Code of Professional Conduct as adopted by The Law Society of Saskatchewan, in relation to:
  - (a) the client approved to receive legal aid services; or
  - (b) the proceedings to which the legal aid services relate.
- (2) A panel member shall not act or continue to act for a client if the member knew or discovered or, on exercising reasonable diligence, ought to have known or discovered that there is a risk that the member's loyalty to or representation of the client would be adversely affected or perceived to be adversely affected by:

- (a) the panel member's current or prior professional or personal relationship with another person; or
  - (b) the panel member's own actual, potential or perceived financial or personal interests.
- (3) The panel member shall notify LAS immediately if the panel member has a conflict of interest with respect to a client.

**PART 4**  
**IMPOSITION OF MEASURES**

**12. Measures For Failing To Comply**

- (1) If a panel member fails to comply with the conditions or requirements on their authorization under Section 7 or fails to comply with any of the conditions or requirements under Sections 8, 9, 10 or 11, LAS may impose any one or more of the following measures:
- (a) require the panel member to participate in one or more programs of legal education or professional development or other programs approved by LAS;
  - (b) limit the panel member's authorization;
  - (c) require the panel member to provide legal aid services under the supervision of an individual specified by LAS; or
  - (d) impose any other measure LAS considers appropriate in the circumstances.
- (2) LAS shall promptly deliver to the panel member a written notice of the decision under Subsection (1) that includes the reasons for the decision and the effective date of any measure imposed under that subsection.
- (3) Instead of imposing a measure under Subsection (1), LAS may, when it considers it appropriate, provide the panel member with any necessary training or other assistance for the purpose of preventing the reoccurrence of any contravention of these Rules by the panel member.

**PART 5**  
**SUSPENSION FROM PANEL**

**13. Suspension Of Member From Panel**

- (1) LAS may suspend a panel member from the panel in the following circumstances:
- (a) the Law Society of Saskatchewan imposes a condition on the member that may restrict the member's ability to provide legal aid services;
  - (b) if the panel member's status with the Law Society of Saskatchewan is no longer that of being in private practice;
  - (c) if the panel member is no longer in good standing with the Law Society of Saskatchewan;
  - (d) if the panel member is subject to an investigation by LAS as to whether the panel member has failed to comply with the conditions or requirements on their authorization under Section 7;
  - (e) if the panel member is subject to an investigation by LAS as to whether the panel member failed to comply with any of the conditions or requirements under Sections 8, 9, 10 or 11;
  - (f) if the panel member is the subject of a criminal proceeding in any jurisdiction, or the subject of a conduct, capacity or competence proceeding by any law society;
  - (g) if the panel member is subject to an investigation by LAS as to whether the panel member should be removed from the panel for any of the reasons set out in Subsections 16 (j), (k), (l), (m), (n) or (o); or
  - (h) if, in the opinion of LAS, it is necessary to do so:
    - (i) to protect the personal safety and security of a client or other individual; or
    - (ii) to protect LAS from liability for damages that may arise from the actions, omissions or conduct of the panel member.
- (2) LAS may notify the member's clients of the suspension.

- (3) LAS may revoke a suspension under Subsection (1) by delivering a written notice to the panel member that specifies the effective date of the revocation.
- (4) A suspension made under Subsection (1) is reviewable under Part 8 of these Rules and the suspension of the panel member remains in effect pending the completion of the review.

**14. Notice Of Suspension**

- (1) LAS shall promptly deliver to the panel member a written notice of the suspension under Section 13(1) that includes the following information:
  - (a) the reasons for the suspension;
  - (b) the effective date of the suspension; and
  - (c) the effect of the suspension determined under Section 15.

**15. Effect Of Suspension**

- (1) If a panel member is suspended from the panel under Subsection 13(1), LAS may prohibit the panel member, while suspended, from carrying out any of the following activities, except as specifically permitted in writing by LAS:
  - (a) providing legal aid services to clients;
  - (b) providing duty counsel services;
  - (c) acting as an agent on a legal aid matters;
  - (d) providing legal aid services in one or more areas or in a specific area of law; or
  - (e) submitting any accounts.

**PART 6**  
**REMOVAL FROM PANEL**

**16. Removal Of Member From Panel**

- (1) LAS may remove a panel member from the panel in the following circumstances:

- (a) the Law Society of Saskatchewan imposes a condition on the member that may restrict the panel member's ability to provide legal aid services;
- (b) the panel member's status at the Law Society of Saskatchewan is no longer that of being in private practice;
- (c) the panel member is no longer a member in good standing with the Law Society of Saskatchewan;
- (d) the panel member has failed to comply with the conditions and requirements on their authorization under Section 7;
- (e) the panel member has failed to comply with any of the conditions and requirements under Sections 8, 9, 10 or 11;
- (f) the panel member is the subject of a criminal proceeding in any jurisdiction or the subject of a conduct, capacity or competence proceeding by any law society;
- (g) in the opinion of LAS, it is necessary to do so:
  - (i) to protect the personal safety and security of a client or other individual;  
or
  - (ii) to protect LAS from liability for damages that may arise from the actions, omissions or conduct of the panel member.
- (h) the panel member becomes an employee of LAS;
- (i) the panel member has not submitted an account in the previous two years;
- (j) the panel member engaged in misconduct by having a relationship of an inappropriate nature, including a relationship of a sexual nature, with an LAS client, including a current or former client of the panel member, or by having a relationship that exceeds the bounds of a normal solicitor-client relationship;
- (k) the panel member was found by a law society to have engaged in professional misconduct or conduct unbecoming a lawyer that involved dishonesty, fraud, misrepresentation, misappropriation of property, a breach of trust, a vulnerable person or a client of the lawyer;
- (l) the panel member was found guilty of a criminal offence that involved domestic violence, fraud, misappropriation of property, breach of trust, a vulnerable person or a client of the lawyer;

- (m) the panel member was found guilty of obstruction of justice under the Criminal Code (Canada);
  - (n) the panel member was found in a civil proceeding in any jurisdiction to have engaged in fraud or misrepresentation, to have misappropriated property or to be liable for a breach of trust; or
  - (o) the panel member was found by a court or tribunal to have been negligent, incompetent or ineffective in providing legal aid services under the Act; was found guilty of civil or criminal contempt of court, was found by a court or tribunal to have committed an abuse of process or to be a vexatious litigant, or had costs awarded by a court against the panel member personally in the course of representing a client.
- (2) In addition to the reasons for removal set out in Subsection (1), LAS may remove a panel member from the panel for any other reason in respect of conduct by the panel member that, in the opinion of LAS, is or was inconsistent with the purpose of the Act.
  - (3) LAS may notify the panel member's clients of the removal.
  - (4) LAS may revoke a removal under Subsection (1) by delivering a written notice to the member that specifies the effective date of the revocation.
  - (5) A suspension under Subsection (1) is reviewable under Part 8 of these Rules and the removal of the panel member remains in effect pending the completion of the review.

## **17. Notice Of Removal**

- (1) LAS shall promptly deliver to the panel member a written notice of the removal under Subsections 16 (1) or (2) that includes the following information:
  - (a) the reasons for the removal;
  - (b) the effective date of the removal;
  - (c) the effect of the removal determined under Section 18; and
  - (d) an opportunity for the panel member to make written representations.
- (2) After considering any written representations made, LAS shall issue a written decision and shall serve a copy of the decision on the panel member.



## **18. Effect Of Removal**

- (1) From the effective date of the removal, the former panel member shall:
  - (a) immediately cease acting for any client except to the extent specifically authorized by LAS in writing;
  - (b) not provide or agree to provide any further legal aid services, including as an agent, except to the extent specifically authorized by LAS in writing;
  - (c) submit all accounts in accordance with these Rules within 30 days after the effective date; and
  - (d) assist LAS and the panel member or staff lawyer assigned to represent the client to ensure that any outstanding matters are not prejudiced.
- (2) If the individual does not comply with Subsection (1), LAS may do either or both of the following:
  - (a) notify the Law Society of Saskatchewan of the non-compliance; and/or
  - (b) withhold any payments for accounts until the individual complies.
- (3) LAS may notify a client of any issues or concerns with the individual who is providing legal aid services to that client.

## **PART 7**

### **WITHDRAWAL OF SERVICES**

## **19. Withdrawal Of Services By Panel Member**

- (1) A panel member who is authorized to act for a client and who wishes to withdraw services with respect to that client may apply to the Chief Executive Officer of LAS, or any person that may be designated, in the manner and form specified herein.
- (2) Promptly after receiving the panel member's request, LAS may:
  - (a) approve the request; or
  - (b) refuse the request.
- (3) If the Chief Executive Officer refuses a request, they shall provide the solicitor with written notice of the decision together with reasons.

- (4) No solicitor appointed to provide legal services pursuant to the Act shall secure another solicitor to provide those services unless the action is approved by the Chief Executive Officer.
- (5) Nothing herein renders inoperative any law or rule with respect to a solicitor withdrawing the solicitor's services from a client.

## **PART 8**

### **REVIEWS**

#### **20. Notice Of Reviewable Decisions**

- (1) A decision or determination made under these Rules is final and not reviewable unless specifically provided for herein.
- (2) When a decision or determination made under these Rules is reviewable in accordance with this section, LAS shall, in the form and manner approved by LAS, promptly deliver a written notice to the individual who is entitled to the review that:
  - (a) includes written reasons for the decision or determination; and
  - (b) informs the individual that the decision or determination may be reviewed and how to request a review.
- (3) With respect to the disclosure of information or documents:
  - (a) the notice and any materials that are included with the notice constitute the written record of the decision; and
  - (b) LAS is not required to disclose any information or documents that were previously provided to the individual or that are not relevant to the review.

#### **21. Review In Writing Only**

- (1) A review shall be conducted in writing only and there shall be no oral hearing.

## **22. Review Process**

- (1) A request for the review of a decision or determination under these Rules must be submitted to LAS in the form and manner specified by LAS within 15 days after the date on which notice of the decision or determination is delivered.
- (2) The request must include all of the following information and documents:
  - (a) the name and contact information of the individual requesting the review;
  - (b) a copy of the reasons for the decision or determination; and
  - (c) written submissions that set out the basis for disputing the decision or determination, which must not be more than 20 pages and be in the form specified by LAS.
- (3) On the written request of the individual, LAS may extend any deadline under this section.
- (4) If the individual does not make the request for the review within the time referred to in subsection (1) or as extended under Subsection (3), the decision or determination under review is final without further reasons.
- (5) LAS may require the individual to provide, in the form and manner approved by LAS on or before the date specified by LAS, any additional information and documents that LAS considers necessary for conducting the review.
- (6) The individual shall provide the information and documents required under subsection (5) on or before the date specified by LAS.
- (7) LAS may draw an adverse inference if the individual does not provide the information or documents required under Subsection (5) within the time specified under that subsection or as extended under Subsection (3).
- (8) For the purposes of the review, LAS may consider only the following information and documents:
  - (a) the written submissions, information and documents submitted by the individual; and
  - (b) any other relevant information or documents.
- (9) LAS may confirm, vary or revoke the original decision.

**SCHEDULE 1**  
**LEGAL AID SERVICE STANDARDS**

**1. Purpose**

- (1) The purpose of the Legal Aid Service Standards is to ensure the legal aid services that panel members provide:
  - (a) are client-focused, of high quality and efficient;
  - (b) deliver value for money spent; and
  - (c) are appropriate to the circumstances of clients.

**2. Communicating With Clients**

- (1) In providing legal aid services, panel members shall explain to the clients their rights, responsibilities and options, including all of the following:
  - (a) the laws that apply to the proceedings for which the legal aid services are being provided;
  - (b) the potential impacts of any decisions that the client may be required to make, including ensuring that the client is not unduly pressured into making any decision;
  - (c) the client's legal rights with respect to the proceedings for which the legal aid services are being provided;
  - (d) any court or tribunal processes that apply in relation to the legal aid services being provided;
  - (e) the required steps in relation to any proceedings for which the legal aid services are being provided; and
  - (f) the range of possible outcomes of the client's matter and how long it may take to resolve the matter.

**3. Providing Legal Aid Services**

- (1) In providing legal aid services to a client, panel members shall

- (a) treat each client with dignity and respect, including by providing any necessary accommodation for clients with disabilities;
  - (b) be aware of the needs and requirements specific to each client;
  - (c) conduct themselves in a professional manner;
  - (d) meet all of their obligations to LAS, their clients and the Law Society of Saskatchewan;
  - (e) ensure that client information is always kept confidential; and
  - (f) maintain current their knowledge on the provision of legal aid services, including billing practices and procedures.
- (2) In acting for a client on a matter, panel members shall:
- (a) maintain the competence necessary to provide the legal aid services in the relevant areas of law;
  - (b) maintain current their knowledge of relevant jurisprudence and legislation;
  - (c) provide the client with the panel member's current contact information and any alternate contact information;
  - (d) thoroughly review the client's matter and specific legal issues;
  - (e) take all reasonable steps to protect the client's interests and to advance the client's legal position;
  - (f) keep the client informed on the progress of the client's matter and respond to the client's concerns in a timely manner;
  - (g) advise the client in advance when and why the client is required to attend court or a tribunal proceeding;
  - (h) prepare the client for court or tribunal appearances;
  - (i) appear for court or tribunal dates when expected or required to do so on the client's matter and, if unable to attend:
    - (i) ensure that an agent attends in the panel member's place;
    - (ii) ensure that the agent is a panel member who is qualified, prepared and authorized to provide the legal aid services required; and
    - (iii) advise the client that an agent is attending instead of the panel member.

- (j) continue to provide the legal aid services to the client until the matter is completed.
- (3) In providing legal aid services to a client, panel members shall not do any of the following:
  - (a) undertake a proceeding other than to advance the client's interests, including in a manner that is unreasonable, inappropriate, unreasonably prolonged or vexatious;
  - (b) represent the client in a matter if the panel member does not have sufficient knowledge, experience or skill to handle the matter or the time to devote to the matter;
  - (c) unnecessarily delay the progress of a client's matter;
  - (d) act in a manner that is contrary to the client's interests; or
  - (e) remove themselves from the record without prior notification to LAS.

#### **4. Evaluation Of Services Provided**

- (1) LAS may evaluate the quality of legal aid services provided by a panel member.
- (2) In making an evaluation under subsection (1), LAS may take any relevant information into account and consider any relevant factor, including the following:
  - (a) the panel member's record of compliance with LAS's rules, procedures, billing and account submission rules or administrative requirements;
  - (b) information about the panel member's conduct towards clients, including as evidenced by the results of any client satisfaction surveys and reviews;
  - (c) any decision or documents from a court or tribunal; and
  - (d) information received from other lawyers, whether or not they are a member, from their clients and from members of the judiciary.