

ARAB COMMUNITY
CENTRE OF **TORONTO**



مركز الجالية
العربية في **تورنتو**



NOUR

Navigating Our Rights Project

NOUR is Funded by



**The Law
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**La Fondation
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Améliorer l'accès à la justice

ARAB COMMUNITY
CENTRE OF TORONTO



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NOUR
Navigating Our Rights Project

Legal Navigator Training Program

Legal Information vs. legal Advice

2026-2027

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Outlines

- **Legal Advice vs. Legal Information**
- **Purpose**
- **Permitted Actions**
- **Prohibited Actions**
- **Safe Language for Legal Navigators**
- **Disclaimer & Urgent Referrals**
- **Risk Management Protocol**



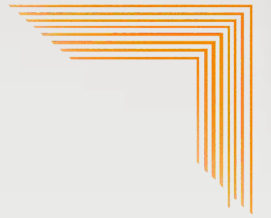
Legal Navigator program

LEGAL INFORMATION VS.

LEGAL ADVICE

Understanding the Boundaries of
Legal Support





PURPOSE



Ethical Boundaries

Ensures Legal Navigators stay within lawful and ethical boundaries



Legal Protection

Prevents unauthorized practice of law and protects from potential liability issues.



DISCLAIMER



Mandatory Disclaimer

"I am not a lawyer and cannot provide legal advice. I can provide general legal information and help connect you with legal resources."





PERMITTED ACTIONS



**Provide Publicly Available
Information**

Describe General Rights

Explain the Legal System

Explain Forms & Procedures

PROHIBITED ACTIONS

No Recommending Strategies

No Predicting Outcomes

No Interpreting Laws

No Representing Others



WHAT NOT TO SAY



"You should sue..."

Recommending legal action
is advice, not information.



**"You will probably
win..."**

Predicting case outcomes
crosses into legal advice
territory.



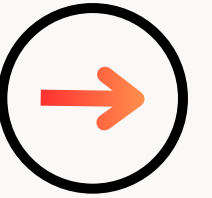
**"You should plead
guilty..."**

Advising on a plea is
practicing law without a
license.



"File this specific claim..."

Directing specific legal
actions requires a licensed
attorney.



SAFE LANGUAGE FOR LEGAL NAVIGATORS



General Information

"I can provide general information, but I cannot give legal advice."



Lawyer Referral

"A lawyer would be able to advise you about your specific situation."



Resource Guidance

"Here are some resources that might help you explore your options."

LEGAL INFORMATION EXAMPLES



Legal Aid Guidance

"You may be able to apply for legal aid if your income qualifies."



Forms Explanation

"This form is typically used to file a small claims court application."



Tribunal Information

"The landlord-tenant board handles disputes between tenants and landlords."



Referral Guidance

"A lawyer would be able to advise you about your specific situation."



URGENT REFERRALS



Litigation

when the case involves
active litigation



Criminal & Immigration

Always refer when criminal matters
arise or when the legal issue at hand
may affect immigration status.

RISK MANAGEMENT PROTOCOL

Avoid Liability

01

Document

Record all referrals and interactions with clients.

02

Avoid Interpreting

Never interpret legal statutes for specific situations.

03

Use Standardized Sheets

Rely on approved standardized information sheets.

04

Consult Supervisors

Seek guidance when uncertain about boundaries.

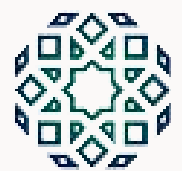
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