

General Practice Consideration and File Management

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Learning Outcomes

After reading this chapter, you should be able to:

- Organize a file management system for both physical and digital files.
- Save various types of files with names that are easily found by multiple users.
- Organize the interior of a file.
- Create an electronic file management system.
- Complete basic online research.
- Locate relevant online resources from reputable sources.
- Bookmark online resources for ease of future reference.

P1 Exam

A. 45

Watch for this icon in the margin, which appears wherever the competency is discussed.

P1 Exam

This chapter contains the following entry-level paralegal competencies that may be tested on the Ontario P1 licensing exam:

A. Ethical and Professional Responsibilities

Ethical and Professional Responsibilities

45. Understands the obligation to properly open, maintain, close, and store client files (e.g., file organization, file storage, closing, retaining, and disposing of client files, and closed file storage) 7

Introduction

A busy paralegal firm has hundreds, if not thousands, of clients, client files, file folders, physical documents, and electronic documents. Hundreds of clients can lead to thousands of documents, and thousands of clients can lead to tens or hundreds of thousands of documents. Having a well-maintained system for organizing both physical and electronic files is crucial to locating the proper documents quickly when needed. Throughout this chapter, you will find instructions, tips, and strategies for all aspects of file management from organizing a physical file to the proper naming and organizing of electronic files.

This chapter will also touch on best practices for online research, including how to find reputable sources and bookmark important websites so that you can quickly return to them time and time again.

Overview of the Paralegal Firm

The examples and exercises in this textbook refer to a fictional paralegal firm, Eagle Eye Paralegal Services. The firm practises in the following areas of law:

- Landlord and Tenant Tribunal,
- Small Claims Court,
- Employment Law,
- Provincial Offences,
- Summary Convictions, and
- Immigration Law.

sole proprietorship

an unincorporated business that is owned by one individual

The firm is composed of a paralegal and an administrative assistant. It is a **sole proprietorship** with one employee. A sole proprietorship is an unincorporated business owned by one individual and is the simplest form of business structure.

Your role in this firm will be that of the paralegal and owner of the company. You specialize in the six areas of law identified above.

Eagle Eye Paralegal Services

As you create the documentation in the exercise portion at the end of each chapter, you can choose from one of the following as the head office of Eagle Eye Paralegal Services:

Kingston Office	Eagle Eye Paralegal Services 1 Paralegal Private Kingston, Ontario K2K 2K1
London Office	Eagle Eye Paralegal Services 1 Paralegal Private London, Ontario N2K 2K2
Ottawa Office	Eagle Eye Paralegal Services 1 Paralegal Private Ottawa, Ontario K2K 2K2
Sault Ste Marie Office	Eagle Eye Paralegal Services 1 Paralegal Private Sault Ste Marie, Ontario P2K 2K1
Thunder Bay Office	Eagle Eye Paralegal Services 1 Paralegal Private Thunder Bay, Ontario P2K 2K2
Toronto Office	Eagle Eye Paralegal Services 1 Paralegal Private Toronto, Ontario M2M 2M2

Alternatively, your instructor may choose to create a custom office for your class. To do so, simply change the city to your city and change the first letter of the postal code to the first letter of your postal code.

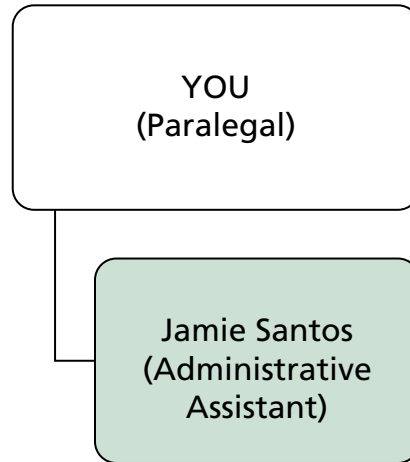
Note that **letterhead** templates are pre-designed headings at the top of commonly used documents that include the details of a company in their branded fonts and colours. Sample templates for each head office are available on the LAW+ webpage that accompanies this textbook, which you can customize if you so choose.

letterhead

a printed heading on stationery stating a person's or organization's name and address

Chart of Paralegal and Staff

The individual paralegal and staff are organized as follows:



In this organizational chart, you are the sole proprietor and owner of the paralegal firm. You have hired an administrative assistant named Jamie Santos, who reports to you.

CHEVALIER
PROPERTIES INC

property manager
an individual or company
hired to oversee the
day-to-day operations
of a unit of real estate

YOUR FIRST FILE FROM START TO FINISH

Chevalier Properties Inc

Throughout this textbook, you will complete a file from start to finish. You have been retained by Dale Chevalier, president and owner of Chevalier Properties Inc. This company owns a 200-unit apartment building, and you will be assisting the **property manager** with document production and other tasks. Your duties will include corresponding with each tenant regarding the signing and updating of leases, annual rent increases, and more.

In each chapter, you will find instructions on tasks that need to be completed on this file that are relevant to each chapter's software focus.

File Management: New Files

New files can either arise from an existing client or a new client. The client is met by the paralegal, and a new file opening sheet is created using the firm's client management system.

Physical, Digital, or Both?

At one time, all files were physical. Files were opened, work was completed, and after the work for the client was finalized, each file was closed and transferred to on- or off-site storage. As technology continues to change, files are now partly or completely digital. The extent of a file's

digitization depends on a number of factors, such as the preference of the paralegal firm, the type of documentation created or evidence obtained for a file, and the software used by the firm. Further, a firm may open each new file digitally and still access its closed files physically.

From Folders to Boxes

For physical files, each new file begins in a legal-sized file folder. There is a tab on the open side of the folder that is used to display information about each individual file.

Usually, the staff member in charge of opening the file will print a couple of labels. The labels will include the client's name—with the last name first—or company name, as well as the file number and the reference line or subject line of the file.

Labels may also include information on the responsible paralegal and file opening date, like the following example:

CHANG, Li	File No. 19826-25
RE: CHANG v TESSIER Small Claims (damaged vehicle)	
Responsible Paralegal: Barb Asselin	Opened: January 6, 2025

As the firm works on a client's file, it will grow in size. Each time a **letter**, **memo**, or document is prepared and sent to someone on behalf of a client, a copy is kept in the file folder. Each time a letter, memo, or document is received from someone on behalf of a client, it is also kept in the file folder. If the contents of a file are sufficient to warrant placing an elastic band around the file to keep it shut, the firm will place the file folder in an expandable document folder to keep the file neat and tidy.

At this point, the contents of the file may be divided into segments such as correspondence, **pleadings**, accounts, documents, medical reports, etc. These are called **subfolders**, and new file folders will be used for the subfolders. The original file folder will become the correspondence file and will contain all the letters and memos regarding the file in chronological order from oldest on the bottom to newest on the top.

Each subfolder will be a legal-sized file folder labelled to properly reflect which file it belongs to and what its contents are in case someone removes a subfolder to complete some work on the file.

If a file that has been “upgraded” to an expandable file folder becomes too large for the new folder, the firm will transfer the contents of the folder to a document box. The outside of the box will be labelled appropriately with the file name and number in black marker. The inside of the document box will be organized using file folders and expandable file folders, which will be divided according to the contents of the file. For example, a client who is the owner of an apartment building with several units will likely need a document box that will contain a variety of file folders, such as:

- an original correspondence file,
- individual files for each unit in the apartment building, and
- individual files for Small Claims Court actions where no remedy is available through the Landlord and Tenant Board.

letter

a written, typed, or printed communication that is sent by mail, email, or courier to an individual outside of a company

memo

internal communication from one person at a company to another person at the same company

pleadings

formal documents filed with the court that state the parties' basic positions

subfolders

a folder contained within another folder

File Organization

For physical files, the original file folder should be organized so that any document can be found quickly. Here are some best practices for keeping a neat and tidy file:

- On the inside cover of the file, tape the file opening information, which will include information such as the client's contact information, the name of the opposing party, the opposing party's paralegal and contact information, the file number, the date the file was opened, and the responsible paralegal.
- On the inside back cover of the file, consider taping a large envelope with the flap cut off and using it to hold documents such as pleadings and other court documents related to the file so that they are not loose in the file folder.
- Consider keeping all letters, memos, invoices, and notes on a **correspondence brad** or within a clip of some kind, organized with the most recent item on the top and the oldest item on the bottom.

correspondence brad

a fastener used to keep all of the correspondence, memos, notes, and accounts on a particular file together

Location of Files

Now that we know how to organize our physical files, it is important to know how to store them.

Each firm is different in its storage of files. Each paralegal or staff member may keep the files they are working on in their offices or there may be a centralized location for each department, such as the immigration law department, where all of the files are stored. In this case, you would go to the centralized location in your department to retrieve the files you need to work on. Alternatively, the entire firm may have a centralized file management system where all the files are kept, regardless of the area of law. Some larger firms require you to sign out a file when you remove it from the filing system so that if someone else is looking for the same file, it will be clear where that file can be located.

Regardless of where the individual files are located, they should be filed in accordance with standard filing rules. If your firm organizes its files numerically, they will be stored from lowest to highest by file number. This is not a common practice because you would have to memorize each file's file number in order to find it.

More likely, your firm will store its files alphabetically. They may be further divided by area of law and stored alphabetically within each area of law. The alphabetized system works like this:

- Numbers come before letters (i.e., 12345 Ontario Inc is filed before ABC Realty).
- Nothing comes before something (i.e., A Plus Bakery is filed before Arthur Air Conditioning).
- Personal names are filed with the last name first, then first name (i.e., Barb Asselin would be filed under "A" for Asselin. If there are two clients with the last name of Asselin, Barb Asselin would be filed before Jacqueline Asselin).
- Company names are filed as written (Barb Asselin Bakery Inc would be filed under "B" for Barb since Barb is the first name in the company name).

Filing

If your paralegal firm uses physical files, it is very important to keep these files as up to date as possible. If you or a staff member are working on a file, that person will be able to work more efficiently if the file has all of the outstanding filing inside it. This means that each person in your firm should make an effort to do their filing on a daily basis.

For instance, if you receive or send an email on a file, you should print it out and add it to the file right away. If you receive correspondence or a courier on a file that needs to be reviewed by

someone in the firm, consider attaching the correspondence to the file and giving it to the individual so that it can easily be filed once the letter is reviewed.

It is very difficult to work on a file that is incomplete. For example, if you are drafting a document for a client on a Small Claims Court matter, it will be nearly impossible to complete if the notes that you took while meeting with the client are on your desk buried under a stack of papers.

File Management: Electronic Files

We know how important it is to keep our files properly filed and our filing up to date. It is equally important to file our electronic documents where they can easily be retrieved.

All of the computers in a firm are likely **networked** together, which means that each person working on a computer has access to all of the documents on the network. There can be many, many documents stored on a firm's network. Let's do a quick math exercise to see how many documents could be stored on a firm's computer.

Suppose that you work for a mid-sized paralegal firm. There are ten employees in total: three paralegals, three legal assistants, two law clerks, one office manager, and one receptionist.

In any given month, you may work on 30 files (probably more).

Each file may generate 20 documents (probably more). This is a total of 600 files you could generate in a month.

If everyone in your firm has the same workload, then your firm could generate 6,000 electronic files in a month (600 files multiplied by 10 people).

Over the course of a year, your firm could generate 72,000 electronic documents (6,000 documents multiplied by 12 months). These documents are all found on the network drive for your firm and are accessible from your computer.

Also, the day you started working at this firm was probably not its first day of business, so let's assume your firm was in business for ten years before you started working there (see how I'm keeping the math easy?).

This means that, over the past ten years, the employees at your firm could have generated at least 720,000 electronic files, all of which are on your computer's network drive and accessible to you.

So, if you created a ten-page document for a client five years ago and the client suddenly has a similar problem that requires you to update that original document, what would you do? Would you re-type the ten-page document? Or would you find it on your computer and simply revise it?

Of course, the quickest way to complete this client's new document would be to find the old document on your computer and make the necessary changes. Will you be able to find it? What if someone else created the original document and that person is no longer with your firm? Will you still be able to find it?

Having an electronic system of organizing clients and precedent files is critical to being a productive employee. **Precedents** are samples of common legal documents, such as affidavits and pleadings, which show you what information to include and the correct structure to use. Choosing the precedent that best fits your client's situation will also save you time in preparing these documents. Wherever you are hired to work, there will likely be a system in place to organize client files and legal documents. You will be responsible for saving all of your newly created documents in the correct place so that:

- you can find them again to revise if necessary,
- someone else can find your documents to revise or reprint if you are away, or
- you can find someone else's documents if they are away.

P1 Exam
A. 45

network
a system of interconnected computers that exchanges information and resources

P1 Exam
A. 45

precedent
sample of a common legal document, such as an affidavit or a pleading, which shows what information to include and the correct structure to use

Electronic File Management

There are different ways that a paralegal firm can organize its electronic folders so that documents can be stored and easily found using Windows file management.

One example is that folders can be created for each area of law that your firm specializes in. For example, you could create folders called *Criminal*, *Immigration*, *Landlord and Tenant*, and *Small Claims*.

The next step would be to create alphabetized folders inside each area of the law folder. Then, inside each alphabetized folder, you would create a folder for each client with a last name that starts with that letter of the alphabet. Finally, you would save all of the documents for a client's file in that folder.

If a new client named Avery Koch retained your services for a Small Claims Court matter, you would create the following folder system for saving their files:

Small Claims > K > Koch > Client files

If you ended up with two or more clients with the last name Koch, you would create two or more folders inside the Koch folder, one for each client's first name:

Small Claims > K > Koch > Avery > Client files

Another option would be to remove the area of law folders and simply have one set of alphabetized folders on your computer network. Then, if Avery Koch retained you for a Small Claims Court matter, the pathway for saving their files would be:

K > Koch > Avery > Client files

Document Naming Conventions

Once you start saving files to a client's folder on your computer network, it is important to give each document a name that clearly indicates what it is so that you open the proper document when looking for something specific. Certain software may automatically name a document *Document1*, *Sheet1*, or *Presentation1*. If you start saving your documents with those names, you will eventually be saving documents called *Document724*, *Sheet49*, or *Presentation123*. These types of names are not meaningful because they do not describe the content of the document.

There are many options for **naming conventions**. If Avery Koch is your client, you might save documents relating to their file as *Koch-affidavit* or *Koch-notice*. If you are saving a document in a folder that is specific to that client, then you may choose not to include the last name of the client in the file name. In that case, your document names might be simply *affidavit* or *notice*.

If you are saving a letter, you probably do not want to call the document *letter* because you may end up with 20 or 30 letters on a file before it is complete. You need a way to differentiate each letter. Consider using the last name of the recipient as the name of the file, such as *Smith-letter* or *Smith-l*. If you send lots of letters to the same person with the last name Smith, consider adding the date to the file name. For example, *Smith-l-feb-12*, where "l" stands for letter. You can similarly use "m" for memos and "a" for accounts when naming various documents.

Joining an Existing Paralegal Firm

Keep in mind that if you join an existing paralegal firm, they will likely have both a folder system for saving documents as well as a naming system for naming documents. You must learn their systems so that everyone in the firm is using the same systems.

naming conventions
an agreed-upon system
for naming electronically
saved documents

PRACTICE TIP

Dropbox vs Google Drive vs OneDrive

When collaborating with individuals outside of your firm, it is helpful to use a **cloud storage** service such as Dropbox, Google Drive, or OneDrive. These services allow you to upload documents, files, folders, graphics, and other media to a secure, cloud-based storage system. Then, you can provide a link to the individual you want to share with, and they can access the same documents or files. The only limitation is the size of the total storage. For example, at the time of writing, Dropbox offers 2 GB in its free version or 2 TB in its paid version at \$13.00 per month versus Google Drive's 100 GB of storage at \$3.00 per month. OneDrive is available to all Microsoft 365 users. Each user receives up to 1 TB of storage space.

Consider an average Word document of ten pages with an estimated file size of 40 KB. Similarly, let's say that a photo taken on your smartphone is approximately 3 MB. For the purposes of comparison, here are a few examples of how much space is provided by the different units of measurement discussed above:

Storage Capacity	Word Documents	Photos
1,000 KB (kilobytes) = 1 MB (megabyte)	25	0
1,000 MB (megabytes) = 1 GB (gigabyte)	25,000	333
1,000 GB (gigabytes) = 1 TB (terabyte)	25,000,000	333,000

cloud storage

a mode of computer data storage in which digital data is stored on servers in offsite locations

Backing Up Data

Now that we have discussed electronic file management naming conventions, we should discuss preventative measures concerning digital files—specifically, backing up your data.

If you work in a mid- to large-sized paralegal firm, chances are the IT (Information Technology) department has already scheduled daily backups of the network of computers used by the members of your firm. If you have your own company or work for a small firm, this will need to be arranged.

Backing up the data contained on the computer network at your firm means creating an online or cloud-based “duplicate” of all of the files contained on the hard drives of the computers in your firm.

When you save a document, your choices are to either save it on your computer's hard drive (usually the C:/ drive) or online using OneDrive, Google Drive, or something similar that can be accessed from multiple devices. The purpose of a backup is to secure those files that are saved directly to your computer.

A daily backup is always preferable and does not have to be disruptive. It is usually scheduled for the same time each day and at a time that does not interfere with working hours. For example, you may decide to back up your computer every evening at 9:00 p.m.

There are a variety of options available for scheduling backups. For example, you can download the Google Drive for Desktop app, navigate to settings, and select sync with Google Drive. You can also go to the OneDrive icon on your computer, navigate to settings, and select **Backup**.

If you are using Dropbox, you can go to the Dropbox icon on your computer and navigate to **Settings > Preferences > Backup**.

There are also a variety of paid backup services that you can choose from, such as iDrive, Swift, Dr.Fone, or G Cloud, to list a few.

File Management Using Windows

Now that you know how to properly name your files and a variety of ways to organize them, this section will show you how to use Windows to set up a usable system by creating folders.

Let's create a system for this textbook using Windows.

Creating a New Folder

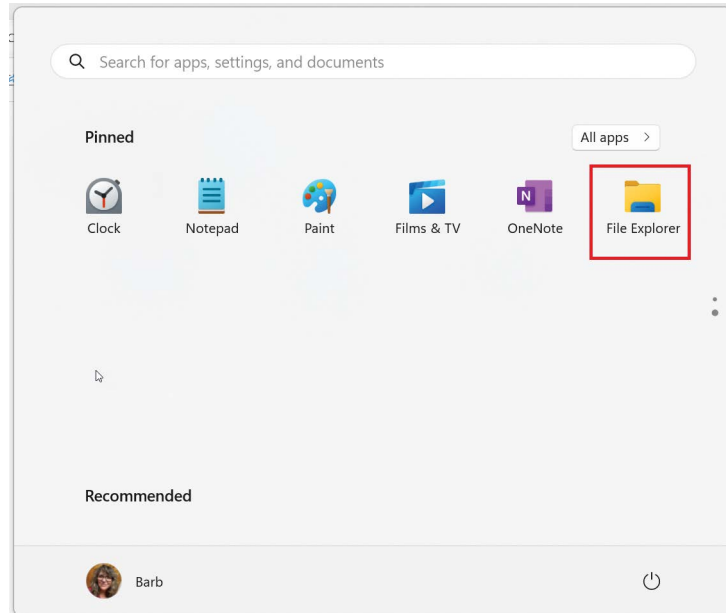


Go to the LAW+ webpage that accompanies this textbook to access an instructional video on this topic.

First, open File Explorer on your computer by clicking on the file folder icon, which can be found either on the bottom taskbar of your computer:



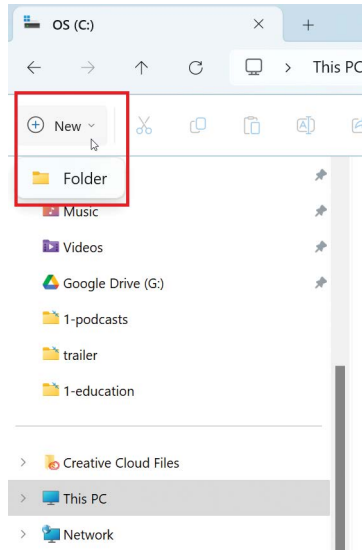
Or in the Start menu of your computer:



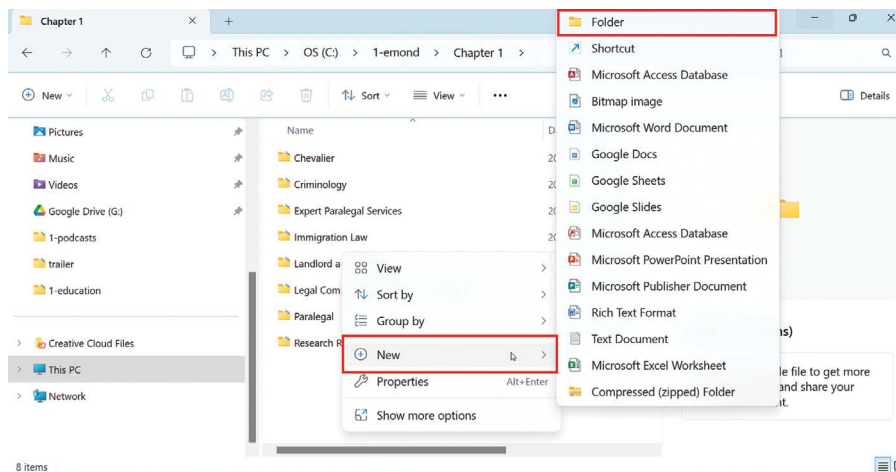
Or on your desktop.

Next, create a folder called *Computer Applications for Paralegals*. There are a few ways to do this:

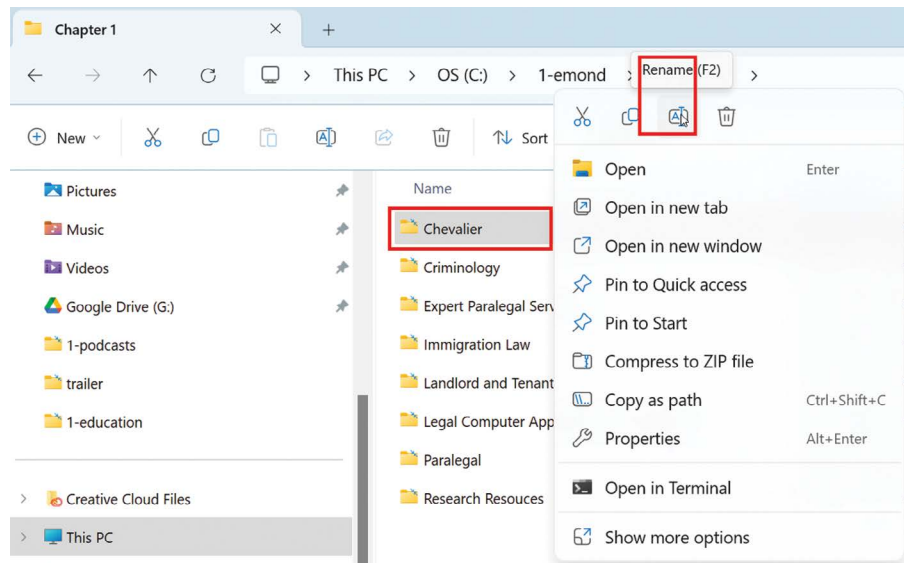
1. Click on the **New** folder icon at the top left of your Windows screen, then select **Folder** from the dropdown menu.



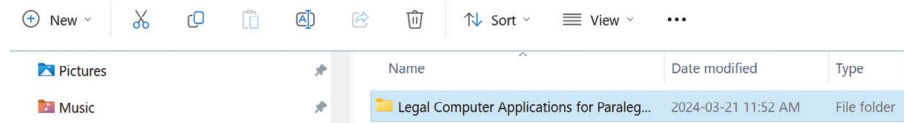
2. Press **Ctrl+Shift+N** (**Shift+Cmd+N** on a Mac).
3. Right-click on the right-hand side of your Windows screen and then select **New > Folder**.



Once you have a new folder, it should be active or dark blue, with the cursor flashing after the new folder icon. If you press **Enter**, your new folder will be called *New Folder*. Right-click on the name, select **Rename**, and call it *Legal Computer Applications for Paralegals* (please see image on following page).



Now you should have a new folder like this one:



PC vs Mac

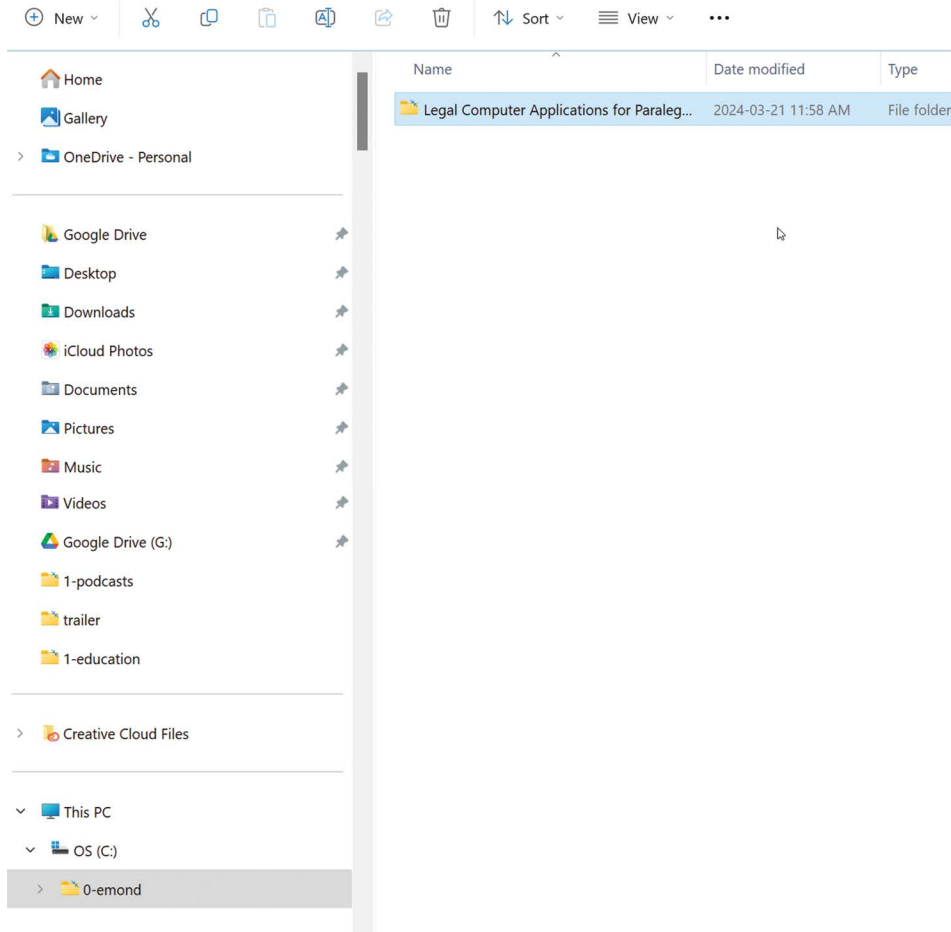
The instructions in this textbook are based on the keystrokes for a PC. However, many instructions are similar for a Mac. If you are unable to find a particular feature, try asking Google, "How do I [insert feature you're looking for] on a Mac?"

There are also differences in the keystrokes used for shortcuts. Here are a few common shortcuts used on Macs and PCs:

Function	Mac	PC
Cut	Cmd+X	Ctrl+X
Copy	Cmd+C	Ctrl+C
Paste	Cmd+V	Ctrl+V
New folder	Cmd+Shift+N	Ctrl+Shift+N

Navigating Windows Using the Left-Hand Task Pane

You can view the folders on your computer using the left-hand task pane of your Windows screen. Here is my screen:



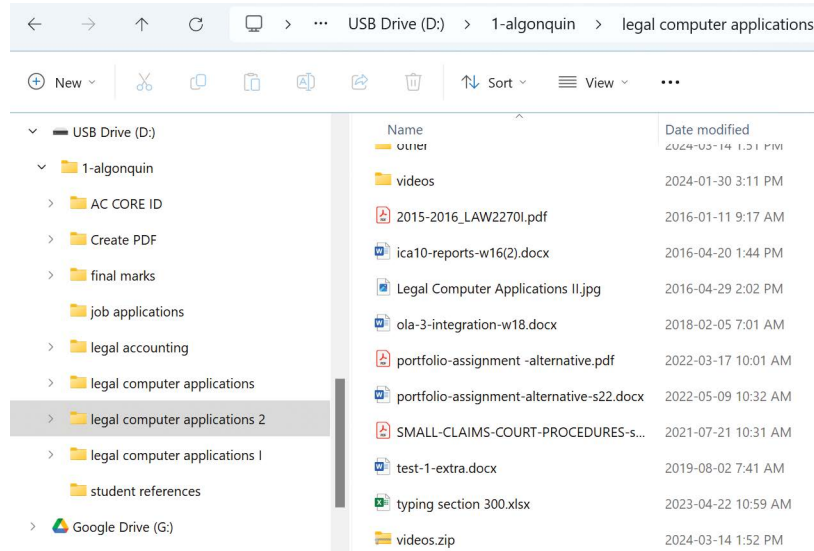
Note that your screen will probably look different from mine. The left-hand task pane will be divided up into sections. The top section will show your Home and OneDrive folders. The middle section will have commonly used area links such as Google Drive, Desktop, Downloads, iCloud Photos, and Documents. The bottom section will be your computer and the various drives on it. You can see on mine that the options are Creative Cloud Files and This PC.

Notice the symbols beside the different folders and drives. These are “expand” and “collapse” icons. The expand icon (>) may also appear as a plus sign (+), which means that the folder includes other folders and can be expanded. If you click on the expand icon, the folder will expand to show its subfolders.

The collapse icon (v) can also be a minus sign (–), which means that the folder is already expanded to its fullest. If you click on the collapse icon, the folder will be minimized.

Displaying Windows Content in the Right-Hand Task Pane

If you click on any of the folders in the left-hand task pane, the contents of that folder will display in the right-hand task pane of File Explorer. You will see all of the folders contained in that upper folder, as well as any documents. Here is an example of the contents of one of my folders:



Notice that I have selected the folder *legal computer applications 2* (it is selected on the left and shown at the top) and that the contents of that folder are displayed on the right. Inside that folder at the top are some other folders, and below these folders you can see some other documents displayed alphabetically, including a variety of PDFs, Excel documents, **zipped folders**, and Word documents.

zipped folders

an electronic folder of documents and files that is compressed so that it takes up less space, making it easier to transfer

Microsoft 365: Online vs Desktop Versions

Microsoft 365 (at the time of publication of this textbook) has an online version and a desktop version. The online version is free, whereas the desktop version is paid (or you may be entitled to a student version through your educational institution). You will find that the online version of the software (Microsoft 365 for the web) is a “lite” version and does not include many of the advanced features used in this textbook. When in the workplace, you will likely find that the free version of the software does not give you all of the options you will need to create the documents you want to create.

Congrats! You are now ready to create your own folder system with the practice exercises at the end of this chapter.

Go to the LAW+ webpage that accompanies this textbook to download the letterhead template for your geographic region.



PRACTICE EXERCISE

Open File Explorer and create the following series of folders:

1. Create a folder called *Legal Computer Applications for Paralegals*.
2. Inside *Legal Computer Applications for Paralegals*, create the following folders:
 - a. *Chapter 1 General Practice Consideration and File Management*
 - b. *Chapter 2 PowerPoint*
 - c. *Chapter 3 Outlook*
 - d. *Chapter 4 Excel*
 - e. *Chapter 5 Word*
 - f. *Chapter 6 Court Forms*
 - g. *Chapter 7 Adobe Acrobat DC*
 - h. *Chapter 8 Combining Software*
 - i. *Chapter 9 Billing Considerations*
 - j. *Chapter 10 A Client File from Start to Finish*
3. Inside each of the ten folders listed above in Step 2, create the following folders:
 - a. *Exercises*
 - b. *Templates*
4. Go to the LAW+ webpage that accompanies this textbook and download the letterhead template for your geographic region.
5. Save the letterhead template to your **Chapter 5 Word > Templates** folder.
6. Open the hierarchy of the *Legal Computer Applications for Paralegals* folder.
7. Ensure that every folder you just created is displayed by clicking on all of the expand icons in your folder.
8. Display the contents of the **Chapter 5 Word > Templates** folder on your Windows screen.
9. Maximize the window if necessary and take screenshots of your completed system of folders. Paste each screenshot into a single Word file and submit the Word file to your instructor.

YOUR FIRST FILE FROM START TO FINISH

File Management

Create a file management system for your new Landlord and Tenant file. You represent Chevalier Properties Inc. The president, Dale Chevalier, is your main contact. You have been retained to assist the property manager for a 200-unit apartment building located at 1 Chevalier Crescent, Ottawa, Ontario, K1C 1C1.

Create a folder called *Chevalier*. If you have an existing file management system for your business, please create this folder in the appropriate area of law and/or alphabetized folder within your existing system.

Inside the *Chevalier* folder, create a folder called *Admin*. Then, create a folder for each floor in the apartment building, from one through ten. In each of the floor folders, create two folders: *Lease* and *Other*.

Expand your *Chevalier* folder so that all of the new folders are visible and take screenshots of your completed system of folders. Paste each screenshot into a single Word file and submit the Word file to your instructor.

Online Legal Research

The practice of law often requires you, the legal professional, to perform online legal research. You might need to search online for resources to support your client's position, such as:

- legislation,
- rules,
- statutes,
- citations,
- forms,
- templates,
- tribunals, or
- case law.

Importance of Reputable Online Sources

When performing legal research online, there are a variety of both free and paid resources. It is important to look at the quality, reliability, and reputation of the resource before you use it to support your client's position. Examples of reputable resources include:

- AccessCLE for the text of LSO seminars since 2004;
- The Canadian Foundation for Legal Research for funded research and publications;
- CanLII for case law, legislation, citations, and commentary;
- Georgetown Law Library for analysis and commentary at the federal and provincial level;
- Justice Laws Website for consolidated acts and regulations, updated biweekly;
- Lexis Advance Quicklaw for Canadian case law, tribunal coverage, legislation, and commentary;
- LexisNexis Practical Guidance for forms, precedents, and practice notes;
- O'Brien's Encyclopedia of Forms for legal forms and precedents;
- Thomson Reuters ProView for texts and annotations;

- vLex Canada for Canadian case law, legislation, and commentary; and
- Westlaw Canada for Canadian case law, legislation, and commentary.

Also, each tribunal has its own website where you can find all the applicable legislation, forms, instructions, examples, and case law.

PRACTICE TIP

LSO Podcast Resource

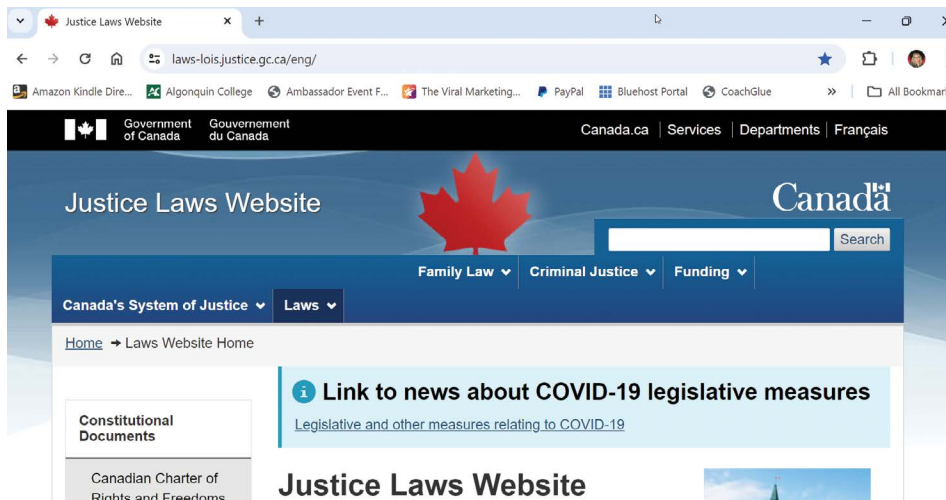
The Law Society of Ontario has published a podcast called Technology Practice Tips Podcast (tp²). It hosts a series of 47 podcast episodes that cover the questions that lawyers or paralegals in Ontario have with respect to best practices in technology in accordance with the rules of practice. It is available wherever you listen to podcasts.

Locating Statutes

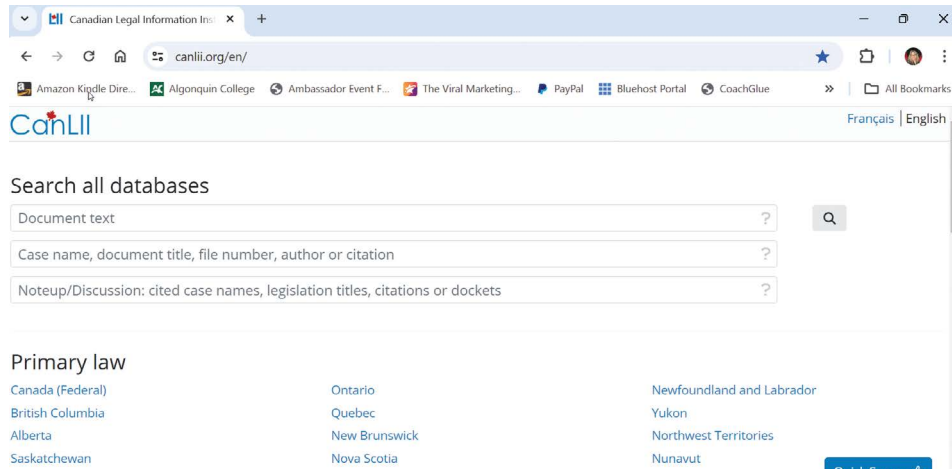
Statutes are laws that have been passed by federal, provincial, and territorial legislative bodies. They are referred to as acts, such as the *Family Law Act* or the *Access to Information Act*.

Each year, Canada—as well as every Canadian province and territory—publishes consolidated volumes of all the new acts passed during the previous legislative year. The names of the volumes are identified by the year, such as Statutes of Canada 2020 or Statutes of Ontario 2022.

Federal laws are commonly found on the Justice Laws Website:



Federal, provincial, and territorial laws are commonly found on the CanLII website:



Locating Forms

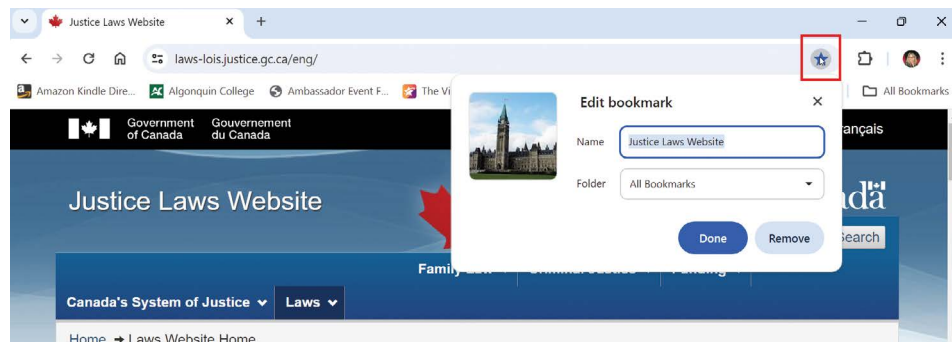
When searching for forms, a good place to start is on the website of the court or tribunal where the form will be filed. For example, if you are searching for a Notice to Terminate a Tenancy in the landlord and tenant area of law, visit your jurisdiction's landlord and tenant tribunal website. There, you will find all the forms for landlords and tenants, together with instructions on how to complete the forms and various other legislation and resources.

Once you find the form you are looking for, you can download it, review the instructions, and complete it according to your client's situation. Be sure to save the form with a new name in your client's directory. That way, you can make changes without having to redo the form.

Bookmarking Webpages

As you complete your online research, you will undoubtedly come across webpages that you will need to revisit on a regular basis. To bookmark or save a webpage so that you can easily access it the next time you need it:

- Open your browser window (note that the sample below uses Google Chrome as the browser).
- Navigate to the webpage that you would like to bookmark or save.
- Click on the star icon that you see at the far right of your browser's address bar (note that if you hover your mouse over the star icon, the tooltip will say either "bookmark this tab" or "add this page to favourites," depending on the browser you are using).
- Give the bookmarked page a helpful name or keep the suggestions given.



To retrieve a webpage that has been bookmarked:

- Open your browser window.
- Click on the three dots at the far right of your browser's address bar.
- Choose either **Favourites** or **Bookmarks** (depending on your choice of browser).
- Select the page you want from your list.

To delete a bookmark that you no longer need:

- Open your browser window.
- Click on the three dots at the far right of your browser's address bar.
- Choose either **Favourites** or **Bookmarks** (depending on your choice of browser).
- Right click on the bookmark you would like to delete.
- Click on **Delete**.

YOUR FIRST FILE FROM START TO FINISH

Online Research

As the new agent for the property manager of Chevalier Properties Inc's 200-unit apartment building located at 1 Chevalier Crescent, complete the following online research:

- Go to the Landlord and Tenant Board website and download the appropriate forms for Notice of Rent Increase, Notice to End Your Tenancy Early for Non-Payment of Rent, Notice to End Your Tenancy at the End of the Term, Certificate of Service, Application for an Above Guideline Increase, and Payment Agreement. Save them in your *Admin* folder for this client (in the *Chevalier* folder you created earlier in this chapter. If you did not complete that exercise, create a *Chevalier* folder now).
- Also, download the instructions for any of these documents that are available (in the same *Admin* folder). HINT: Click on the download button or choose **Print > Print to PDF**.
- Search online and find at least one example of a landlord who was successfully granted an above guideline increase. Download the decision and save it in your *Admin* folder.
- Expand the contents of your **Chevalier > Admin** folder. Take a screenshot and paste it into a Word document. Submit the Word document and the case law/decision to your instructor.

CHEVALIER
PROPERTIES INC

CHAPTER SUMMARY

In this chapter, you discovered your role in Eagle Eye Paralegal Services, the firm used in this textbook's exercises. You also found out how to access the supporting documentation, videos, and precedents that will allow you to succeed in your course through this textbook's webpage.

You learned the importance of an organized file and filing system for physical files as well as some best practices for

organizing physical files and naming digital files. You also learned how to create a new file folder in Windows so that you can create and maintain an efficient digital filing system.

Finally, you learned some best practices for online research, including discovering reputable sources and bookmarking webpages that you would like to return to.

KEY TERMS

cloud storage, **9**

correspondence brad, **6**

letter, **5**

letterhead, **3**

memo, **5**

naming conventions, **8**

network, **7**

pleadings, **5**

precedent, **7**

property manager, **4**

sole proprietorship, **2**

subfolders, **5**

zipped folders, **14**

EXERCISES

Exercise 1.1

Open File Explorer and create the following series of folders:

1. Create a folder called *Paralegal*.
2. Search the Internet to find your college's website and search the website until you find your program.
3. Inside the *Paralegal* folder, create a folder for each semester of your program (i.e., *Semester 1*, *Semester 2*, etc.).
4. Inside each of the semester folders created above in Step 3, create a folder for every course in each semester.
5. Inside each of the course folders listed above in Step 4, create the following folders:
 - a. *Admin*
 - b. *Assignments*
 - c. *PowerPoints*
 - d. *Precedents*
6. Go to the website for this course and download the course outline posted by your instructor.
7. Save the course outline to your **This Course > Admin** folder.
8. Open the hierarchy of the *Paralegal* folder on the left-hand side of your screen.
9. Ensure that every folder you just created is displayed on the left by clicking on all of the expand icons in your folder.
10. Display the contents of the **This Course > Admin** folder on the right-hand side of your screen.
11. Maximize the window if necessary. Take a screenshot and paste it into a Word document. Submit the Word document and the course outline to your instructor.



Go to the LAW+ webpage that accompanies this textbook to download the letterhead template for your geographic region.

Exercise 1.2

Open File Explorer and create the following series of folders:

1. Create a folder called *Eagle Eye Paralegal Services*.
2. Inside the *Eagle Eye Paralegal Services* folder, create the following folders:
 - a. *Employment*
 - b. *Immigration*
 - c. *Landlord and Tenant*
 - d. *Precedents*
 - e. *Provincial Offences*
 - f. *Small Claims*
 - g. *Summary Convictions*
3. Inside each of the seven folders listed above in Step 2 (except the *Precedents* folder), create the following folders:
 - a. *A-E*
 - b. *F-J*
 - c. *K-O*
 - d. *P-T*
 - e. *U-Z*
4. Go to the LAW+ webpage that accompanies this textbook and download the letterhead template for your geographic region.
5. Save the letterhead template to the **Eagle Eye Paralegal Services > Precedents** folder.
6. Open the hierarchy of the *Eagle Eye Paralegal Services* folder on the left-hand side of your screen.
7. Ensure that every folder you just created is displayed on the left by clicking on all of the expand icons in your folder.
8. Display the contents of the **Eagle Eye Paralegal Services > Precedents** folder on the right-hand side of your screen.
9. Maximize the window if necessary. Take a screenshot and paste it into a Word document. Submit the Word document and the letterhead template to your instructor.



Go to the LAW+ webpage that accompanies this textbook to download the letterhead template for your geographic region.

Exercise 1.3

Open File Explorer and create the following series of folders:

1. Create a folder called *Immigration Law*.
2. Inside the *Immigration Law* folder, create the following folders:
 - a. *A-E*
 - b. *F-J*
 - c. *K-O*
 - d. *P-T*
 - e. *U-Z*
 - f. *Precedents*

3. Create the following folders inside the appropriate alphabetized folders created in Step 2:
 - a. *Barnes*
 - b. *Ghaza*
 - c. *Li*
 - d. *Smith*
 - e. *Virtolli*
4. Create the following folders inside each client folder listed above in Step 3:
 - a. *Accounts*
 - b. *Correspondence*
 - c. *Documents*
 - d. *Research*
5. Go to the LAW+ webpage that accompanies this textbook and download the letterhead template for your geographic region.
6. Save the letterhead template to your **Immigration Law > Precedents** folder.
7. Open the hierarchy of the *Immigration Law* folder on the left-hand side of your screen.
8. Ensure that every folder you just created is displayed on the left by clicking on all of the expand icons in your folder.
9. Display the contents of the **Immigration Law > Precedents** folder on the right-hand side of your screen.
10. Maximize the window if necessary. Take a screenshot and paste it into a Word document. Submit the Word document and the letterhead template to your instructor.



Go to the LAW+ webpage that accompanies this textbook to download “u-of-o-acceptance-letter.pdf.”

Exercise 1.4

Open File Explorer and create the following series of folders:

1. You have decided to pursue a Criminology degree in your spare time in the evenings.
2. Using your search engine of choice, find a Canadian university with a Criminology degree (if there is no university with such a degree near you, choose the University of Ottawa’s Major in Criminology degree).
3. Create a folder called *Criminology*.
4. Inside the *Criminology* folder, create the following folders:
 - a. *Year 1*
 - b. *Year 2*
 - c. *Year 3*
 - d. *Year 4*
5. Using the Criminology program that you found during your research, create folders inside the folders listed above in Step 4. Note that you will create one folder for each course in the program that you researched.
6. Create the following folders inside each course folder that you created above in Step 5:
 - a. *Admin Documents*
 - b. *Assignments*
 - c. *Instructions*
 - d. *Lectures*
7. Go to the LAW+ webpage that accompanies this textbook and download the Acceptance to Criminology Program document.
8. Save the acceptance letter PDF to your *Criminology* folder (not in any particular subfolder, just in the *Criminology* folder).

9. Open the hierarchy of the *Criminology* folder on the left-hand side of your screen.
10. Ensure that every folder you just created is displayed on the left by clicking on all of the expand icons in your folder.
11. Display the contents of the *Criminology* folder on the right-hand side of your screen.
12. Maximize the window if necessary. Take a screenshot and paste it into a Word document. Submit the Word document and the Acceptance to Criminology Program PDF to your instructor.



Go to the LAW+ webpage that accompanies this textbook to download the letterhead template for your geographic region.

Exercise 1.5

Open File Explorer and create the following series of folders:

1. Create a folder called *Landlord and Tenant*.
2. You have accumulated a lot of new clients, both landlords and tenants, and you need to organize your files.
3. Inside the *Landlord and Tenant* folder, create the following folders:
 - a. *Landlords*
 - b. *Tenants*
 - c. *Tribunal Information*
4. Create the following folders inside the *Landlords* and *Tenants* folders listed above in Step 3:
 - a. *Clients*
 - b. *Precedents*
 - c. *Research*
5. Create the following folders inside each of the two new *Clients* folders listed above in Step 4:
 - a. *A-E*
 - b. *F-J*
 - c. *K-O*
 - d. *P-T*
 - e. *U-Z*
6. Go to the LAW+ webpage that accompanies this textbook and download the letterhead template for your geographic region.
7. Save the letterhead template to your **Landlord and Tenant > Tribunal Information** folder.
8. Open the hierarchy of the *Landlord and Tenant* folder on the left-hand side of your screen.
9. Ensure that every folder you just created is displayed on the left by clicking on all of the expand icons in your folder.
10. Display the contents of the *Tribunal Information* folder on the right-hand side of your screen.
11. Maximize the window if necessary. Take a screenshot and paste it into a Word document. Submit the Word document and the letterhead template to your instructor.

Exercise 1.6

Open File Explorer and create the following series of folders:

1. Create a folder called *Research Resources*.
2. Create two folders inside the *Research Resources* folder called *CanLII* and *Justice Laws*.
3. Go to the CanLII website, scroll to the bottom, and click on the CanLII Guides link in the Help section.

- Click on each handout link and download each of the handouts by selecting the **Print > PDF** option on the top right of the screen.



- Save each handout to the *CanLII* folder.
- Go to the Justice Laws website and click on each of the following two constitutional documents on the top left of the website: Canadian Charter of Rights and Freedoms and Consolidation of Constitution Acts, 1867 to 1982.
- Download a PDF of each constitutional document listed above in Step 6 and save them to your *Justice Laws* folder (the PDF option is at the top of each page).



- Open the hierarchy of the *Research Resources* folder on the left-hand side of your screen.
- Ensure that every folder you just created is displayed on the left by clicking on all of the expand icons in your folder.
- Display the contents of the **Research Resources > CanLII** folder on the right-hand side of your screen.
- Maximize the window if necessary. Take a screenshot and paste it into a Word document.
- Then, display the contents of the **Research Resources > Justice Laws** folder on the right-hand side of your screen.
- Maximize the window if necessary. Take a screenshot and paste it into the same Word document.
- Submit the document of both screenshots to your instructor.