



Community Advocacy & Legal Centre

2009 Annual Report

Our Mission:

The Community Advocacy & Legal Centre provides access to justice through quality legal services, advocacy and information for people living on a low income or in poverty.

Our Vision:

We strive to achieve social justice with dignity by influencing change in our community, our institutions and the law.

2009 ANNUAL REPORT

2009 has been an exciting year of challenges and opportunities!

This annual report details our significant accomplishments, service delivery improvements, and our reflections on our work. It sets the stage for new developments

anticipated in 2010 - and heralds the clinic's 30th anniversary next year.

Staff contributed their input electronically to create this report - which illustrates the synergies and promise of our unique collaborative approach to our work.

Special thanks to our Board of Directors for their work and their incredible support.

Congratulations to the Board for winning a new multimedia projector for the clinic in the Board Supports Working Group's "Bright Idea Contest" for their self-evaluation tool!

Demand for services continues to increase

In the first nine months of 2009 we took on 398 new client cases, a 24% increase over the same period last year.

We also dealt with approximately 3400 requests for information, advice, brief services, a slight increase over last year. Of these

requests, the majority were regarding housing, followed by Ontario Disability and employment matters. Overall 1000 people per month benefited from our help.

We worked on more than 100 projects. Project files are opened for our legal education, community

development, systemic advocacy and law reform initiatives, in addition to special internal projects that focus on quality improvements or innovations, staff training, or collaborative work with legal clinic colleagues and Legal Aid Ontario.

Recovering over \$2.1 million for our clients

These conservative estimates are based on the awards that people received as a result of our advocacy in six types of cases only, and not on the future value which is worth much more. In the past 12 months (October 2008 to September 2009) we recovered the following monies for clients with these types of problems:

Ontario Disability Support Plan (ODSP) appeals	\$1,423,000
Canada Pension Plan Disability (CPP) appeals	40,000
Workers Safety & Insurance Board (WSIB) appeals.....	41,600
Employment law and Human Rights	57,500
Criminal Injuries Compensation Board (CICB) cases	392,400
Housing (files and Tenant Duty Counsel).....	36,600
Social Assistance Overpayments	126,000
	<u>\$2,117,100</u>

Pension appeals continue to benefit disabled clients

During the past year we have recovered \$1,402,400 for Ontario Disability clients. We have a success rate of 84% in ODSP appeals with a very high level of settlements before a hearing – 54% – which is much higher than the provincial average. This gets the money that clients are owed to them much more quickly and reduces the stress when they do not have to attend a hearing. It also saves the clinic staff time and resources, not to mention the savings in time for the Ministry and the Social Benefits Tribunal.

Our clients living with disabilities receive an estimated ODSP retroactive award of over \$5,000, which allows them to pay off outstanding debts, acquire better housing, improve their standards of living, leading to better nutrition, self-care and health.

We currently have three Divisional Court appeals challenging the definition of “disability” under the *Ontario Disability Support Program Act*. One important case involves a client with a low IQ where the Social Benefits Tribunal (SBT) rejected this as a substantial impairment.

As part of our new clinic system knowledge-sharing initiative, we produced a paper reflecting on five years of ODSP case management. We wanted to share our highly efficient system for case file management with our clinic colleagues. We presented our system at the Eastern Region Income Maintenance meeting in May, which was well received and created a lot of interest from other clinics. In June we travelled to Ingersoll to present to the Southwest Income Maintenance

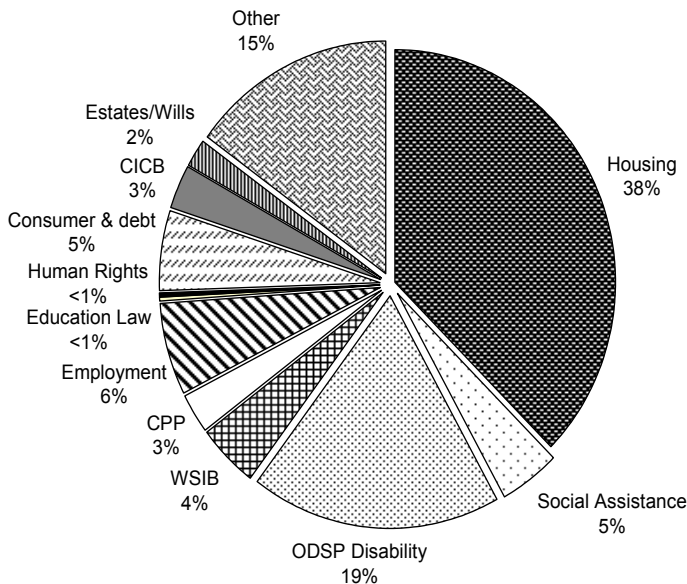
Study Group. In September the North Peel & Dufferin Legal Clinic (Brampton) visited us to learn about our ODSP Case File Management system. We have also been invited to two other Toronto legal clinics in 2010 and to the Northern Region Income Maintenance Conference in Thunder Bay.

We have shared all of our precedent materials electronically, posted to a special website, and responded to numerous requests for more information from clinic colleagues.

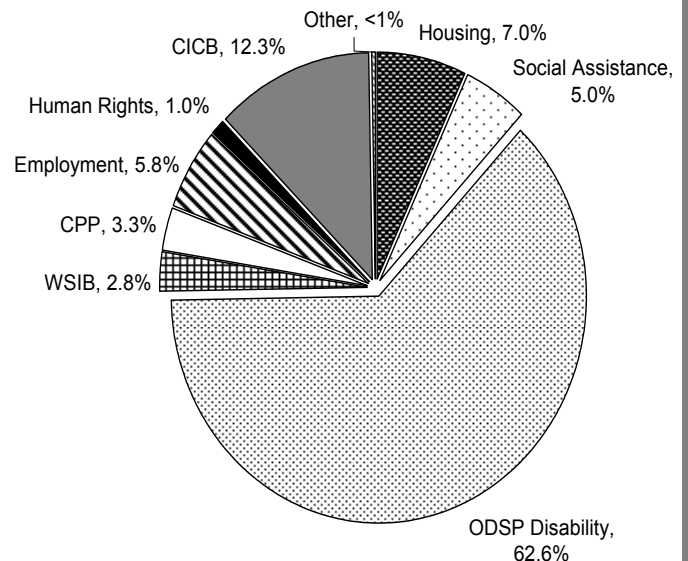
In 2010, we will continue to increase our efficiency in managing these cases by automating more of the paperwork and workflow.

2009 individual client service statistics, by area of law:

2009 Total Advice, Brief Services and Referrals (to Sept 30)



2009 Case Files (Up to Sep 30)



Advocating for greater income security

We continue to successfully represent many social assistance recipients who face severe financial hardship when they are forced to repay alleged overpayments through a reduction of their allowances. In the past year we saved our clients over \$126,000.

We are working with the Income Security Advocacy Centre on legal appeals challenging the rate of mileage that ODSP pays to

disabled people for medical transportation.

The current rate is 18 cents per kilometer for people who use their own vehicle to attend medical appointments. This rate is far too low and does not begin to cover the real cost of transportation. This is a particular problem for people who live in rural areas as they often do not have access to public transportation. This is also

a problem for people who must use their own vehicles, instead of public transportation, because of their disabilities.

The clinic also endorsed the "Disability Declaration" of the ODSP Action Coalition which urges the government to improve ODSP by adopting principles set out in the UN Convention on the Rights of Persons with Disabilities.

Working to end poverty

The clinic is now a member of the Ontario Coalition for Social Justice, a coalition that is dedicated to advocating economic policies that protect the rights of workers and promoting human rights for vulnerable populations.

The clinic also joined the 25 in 5 network to urge the Ontario government to implement an action plan to reduce poverty by 25% in 5 years. A staff lawyer continues to sit on the Board of the Income Security Advocacy Centre and works with the Centre to advocate for an inclusive poverty reduction strategy and improvements to the adequacy of income for people on social assistance. We signed the petition "Put Food in the Budget," urging the provincial government to increase the basic needs portion of social assistance by \$100 per month. We joined the Hunger Elimination Project in Lennox & Addington County to work with social service agencies and food bank providers to promote an integrated strategy to reduce the prevalence of hunger locally.

Criminal injuries compensation advocacy efforts are reaping rewards for clients

In the past year (Oct 2008—Sep 2009) our clients received \$392,400. The average award per claim was \$10,600. We are currently carrying approximately 129 open files.

We are continually revamping our case management system to keep pace with the changes at the Criminal Injuries Compensation Board (CICB). We met with Maureen Armstrong, the new Chair of the CICB, to discuss our concerns about offender

notification, determination of award amounts, privacy breaches and the speed of the process. We invited another clinic colleague from the Renfrew County Legal Clinic to attend the meeting. It was a good opportunity to exchange ideas about how the CICB could improve. We also participated in the CICB stakeholder survey.

We have filed our first Divisional Court Appeal of a CICB decision. Our client, who was sexually assaulted, was denied a pain and

suffering award. We are arguing that the CICB made an error of law in finding that her case did not meet the legal definition of sexual assault under the Criminal Code. We expect this case to settle.

In 2010, we hope to organize a one-day conference about Criminal Injuries Compensation providing training and information to local service providers and the general public.

Improving legal literacy and increasing access to legal information

Our website has been re-launched with new colours, new logo and a new design.

The website now has:

- Drop-down menus
- Frequently Asked Questions
- an in-site search page
- common page layouts

We have also added links to our new Employment law blog and

Twitter page. We also have a Twitter feed on our latest news page, showing our most current postings.

Individual visits for the first 10 months of 2009 were just over 13,000, an increase by 47% over visits in 2008. Page hits (full page downloads) went up 14% to just over 172,000. Overall we have had just over 2.2 million hits to the website so far this year.

Our most popular tip sheets are:

1. Wrongful dismissal
2. Criminal records and pardons
3. Where else to go for help?
4. Record of Employment (Employment Insurance)

We are currently partnering with CLEONet to produce webinars which will be hosted on the CLEONet website (and embedded in our site) in 2010.



Clinic website's new look



We created a new Employment Rights blog at: www.employmentrights.blogspot.com

Find the link to it on our website, in our drop-down menu under "News."

Reaching out to our community

We attended about 40 speaking engagements in 2009 throughout our three county area.

We spoke with a variety of community services providers and many community groups. Our audiences ranged from high school students, service providers, community members and consumers. We presented at various agencies including Mental Health Support



organized the local launch of the Family Law Education for Women (FLEW) and their legal pamphlet

Network, Quinte United Immigrant Services, and met with staff at Quinte Health Care, 3-Doors Down Support Centre in Picton and Napanee Community Health Centre.

We also spoke at local events such as the *Stretching Your Dollar* forum; attended meetings of community services networks, and

seres. Our in-person outreach events to date have reached over 650 people.

We have distributed over 1700 CALC pamphlets and 830 fridge magnets advertising our website. Approximately 40 copies of a new comprehensive information package about our services were provided to key stakeholders.

We have created a new PowerPoint about our services, which can be viewed on our website at www.communitylegalcentre.ca/about/docs/General_Clinic_Presentation.mht.

Newsletter Distribution



Our newsletter, produced in-house, was once again sent out in the Spring and Fall and posted to our website.

This year we distributed more than 2500 copies of our newsletter, of which 21% were sent by email.

Client services rated highly!

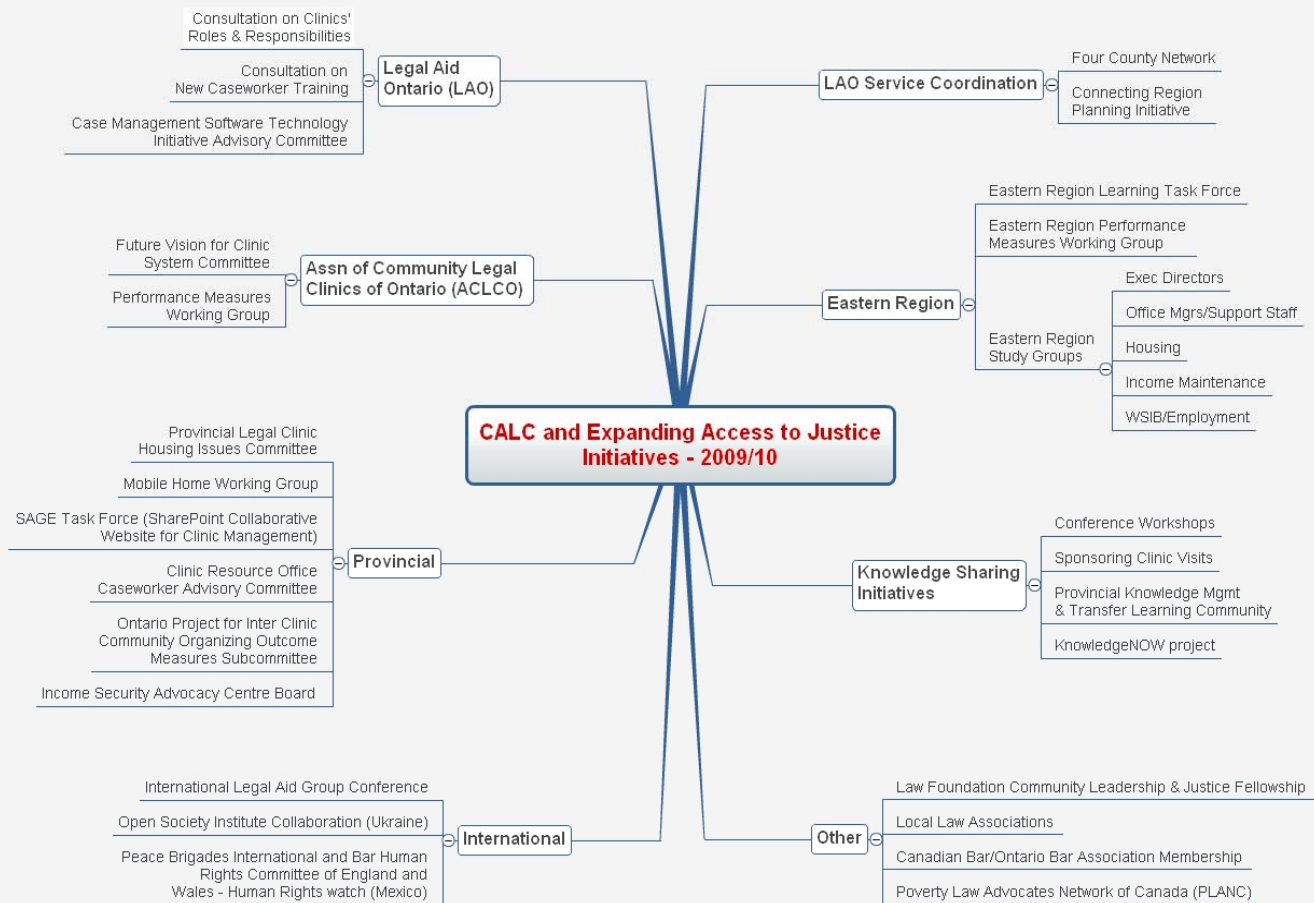
Client satisfaction is tracked through an evaluation form sent to each client as his/her case is closed. The clinic's performance continues to rank high.

Of the people returning the surveys, 94% were satisfied with the results of their case, 100% would refer us to others, and 92% said our help made a significant difference in their lives. In fact, client satisfaction appears to be increasing as even more clients rated our service as "excellent" than ever before.

Building a stronger legal clinic system and increasing access to justice

We continue to devote significant resources to building a stronger legal clinic system and greater access to justice through our involvement in a number of initiatives, projects, committees and groups.

The graphic below is a listing of some of what this work includes:



Helping vulnerable workers in our community

We continue to expand our services for workers in our community. We represent workers in the areas of Employment Insurance (EI), Wrongful Dismissal, Human Rights, Workplace Safety & Insurance Board (WSIB), Employment Standards, and Canada Labour Code.

We have assisted over 300 individuals in our community and Northumberland County with employment matters and had 59 case files. In the past year, ending September 30, we have obtained \$57,500 in unpaid wages, EI benefits, and human rights awards for our clients. We have also obtained \$41,600 in WSIB benefits for injured workers.

The above figures are not reflective of our success since our new employment law services only began in August 2008 and most of our cases can take up to a year to

conclude. While we recorded \$57,500 in the first year of our new services, we already obtained more than \$76,000 for our clients in October and November 2009 alone.

We also accomplished many successes outside of our case work. For example, we convinced the WSIB to change its practices to better protect claimants' privacy rights. We have also developed two comprehensive seminars about employment standards and human rights in the workplace. We are currently in the process of developing two seminars about WSIB and EI.

The Workers Help Centre and CALC co-hosted a mediation training workshop with speakers from The Human Rights Legal Support Centre this past year. CALC and The Workers Help

Centre continue to help local workers in our community.

To increase the legal literacy in the community, we have created an Employment Law Blog at www.employmentrights.blogspot.com.

In 2010 we will continue to participate in the Quinte Employment Network. We have developed a strong relationship with the Workers' Action Centre in Toronto and intend to co-publish a new employment rights handbook. We will enhance our services in Central and North Hastings with the help of our new employment law outreach worker, funded by Community Futures Development Corporation of North & Central Hastings and South Algonquin. We will continue to collaborate with the Northumberland Community Legal Clinic on the increasing employment law services.

Ensuring human rights are protected, and helping vulnerable clients

We had an eventful year in our human rights case work. In 2008, enforcement of human rights in Ontario was completely overhauled. We have embraced the opportunity to help our clients navigate the new process.

We are achieving significant results. Through our case work and public education, we are empowering female victims of sexual harassment, advocating for the rights of workers with disabilities, and representing others who have experienced human rights violations.

We recently won a significant human rights case that expanded

the scope of anti-sexual harassment protection for tenants. This case clarified that all landlords must abide by the anti-sexual harassment provision, even those who share accommodation with a tenant. (Additional details of this case are available on page 10.)

A staff lawyer is participating in a human rights fact-finding mission to Mexico in December, sponsored by Peace Brigades International and Bar Human Rights Committee of England and Wales.

We continue to advise parents of children with special needs about their legal rights under the

Education Act, protecting the rights of the most vulnerable students.

We continue to provide some legal advice in consumer law matters as resources allow. Local consumers continue to struggle with pay-day loan companies and energy contracts. Our low income clients are particularly hard hit when the cost of energy through an energy retailer is often significantly more than their previous costs. Energy retailers have been prevailed upon to cancel contracts and waive the cancellation fees for clients on fixed incomes.

Improving results for tenants and our efficiency

In 2008 we started tracking financial outcomes from our housing work. The average award in case files for 2009 is \$600 and the average in Duty Counsel matters in excess of \$1000. These averages are a bit higher than in 2008, but will vary each year.

Our housing law team had additional help from a housing law assistant until June 2009, partially funded through a Trenval Economic Development program. He left a legacy of case management re-organization that has been successful in ensuring a continued high level of client service.

Being able to manage our paperwork efficiently is critical because housing work is 'just in time,' and always urgent.

Housing calls continue to make up about 40% of all calls to the clinic. In 2010 we will be reviewing our current practices to better meet our clients' needs.

Hastings County — Eviction Prevention Project continues

Tenant callers to the clinic receive "hotline" services in housing matters. Thanks to extra funding we continue to receive from the County of Hastings through the Provincial Homelessness Initiative Funds, we are able to provide immediate information to callers. We have also managed to send out legal information materials to all of our housing callers this year.

The Landlord and Tenant Board (LTB) sittings stabilized in 2009

after increasing in both 2007 and 2008. The LTB currently sits two days per week, on a bi-weekly basis. Our service levels to clients as Tenant Duty Counsel is back to approximately the level we experienced in 2006.

The Hastings County Affordable Housing Action Network (AHAN) continues as a broadly based representative coalition. Clinic staff continue to participate in AHAN's

committees and chair the Steering Committee.

AHAN attended consultations by the Minister of Municipal Affairs and Housing in Lindsay, Ontario and local MPP Leona Dombrowsky in Belleville, to develop an Affordable Housing Strategy. AHAN also organized a community forum in November to discuss the questions posed by the Minister, and is making a written submission.

Prince Edward County — Affordable housing needs assessment completed

The clinic supervised the research and assisted with the writing of an Affordable Housing Needs Assessment in Prince Edward County.

An informal coalition of service providers, municipal politicians and

citizens came together in the County to form a network in 2006.

Funding from the Ministry of Training, Colleges and



Universities allowed for a researcher to be hired in 2009. The report, which includes the result of a survey of County residents, has been completed and will be published in 2010.

Lennox & Addington County — Affordable housing network growing

A group of concerned service providers and citizens have met regularly in Napanee to identify and address serious housing issues in that community.

The clinic has participated in these meetings of the Homelessness and

Affordable Housing Committee of Lennox & Addington, and was able to represent this group at the housing consultations in both Lindsay and Belleville.

The United Way of Kingston, Frontenac, Lennox & Addington

have been updating the affordable housing needs assessment that was published in 2007. We have assisted in the update, including providing statistics.

Improving services to rural and remote communities

For the past year our Lennox & Addington county satellite clinic has been located in the Napanee Legal Aid Ontario (LAO) Area office. This office now functions as a “**justice hub**” for low income residents in this county.

They experience greater “access to justice” because all LAO-funded service providers are now under one roof. Law students from Queen’s University and criminal and family duty counsel also share this space. Clients tell us they prefer having all legal service providers in one building.

The Napanee Area Office staff are a pleasure to work with and provide excellent service to clients. We look forward to a long term partnership with them. In our view, this satellite model comes closest to reaching the ideal of a “seamless legal aid service delivery” and for meeting our clients’ legal needs in holistic and integrated way.

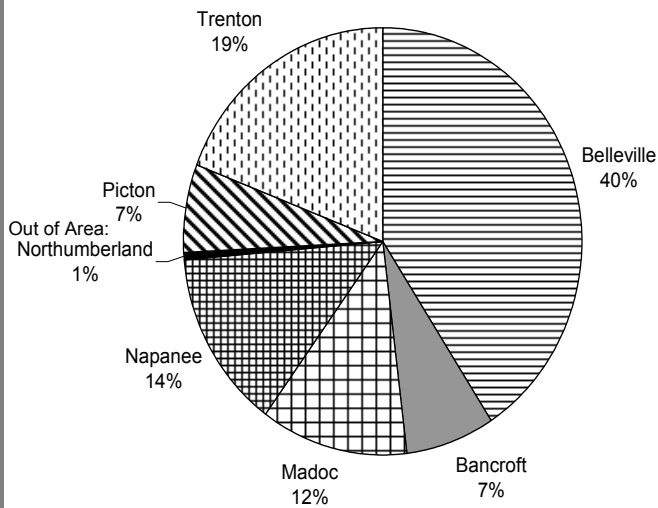
In Trenton we are currently working from temporary space in the Quinte West Public Library as we lost our shared space with Youth Hab. We are actively looking for a more permanent home in downtown Trenton, preferably shared with a social service or health agency.

Our Bancroft clinic has moved from the hospital to the main street at 113 Hastings Street North. Clients have told us that our new location in downtown Bancroft is easier for them to get to and we thank the Mental Health Support Network for sharing their space with us.

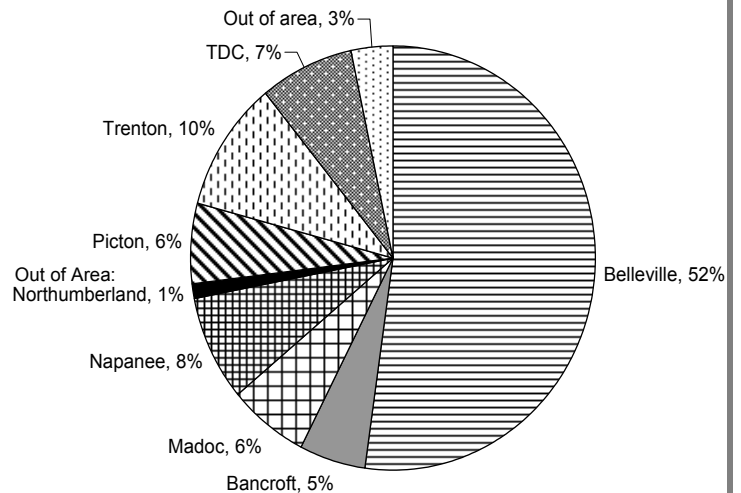
Our clinic in Picton operates from the Health Unit which is another excellent partnership.

The pie charts below show the breakdown of service given to each of our satellite offices and the percentage of case files opened in each area.

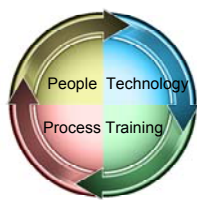
2009 Files Opened by Geographic Area (Up to Sep 30)



Percentage of Service (Advice, Brief Service, Referrals) by Geographic Area



KnowledgeNOW Project



Executive Director Michele Leering and Intake Worker/IT Lead Carolyn Hamilton were seconded a few days per month this year to work on this project. This innovative action research project involving clinic and legal aid staff has resulted in a hundred page report being released in January 2010 entitled *Knowledge Management, Sharing and Creation: Building on Our Strengths and Enhancing Access to Justice*. Recommendations include the need to grow a stronger clinic system knowledge-sharing culture, and to acquire the appropriate centralized technological supports including Web 2.0 features that will allow legal clinics to collaborate online. Funded by LAO’s Provincial Learning Action Committee, CALC agreed to sponsor this project on behalf of an inter-clinic partnership.

Brief highlights of the Law Foundation Community Leadership in Justice Fellowship

Awarded by the Law Foundation of Ontario, this Fellowship allowed Executive Director Michele Leering to spend six months at Osgoode Hall Law School working on special projects related to increasing access to justice for people living on a low income. The law school was a welcoming host and faculty members enriched the experience. Special thanks to Associate Dean Janet Mosher and Adjunct Professor and Director of the Career Services office, Chantal Morton for their support. Research assistants Liane Fong and Lukasz Szymura helped ease the temporary transition to academia. A complete report on the 2009 Fellowship will be available in the New Year.

Project highlights included:

- Undertaking a major research project investigating how to engage law students in social justice and access to justice work through developing a capacity for reflection and providing transformational learning opportunities. (This will eventually become a research paper and a "reflective practice tool kit" will be produced. This work extends beyond the Fellowship.)
- Working with law students. Students helped research information technology use for legal service delivery and knowledge management, studies about public legal education and legal literacy, and the role of American Access to Justice Commissions. A group of students updated the popular education tool called "The Poverty Game," and will be inviting others to play it to build law student awareness of the impact and reality of legal

problems experienced by poor people.

- Undertaking research about the United Nation's Legal Empowerment of the Poor project, international research about legal aid and the delivery of legal services, the operations of Citizens' Advice Bureaus, and models for collaboration.
- Facilitating small groups of students considering social justice and ethical issues as part of a new Osgoode course called *Ethical Lawyering in a Global Community*, and debriefing with law students who had undertaken mandatory public interest volunteer work.
- Encouraging and supporting connections between Osgoode faculty, students and legal clinic lawyers through a number of initiatives.
- Providing feedback to a number of faculty research papers/projects related to access to justice.
- Collaborating with the Career Services Office on a number of initiatives to increase law student engagement in access to justice issues.
- Organizing a weekend retreat for legal practitioners and law students who do social justice work.

Providing workshops:

- For law students interested in "reflective practice."
- For the Canadian Association of Law Teachers' annual

conference about *Encouraging Reflective Practice*.

- Meeting with Osgoode's Curriculum Reform Working Group about including reflective practice as a component of legal education.

Presenting:

- At the International Legal Aid Group's conference in New Zealand about the *Promising Practices of Ontario Legal Clinics*
- At the Ukrainian Legal Empowerment of the Poor conference about *Ontario Legal Clinics and the Legal Empowerment of the Poor*.
- At the Law Commission of Ontario's May 2009 Conversations about Law Reform conference about the *The Commitment of Ontario Legal Clinics to Law Reform*.

Participating in several conferences including:

- The 2009 Equal Justice Conference sponsored by the American Bar Association and the National Legal Aid and Defender's Association.
- The 8th Transformative Learning conference held in November.

"Law is both a means to an end and an end in itself. It can stand steady for hate, power, prejudice and alienation; or it can stand steady for love, freedom, equality and justice. How we deploy law to address or to avoid addressing these issues betrays how we see ourselves. How we discuss law reform does the same."

Professor Rod MacDonald (McGill)

How our work impacts our client's lives

Barbara writes:

I am one woman who has been failed by the justice system. As a child, teenager, and a young adult I was sexually abused, raped, and traumatized so badly that it took me 30 years of my life before I could bring myself out of denial. I was 35 years old when I put myself into therapy. My trust in life has been destroyed, and no one can ever understand what that feels like.

It took me until May 2000 before I was strong enough to make the decision to charge the three men that sexually abused me. Going through this ordeal and the courts; I was just beginning to finally trust again in my life, in myself, and in the justice system. I had gotten this far and so close to a trial and having closure. Then it happened, one month before going to trial in 2003 all three cases were dismissed under the Charter of Rights because the accused were not tried in a "timely manner" as it had taken three years in the courts. It took 30 years of my life. Where is the justice in that? I felt devastated, betrayed, and hurt, and I could not understand why I ever opened up myself to even try to believe, or trust in the justice system.

Closure for me on this ordeal came through the grace of God and the hard work of two very

compassionate ladies from the Community Advocacy & Legal Centre, who believed in me and helped me in going in front of a panel from the Criminal Injuries Compensation Board (CICB). Sitting in front of this panel of people and telling them what had happened to me in my life and how it has impacted my life, helped me in more ways than anyone could ever imagine. To hear them say your testimony is credible gave me peace of mind to finally know that someone really believed that I was telling the truth. I felt as if someone had finally heard me, and they knew what had happened to me was wrong. Being able to do this helped me get the closure I so desperately needed in my life. It was through this I was able to heal and put the past behind me.

Today, I am very proud to say that I graduated in June as a Practical Nurse, passed the National Exam for a Registered Practical Nurse and am waiting for my license from the College of Nurses of Ontario.

Christine's story

We represented Christine in a precedent-setting case at the Human Rights Tribunal of Ontario (HRTO). The HRTO confirmed for the first time that no landlord is

exempt from the *Ontario Human Rights Code* provisions that prohibit sexual harassment.

The HRTO found that the landlord, who is currently serving in the Canadian military, poisoned the tenant's home environment with persistent sexual advances, unwanted touching, and unauthorized intrusions into the tenant's personal life. Even after giving an eviction notice to the tenant when she rejected his advances, the landlord intruded on her work life by placing harmful calls to her employer and by fabricating reports about her to the police.

In its decision, the Tribunal commented that "in a landlord-tenant relationship in a gendered, shared housing setting, the power imbalance is exacerbated and the vulnerability of the victim is correspondingly heightened." The Tribunal then ordered the landlord to pay \$25,000 for infringing the Code, a substantial award for a human rights complaint.

The tenant was very happy with the decision. "I wanted [the landlord] to take responsibility. But I also filed the human rights complaint because I wanted to teach my young son that no one should be subjected to sexual harassment."

Our work this year would not have been possible without support from the following funders:

- Legal Aid Ontario
- Community Futures Development Corporation of North and Central Hastings
- Trenval Community Development Corporation
- Open Society Institute
- International Legal Aid Group
- Law Foundation of Ontario
- County of Hastings Provincial Homelessness Initiative Funds
- Service Canada
- Advocacy for Tenants Ontario

Report from the Chair of the Board of Directors

This has been a different and special year for CALC with new challenges and opportunities. Our Executive Director, Michele Leering, spent the first half of the year working at Osgoode Hall Law School as a Community Leadership in Justice Fellow funded by the Law Foundation of Ontario. Her absence for an extended period of time challenged us to carry on with the work of CALC without her direction and planning support. We realized how well our two lawyers, Deirdre McDade and Gina Cockburn, were able to meet the challenges of being Acting Directors. The transition was seamless. We have always been proud of the staff and how well they cope with the day to day pressures of the work so we were not surprised that everything continued to run smoothly during the Executive Director's leave.

Michele kept in touch throughout her Fellowship. We quickly realized that CALC was benefiting in many ways

from her work with students and faculty at Osgoode, her international experiences, and her research opportunities. I am sure that in the months and years ahead the benefits of the Fellowship will help us here at CALC as well as the legal aid system as a whole. We are so thankful to the Law Foundation for the Fellowship opportunity.

This year we began the process of some long-range strategic planning for CALC. With the help of a consultant, we undertook an analysis of our current operations, the local and provincial environment, and the legal needs of the low income community we serve. We reflected together with the staff for an evening and began to articulate where we would like to be in the next five to ten years. We will complete this process in 2010. We expect to have a new strategic plan that will withstand this time of change, reorganization and uncertainty at Legal Aid Ontario.

We continue to be amazed at the amount and variety of work that is accomplished and the number of people in our communities who are assisted with their legal issues. We make special mention this year of Deirdre McDade who has completed 10 years with CALC. This is a special milestone!

I would be remiss if I did not mention the support and help of the many volunteers who have assisted us in a variety of ways over the year. Many thanks for your time and help! And many thanks to our Board Members! They truly give generously of their time and energy with Board and Committee meetings and add to the vitality of CALC.

We look forward to the coming year knowing that there is still much to be done but also knowing that there are able and eager hands to accomplish that work.

Tim Grew, Board Chair

Looking ahead to 2010—a few other initiatives

CALC turns 30 in 2010 so we expect to celebrate this good fortune in a number of ways next year. We would like to organize some special events, conferences and forums - stay posted for our Spring 2010 newsletter for details! In the New Year we will become a registered federal charity and will be developing a fundraising protocol and strategy. A special fund for an annual summer law student internship - a Social Justice Fellowship of our own - is one of the key new projects that we are considering.

We are in the midst of a review of our services and a reassessment of local legal needs and capacities. We will be consulting with key stakeholders to finalize the details of our new strategic plan for 2010 -

2015 next year. New strategic directions we are examining include:

- the enhanced use of technology for both internal use (efficiency) and external use (increased legal literacy and education, effectiveness, and impact)
- “CHI” - **collaborative, holistic and integrated** services for clients (for example, we are hosting a local consultation with the Law Commission of Ontario on family law services)
- an increased emphasis on knowledge sharing and creating new knowledge to improve legal services both within the clinic system and with LAO, and

externally with all our “access to justice” partners, and

- encouraging and supporting a multi-county planning model for meeting the legal needs of low income people for “access to justice” services.

We do expect to also increase our client work in rural and remote communities by 10% and our outreach and legal education events by 10%.

We will be hosting a German law student on an internship for three months beginning in January. A new articling position, funded by the Law Foundation to increase rural and linguistic access to justice, will begin in the summer.

2009 ANNUAL REPORT

Community Advocacy & Legal Centre

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www.communitylegalcentre.ca

Follow us on twitter!

www.twitter.com/CALCtweets

Our Values:

We believe:

- Justice is a right for individuals and communities
- In being client centered and accessible
- Every person is of infinite value
- In being responsive to, and collaborative with, our community
- In creative, innovative and effective services and work

Your community legal clinic.

2008 — 2009 Board of Directors

Chair	Tim Grew
Vice Chair	Penny Hendricks
Treasurer	Rick Helman
Secretary	Rasa Baltutis
Members	Matt Gemmell, Joan Greenwood, Cathy McCallum, Ruth James Morrow, Ken Palmer & Ginny Pearsall

Staff

Emma Barz	Marieanne Langer
Denise Bird	Deirdre McDade
Gina Cockburn	Jessica Michael
Richard Ferriss	Lynda Morgan
Diane French	John No
Carolyn Hamilton	Sharon Powell
Samantha Hayward	Victoria Watts
Matthew Johnstone	Ingrid Wood
Peter Kerr	

Michele Leering, Executive Director

Thanks to our volunteers!

Norma Barrett
Joe Burgess
Chris Fleury
Matthew Garrett
Colleen Lapello
Annemieke Little
Kenneth Menlove
Nicole Newton
Melissa MacRae
Andrea Monckton
Ryan McArthur
Alyssa Reynolds
Sheighlyn Slade

From our clients:

"Your services are very top order and very well done."

"Service was excellent and done in an extremely FAST manner. Thank you!"

"I know [staff member] went above & beyond to help with my care."

"I remain very impressed with the understanding manner in which I was treated."

"The contact I had was so well prepared both at the time of intake (over the phone) and at the interview. I was 'in awe'."

From our volunteers:

"I've had an incredible summer. Everyone here made me feel welcome from day one. My experience here at the clinic truly surpassed my expectations. I will not only be a better lawyer because of the experiences I've had working with all of you but more importantly, I leave as a better person. I can't say enough about everyone here. Thank you all so much."

"I am truly a better person for having worked at the clinic this summer. The exposure, assistance, training and latitude provided by all staff members was exceptional. I am fortunate to have had this experience and I am very thankful for it."