



Guide to resources

LAWPRO's practicePRO initiative provides risk management, claims prevention and law practice management information to Ontario lawyers. Our resources, precedents and checklists will help you take proactive steps to avoid a legal malpractice claim, and show you how to grow a successful and thriving law practice.

AvoidAClaim blog

Managing risk and preventing claims

- The latest claims prevention information
- Helpful tools and resources for avoiding a claim
- Fraud warnings and alerts
- Sample fraud attempt messages and fake documents
- Subscribe to get updates by email or RSS feed

www.avoidaclaim.com



practicepro.ca website

All of the risk management information that LAWPRO creates under the practicePRO banner is available on the practicePRO website.

- Information on the biggest claims risks
- Practice aids, precedents and checklists
- Past issues of LAWPRO Magazine
- Claim your CPD Premium Credit and see a list of approved programs
- Most popular downloads (see back page for list)

www.practicepro.ca



LawPRO Magazine archives and topical listing

Articles and supplemental resources from all past issues of LawPRO Magazine are available online. Finding individual articles is easy as they are listed both chronologically and by topic/issue. The topical listings page includes more than 40 subject categories including fraud and identity theft, real estate and family law, electronic discovery, practice finances, winding up a practice, technology, and wellness & balance.

www.practicepro.ca/magazinearchives
www.practicepro.ca/topicalisting

The “managing” series of booklets

These “how-to” booklets provide practical insights, precedents and checklists to help lawyers deal with specific law practice management issues. Titles include:

- Managing the Lawyer/Client Relationship
- Managing Conflicts of Interest
- Managing the Practice of Investing in Clients
- Managing a Mentoring Relationship
- Managing Practice Interruptions
- Managing the Finances of Your Practice
- Managing the Security and Privacy of Electronic Data in a Law Office
- Managing a Better Professional Services Firm



www.practicepro.ca/managingbooklets

Wellness and balance



Lawyers are exposed to high levels of stress on a daily basis. The results can be use, misuse or even addiction to drugs or alcohol, and challenges to physical or mental wellness. Stress is also a contributing factor in many LawPRO claims. practicePRO provides you with tools and resources to help you manage stress, and achieve a healthy and balanced lifestyle. These resources include:

- A self-assessment tool to measure how well you cope with stress
- In-depth information on how to recognize and deal with different types of addictions
- A list of resources and treatment centres available to lawyers
- Information on the Ontario Lawyer Assistance Program (OLAP)

www.practicepro.ca/wellness
www.olap.ca

practicePRO Lending Library



The practicePRO Lending Library has more than 100 books on a wide variety of law practice management topics. Ontario lawyers can borrow books in person or via e-mail. A full catalogue of books is available online. Books can be borrowed for three weeks. LawPRO ships loaned books to you at our expense, and you return books to us at your expense. We have books on these topics:

- Billing & financial management
- Career issues
- Law firm management & administration
- Wellness and balance issues
- Marketing & client relations
- Solo and small firm issues
- Law office technology



www.practicepro.ca/lendinglibrary

Practice Aids

There are many practice aids available under the practicePRO banner. These tools and resources provide you with practical information and advice for dealing with a wide variety of practice management-related issues.



Better client service

- Stronger lawyer/client relationships
- Dealing with difficult clients
- Better professional service
- Serving elderly clients
- Avoiding conflicts of interest
- Investing in clients

Precedents and checklist

- Retainer precedents
- ILA checklist
- Limitation period summary charts
- Generic law firm privacy policy

Technology

- Improving electronic data security
- Handling electronic discovery

Firm management

- Improving practice finances
- Retirement and succession planning
- Building mentoring relationships
- Preparing for practice interruptions

www.practicepro.ca/practice

Online Coaching Centre

Our online self coaching tool helps you learn the "soft-skills" that are critical for becoming more productive and effective in your personal and professional lives. Each module will take 5-10 minutes to complete. There are 150 modules organized into six workshops:

- Getting Stress Hardy
- Practice Management
- Powerful Communications
- Business Development
- Overcoming Procrastination
- Emotional Intelligence

www.practicepro.ca/occ



The practicePRO “Top 10” downloads

The following are the most popular downloads from the practicePRO website.
www.practicepro.ca/topdownloads

The Top 10 LawPRO Magazine Articles

- 1 'Beware the Dangers of Metadata' by Dan Pinnington
- 2 'Preventing will drafting errors' by Ian Hull
- 3 'Capacity and Capacity Assessment in Ontario' by Judith Wahl
- 4 'Tech Tip: Smartphone Apps for Lawyers' by Dan Pinnington
- 5 'Dealing with Difficult Clients' by Carole Curtis
- 6 'Practice Pitfalls' by Tim Lemieux and Norman McInnis
- 7 'Danger Signs: 5 Activities Not Covered by Your LAWPRO Policy'
- 8 'BlackBerry 101: The Hidden Essentials' by Dan Pinnington
- 9 'The Biggest Malpractice Claim Risks' by Dan Pinnington
- 10 '10 Critical Issues Facing the Legal Profession' by David Bilinsky

The Top 10 Precedents and Checklists

- 1 Sample law firm budget spreadsheet
- 2 Law firm business plan outline
- 3 General retainer agreement
- 4 Employee departure checklist
- 5 Sample associate agreement
- 6 Independent legal advice checklist
- 7 Criminal law retainer agreement
- 8 Sitting on a non-profit board: A risk management checklist
- 9 Personal injury retainer agreement
- 10 Administration of estates retainer agreement

The Top 10 Papers and Supplemental Resources

- 1 E-Discovery Reading List
- 2 Transition Rules chart: Limitations Act, 2002
- 3 Managing the Finances of Your Practice booklet
- 4 LAWPRO Fraud Fact Sheet
- 5 Top 10 Technology Tools (and Tips on How to Use Them)
- 6 Directions for Enabling Security Features on Wireless Access Points
- 7 Managing the Lawyer/Client Relationship booklet
- 8 Managing a Mentoring Relationship booklet
- 9 Managing the Security and Privacy of Electronic Data in a Law Office booklet
- 10 Managing Practice Interruptions booklet

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www.practicepro.ca

practicePRO is LAWPRO's risk and change management program