

GETTING READY

GAME SET-UP INSTRUCTIONS: BEFORE THE GAME BEGINS

1. The purpose of the game is to simulate the difficulty many people face in trying to resolve their everyday legal problems. Review the information provided in the document, "Snapshot of the Crisis – Statistics to Access to Justice in Canada", available at <http://www.ojen.ca/resource/7905> and on the Flip Your Wig For Justice website at <http://www.flipyourwigforjustice.ca/access/>. Make note of any figures that you find surprising, or that you think will surprise your students.

During or after the game, you can use these to emphasize the real-life difficulties in accessing the justice system. Also consider visiting the Canadian Forum on Civil Justice's infographic and Access to Justice blog at <http://www.cfcjfcj.org/infographics> and <http://www.cfcjfcj.org/a2jblog>, as extension activities.

Optionally, the game can be extended by having students switch roles and play through from the perspective of a different litigant or legal service provider.

2. You will be dividing the students into roles. There are 8 roles for workers at different legal organizations, and 3 different roles for "litigants" (a person with a legal problem who is trying to get their problem resolved). During the game, litigants will visit the stations and receive information or help towards fixing their legal problem. Try to have no more than two students playing workers at each organization and three students playing each litigant.

3. At the start of the game, assign roles to your students. Move students to their appropriate stations and make sure everyone has the right paperwork. Read out the "**Game Instructions**" below, then give all students a few minutes to look at their instruction packages and familiarize themselves with their role, their cards, and what they need to do.

Finally, ask a student from each of the stations to say what their station is and what it does. They can find a brief explanation at the beginning of their **Station Instructions**. Consider modeling for students by moving between one or two stations and following the instructions for one of the litigants.

4. Each station should have the following:
 - One (1) copy of the *Station Instructions* for each student who will be working at the station. Each set of instructions will include a "YOU ARE A [legal organization]" page with unique instructions for that station, and descriptions of what to say to each litigant (Jamie, Jean, and Dallas).
 - One (1) set of *Station Cards* for that station for each litigant playing the game. (Eg: if playing the game with two Jamies, one Jean, one Dallas, and two people working at the Law Firm station, the Law Firm should be set up with two sets of Law Firm cards for Jamie, one for Jean, and one for Dallas.)
 - *Chance or Success Cards*, if indicated on the *Station Instructions*.



- One pen or pencil per student working at the station.
- The Student Legal Clinic will need a coin to flip.

5. Each litigant will need a copy of their *Scenario* page. Try to have at least one person playing each litigant (Jean, Jamie, and Dallas).

GAME INSTRUCTIONS

1. If you are playing a legal organization, you will stay at your station. The litigants will come to visit you as they try to solve their legal problems. You will ask their name and whether they have visited your organization before. Then you will give them the response set out in your *Station Instructions* (on the last page or two of your package). Sometimes the instructions will tell you to give them a card. The cards are at your station. Feel free to really role play your part, but make sure you are also following the instructions for how to respond to each person.
2. If you are playing a litigant, you will go from station to station looking for help to solve your legal problem. You can visit the stations in any order, and you can visit them as many times as you like, but avoid starting at the same station as another player with your scenario.
3. The goal of each litigant is to get a "SUCCESS" card, which means you have resolved all of your legal problems. There might be other issues you need to resolve along the way. To see all of your goals, look at the "YOUR GOAL" section on page 2 of your *Scenario* sheet.
4. As you visit the stations, write in where you went in the chart on the back of the *Scenario* sheet. This will help you keep track of where you have been.
5. Take a few minutes now to read the information in front of you and make sure you understand how the game works.

FAMILY LAW SCENARIO

Scenario

Your name is Jean

- You work full-time during normal office hours and you earn approximately \$50 000 per year.
- You have two children, aged 3 and 5, with your common-law partner, Pat.
- Pat does not have a job, so s/he looks after the children. Recently s/he has started drinking during the day.
- After a bad fight about Pat's drinking, s/he tell you that the relationship is over and that s/he's leaving with the children.
- Pat quickly gets a lawyer. You receive a letter asserting that Pat is the primary caregiver and demanding custody and child support payments.
- You are furious when you receive the letter, so you go to the apartment where Pat is staying, and the two of you get into another verbal argument. Pat calls the police and you spend the night in jail. You are released, but there is a "restraining order" against you, so you cannot have contact with Pat. This means you cannot arrange a visit with your children except through Pat's lawyer.
- Arranging visits through Pat's lawyer is awful. It takes days to work out the details, and half the time Pat cancels at the last minute.
- You agree to child support payments but you aren't sure whether the amount you're paying is fair.
- You have \$800 in the bank.

Playing the game:

- You need legal help with your family law issues: being able to see your children regularly and making sure your child support payments are fair.
- Be sure to keep track of how much money and what documents you have.
- Around the room there are "stations" that represent locations where you can access legal information, advice or representation. Visit the stations in any order you like to seek assistance. They may give you advice, instructions or referrals.
- You can visit a station multiple times, but you must visit at least one different station before you return.
- When all your issues are resolved, you will receive a **Success Card**.
- You may receive **Chance Cards**, representing items you receive or events that happen in your life. Some positive chance cards have hints about where you should go next or can give you a helpful item. Some chance cards have negative consequences and will result in you having to "sit out" briefly from the game.
- As you visit the stations, don't forget to fill out the chart below.

Your Goal

You want to get help with seeing your children and drafting a fair agreement for child support payments.

Visit #	Station Name
1	
2	
3	
4	
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15	

EMPLOYMENT SCENARIO

Scenario

Your name is Jamie

- You are a 19-year-old college student.
- You just got your first job in a small burger shop. Your job is to cook and keep the kitchen clean, but sometimes you cover the cash register when the cashier is on break.
- On one shift, you cover the cash register for a few minutes. At the end of the day, the register is short \$120 and your boss, Mr. Xavier, accuses you of taking it. You say you didn't do it, but he doesn't believe you.
- You are looking forward to your first paycheque, but when it arrives, you see that \$100 has been deducted.
- When you ask about it, Mr. Xavier says he deducted the money to cover the cost of your uniform, some of the money that was missing from the cash register and the cost of a ketchup bottle you dropped and broke.
- You become very upset. Mr. Xavier tells you to go home and calm down.
- When you arrive at work the next day, Mr. Xavier gives you a formal letter saying that your employment is terminated for "wilful misconduct" because of the broken bottle and the missing money. You are furious!
- You are now unemployed. You have \$120 in your bank account and you don't have a copy of your employment contract.
- You don't hear any more from Mr. Xavier or receive any paperwork from him.

Playing the game

- You need legal help with your employment law issue: getting the burger shop to pay you back the \$100 they took in deductions.
- Be sure to keep track of how much money and what documents you have.
- Around the room there are "stations" that represent locations where you can access legal information, advice or representation. Visit the stations in any order you like to seek assistance. They may give you advice, instructions or referrals.
- You can visit a station multiple times, but you must visit at least one different station before you return.
- When all your issues are resolved, you will receive a **Success Card**.
- You may receive **Chance Cards**, representing items you receive or events that happen in your life. Some positive chance cards have hints about where you should go next or can give you a helpful item. Some chance cards have negative consequences and will result in you having to "sit out" briefly from the game.
- As you visit the stations, don't forget to fill out the chart below.

Your Goal

You want to get help with recovering the money deducted from your paycheque.

Visit #	Station Name
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LANDLORD TENANT SCENARIO

Scenario

Your name is Dallas

- You are thirty years old and you suffer from depression. Your income comes from the Ontario Disability Support Program (ODSP)
- You live alone in a tiny apartment. It costs \$600 a month. It's the cheapest apartment you could find.
- ODSP only gives you \$479 per month for rent. You pay for the difference out of your ODSP food allowance.
- One day, someone breaks into your apartment and robs you. You can't pay your rent that month.
- Your landlord says it's okay, as long as you are all paid up by next month. That means that you will be paying two months' rent all at once. You don't know how you will get the money, but you think that you have no choice, so you agree.
- The next month, you can only give your landlord \$600. You still owe \$600.
- Your landlord sends you a "Notice to End a Tenancy Early for Non-Payment of Rent." It says you must pay him within 14 days or else he will ask the Landlord & Tenant Board to evict you.

Playing the game

- You need legal help with your housing law issues: avoiding being evicted and arranging a way to pay your landlord the other \$600.
- Be sure to keep track of how much money and what documents you have.
- Around the room there are "stations" that represent locations where you can access legal information, advice or representation. Visit the stations in any order you like to seek assistance. They may give you advice, instructions or referrals.
- You can visit a station multiple times, but you must visit at least one different station before you return.
- When all your issues are resolved, you will receive a **Success Card**.
- You may receive **Chance Cards**, representing items you receive or events that happen in your life. Some positive chance cards have hints about where you should go next or can give you a helpful item. Some chance cards have negative consequences and will result in you having to "sit out" briefly from the game.
- As you visit the stations, don't forget to fill out the chart below.

Your Goal

You want to get help with keeping your apartment and paying back your landlord.

Visit #	Station Name
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YOU ARE A LEGAL CLINIC

Legal clinics provide legal services to low-income residents of the surrounding community. These clinics employ staff lawyers whose work includes interviewing clients, preparing their cases and arguing before courts and tribunals.

1. You are an overworked lawyer at a very busy legal clinic.
2. When someone visits your station, give them the information below. Don't tell them anything else. You may be instructed to give them a card; be aware that **Chance Cards** are different for each character. **Success Cards** can be given to anybody.
3. Litigants may visit your station more than once. Begin each visit by asking them what help they need and whether they have been to your location before. You may be required to respond differently depending on what they say. You will give them a different response each time.

Cards for this station:

Jamie: Chance, Success

Jean: Chance, Restraining Order
Resolved

Dallas: Chance

WHO ARE THE LITIGANTS?

Jamie's boss took money from their paycheck unfairly. S/he wants to go to Small Claims Court to get that money back.

Jean has children with Pat. They recently split up, and Pat is asking for custody and child support payments. They had a fight and now there is a restraining order against Jean, so Jean can't communicate with Pat.

Jean wants to negotiate fair child support payments and a fair custody agreement.

Dallas is being evicted because s/he owes the landlord two months' rent. S/he wants to avoid being evicted and find a way to pay back the landlord.

Start every visit by asking the person's name and how many times they have visited. Refer to the appropriate visit number below. If they ask for a specific item or person, check your instructions to see which visit number you should refer to.

FOR JAMIE (Employment Law Scenario):

1. Ask Jamie if s/he has an appointment. If s/he does, proceed to #2. If s/he doesn't, flip a coin.

Heads: Tell Jamie that based on the number of people in the waiting room, s/he probably won't be able to see someone before the clinic closes. You can schedule an appointment for them to come back. (S/he must leave, but can return after visiting at least one other station.) Give Jamie a **Chance Card**.

Tails: You will meet with Jamie.
Proceed to #2, below.

2. Ask Jamie to describe the issue. When s/he has, ask if s/he has a copy of their employment contract.

If **no**: Tell Jamie you can't help without a copy of the contract. Give Jamie a **Chance Card** and tell them to come back later.

If **yes**: Tell Jamie they have two options:

1. They can go to Small Claims Court, but they will have to pay a \$75 filing fee, and you can't help with that.
2. You can help them file an Employment Standards Complaint with the Ministry of Labour.

Tell Jamie that complaints can take a few months to be investigated, and even if the investigator finds that the deductions were illegal, there is no guarantee that the employer will pay. Ask which option they want.

Small Claims: You can't help, but tell Jamie that s/he can file their claim at the **courthouse**.

Ministry of Labour: You draft a letter to Mr. Xavier notifying him that Jamie is filing a complaint, and you help Jamie to file the complaint. Give Jamie a **Success Card**.

FOR JEAN (Family Law Scenario):

1. Ask Jean if s/he has an appointment. If s/he does, proceed to #2. If s/he doesn't, flip a coin.

Heads: Tell Jean that based on the number of people in the waiting room, s/he probably won't be able to see someone before the clinic closes. You can schedule an appointment for them to come back. (S/he must leave, but can return after visiting at least one other station.) Give Jean a **Chance Card**.

Tails: You will meet with Jean.
Proceed to #2, below.

2. Ask Jean to describe the issue. When s/he has, ask if the restraining order against them is still in effect.

If **no**: Proceed to #3, below.

If **yes**: Tell Jean you can help with the restraining order. You think you can persuade a judge to lift it if Jean attends an anger management program. Ask Jean if they will agree to attend anger management classes.

If **yes**: Jean attends the program, so you are able to get the restraining order lifted. Give Jean a **Restraining Order Resolved** card.

Tell Jean that s/he can now talk to Pat directly, but still needs to apply to the **Court** to resolve the child support and custody issues.

If **no**: You can't help. Tell Jean to think about it and come back if they change their mind. Give Jean a **Chance Card** and end the visit.

3. Jean is asking for help getting a child custody and support agreement with Pat. Tell Jean that you can help with that issue, but the first step will be exchanging information and attending a mediation session with Pat.

Ask if Jean is willing to share financial information and go to a mediation session with Pat.

If **yes**: You collect Jean's information and begin the application process. Give Jean a **Success Card**.

If **no**: You can't help Jean. Tell Jean to think about it and come back if they change their mind.

FOR DALLAS (Landlord-Tenant Scenario):

1. Ask Dallas if s/he has an appointment or a referral. If s/he has either, proceed to #2, below. If s/he doesn't, flip a coin.

Heads: Tell Dallas that based on the number of people in the waiting room, s/he probably won't be able to see someone before the clinic closes. You can schedule an appointment for them to come back. (S/he must leave, but can return after visiting at least one other station. Give Dallas a **Chance Card**).

Tails: You will meet with Dallas. Proceed to #2, below.

2. Ask Dallas to describe the issue and what their income is.

You would like to help Dallas, but your clinic is very busy and no one is available to take the case. However, you can say that s/he should be able to get some help at the **Landlord & Tenant Board** (LTB).

Tell Dallas to go to the LTB and ask for **Tenant Duty Counsel**. This is a lawyer who can assist them at no cost.

Explain that there will also be an opportunity for a mediation session right before the eviction hearing. In mediation, Dallas can meet with the landlord and a mediator from the Board to try to negotiate a solution. You can also suggest that s/he talk to the **Public Legal Education** organization to learn more about tenants' rights. Give Dallas a **Chance Card**.



YOU ARE A LEGAL CLINIC 

YOU ARE LEGAL AID ONTARIO

Legal Aid Ontario (LAO) is a government organization that provides legal services for free or at a low cost to low-income people in Ontario. This office issues Legal Aid Certificates, which a low-income person can bring to a law firm to get a lawyer for free or a reduced rate. To get a Legal Aid Certificate, a person's legal problem has to fall within one of the areas of law that LAO covers (like immigration/refugee applications, family law matters and some criminal matters). To be financially eligible for Legal Aid, a person must be able to prove that they have a very low income.

1. You are a front desk worker at the certificate office for LAO.
2. When someone visits your station, give them the information below. Don't tell them anything else. You may be instructed to give them a card; be aware that **Chance Cards** are different for each character. **Success Cards** can be given to anybody.
3. Litigants may visit your station more than once. Begin each visit by asking them what help they need and whether they have been to your location before. You may be required to respond differently depending on what they say. You will give them a different response each time.

Cards for this station:

Jamie: Chance

Jean: Chance

Dallas: Chance

WHO ARE THE LITIGANTS?

Jamie's boss took money from their paycheque unfairly. S/he wants to go to Small Claims Court to get that money back.

Jean has children with Pat. They recently split up, and Pat is asking for custody and child support payments. They had a fight and now there is a restraining order against Jean, so Jean can't communicate with Pat.

Jean wants to negotiate fair child support payments and a fair custody agreement.

Dallas is being evicted because s/he owes the landlord two months' rent. S/he wants to avoid being evicted and find a way to pay back the landlord.

Start every visit by asking the person's name and how many times they have visited. Refer to the appropriate visit number below. If they ask for a specific item or person, check your instructions to see which visit number you should refer to.

FOR JAMIE

(Employment Law Scenario):

1. Ask Jamie what kind of legal problem s/he is having.
2. Tell Jamie that Legal Aid Ontario does not help with employment disputes. S/he does not qualify for legal aid. Tell Jamie s/he can file a Small Claims case at the **Courthouse**. People can do this on their own if they can't get a lawyer.
3. Give Jamie a **Chance Card**.

FOR JEAN

(Family Law Scenario):

1. Ask Jean what kind of legal problem s/he is having
2. Ask Jean how much money s/he makes per year.
3. Explain that Jean makes far too much money to qualify for Legal Aid.

Give Jean a **Chance Card**.

FOR DALLAS

(Landlord-Tenant Scenario):

1. Ask Dallas what kind of legal problem s/he is having.
2. Ask Dallas how much money s/he makes per year.
3. Dallas will say that s/he is on the Ontario Disability Support Program (ODSP). Tell Dallas that s/he would qualify for a Legal Aid Certificate financially, but landlord-tenant disputes are not handled through Legal Aid, so s/he is not eligible.
4. Suggest Dallas ask for help at the Landlord **Tenant Board** (LTB) or the **Legal Clinic**. Tell them the **Public Legal Education** organization will also have more information.
5. Give Dallas a **Chance Card**.

YOU ARE THE LAW SOCIETY LAWYER REFERRAL SERVICE

The Referral Service is a telephone service provided by the Law Society of Upper Canada (the professional regulatory body for lawyers and paralegals in Ontario). It connects people who have a legal problem with a lawyer or paralegal who can help them. A person who calls the referral service is given the name of a paralegal/lawyer who will give them 30 minutes of free legal advice. During that call a person will be provided with some information about their rights and options in the situation. If they need the lawyer/paralegal to do more work for them they may have to pay for those services.

1. You are a phone representative at the Law Society of Upper Canada. You will act as both the phone attendant and the lawyer/paralegal who speaks to the individuals from the Law Society Referral Service.
2. When someone visits your station, give them the information below. Don't tell them anything else. You may be instructed to give them a card; be aware that **Chance Cards** are different for each character. **Success Cards** can be given to anybody.
3. Litigants may visit your station more than once. Begin each visit by asking them what help they need and whether they have been to your location before. You may be required to respond differently depending on what they say. You will give them a different response each time.

Cards for this station:

Jamie: Chance, Success

Jean: Chance, Success

Dallas: Chance, Success

WHO ARE THE LITIGANTS?

Jamie's boss took money from their paycheck unfairly. S/he wants to go to Small Claims Court to get that money back.

Jean has children with Pat. They recently split up, and Pat is asking for custody and child support payments. They had a fight and now there is a restraining order against Jean, so Jean can't communicate with Pat. Jean wants to negotiate fair child support payments and a fair custody agreement.

Dallas is being evicted because s/he owes the landlord two months' rent. S/he wants to avoid being evicted and find a way to pay back the landlord.

Start every visit by asking the person's name and how many times they have visited. Refer to the appropriate visit number below. If they ask for a specific item or person, check your instructions to see which visit number you should refer to.

FOR JAMIE

(Employment Law Scenario):

1. Ask Jamie to describe their legal problem.
2. When s/he has finished, tell Jamie that in addition to the deductions, s/he can also sue for wrongful dismissal. Tell Jamie that s/he will need a copy of their employment contract before any legal action is possible.
3. At this point, no matter what Jamie says, tell them that 30 minutes have passed. You can't give any more advice or help unless s/he retains you.
4. Tell Jamie that your retainer fee is \$2000. Ask if s/he has \$2000 and wants to hire you.

If Jamie has enough money AND has a copy of their employment contract, tell them that you can prepare their court claim and file it and represent them at Small Claims Court. Give Jamie a **Success Card**.

If Jamie has enough money but does NOT have a copy of their employment contract, tell them to find a copy of the contract and then return. Give Jamie a **Chance Card**.

If Jamie does not have enough money or does not want to hire you, you can't help any more. Tell them they can file the Small Claims Court claim on their own at the **Courthouse**. There will be a filing fee of \$75, or s/he can ask for a fee waiver. Give Jamie a **Chance Card**.

FOR JEAN

(Family Law Scenario):

1. Ask Jean to describe their legal problem.

When s/he has finished, tell Jean that there are multiple legal issues here: the custody arrangement, the child support payments and the restraining order. Tell Jean s/he will probably have to go to family court.

2. At this point, no matter what Jean says, tell them that 30 minutes have passed. You can't give any more advice or help unless s/he retains you.

3. Tell Jean that your retainer fee is \$2000.
Ask if s/he has \$2000 and wants to hire you.

If Jean HAS \$2000, you can take them on as a client. You will prepare them for family mediation and then for court. Give Jean a **Success Card**.

If Jean does NOT have \$2000, you are unable to help any further. Suggest that s/he check with **Legal Aid Ontario** or a **Legal Clinic** for help. Give Jean a **Chance Card** and end the visit.

FOR DALLAS

(Landlord-Tenant Scenario):

1. Ask Dallas to describe their legal problem.

2. When s/he has finished, tell Dallas that you are a paralegal who deals with disputes between landlords and tenants. Inform Dallas that s/he has two main options:

- a) Dallas can try to negotiate a repayment plan with the landlord so that the landlord will withdraw the eviction request. Tell Dallas that to do this, s/he should go to the **Landlord-Tenant Board** and request a mediation session with their landlord.
- b) Dallas' second option is to go through with the eviction hearing. Advise Dallas that s/he is much more likely to be successful at a hearing if s/he hires a lawyer or paralegal to help with the case.

3. At this point, no matter what s/he says, tell Dallas that 30 minutes have passed. You can't give any more advice or help unless s/he retains you.

4. Tell Dallas that your retainer fee is \$450.
Ask if s/he has \$450 and wants to hire you.

If Dallas says YES, tell them you will contact the landlord and try to work something out. Also tell them that if you aren't able to reach an agreement with the landlord, you will represent Dallas at the eviction hearing. Give Dallas a **Success Card**.

If s/he says NO, you can't help any further. Give Dallas a **Chance Card** and end the visit.



YOU ARE THE LAW SOCIETY LAWYER REFERRAL SERVICE



YOU ARE A LAW FIRM

A law firm is a private business involving one or more lawyers. Law firms can focus on many different kinds of legal issues. Some firms focus on one area of law exclusively (like criminal law) while others are considered “full-service” because they practice in many areas of law. Law firms can also include other legal professionals like paralegals, law clerks and legal secretaries.

1. You are a lawyer at a busy law firm. However, the type of law firm you represent changes depending on which individual visits you and how many times they visit. For each litigant, you will always be the wrong kind of law firm on their first visit, but the right kind of law firm for all other visits.
2. When someone visits your station, give them the information below. Don't tell them anything else. You may be instructed to give them a card; be aware that **Chance Cards** are different for each character. **Success Cards** can be given to anybody.
3. Litigants may visit your station more than once. Begin each visit by asking them what help they need and whether they have been to your location before. You may be required to respond differently depending on what they say. You will give them a different response each time.

Cards for this station:

Jamie: Chance, Success

Jean: Chance, Restraining Order
Resolved, Success

Dallas: Chance, Success

WHO ARE THE LITIGANTS?

Jamie's boss took money from their paycheque unfairly. S/he wants to go to Small Claims Court to get that money back.

Jean has children with Pat. They recently split up, and Pat is asking for custody and child support payments. They had a fight and now there is a restraining order against Jean, so Jean can't communicate with Pat. Jean wants to negotiate fair child support payments and a fair custody agreement.

Dallas is being evicted because s/he owes the landlord two months' rent. S/he wants to avoid being evicted and find a way to pay back the landlord.

Start every visit by asking the person's name and how many times they have visited. Refer to the appropriate visit number below. If they ask for a specific item or person, check your instructions to see which visit number you should refer to.

FOR JAMIE

(Employment Law Scenario):

1. Ask Jamie to describe their legal problem.
2. When s/he has finished:
 - a) if this is their first time speaking with you, tell them that this is the wrong kind of law firm – you don't handle employment disputes. Give Jamie a **Chance Card** and end the visit.
 - b) if this is NOT their first time speaking with you, then your firm DOES handle employment disputes. Tell Jamie that you charge a \$1000 retainer fee for cases like this, and ask if s/he wants to hire you.

If **no**, or if Jamie does not have \$1000: Tell Jamie that you can't help them. Explain that s/he can try to file a Small Claims Court claim at the **Courthouse** or try the **Government Website or Phone Line** for help. Give Jamie a **Chance Card**.

If **yes**, and Jamie has \$1000: Tell Jamie you will represent them and proceed to #3, below.
3. Tell Jamie you will need to gather evidence in order to prepare their court claim. Ask if s/he has a copy of their employment contract.

If **no**: Tell Jamie it will be impossible to prove the claim without this evidence. Give Jamie a **Chance Card** and tell them to come back when they have the contract

If **yes**: Tell Jamie that you can file their claim and represent them. Give Jamie a **Success Card**.

FOR JEAN

(Family Law Scenario):

1. Ask Jean to describe their legal problem.
2. When s/he has finished:
 - a) if this is their first time speaking with you, tell them that this is the wrong kind of law firm – you don't handle family law disputes. Give Jean a **Chance Card** and end the visit.
 - b) if this is NOT their first time speaking with you, then your firm DOES handle family law disputes.

If Jean asks about a lawyer s/he spoke with at a Public Legal Education session, skip to #4, below. If not, continue.
3. Tell Jean that you charge a \$1000 retainer fee for cases like this, and ask if s/he wants to hire you.

If **no**, or if Jean does not have \$1000: Tell Jean that you can't help them. Suggest that s/he visit a **Community Centre** to see if there is a family worker there. Give Jean a **Chance Card** and end the visit.

If **yes** and Jean has \$1000: You will tackle all Jean's legal issues. Tell them that you can ensure that the restraining order is lifted and that you will represent them at family court in their claim for fair custody and support agreements. Give Jean a **Success Card**.

4. For this part of the game, you are a lawyer who met with Jean after a Public Legal Education event. After you heard Jean's story, you invited them to your office because you wanted to help.

Welcome Jean to your office. Tell them that you want to help, so you are willing to take them on as a client for half what you would usually charge. Ask if Jean would like to hire you for a retainer fee of \$500.

If **no**, or if Jean does not have \$500: Tell Jean you can't help, but invite them to come speak to you again if anything changes. Suggest that s/he visit a **Community Centre** because they sometimes have family workers. Give Jean a **Chance Card** and end the visit.

If **yes**: proceed to #5.

5. You are now Jean's lawyer. Ask if the restraining order is still in effect.

If **no**: proceed to #6.

If **yes**: Tell Jean you can help with the restraining order. You think you can persuade a judge to lift it if Jean attends an anger management program.

Ask if Jean is willing to attend anger management classes.

If **yes**: Jean attends the program, so you are able to get the restraining order lifted. Give Jean a **Restraining Order Resolved** card. Tell Jean that s/he can now talk to Pat directly, but still needs to apply to the **Courthouse** to resolve the child support and custody issues. Proceed to #6.

If **no**: You can't help. Tell Jean to think about it and come back if they change their mind. Give Jean a **Chance Card** and end the visit.

6. Jean still needs help making a child custody and support agreement with their former partner. Tell Jean that the first step will be exchanging information and financial details. Ask if Jean is willing to do this.

If **yes**: Tell Jean that you will collect her information and begin the application process. Give Jean a **Success Card**.

If **no**: There is no way to move forward without exchanging information and attending mediation. Tell Jean to think about it and come back if they change their mind. Give Jean a **Chance Card** and end the visit.

FOR DALLAS

(Landlord-Tenant Scenario):

1. Ask Dallas to describe their legal problem.
2. When s/he has finished:
 - a) if this is their first time speaking with you, tell them that this is the wrong kind of law firm – you don't handle landlord-tenant disputes. Give Dallas a **Chance Card** and end the visit.
 - b) if this is NOT their first time speaking with you, then your firm DOES handle landlord-tenant issues. Ask what Dallas' income is.
3. Tell Dallas that you are happy to help, but you charge a \$1000 retainer which s/he would need to pay immediately. Ask Dallas if s/he wants to hire you.

If **no**, or if Dallas does not have \$1000: Tell Dallas you can't help. Suggest that Dallas speak to an income assistance worker at the **Community Centre**. Give Dallas a **Chance Card** and end the visit.

If **yes**: Dallas hires you. Tell Dallas that you will try to negotiate a solution with the landlord and if you aren't able to reach an agreement, you will also represent them at the eviction hearing. You also tell Dallas that it doesn't look good because after paying you, s/he will have even less money to pay rent. Give Dallas a **Success Card**.

YOU ARE A PUBLIC LEGAL EDUCATION (PLE) ORGANIZATION

PLE organizations work to improve public knowledge about law and the justice system. They do not give legal advice or represent people on legal issues, but they can give a great deal of helpful information about how the legal system works and where to look for help.

1. You work at a PLE organization.
2. When someone visits your station, give them the information below. Don't tell them anything else. You may be instructed to give them a card; be aware that **Chance Cards** are different for each character. **Success Cards** can be given to anybody.
3. Litigants may visit your station more than once. Begin each visit by asking them what help they need and whether they have been to your location before. You may be required to respond differently depending on what they say. You will give them a different response each time.

Cards for this station:

Jamie: Chance, Fee Waiver

Jean: Chance

Dallas: Chance

WHO ARE THE LITIGANTS?

Jamie's boss took money from their paycheck unfairly. S/he wants to go to Small Claims Court to get that money back.

Jean has children with Pat. They recently split up, and Pat is asking for custody and child support payments. They had a fight and now there is a restraining order against Jean, so Jean can't communicate with Pat. Jean wants to negotiate fair child support payments and a fair custody agreement.

Dallas is being evicted because s/he owes the landlord two months' rent. S/he wants to avoid being evicted and find a way to pay back the landlord.

Start every visit by asking the person's name and how many times they have visited. Refer to the appropriate visit number below. If they ask for a specific item or person, check your instructions to see which visit number you should refer to.

FOR JAMIE

(Employment Law Scenario):

1. Ask Jamie to describe their legal problem. When s/he has finished, ask Jamie if s/he has visited your station already. If **no**, proceed to #2. If **yes**, proceed to #3.
2. (*Jamie's first visit*) You are a lawyer running a workshop on filling out Small Claims forms. As part of your workshop, tell Jamie that the forms are available on the **Government Website** and at the **Courthouse**, and that s/he will have to pay a \$75 filing fee to file a claim. Give Jamie a **Chance Card** and end the visit.
3. (*Jamie returns*) Jamie approaches you after the workshop and tells you their story. S/he asks you for help. Tell Jamie you can't help, but that s/he can get the \$75 filing fee waived by special request. Give Jamie a **Fee Waiver Card** and end the visit.

FOR JEAN

(Family Law Scenario):

1. Ask Jean to describe their legal problem. When s/he has finished, ask Jean if s/he has visited your station already. If **no**, proceed to #2. If **yes**, proceed to #3.
2. (*Jean's first visit*) You are a lawyer running a workshop on family law for self-represented litigants. The workshop includes some information about where to download **custody/access forms** to change access orders and what to expect in litigation.

Also tell Jean that s/he may be able to access mediation at the **Courthouse**, in order to resolve the restraining order. Give Jean a **Chance Card** and end the visit.
3. (*Jean returns*) Jean approaches you after the workshop and tells you about their family law issues. Tell them you are sympathetic to their situation and you may be able to find some way to help. Tell Jean to go to the **Law Firm** the next day and ask for you. Jean must ask specifically for the lawyer from the Public Legal Education workshop. Give Jean a **Chance Card** and end the visit.

FOR DALLAS

(Landlord-Tenant Scenario):

1. Ask Dallas to describe their legal problem. When s/he has finished, ask Dallas if s/he has visited your station already. If **no**, proceed to #2. If **yes**, proceed to #3.

2. *(Dallas' first visit)* Dallas asks you for information about evictions. Tell Dallas you can't give legal advice, but your organization is running a workshop on landlord and tenant law issues in two weeks. Tell Dallas to come back then and attend the workshop.

Also tell Dallas s/he could check the **Government Website** or the **Legal Clinic** for more information about evictions. Give Dallas a **Chance Card** and end the visit. *Dallas must visit at least one other station before coming back.*

3. *(Dallas returns)* It is two weeks later, and Dallas is attending the workshop on landlord and tenant issues. After the workshop, Dallas approaches you with some specific questions. Tell Dallas that you can't give any legal advice, but the **Community Centre** runs a drop-in program for tenants with legal issues, and maybe they can help. Give Dallas a **Chance Card** and end the visit.



**YOU ARE A PUBLIC LEGAL
EDUCATION (PLE) ORGANIZATION** 

YOU ARE A COMMUNITY CENTRE

A community centre is a meeting place where people from the neighbourhood come for recreation, to socialize, get information about upcoming local events, participate in workshops, etc. Lawyers and paralegals may deliver free public legal education and information sessions at a community centre about specific legal issues. During these sessions, they can answer the audience's questions, provide additional resources about the topic or refer them to other professionals or agencies who can help with their legal problems.

1. When someone visits your station, give them the information below. Don't tell them anything else. You may be instructed to give them a card; be aware that **Chance Cards** are different for each character. **Success Cards** can be given to anybody.
2. Litigants may visit your station more than once. Begin each visit by asking them what help they need and whether they have been to your location before. You may be required to respond differently depending on what they say. You will give them a different response each time.

Cards for this station:

Jamie: Chance

Jean: Chance,

Dallas: Chance, Success

WHO ARE THE LITIGANTS?

Jamie's boss took money from their paycheque unfairly. S/he wants to go to Small Claims Court to get that money back.

Jean has children with Pat. They recently split up, and Pat is asking for custody and child support payments. They had a fight and now there is a restraining order against Jean, so Jean can't communicate with Pat. Jean wants to negotiate fair child support payments and a fair custody agreement.

Dallas is being evicted because s/he owes the landlord two months' rent. S/he wants to avoid being evicted and find a way to pay back the landlord.

Start every visit by asking the person's name and how many times they have visited. Refer to the appropriate visit number below. If they ask for a specific item or person, check your instructions to see which visit number you should refer to.

FOR JAMIE

(Employment Law Scenario):

1. You are the receptionist at the local community centre. Ask Jamie to describe their legal problem.
2. No matter what Jamie says, tell them that you do not have any lawyers on staff. Tell Jamie s/he could talk to **Legal Aid Ontario** or the **Lawyer Referral Service** about getting some help. Give Jamie a **Chance Card** and end the visit.

FOR JEAN

(Family Law Scenario):

1. You are the receptionist at the local community centre. Ask if Jean has visited your station before.

If **no**: Ask Jean to describe their legal issue and what kind of help s/he needs.

When s/he has finished, no matter what s/he says, tell Jean that you don't have anyone on staff today who can help. However, tell Jean that there is someone working on the weekend who might know more. Give Jean a **Chance Card** and end the visit. *Jean must visit at least one other station before returning.*

If **yes**: Jean has returned on the weekend. Ask Jean to describe their legal issue again. Tell Jean s/he should speak to an expert about their situation. Tell them that there is going to be a free Public Legal Information session soon about family law, so s/he might want to talk to the **PLE Organization**. Give Jean a **Chance Card** and end the visit.

FOR DALLAS

(Landlord-Tenant Scenario):

1. You are a receptionist at the local community centre. Ask Dallas who s/he wants to speak to.
 - If s/he asks for general information or advice OR asks for the **income assistance worker**, proceed to #2.
 - If s/he asks for **drop-in tenant counsel**, proceed to #3.

2. *(General information / Income Assistance Work)* Dallas owes their landlord money. S/he is trying to get money from the Ontario Disability Support Program (ODSP) to pay it back. You are a worker who helps with ODSP claims.

Ask why Dallas is behind on the rent. After s/he explains, tell Dallas that s/he is already receiving the maximum amount that is available. However, tell them that you will talk to the ODSP and see if you can get some extra money to stop the eviction. Tell Dallas s/he doesn't need to check – you will call if it works. In the meantime, suggest Dallas look for help at the **Legal Clinic**. Give Dallas a **Chance Card** and end the visit.

3. *(Drop-in Tenant Counsel)* Ask Dallas to describe their legal problem. When s/he has finished, tell them, that you will write a letter to the landlord to ask if s/he can pay the back rent slowly, in installments. Tell Dallas that it might work or it might not. Give Dallas a **Success Card** and end the visit.

YOU ARE THE COURTHOUSE / LANDLORD TENANT BOARD

A courthouse is a place where people go to argue and resolve civil and criminal disputes. People can participate in different legal processes at a courthouse, including filing documents, alternative dispute resolution (like mediation) and litigation (like trials). The Landlord and Tenant Board is similar to a courthouse because it provides a forum for landlords and tenants to argue and resolve their disputes about housing. At the Board, parties can participate in mediation and/or hearings, which are similar to trials.

1. Depending on the area of the law each litigant is dealing with, you will be playing a reception worker at either Small Claims Court, Family Court or the Landlord and Tenant Board.
2. When litigants visit your station, give them the information set out below. Don't tell them anything else. You may be instructed to give them a card; be aware that **Chance Cards** are different for each character. **Success Cards** can be given to anybody.
3. Litigants may visit your station more than once. Begin each visit by asking them what help they need and whether they have been to your location before. You may be required to respond differently depending on what they say. You will give them a different response each time.

Cards for this station:

Jamie: Chance, Success

Jean: Chance, Restraining Order
Resolved, Success

Dallas: Chance, Success

WHO ARE THE LITIGANTS?

Jamie's boss took money from their paycheque unfairly. S/he wants to go to Small Claims Court to get that money back.

Jean has children with Pat. They recently split up, and Pat is asking for custody and child support payments. They had a fight and now there is a restraining order against Jean, so Jean can't communicate with Pat. Jean wants to negotiate fair child support payments and a fair custody agreement.

Dallas is being evicted because s/he owes the landlord two months' rent. S/he wants to avoid being evicted and find a way to pay back the landlord.

Start every visit by asking the person's name and how many times they have visited. Refer to the appropriate visit number below. If they ask for a specific item or person, check your instructions to see which visit number you should refer to.

FOR JAMIE

(Employment Law Scenario):

1. You are a receptionist at Small Claims Court. Ask Jamie what s/he wants to do.
2. Jamie is there to make a claim for unpaid wages. Tell Jamie that in order to start a claim against Mr. Xavier, s/he needs the completed **Small Claims Court Forms**. Ask if s/he has these.

If **no**: tell Jamie to download the forms from the **Government Website**, fill them out and bring them back. There will be a \$75 filing fee. Give Jamie a **Chance Card** and end the visit.

If **yes**: ask if Jamie has \$75 for the filing fee. If s/he **DOES**, or if Jamie has a Fee Waiver Card, you take the fee and tell Jamie you will set a court date for about three months from now. Give Jamie a **Success Card**.

If Jamie cannot pay the fee, you can't help. Tell Jamie to return when s/he can pay, give them a **Chance Card** and end the visit.

FOR JEAN

(Family Law Scenario):

1. You are a receptionist for Family Court. Ask Jean what s/he wants to do.
If Jean asks for mediation services, proceed to #2. For all other questions, go to #3.
2. Pat is willing, and at mediation, Jean and Pat come to an agreement on child support, access and custody. It will need to be looked over by a judge, but the legal issues are resolved. Give Jean a **Restraining Order Resolved Card** and a **Success Card**.
3. Ask Jean if s/he has a restraining order against them.
If **yes**: tell Jean to find a lawyer and try to get the order lifted. It will be hard to negotiate with Pat with a restraining order in place. Give Jean a **Chance Card** and end the visit.
If **no**, proceed to #4.
4. Ask if Jean has the forms for custody and access claims.
If **no**, tell Jean s/he needs to come back when the forms are completed. Suggest s/he try looking for them on the **Government Website**. End the visit.
If **yes**, proceed to #5.
5. Tell Jean there is a \$75 filing fee and ask if s/he can pay.
If **no**: Tell Jean to return when s/he can pay the filing fee. Give Jean a **Chance Card** and end the visit.

If **yes**: Tell Jean that you will file the paperwork and s/he will receive a notice in the mail setting out a date for mediation. Tell Jean one more time that s/he really should get legal advice before then. Give Jean a **Success Card**.

FOR DALLAS (Landlord-Tenant Scenario):

1. You are a receptionist at the Landlord and Tenant Board. Ask Dallas who s/he wants to speak to.

If s/he asks for general information or advice, and doesn't ask for anyone specific, proceed to #2.

If s/he asks for mediation, proceed to #3.

If s/he asks for Tenant Duty Counsel, go to #4.
2. *(General information / advice)* Dallas asks about how to avoid being evicted. Tell Dallas you can't give legal advice, but there should be a lawyer available to help Dallas on the day of their hearing. On that day, they can ask for **Tenant Duty Counsel**. Tell Dallas that in the meantime, s/he should try to get some information from a **Legal Clinic, Public Legal Education Organization** or a **Lawyer**. Give Dallas a **Chance Card** and end the visit.
3. *(Mediation)* Dallas has asked for mediation at the Landlord and Tenant Board before their eviction hearing. Tell Dallas you will set up a mediation session. Give Dallas a **Success Card**.
4. *(Tenant Duty Counsel)* Dallas is here on the day of their eviction hearing and has asked for a lawyer. Tell them they can meet with a lawyer in a private room and the lawyer can help with their hearing. Give Dallas a **Success Card**.



YOU ARE THE COURTHOUSE / LANDLORD TENANT BOARD





YOU ARE THE GOVERNMENT WEBSITE OR PHONE LINE

Most government ministries and agencies have phone lines and websites that provide information about different legal processes in Ontario. For example, the Ministry of the Attorney General's (MAG) website provides general self-help information about different areas of the law. This station will offer litigants the information that is available from these sources.

1. This station will offer litigants the information that is available from these sources. You may be asked to play the role of the Ministry of Labour, the Landlord and Tenant Board, or the Ministry of the Attorney General, depending on which litigant is seeking your help.
2. When litigants visit your station, they are calling you or accessing your website. Give them the information set out below. Don't tell them anything else. You may be instructed to give them a card; be aware that **Chance Cards** are different for each character. **Success Cards** can be given to anybody
3. Litigants may visit your station more than once. Begin each visit by asking them what help they need and whether they have been to your location before. You may be required to respond differently depending on what they say. You will give them a different response each time.

Cards for this station:

Jamie: Fee Waiver, Small Claims Court form

Jean: Custody Paperwork Card

Dallas:

WHO ARE THE LITIGANTS?

Jamie's boss took money from their paycheque unfairly. S/he wants to go to Small Claims Court to get that money back.

Jean has children with Pat. They recently split up, and Pat is asking for custody and child support payments. They had a fight and now there is a restraining order against Jean, so Jean can't communicate with Pat. Jean wants to negotiate fair child support payments and a fair custody agreement.

Dallas is being evicted because s/he owes the landlord two months' rent. S/he wants to avoid being evicted and find a way to pay back the landlord.

Start every visit by asking the person's name and how many times they have visited. Refer to the appropriate visit number below. If they ask for a specific item or person, check your instructions to see which visit number you should refer to.

FOR JAMIE (Employment Law Scenario):

1. Ask Jamie if s/he is checking the Ministry of Labour website or calling the phone line.

If **phone line**: Thank Jamie for calling, and put them on hold. *Jamie must wait for one minute before you continue.* After one minute, ask Jamie a few questions about their legal issue, but don't give them any information. Tell Jamie to try checking the **Website** for information and forms. End the visit. *Jamie must visit at least one other station before s/he returns.*

If **website**, proceed to #2.

2. Ask Jamie what s/he is looking for.

If Jamie asks for the **Small Claims Court Forms** or the **Fee Waiver Form**, provide the card s/he asked for. Do not give any hints - Jamie must ask for these by name.

If Jamie does not ask for either of those forms, say that there are strict rules for what deductions employers can take off of someone's paycheque. Tell Jamie to contact a **Lawyer** for more details. Do not give any other information. End the visit.

FOR JEAN (Family Law Scenario):

1. Ask Jean what s/he is looking for.

If s/he is looking for custody/access forms, give Jean a **Custody Paperwork Card**.

For anything else, proceed to #2.

2. Tell Jean that s/he has found a document called "Self-Help Guide to Applying for Custody" written by the Ministry of the Attorney General. It refers to a lot of different forms and information Jean does not know how to get. The Guide suggests using the **Lawyer Referral Service** to find a lawyer.

FOR DALLAS (Landlord-Tenant Scenario):

1. Ask Dallas if s/he is checking the landlord and Tenant Board Website or calling the phone line.

If **phone line**: Thank Dallas for calling, and put them on hold. *Dallas must wait for one minute before you continue.* After one minute, ask Dallas a few questions about their legal issue, but don't give them any information. Then tell Dallas you can't give any advice. Suggest s/he contact a **Lawyer** or **Legal Clinic** for more help. End the visit.

If **website**: tell Dallas that it is best to have a lawyer for an eviction hearing. Tell Dallas s/he can contact the **Lawyer Referral Service** for help finding a lawyer or ask for **Duty Counsel** at the **Landlord and Tenant Board** before their hearing. End the visit.



CHANCE
Dallas



CHANCE
Dallas



CHANCE
Dallas



CHANCE
Dallas



CHANCE
Dallas



CHANCE
Dallas



CHANCE
Dallas



CHANCE
Dallas



CHANCE
Dallas



CHANCE
Dallas

Dallas

Your car broke down. You are finding it extremely difficult to get around the city.

Wait for 1 minute before continuing with the game.

Dallas

Your sister visits to cheer you up and offers to help you pack if you need to move.

She tells you you can stay with her if you need to. You feel a bit better but it doesn't solve your eviction problem.

Dallas

Woo-hoo!
You won \$500 on an instant lottery ticket. That might help a little...

Dallas

Your brother comes into check on how you are doing a week before your eviction. He gives you a pamphlet on the "tenant duty counsel program" that you might qualify for.

You can go to the Public Legal Education station and ask about this program and see if it will be helpful for you!

Dallas

Your income support worker calls. They have found a special ODSP subsidy which will give you an extra \$400 to help pay back your rent. You negotiate a repayment plan with your landlord and avoid an eviction.

SUCCESS!

Dallas

You decide to visit your landlord to try and explain your situation but end up getting into a screaming match. Your landlord calls the police and you have to be escorted out of the house. You are unsure whether the police will press criminal charges.

Wait for 1 minute before continuing with the game.

Dallas

Your prescription ran out. You feel very low and just cannot get out of bed for a few days.

Wait for 1 minute before continuing with the game.

Dallas

Your brother hears of your impending eviction and lends offers to pay either your rent or your legal fees - up to \$1000!

You can use this money to pay legal bills or your landlord.

Dallas

Achoo! You're sick with the flu. You end up in bed for 3 days to recover.

Wait for 1 minute before continuing with the game.

Dallas

You lost your keys! You were locked out of your house for the entire day and night before you could find your spare set.

Wait for 1 minute before continuing with the game.



CHANCE
Jamie



CHANCE
Jamie



CHANCE
Jamie



CHANCE
Jamie



CHANCE
Jamie



CHANCE
Jamie



CHANCE
Jamie



CHANCE
Jamie



CHANCE
Jamie



CHANCE
Jamie

Jamie

Oh no, since you're no longer working you have lost your cell phone account because you could not pay the bill!

Wait for 1 minute before continuing with the game.

Jamie

You found an old lottery ticket in your jacket pocket and decide to see if it's any good. You're in luck, you've won \$1000 dollars!

You can use this money to pay legal bills.

Jamie

Achoo! You're sick with the flu. You end up in bed for 3 days to recover.

Wait for 1 minute before continuing with the game.

Jamie

Oh no, you've broken your leg and have to use crutches. This really slows you down!

Wait for 1 minute before continuing with the game.

Jamie

Your sister needs you to watch her kids for a couple of days. The good news is she gives you \$100. But it means you're busy.

Wait for 1 minute before continuing with the game.

Jamie

Your car broke down. You are finding it extremely difficult to get around the city.

Wait for 1 minute before continuing with the game.

Jamie

Good news – you have an interview for a better job. But it's going to take some time, so you have to take a break from your quest for justice.

Wait for 1 minute before continuing with the game.

Jamie

You bump into a friend who works in the same restaurant that you used to work at.

You now have your employment contract!

Jamie

Oh no, you get into a screaming match with Mr. Xavier when you go to visit him and ask to be paid the money that was deducted. Mr. Xavier calls the police and you end up having to be escorted out of the restaurant. You are unsure if the police will press criminal charges.

Wait for 1 minute before continuing with the game.

Jamie

You phone the restaurant and ask for your employment contract to be mailed to you at home. A few days later it arrives.

You now have your employment contract!



CHANCE
Jean



CHANCE
Jean



CHANCE
Jean



CHANCE
Jean



CHANCE
Jean



CHANCE
Jean



CHANCE
Jean



CHANCE
Jean



CHANCE
Jean



CHANCE
Jean

Jean

You try to sell your couch for cash to pay your rent. You shop around but can't get a good price for your stuff – it isn't worth it.

Wait for 1 minute before continuing with the game.

Jean

You visit Pat, intending to work things out, but you end up screaming at each other. Pat calls the police.

Wait 1 minute before continuing with the game, or 3 minutes if you still have a Restraining Order against you.

Jean

Good news – Pat has given up drinking alcohol, and might be more reasonable. You should look into mediation or counseling.

Jean

You get a call from your sister-in-law, and she wants to help you get custody of your children. She lends you \$1500.

You can use this money to pay legal bills.

Jean

Someone sneezed on you in an elevator. Now you've caught the flu again.

Wait for 1 minute before continuing with the game.

Jean

Pat gets sick and needs you to take care of the kids overnight. You're happy to take them but you have to cancel all your plans.

Wait for 1 minute before continuing with the game.

Jean

Hmm. Your kids' daycare calls because they are sick and need someone to pick them up.

Wait for 1 minute before continuing with the game.

Jean

Your car broke down. You are finding it extremely difficult to get around the city.

Wait for 1 minute before continuing with the game.

Jean

Good news – Pat has texted you and wants to talk again. You should look into **mediation**, if you can find a service that offers it.

Jean

You get a call to interview for a job with higher pay. You spend a few days preparing. You don't get the job – what a waste of time.

Wait for 1 minute before continuing with the game.



Success!



Success!



Success!



Success!



Success!



Success!



Success!



Success!



Success!



Success!



**FEE
WAIVER**



**CUSTODY
PAPERWORK**



**FEE
WAIVER**



**RESTRAINING
ORDER
RESOLVED**



**FEE
WAIVER**



**RESTRAINING
ORDER
RESOLVED**



**SMALL CLAIMS
COURT FORMS**



**RESTRAINING
ORDER
RESOLVED**

Jean

PAPER WORK
COMPLETED

Jamie

FEE WAIVER

Jean

RESTRAINING ORDER
RESOLVED

Jamie

FEE WAIVER

Jean

RESTRAINING ORDER
RESOLVED

Jamie

FEE WAIVER

Jean

RESTRAINING ORDER
RESOLVED

Jamie

SMALL CLAIMS COURT
FORMS