

Better Legal Information



Public Legal Information Best Practices Worksheet

The public legal information best practices can help you produce legal information your audience trusts, understands and uses. You can use the self-assessment at betterlegalinfo.ca/self-assessment to see how many of the high-impact best practices your information follows. If it substantially follows the best practices, you can qualify to use the Quality Mark™.

How to use this worksheet. Completing this worksheet will prepare you for the self-assessment. Have the information you want to assess in hand. Check off the **indicators** your information meets. If your information has at least **half** the indicators for a best practice, check 'Yes' for that practice.

Name of resource: _____

Item	Indicators	Yes	No
1. Say who made the information	2 or more indicators = 'Yes'		
→ says the name of your organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
→ explains enough about your organization to gain people's confidence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
→ includes contact information	<input type="checkbox"/>		
2. Say where the information applies	1 or more indicators = 'Yes'		
→ says the location where information applies (the "jurisdiction")	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
→ makes the jurisdiction easy to see	<input type="checkbox"/>		
3. Review the information for legal accuracy — and say you've done so	2 or more indicators = 'Yes'		
→ (for the legal content) was reviewed for legal accuracy	<input type="checkbox"/>		
→ says you've done a legal review	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
→ provides information about the reviewer's expertise, such as their affiliation or a short bio	<input type="checkbox"/>		
4. Include the date of the last legal review	2 or more indicators = 'Yes'		
→ includes the date of the last legal review	<input type="checkbox"/>		
→ makes the review date easy to see	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
→ explains the importance of the review date	<input type="checkbox"/>		

Item	Indicators	Yes	Getting there	No
5. Say who or what the information is for <div style="float: right; border: 1px solid black; padding: 2px; font-size: 0.8em;"> 2 or more indicators = 'Yes' 1 indicator = 'Getting there' </div>				
→ identifies the audience	<input type="checkbox"/>			
→ identifies the purpose of the information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
→ states your audience or purpose front-and-centre	<input type="checkbox"/>			
6. Make the information understandable for the intended audience <div style="float: right; border: 1px solid black; padding: 2px; font-size: 0.8em;"> 4 or more indicators = 'Yes' 1 to 3 indicators = 'Getting there' </div>				
→ takes a user perspective	<input type="checkbox"/>			
→ uses plain language techniques, such as an active voice, a conversational tone, and short sentences	<input type="checkbox"/>			
→ was developed with your intended audience front of mind	<input type="checkbox"/>			
→ was developed with a target reading level in mind	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
→ was measured for readability	<input type="checkbox"/>			
→ was developed with an eye to the many factors that affect comprehension, such as how the information is organized, tone and voice used, and the use of visuals and white space	<input type="checkbox"/>			
→ was tested with your audience	<input type="checkbox"/>			
7. Make the design clean, engaging, and easy to use <div style="float: right; border: 1px solid black; padding: 2px; font-size: 0.8em;"> 4 or more indicators = 'Yes' 1 to 3 indicators = 'Getting there' </div>				
→ uses white space (that is, blank space)	<input type="checkbox"/>			
→ puts important information first	<input type="checkbox"/>			
→ uses lots of headings	<input type="checkbox"/>			
→ uses techniques that make scanning easier, such as bolding key terms and using bulleted lists	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
→ uses images or other visuals	<input type="checkbox"/>			
→ was designed with your intended audience front of mind	<input type="checkbox"/>			
→ was tested with your audience	<input type="checkbox"/>			
8. Refer to free or low-cost legal help <div style="float: right; border: 1px solid black; padding: 2px; font-size: 0.8em;"> 1 or more indicators = 'Yes' </div>				
→ includes places where people can access justice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
→ includes verified contact information for each service	<input type="checkbox"/>			