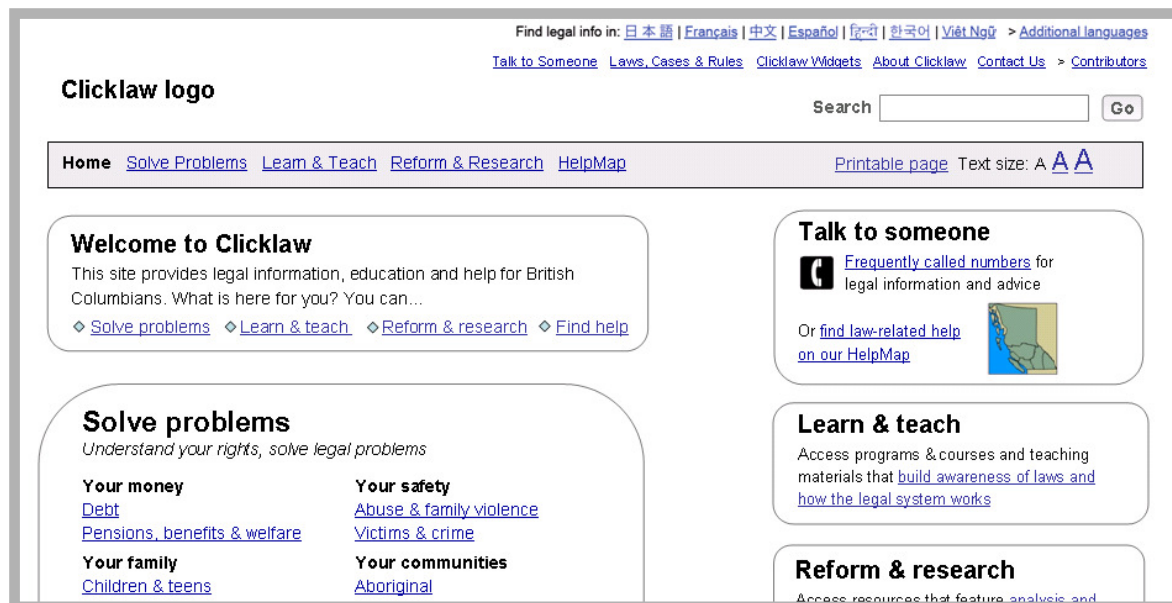


# Clicklaw Wireframe Prototype 2.0

A tour of the finalized Clicklaw wireframe



December 23, 2008

# Recap: What is Clicklaw

---

## **Project Vision**

Offering a unified, trustworthy point of entry online, Clicklaw will provide equitable access to quality legal information, education and help for British Columbians

### **Clicklaw is a portal:**

- serving as a guide or point of entry
- to content that resides on other websites
- the websites are those of 24 organizations formally participating in the Clicklaw project, as well as selected others
- the linked content is legal information, education & services aimed at the public in British Columbia

# Wireframe Prototype 1.0

---

## **Insights from feedback on wireframe 1.0 as well as testing out how it held up with real content:**

- **Wireframe 1.0 not client-centred enough**
  - section names were mostly about the legal system (e.g., Courts & Lawyers), not the client's experience
- **Problems with the audience facet**
  - users of Clicklaw may not be comfortable identifying themselves as “a person with a legal issue”, or may not see themselves in that light
- **Most common & disruptive legal problems obscured**
  - with 35 legal issues in taxonomy, the most common & most disruptive legal problems didn't stand out enough

# Wireframe Prototype 2.0

---

## Key changes in the final wireframe 2.0:

- **Wireframe 2.0 features client-centred section names**
  - sections names reflect what Clicklaw users will want to do on the site:  
**Solve Problems, Learn & Teach, Reform & Research, HelpMap**
- **Client-centred groupings of topics**
  - in the Solve Problems & HelpMap sections, topics are grouped by client-centred labels: **Your family, Your money, Your safety, etc.**
- **Taxonomy scaled back, tags added**
  - fewer legal issues in taxonomy, allowing most common & disruptive legal problems to stand out more
  - new feature: **tags** added by contributors, providing specific pathways to information and reflecting diversity of PLEI

# Wireframe Prototype 2.0:

**A tour, featuring real content**

**Caveat: Visual design has not yet been applied  
and some features may evolve prior to site launch**

## Clicklaw logo

Search

[Home](#) | [Solve Problems](#) | [Learn & Teach](#) | [Reform & Research](#) | [HelpMap](#)


[Printable page](#) Text size: A [A](#) [A](#)

### Welcome to Clicklaw

This site provides legal information, education and help for British Columbians. What is here for you? You can...

◇ [Solve problems](#) ◇ [Learn & teach](#) ◇ [Reform & research](#) ◇ [Find help](#)

### Talk to someone

 [Frequently called numbers](#) for legal information and advice

Or [find law-related help on our HelpMap](#)



### Solve problems

*Understand your rights, solve legal problems*

#### Your money

[Debt](#)  
[Pensions, benefits & welfare](#)

#### Your family

[Children & teens](#)  
[Family law](#)  
[Health](#)  
[Wills, estates & life planning](#)

#### Your daily life

[Accidents & injuries](#)  
[Consumer](#)  
[Employment](#)  
[Housing, tenancy & neighbours](#)  
[Rights & citizenship](#)

#### Your safety

[Abuse & family violence](#)  
[Victims & crime](#)

#### Your communities

[Aboriginal](#)  
[Disabilities](#)  
[Immigrants](#)  
[Seniors](#)

#### Your legal system

[Legal help & lawyers](#)  
[Courts & tribunals](#)  
[Alternatives to court](#)

> [view more topics](#)

### Learn & teach

Access programs & courses and teaching materials that [build awareness of laws and how the legal system works](#)


### Reform & research

Access resources that feature [analysis and reform of the law and the legal system](#)

### Widgets | What's new

With Clicklaw widgets, you can [put Clicklaw content on your own website](#)

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### Talk to someone

 [Frequently called numbers](#) for legal information and advice

Or [find law-related help on our HelpMap](#)



Solve problems

Learn & teach

**Solve Problems**  
features practical information to understand legal rights and work through legal problems

**Learn & Teach**  
builds awareness in laws and how the legal system works

**Reform & Research**  
for analysis & reform of the law, legal policy, and the legal system

**HelpMap**  
to find those who provide law-related assistance to individuals with legal problems

[Accidents & injuries](#)  
[Consumer](#)  
[Employment](#)  
[Housing, tenancy & neighbours](#)  
[Rights & citizenship](#)

[Legal help & lawyers](#)  
[Courts & tribunals](#)  
[Alternatives to court](#)  
> [view more topics](#)

Widgets | What's new

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[Home](#) > [Solve Problems](#) > All topics

## Solve Problems

*Understand your rights, solve legal problems*

Common topics

All topics

All topics A-Z

### Your money

Debt  
Pensions, benefits & welfare  
Taxes & finances

### Your family

Children & teens  
Family law  
Health  
Wills, estates & life planning

### Your daily life

Accidents & injuries  
Business & non-profits  
Consumer  
Employment  
Environment  
Housing, tenancy & neighbours  
Media & internet  
Privacy & access to information  
Rights & citizenship

### Your safety

Abuse & family violence  
Victims & crime

### Your communities

Aboriginal  
Disabilities  
Gays, lesbians, trans & bisexuals  
Immigrants  
Seniors  
Women

### Your legal system

Legal help & lawyers  
Courts & tribunals  
Alternatives to court

### Go straight to...

[self-help & forms](#)  
[programs & courses](#)  
[videos](#)  
[audio/podcasts](#)

### Don't see your issue?

[Try all topics A-Z](#)

**Solve Problems  
features practical  
information to  
understand legal  
rights and work  
through legal  
problems**

## Clicklaw logo

Search

[Home](#) | [Solve Problems](#) | [Learn & Teach](#) | [Reform & Research](#) | [HelpMap](#)

[Printable page](#) Text size: A [A](#) [A](#)

[Home](#) > [Solve Problems](#) > All topics A-Z

## Solve Problems

*Understand your rights, solve legal problems*

Common topics

All topics

All topics A-Z

### > **Aboriginal**

aboriginal rights, benefits, status, separation & divorce, parenting, residential schools...

### > **Abuse & family violence**

women facing abuse, elder abuse, child abuse, abuse of people with disabilities, animal abuse...

### > **Accidents & injuries**

car accidents, ICBC claims, personal injury, negligence, defamation, damages...

### > **Alternatives to court**

mediation, restorative justice, diversion...

### > **Business & non-profits**

small business owners, forming a company, non-profit societies, volunteers...

### > **Children & teens**

children's rights, kid's guide to divorce, schools, bullying...

### > **Consumer**

credit cards, contracts, consumer protection, scams, identity theft...

### > **Courts & tribunals**

representing yourself, Court forms, Small Claims Court, administrative tribunals, judicial review...

### > **Debt**

bankruptcy, student loans, collection agents, foreclosure, garnishment...

### Go straight to...

[self-help & forms](#)

[programs & courses](#)

[videos](#)

[audio/podcasts](#)

**All topics A-Z provides some key terms under each topic, suggesting what information is there**

## Clicklaw logo

Search

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[Printable page](#) Text size: A [A](#) [A](#)

[Home](#) > [Solve Problems](#) > Housing, tenancy & neighbours

You searched for

Housing, tenancy & neighbours

Refine by

- Tags

[tenants](#) (12)  
[buying a home](#) (7)  
[landlords](#) (6)  
[eviction](#) (5)  
[condos](#) (3)  
[more tags...](#)

- Resource type

[basics](#) (14)  
[common questions](#) (9)  
[self-help & forms](#) (5)  
[manuals & books](#) (2)

**Refining allows drilling down to more specific information**

25 results in: [Solve Problems](#) | [Learn & Teach](#) | [Reform & Research](#) | [HelpMap](#)

Sort by: most viewed | [alphabet](#)

1

Image for common questions

[My landlord hasn't carried out repairs. Can I stop paying rent?](#)  
[I want to know what my rights are in a condo.](#)  
[I'm having problems with my neighbours.](#)  
> [more common questions on Housing, tenancy & neighbours](#)

**Clicking on a topic displays common questions and resources on that topic**



[Can't Pay Your Mortgage? What You Can Do When You Can't](#) [more details...](#)

For any homeowner who is about to miss a mortgage payment, has already missed mortgage payments, or has received a Petition to go to court. It explains what homeowners can do when lenders try to take their properties because of missed payments.

From Legal Services Society



[Neighbour Law](#) [more details...](#)

Many of us have had occasional problems with neighbours involving noise, untidy premises, dogs, fences, trees and hedges, secondhand smoke, water damage, or trespass. This script describes the laws that deal with these types of problems.

From Canadian Bar Association, BC Branch



[Tenant Survival Guide](#) [more details...](#)

This booklet answers tenants' questions about renting in BC. It covers how to get a landlord to do repairs, how to get a damage deposit back, when a tenant can be legally evicted, how to fight a rent increase, and how to work out problems with a landlord.

From Tenant Resource & Advisory Centre (TRAC)

1

## Clicklaw logo

Search

[Home](#) [Solve Problems](#) [Learn & Teach](#) [Reform & Research](#) [HelpMap](#)

[Printable page](#) Text size: A [A](#) [A](#)

[Home](#) > [Solve Problems](#) > Housing, tenancy & neighbours > tenants

### You searched for

Housing, tenancy & neighbours

tenants

### Refine by

#### - Resource type

- [basics](#) (5)
- [common questions](#) (4)
- [manuals & books](#) (1)

#### + Media format

#### + Language

#### + Source

**Refining can be done via tags ("tenants" here), as well as facets from the PLEI taxonomy**

**8 results** in: [Solve Problems](#) | [Learn & Teach](#) | [Reform & Research](#) | [HelpMap](#)

Sort by: most viewed | [alphabet](#)

1

Image for common questions



[My landlord hasn't carried out repairs. Can I stop paying rent?](#)

[My landlord is threatening to evict me](#)

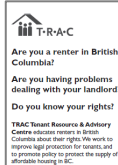
[My tenants are causing problems](#)

[I'm representing myself at a landlord/tenant hearing](#)

### [Tenant Survival Guide](#) [more details...](#)

This booklet answers tenants' questions about renting in BC. It covers how to get a landlord to do repairs, how to get a damage deposit back, when a tenant can be legally evicted, how to fight a rent increase, and how to work out problems with a landlord.

From Tenant Resource & Advisory Centre (TRAC)



### [Renter's Rights](#) [more details...](#)

This pamphlet gives you some basic information about the law regarding renting in British Columbia and where to get more information. Information on what you are responsible for as a tenant and what your landlord is responsible for.

From Tenant Resource & Advisory Centre (TRAC)



### [Residential Tenancy](#) [more details...](#)

This script explains residential tenancy. It does not cover every topic for all tenants and landlords. Instead, it gives other information sources, including the Residential Tenancy Branch. This BC government agency administers the Residential Tenancy Act, the main law in this area.

From Canadian Bar Association, BC Branch

1

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[Printable page](#) Text size: A [A](#) [A](#)

[Home](#) > [Solve Problems](#) > [Housing, tenancy & neighbours](#) > [Common Questions](#) > My landlord hasn't carried out repairs...

## My landlord hasn't carried out repairs. Can I stop paying rent?

Good starting points include:

- [Tenant Survival Guide](#) from the Tenant Resource and Advisory Centre, provides information in a chapter on repairs and services.
- [Know Your Rights and Responsibilities](#), a factsheet from the provincial government's Residential Tenancy Branch has a section on repairs and maintenance.
- [LSLAP Manual, Chapter 13: Landlord and Tenant Law](#) from the UBC Law Students Legal Advice Program, discusses repairs and service.

These services may be able to provide help:

- [Tenant Resource and Advisory Centre \(TRAC\) Tenant Hotline](#)
- [Free \(Pro Bono\) Clinics](#)
- [Lawyer Referral Service](#)
- [LawLINE](#)

### Explore further

by topic [Housing, tenancy & neighbours](#)

by tag [tenants](#), [repairs](#)

**Common Questions pages act as concise guides to good starting points and services that may be able to provide help**

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[Printable page](#) Text size: A [A](#) [A](#)

[Home](#) > [Solve Problems](#) > [Housing, tenancy & neighbours](#) > Tenant Survival Guide

## Tenant Survival Guide

This booklet answers tenants' questions about renting in BC. It covers how to get a landlord to do repairs, how to get a damage deposit back, when a tenant can be legally evicted, how to fight a rent increase, and how to work out problems with a landlord.

[Available online](#) (PDF)



### Share

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[Report a problem](#)

in other languages [Chinese](#) (PDF), [French](#) (PDF), [Korean](#) (PDF), [Punjabi](#) (PDF), [Spanish](#) (PDF), [Vietnamese](#) (PDF)

produced by [Tenant Resource & Advisory Centre \(TRAC\)](#)

produced in 2008

resource type manuals & books

## Explore further

by topic [Housing, tenancy & neighbours](#)

by tag [tenants](#), [tenancy agreement](#), [pets](#), [leases](#), [security deposit](#) > [view more tags](#)

more from [Tenant Resource & Advisory Centre \(TRAC\)](#)

**Detailed pages allow access to alternate language versions or alternate formats, as well as routes to explore further for related resources**

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[Home](#) > [Learn & Teach](#)

## Learn & Teach

*Build awareness of laws and how the legal system works*

### Learn & teach ...

#### About the legal system

[Introduction to the legal system](#)

[Courts & tribunals](#)

[Alternatives to court](#)

#### About the laws

[Abuse & family violence](#)

[Environment](#)

[Family law](#)

[Media & internet](#)

[Rights & citizenship](#)

[Victims & crime](#)

#### Especially for

[Children & teens](#)

[Aboriginal](#)

[Immigrants](#)

#### Go straight to

[Programs & courses](#)

[Teaching materials](#)

[Multimedia](#)

[Videos](#)

> [view all resources](#)

### Tag cloud

bullying, **children's rights**, citizenship  
handbook, copyright, **going to court**,  
Internet, learning about the law, mock trials,  
**police**, privacy, testifying in court, victims,  
visiting the courthouse, **youth**  
**justice**

> [view more tags](#)

**Learn & Teach resources  
place an emphasis on  
developing awareness of  
and confidence in laws and  
how the legal system works**

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### Refine by

#### - Topics

[Courts & tribunals](#) (31)  
[Victims & crime](#) (27)  
[Children & teens](#) (25)  
[Introduction to the legal system](#) (21)  
[Abuse & family violence](#) (5)  
[more topics...](#)

#### - Tags

[going to court](#) (15)  
[children's rights](#) (13)  
[youth justice](#) (13)  
[schools](#) (12)  
[police](#) (9)  
[more tags...](#)

#### - Resource type

[teaching materials](#) (51)  
[programs & courses](#) (25)  
[manuals & books](#) (12)  
[basics](#) (4)

#### + Media format

#### + Language

#### + Source

80 results in: [Solve Problems](#) | [Learn & Teach](#) | [Reform & Research](#) | [HelpMap](#)

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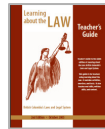
1



### [Your Guide to the BC Court System](#) [more details...](#)

A website created for people who want to learn about the structure of the three Courts of British Columbia and the type of cases that are heard in the courts of BC. The site features videos in which a student guides you through the website and talks to a judge from each level of court.

From Law Courts Education Society of BC



### [Learning about the Law: Teacher's Guide](#) [more details...](#)

This guide is for teachers using Learning About the Law. It contains activities, exercises, and tests. Learning About the Law is designed to help immigrants to British Columbia understand more about their legal rights and responsibilities.

From People's Law School



### ["No Means No": Violence Against Women Prevention Through Legal Education](#) [more details...](#)

"No Means No" empowers youth to understand consent and sexual assault while affirming their legal right to say "no". This program delves into myths and stereotypes about sex and sexuality and how those myths and stereotypes can lead to violence.

From West Coast LEAF



### [Law Connection: Rights of a Child](#) [more details...](#)

This issue of the Law Connection focuses on the rights of children. The rights we often take for granted are denied to many of the world's children. The Backgrounder introduces the UN Convention on the Rights of the Child and describes Canada's commitment to support this international agreement.

From Law Courts Education Society of BC and Simon Fraser University Centre for Education, Law and Society

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[Printable page](#) Text size: A [A](#) [A](#)

[Home](#) > [Learn & Teach](#) > All Tags

### All Tags

Sort by: [frequency](#) | [alphabet](#) | tag cloud

bullying, child abuse, **children's rights**, citizenship  
handbook, copyright, **going to court**, Internet,  
Justice Theatre, learning about the law, mock trials,  
no means no, police, privacy, residential schools, **schools**,  
spouse abuse, **testifying in court**, the common law,  
visiting the courthouse, wall charts, women facing  
abuse, **youth justice**

**Tags are applied  
(optionally) by contributor  
organizations, and offer  
specific pathways to  
information and reflect  
the diversity of PLEI  
(public legal education &  
information)**

## Clicklaw logo

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[Home](#) > Reform & Research

## Reform & Research

*The public window to legal reform and innovations*

### Reform & research...

#### The law

[Abuse & family violence](#)  
[Environment](#)  
[Family law](#)  
[Housing, tenancy & neighbours](#)  
[Privacy & access to information](#)  
[Rights & citizenship](#)  
[Victims & crime](#)  
[Wills, estates & life planning](#)

> [view more topics](#)

#### The legal system

[Alternatives to court](#)  
[Courts & tribunals](#)  
[Legal help & lawyers](#)  
[Legal needs & innovative solutions](#)

> [view all resources](#)

### Tag cloud

aboriginal self-government, at-risk youth,  
community court, **crime prevention**,  
reverse mortgages, self-help centre, **self-**  
**represented litigants**, predatory  
lending, relationship violence,  
restorative justice, women facing abuse

> [view more tags](#)

**Reform & Research resources  
place an emphasis on analyzing,  
critiquing or reforming the law,  
legal policy, or the legal system**

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[Home](#) > [Reform & Research](#) > All resources

### Refine by

#### - Topics

[Courts & tribunals](#) (28)  
[Legal needs & innovative solutions](#) (27)  
[Environment](#) (25)  
[Victims & crime](#) (18)  
[Legal help & lawyers](#) (16)  
[more topics...](#)

#### - Tags

[self-represented litigants](#) (14)  
[crime prevention](#) (13)  
[anti-poverty](#) (12)  
[restorative justice](#) (9)  
[social justice](#) (7)  
[more tags...](#)

#### - Resource type

[reports & documents](#) (153)  
[gateways](#) (25)  
[manuals & books](#) (12)  
[programs & courses](#) (4)

#### + Media format

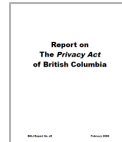
#### + Language

#### + Source

150 results in: [Solve Problems](#) | [Learn & Teach](#) | **Reform & Research** | [HelpMap](#)

Sort by: most viewed | [alphabet](#)

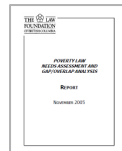
1



### [Report on the Privacy Act of British Columbia](#) [more details...](#)

Privacy is an overarching concern in today's society. This report proposes amendments to the Privacy Act to give it features that are typical of more recent Canadian legislation, such as the express power to grant relief besides damages. The report also addresses the serious social problem of stalking from the standpoint of privacy by recommending a new statutory tort.

From the BC Law Institute



### [Poverty Law Needs Assessment and Gap/Overlap Analysis](#) [more details...](#)

As part of the Law Foundation's Funding Strategies Review process, and in particular, in stage one of that process where community based poverty law advocacy groups were being assessed, the Law Foundation undertook to conduct a poverty law needs assessment and gap/overlap analysis.

From The Law Foundation of BC



### [PovNet: Housing](#) [more details...](#)

Resources, news, and links on housing issues, highlighting social justice, community development and anti-poverty issues.

From PovNet



### [Transforming Women's Future: A 2004 Guide to Equality Rights Theory and Law](#) [more details...](#)

This guide provides a background overview of the legal sources of equality rights and how they operate in Canada. It is divided into four parts that describe the major issues in the struggle for women's equality, the actual legal sources of our equality rights in Canada, a description of the legal tools available to achieve substantive equality, and a number of strategies for implementing those tools.

From West Coast LEAF

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## Clicklaw logo

Search

[Home](#) | [Solve Problems](#) | [Learn & Teach](#) | [Reform & Research](#) | **HelpMap**

[Printable page](#) Text size: A [A](#) [A](#)

[Home](#) > HelpMap

## HelpMap

*Find those who can help with legal problems*

### Search for law-related help

### Talk to someone



[Frequently called numbers](#) for legal information and advice

### Or be guided to law-related help with...

#### Your safety

Abuse & family violence  
Victims & crime

#### Your money

Debt  
Pensions, benefits & welfare  
Taxes & finances

#### Your family

Children & teens  
Family law  
Health  
Wills, estates & life planning

#### Your daily life

Accidents & injuries  
Business & non-profits  
Consumer  
Employment  
Environment  
Housing, tenancy & neighbours  
Media & internet  
Privacy & access to information  
Rights & citizenship

#### Your communities

Aboriginal  
Disabilities  
Gays, lesbians, trans & bisexuals  
Immigrants  
Seniors  
Women

#### Your legal system

Legal help & lawyers  
Courts & tribunals  
Alternatives to court

**HelpMap features services that provide law-related assistance to individuals with a legal problem**

## Clicklaw logo

Search

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[Home](#) > [HelpMap](#) > Housing, tenancy & neighbours

You searched for

Housing, tenancy & neighbours

Refine by

- **Location**

[Vancouver](#) (18)  
[Victoria](#) (7)  
[Surrey](#) (6)  
[Kelowna](#) (5)  
[Kamloops](#) (4)  
[more locations...](#)

- **Tags**

[landlord tenant disputes](#) (12)  
[tenant rights](#) (3)  
[neighbours](#) (2)

- **Type of help**

[information or self-help](#) (38)  
[advocacy, advice or representation](#) (25)  
[education or reform](#) (8)

+ **Language**

65 results in: [Solve Problems](#) | [Learn & Teach](#) | [Reform & Research](#) | **HelpMap**

Sort by: most viewed | [alphabet](#)

View: small map | [large map](#)

1



### **Tenant Hotline** [more details...](#)

Free tenant hotline and free information on tenant rights, including the Tenant Survival Guide. Toll-free 1-800-665-1185 | 604-255-0546  
From Tenant Resource Advisory Centre



### **UBC Law Students' Legal Advice Program Clinics**

[more details...](#)

UBC law students provide free legal advice and representation to people who cannot afford a lawyer at pro bono clinics throughout the Lower Mainland. LSLAP assists low-income earners with various legal issues.  
From UBC Law Students' Legal Advice Program

**A** [Britannia Clinic](#) 1661 Napier St, Vancouver, BC V5L 4X4

**B** [Carnegie Centre Clinic](#) 401 Main St, Vancouver BC V6A 2T7

**C** [Collingwood Clinic](#) 5288 Joyce St, Vancouver, BC V5R 6C9

> [all locations](#)



> [view larger map](#)



### **University of Victoria Law Centre** [more details...](#)

University of Victoria law students provide advice, assistance and representation to clients living in the Capital Regional District who cannot afford a lawyer. 1221 Broad St, Victoria, BC V8W 2A4  
From University of Victoria Law Centre



### **LawLINE** [more details...](#)

Free phone service designed to help people who don't qualify for a legal aid lawyer to represent them. Services are for people with low incomes; legal advice services have financial eligibility guidelines. Toll-free 1-866-577-2525 | 604-408-2172

1

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### **Tenant Hotline** [more details...](#)


Free tenant hotline and free information on tenant rights, including the Tenant Survival Guide. Toll-free 1-800-665-1185  
From Tenant Resource Advisory Centre




### **UBC Law Students' Legal Advice Program Clinics** [more details...](#)

UBC law students provide free legal advice and representation to people who cannot afford a lawyer at pro bono clinics throughout the Lower Mainland.

From UBC Law Students' Legal Advice Program

 [Britannia Clinic](#) 1661 Napier St, Vancouver, BC V5L

 [Carnegie Centre Clinic](#) 401 Main St, Vancouver BC

 [Collingwood Clinic](#) 5288 Joyce St, Vancouver, BC

> [all locations](#)



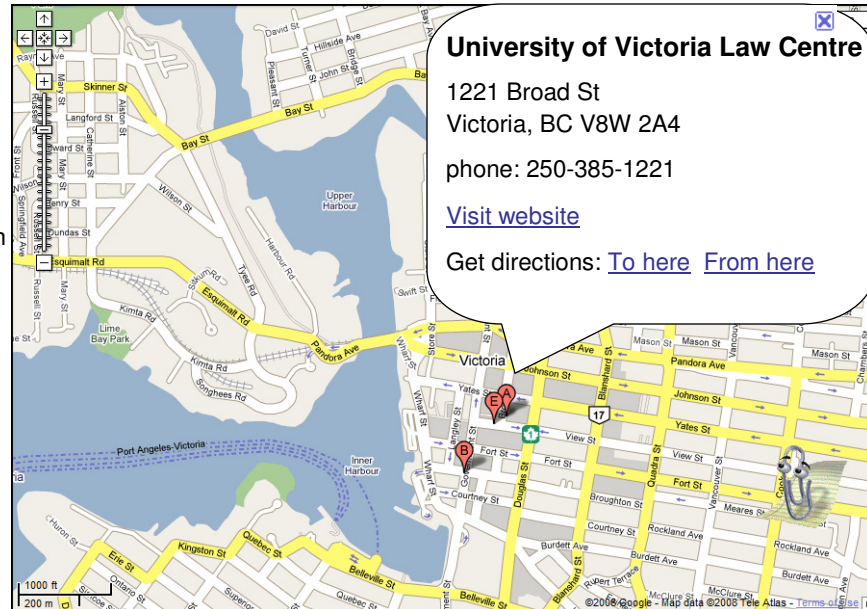
### [University of Victoria Law Centre](#) [more details...](#)

University of Victoria law students provide advice, assistance and representation to clients living in the Capital Regional District who cannot afford a lawyer. 1221 Broad St, Victoria  
From University of Victoria Law Centre



### **LawLINE** [more details...](#)

Free phone service designed to help people who don't qualify for a legal aid lawyer to represent them. Services are for people with low incomes; legal advice services have financial eligibility guidelines. Toll-free 1-866-577-2525 | 604-408-2172



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**A project**

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