



Community Advocacy & Legal Centre

2012 ANNUAL REPORT

Committed to increasing access to justice and improving our services

In this report you will read about the impact our services are having on the lives of our clients. You will also learn about our efforts to increase legal literacy and legal capability in our community. Some of our law reform and systemic advocacy work on issues of concern to our client community is highlighted. In addition to this critical work, we have also been engaged in projects aimed at increasing access to justice and improving the capacity of our clinic and other clinics to offer better services to our clients.

We are very proud of our innovative work to improve the coordination of legal aid services and to increase poverty law services across a five county area.

We are working with our colleagues from the District Area Office of Legal Aid Ontario (LAO), the Kingston and Northumberland Community Legal Clinics, Rural Legal Services, and Queen’s Legal Aid to implement an ambitious plan. Working in partnership we have developed LEARN LAW legal information columns for rural newspapers, good referral and outreach resources and have begun to create LEARN LAW workshops for service providers in family law, and for public librarians . We will be hosting a number of other special information workshops.

“Access to Justice Partners” have been identified and we are gradually meeting with all of them to find out how we can

work together more effectively to increase access to justice and awareness of Legal Aid services and free legal information resources. On a trial basis, two LAO staff doing family law work are using free office space in our clinic.

We’re improving our paralegal placement programs and we’ve begun a Queen’s Law School externship program that is working very well. We also helped to teach an inter-disciplinary course for Rural Professionals offered by Queen’s University to raise awareness of access to justice issues in rural and remote communities. A free Wills and Powers of Attorney project has just

(Continued on page 2)

The cost of justice should be compared to the cost of injustice and until we have the sophistication to figure out what the cost of injustice is, we have no business trying to figure out the costs of justice. ...What gives us the right to declare the disadvantaged as the economy's ordained shock absorbers?

~ Justice Rosalie Abella, 1991, “Social Justice in Hard Times: A Generation of Equality”

Report from the Chair of the Board of Directors

The Annual General Meeting is a time to reflect on the accomplishments of the clinic and the positive impact that the clinic has on our community. Over the last year, staff have improved upon our capacity to serve Deaf clients. They’ve also played a leadership role in improving access to justice for people who live in our area by their involvement in the Legal

Aid Services Together project. Staff have also improved internal procedures which created efficiencies to enable more clients to be served and to allow time for more systemic work.

The hard work of the staff and volunteers has allowed us to assume a role in advocating with our municipal, provincial

and federal governments about issues affecting at risk members of our community. Specific issues that arose this year included a cut to social assistance benefits, reforms to social assistance, cuts to internet funding in libraries, and offender notification changes at the Criminal Injuries Compensation Board.

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Recovered more than \$2.7 million for clients!

We recovered more than \$2.7 million for clients this year. This conservative estimate is based on the awards that people received in seven types of cases only, and not on the future value of the awards which is worth much more.

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.

Report from the Chair of the Board of Directors (continued from page 1)

We would like to thank our volunteers and staff who have all contributed to the clinic's achievements. We would like to give thanks to our outgoing Board members Ruth James and Mark MacDonald and to thank them for their contributions. We remember fondly Tim Grew, a long-time past Board member who died suddenly earlier this year. Tim's contribution to the community and the clinic will be greatly missed. Along with the outgoing Board members, I would like to thank Community Legal Worker Sharon Powell, who has reached a milestone. She celebrated 10 years with the clinic in August 2012. Her contributions have helped make the clinic a success and is greatly appreciated.

This year we also want to acknowledge that the excellence that we have benefited from locally, is also being sought after by others. Our Executive Director continues to be involved in

international work which has largely gone unmentioned here at home. This work has been completed at her own expense and using her vacation time, but it has been of benefit both to us and also for our work on clinic system projects. In 2011, she brought back ideas about legal aid reform from an International Legal Aid forum that had been held in Finland, where she also helped to facilitate a workshop on rural access to justice issues. She helped to develop two workshops on reflective practice and legal education for the Global Alliance of Justice Educators in Spain, building on her work during the 2009 Law Foundation Fellowship. In April 2012, she contributed insights to the HiIL trend report, "Towards Basic Justice Care for Everyone: Challenges and Promising Approaches," that was the subject of an international forum on Innovating Justice held in the Netherlands. Her contributions were about the need for legal education

reform, including reflective practice and knowledge management skills to foster justice system innovation, and the important role that community legal workers (paralegals) play in increasing access. She attended the U.K. Legal Services Research Centre conference in September, and has brought back interesting information about research into legal capability, internet-based public legal education, and preventative legal work.

In December she will travel to Ukraine to continue the work the clinic staff began in 2010 with the Open Society Institute sponsored study tour for fledgling community legal centres. She has been appointed to the International Advisory Board for their new Legal Aid Foundation and will be speaking at the first conference of the Foundation in Kyev, in addition to traveling to visit staff at community law centres, and also a new student legal clinic in Lviv.

Demand for legal services increases

Demand for individual legal services increased slightly in 2012. We dealt with over 4,500 requests for information, advice, and brief services, an increase of 6% over last year. Of these requests, the majority were about housing, followed by social assistance, Ontario Disability denials, and employment matters. We also took on 670 new client cases, a 31% increase from last year. Overall, about 900 people per month benefited from our help. We worked on more than 110 projects. Project files are opened for our outreach, 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.

Committed to increasing access to justice (continued from page 1)

been launched with the help of five local lawyers who are volunteering their time to help our disabled clients. In 2013 we will begin work on a "Legal Health Checklist" as a training tool for service providers to help them better identify when clients are experiencing poverty law issues.

In addition to all this work (and officially we are only funded for 10 positions by LAO!), we are engaged in projects with

other clinics and with LAO too numerous to mention. These include initiatives to develop case management software; to manage, share and create new knowledge; to improve staff learning opportunities; to develop system-wide strategies for law reform and systemic advocacy; to provide better public legal education; and to create a stronger and more robust web and social networking presence for all Ontario clinics.

Our work to increase our services and rural and remote areas is made possible by a special grant from the Law Foundation of Ontario for an articling student.

All this work is made possible by a strong, vibrant, creative and dedicated staff and a wonderful group of volunteers, partnered with a committed and active Board of Directors. We also have supportive funders!

Record-breaking year for disability appeals

This year was our busiest year in the clinic's history appealing Ontario Disability Support Program (ODSP) decisions. We had a 32% increase in the number of clients who needed help. We opened 458 files and closed 418 files. We attended 184 hearings throughout our catchment area.

Approximately 45% of our cases settled without a hearing, which means clients receive their benefits more quickly and do not have the stress of testifying at a

hearing. Furthermore, the entire system saves money as the Social Benefits Tribunal does not have to hold a hearing, and the Ministry staff do not have to attend to defend their decision to deny benefits.

We were able to efficiently manage this large increase, and settle this many cases due to the continued use of a sophisticated case management system, a strong case management team, dedicated volunteer assistance and with the

additional help of an articling student. We continue to win approximately 66% of our cases overall.

Each of our clients living with disabilities gets an estimated ODSP retroactive award of over \$6,680, which allows them to pay off debts, acquire better housing and improve their standard of living, which leads to better nutrition and health. In 2012, we recovered almost \$2 million in retroactive money owing to people with disabilities.

Increasing access to justice for vulnerable workers

The Workers' Rights practice continues to protect the rights of vulnerable workers with our multi-pronged approach to employment issues. In addition to helping individual clients who are in difficulty through summary advice and representation, we continue to provide preventative legal education to workers and service providers, including public legal education sessions and newspaper articles. Our help has made a difference to workers, as we successfully collected settlements or awards in 100% of the termination and human rights cases in which we represented. In addition, we were also successful in maintaining or reinstating employment for two clients. With the current state of the job market in our area maintaining employment for our clients is a significant victory. We have also increased our clients' self advocacy skills with continued updates to our Employment Standards Self-Help Kit and Wrongful Dismissal Self Help Kit.

We continue to provide legal information and advice to injured workers making Workplace Safety & Insurance Board (WSIB) claims. With recent changes to the WSIB process, we are seeing significant delays for clients in getting hearing dates and resolutions in their files. We continue to participate in the Eastern Region Worker's Compensation Clinic Advisory Group to monitor and provide input on WSIB

changes. We also partnered with the Workers' Action Centre in hosting an Employment Rights Workshop. This workshop invited local career service providers to learn about employment rights to better assist their clients. The workshop was attended by more than 20 local service providers and we received excellent feedback from attendees. Future partnerships include information sessions with the Quinte United Immigrant Services and local high schools to better educate new immigrants and students about their rights at work.

The Workers' Rights team is pleased to have launched the Employment Standards Practice wiki in 2012. Designed to be an inter-clinic resource tool for Employment law case workers, we are sharing our expertise in worker's rights with staff in other community clinics. We are hoping to collaborate to provide better services for vulnerable workers all across the province. The wiki features precedents, important case law, research memoranda, and relevant legislation. As the wiki platform is new to the clinic system, the Workers' Rights team decided to focus its prototype on *Employment Standards Act (ESA)* practice. Consequently, the site also has a dedicated section for the Employment Standards Working Group to post their agenda, minutes and shared resources. The wiki will increase knowledge sharing

between clinics and improve access to ESA resources to enable more clinics to practice in this area of the law. Because of our wiki creation and project work, we have also had an opportunity to work closely with Queen's Law students through the Pro-Bono Students Canada program and our own externship program. We've had the benefit of five Queen's students organizing and updating our precedent material and tip sheets.

We continue to collaborate with Northumberland Community Legal Clinic on shared services in WSIB and Employment Law. Through this collaboration we are better able to serve the needs of our joint communities, ensuring everyone has access to timely employment rights and WSIB information.

We have also agreed to collaborate with York University, Parkdale Community Legal Services and others on a research project "Closing the Enforcement Gap: Improving Employment Standards for Workers' in Precarious Jobs." This project is at the final application stage for a grant from the Social Science and Humanities Research Council of Canada. We are very excited about this research project and the potential to improve the working conditions for workers in vulnerable sectors.

Increasing legal literacy and reaching out to our community

We spoke at more than 50 events to community groups, clubs, churches, social service organizations, and others who are interested in learning more about our work and poverty law. We have distributed almost 1,000 of our pamphlets, approximately 545 CALC magnets, approximately 300 business cards, and 600 "legal myths" coasters. We ordered approximately 5,000 publications from Community Legal Education Ontario (CLEO) to display in our offices, provide to others, and mail to clients.

One of the highlights of 2012 included developing new housing law training sessions for local income security program caseworkers using case studies. Staff found this to be a helpful, relevant way of delivering training. The sessions provided some basic training on the *Residential Tenancies Act* and an opportunity to remind agency staff to refer clients with problems to us. Staff appreciated the opportunity to get answers to questions that they encounter every day.

We also hosted Open Houses for the Deaf community to showcase the ways in which we have been working with the Canadian Hearing Society (CHS) local and provincial offices, the Law Foundation of Ontario (LFO), and Legal Aid Ontario (LAO) to improve our legal

services for the Deaf community. The LFO has been the generous sponsor of CHS' project to provide Video Relay Interpretation (VRI) services to the Deaf through two pilot sites - CALC and ARCH, The Disability Law Centre. CHS has also been able to provide the funding for visual smoke alarms that can now be found in our Belleville offices, and new TTY equipment. CHS has also helped to organize several outreach events to the local community that were held in April and November of this year at Sir James Whitney School, at a public event at Eastminster United Church, and for the Belleville Association for the Deaf. Furthermore, all our staff and some other community members have received special training in providing Barrier-Free services by former MPP Gary Malkowski. The LFO's report - *Connecting across Language and Distance* - highlighted the need for legal services to be accessible to the Deaf community. We are hard at work to implement its recommendations.

We believe in strong co-operative relationships with other service providers and community organizations. We participate in several inter-agency groups. We meet several times a year with Social Service Departments and the Ministry of Community and Social Services in an effort to build healthy working relationships and resolve

conflict and issues expeditiously and creatively. We participate in brown bag service provider luncheons and sit on service coordination committees. We work collaboratively with others on issues like domestic violence, access to health care, homelessness, and the need for affordable housing. We will also be piloting a new high school legal education initiative in December.

In 2012 we arranged meetings with newly elected MPPs in our service areas. We met with staff at MPP Todd Smith's Belleville office and our staff and a member from Northumberland Community Legal Centre's staff met with the MPP for Northumberland & Quinte West, Rob Milligan. At both meetings we discussed the types of services we offer to clients and issues of common concern. CALC pamphlets were provided to be distributed to the constituency members, along with our "Who Does What Chart" for making accurate referrals to LAO for family and criminal law and to us for poverty law. Our "Where Else to Go for Help Chart" was given to staff at both MPPs' offices because it indicates where to refer people for free advocacy assistance when neither our office nor LAO can help. We also provided a selection of useful public legal information brochures.

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 3,260 copies, of which 20% were sent by email.

Our May 2012 newsletter was downloaded from our website 1,632 times as of September 30.

Improving legal literacy and increasing access to justice

Our website hits remain constant. Individual visits (unique visitors) for the first 8 months of 2012 were over 14,800, a 4% decrease from visits in 2011 during the same time frame. Page hits (full page downloads) went down 9% to 167,800 pages viewed, possibly due to an increased use of our Facebook/Twitter pages.



Reaching further with social media



We have 229 followers on Twitter, a 40% increase from last year. Some of our followers include local newspapers and other community legal clinics. Since September 30, 2010 we have sent out - 583 tweets to our followers. Our Facebook page has tripled its followers, from 30 last year to 96 as of October 31. Follow us on Facebook or Twitter to get the latest legal news, education, and information as well as information about related events in our community.

Safe, Secure, Affordable Housing Service — The Challenge Continues

The year started with the *Housing Services Act (HSA)* replacing the *Social Housing Reform Act*. As part of the Ontario's Affordable Housing Strategy the HSA has given municipalities new responsibilities for creating local affordable housing plans. We have been working with partners in Prince Edward, Lennox & Addington (PELA) and Hastings County to contribute to the planning. In PELA we have joined the Housing Advisory Committee to help develop an Affordable Housing Plan.

Housing problems consistently make up the highest volume of legal advice calls to our office at about 40% of the clinic's summary advice with a volume equivalent to pre-2011 levels. We had more than a 20% increase in callers from

Trenton. Representation of clients is reserved for the most difficult of cases and circumstances. Examples of this year's challenges include hoarding, a not-for-profit housing provider evicting for minimal arrears, and above-guideline rent increase applications involving hundreds of tenants in multiple buildings. With the cut to social assistance's Community Start-up Benefit we expect that in 2013 we will have to represent more tenants in disrepair cases as the option of moving from unsafe premises will be closed to these tenants.

Tenant Duty Counsel (TDC) saw 400 tenants at the Landlord and Tenant Board and made a difference of over \$60,000 to those tenants by reduced rent arrears and other awards. Almost

60% of the cases seen by TDC were about rent arrears, confirming that affordability is still a major problem for tenants in our service areas. As in 2011, we shared our TDC service model by providing training and materials to community legal clinics in Northern Ontario and provided our precedents to the Advocacy Centre for Tenants Ontario to share province wide.

We continue to provide legal education sessions to service providers and client groups throughout our three-county service area. In 2012 we piloted a case study approach to learning. We began to use our new conferencing software to provide training. We hope to develop this approach further next year.

Volunteers: A great asset

Our volunteer program continues to thrive and we cannot do without our volunteers! This year 25 people donated their time to the clinic, which amounted to 2,300 hours of community service. Volunteer Board Members contributed 800 hours. Our volunteer base includes retired people, community members, college students, law students, graduates and placement students. Our volunteers help with a range of activities including Tenant Duty Counsel support, legal research, client interviewing and contact, file work assistance, outreach, administrative and clerical help, Board of Director duties, and special projects. Five local lawyers are volunteering to prepare Wills and Powers of Attorney for a small number of our clients as a pilot project.

Taking a systemic approach to affordable housing issues

It has been more than 10 years since the clinic released its Eviction Prevention Report entitled "Beyond Band-Aids: A Community Response to Homelessness" in June 2001. More than 7 years ago The Hastings County Housing Working Group published a further report "Boxed In: The Affordable Housing Crisis in Hastings County" and the clinic authored "Observations From the Front Lines" (April 2005). The release of the Boxed In report lead to the formation of the Affordable Housing Action Network. (AHAN).

AHAN held a special forum in February to reflect on its achievements and the challenges that lay ahead. There is a

growing sense that some kind of a Poverty Elimination or Reduction Roundtable approach would be an important new initiative given the intersection between housing issues and poverty. The clinic is on the AHAN steering committee and participates in both of the working committees.

A new report by CALC's housing team reflects on our work, the challenges clients face, and the findings and recommendations contained in these previous reports. The report was released on National Housing Strategy Day in Hastings County. It makes a number of recommendations about how we could improve our housing law

services and also makes recommendations for future work on broader affordable housing issues, particularly in Hastings County.

Late in 2011 the Housing Action Lennox & Addington (HALA) working group hosted a National Housing Day. The group continues its hard work and we continue to be an active member.

In Prince Edward County the Affordable Housing Working Group, which the clinic co-chairs, is organizing its first event in several years, will be celebrating the strategic plan of 2010, and reporting to the community at a breakfast event in Picton in December.

Working to improve income security and respect

An important focus for our law reform work this year had been on improving income security for our clients. There have been both threats and opportunities. The threat was cuts to important benefits that prevent homelessness and ensure safe and secure housing. The opportunity was the social assistance reform consultations. We've been very involved in supporting our clients' responses to these issues.

The 2012 Ontario budget included cuts to two vital housing benefits: the Community Start Up and Maintenance Benefit (CSUMB) and the Home Repairs Benefit (HRB). These benefits are frequently used to prevent evictions, to keep the heat on in the winter, and to help people establish themselves in permanent housing. Ontarians receiving social assistance already have great difficulties finding and staying in affordable housing, and cannot afford further cuts to the benefits they receive. We joined with community legal clinics across the province to work to restore full funding to these benefits.

One of our clinic lawyers continues to provide leadership on income security law reform work by being on the Board

of Directors of the Income Security Advocacy Centre (ISAC). This is a legal clinic that serves low income Ontarians by conducting test case and charter litigation relating to income security programs.

Locally, our efforts have involved raising awareness about the cuts and encouraging people to let their elected representatives know about their concerns. We made presentations to housing advocacy groups such as the Affordable Housing Action Network and Housing Action in Lennox & Addington. In an effort to give community members an opportunity to speak out about this issue, our office organized several information sessions in Belleville, Picton, Napanee, and Bancroft and helped people write letters—close to 150 letters had been written by the end of October. Many of these letters include personal stories about why these benefits are so important. These letters are now being sent to the Ministers of Finance, Municipal Affairs & Housing, and Community & Social Services, to ask that they reconsider the decision to cut these benefits. We also hosted a special event to support clients who wanted to call their MPP about this issue and

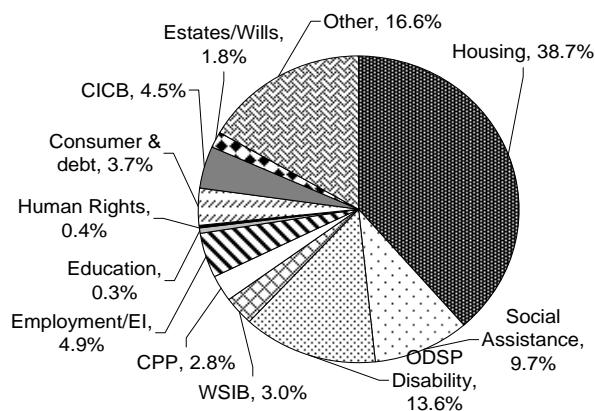
distributed information materials through local agencies, including the Gleaners Food Bank and the Community Development Council's Good Food Box Program. In response to our concerns, local MPP Todd Smith (Prince Edward-Hastings), prepared a petition to the Legislative Assembly of Ontario, asking the government to restore funding. We will be meeting with Mr. Smith at the end of November.

We were also very involved with making submissions to the Commission for the Review of Social Assistance, which recently released its report calling for a transformation of social assistance. We had consulted with community members in Napanee and Belleville who are receiving social assistance to hear their views on reform. With their input we prepared a submission to the Commission recommending that the social assistance rates be increased immediately and that there be significant changes to the complex, confusing and punitive rules.

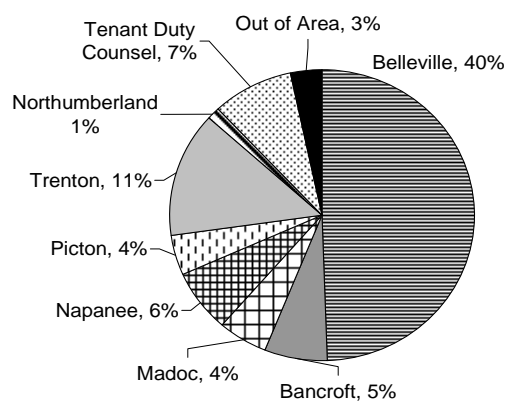
In 2013 CALC hopes to begin a new collaboration with local organizations and individuals who want to develop local solutions to end poverty.

2012 Individual client service statistics, by area of law and by geographic area:

Total Advice, Brief Services & Referrals (to Sep 30)



Service (Advice, Brief Service, Referrals) by Geographic Area (to Sep 30)



% Case Files Opened (to Sep 30)

ODSP Disability	63.2
Criminal Injuries	9.6
Housing	8.2
Social Assistance	6.4
Employment	5.8
CPP Disability	3.3
WSIB	1.4
Other	1.2
Human Rights	0.8
Education	0.2

Seeking justice for victims of violent crime

Helping victims of crime is an important part of our work. We assist victims of crime to make applications to the Criminal Injuries Compensation Board (CICB) and recovered a total of \$511,643 for our clients this year.

CICB has been improving their application process and the time to process a claim has dropped dramatically. A claim can now be completed in 12-18 months. Our clients have benefited and now receive awards more quickly. Some clients are even given their decisions, verbally, the day of the hearing and receive their award three weeks later. This is a dramatic difference from the prior practice of

waiting three to four months for a decision and a cheque! Counselling is also being pre-approved at the hearing and is paid directly by CICB which helps our clients tremendously.

We continue to share precedents, information and knowledge with other legal clinics. We are actively involved with the Quinte Coordinating Committee Against Violence, attending monthly meetings and offering information about the CICB process and other clinic services.

Unfortunately, the distressing practice of the CICB notifying offenders in domestic violence and childhood sexual/physical

abuse where there has not been a conviction continues. The University of Ottawa's Student Legal Aid Society had filed a constitutional challenge with the CICB arguing that notifying offenders violates women's right to life, liberty and security of the person and breaches their right to equal treatment under the Charter, but the CICB upheld their practice of notifying offenders. We and Queen's Legal Aid staff met recently with MPP John Gerretsen (who is also the Attorney General) to discuss the seriousness of this issue and posit potential solutions.

One Client's Story: My name is Joelle. I am in my mid-50's and worked all my life. I was in the hospital with a compound fracture of my ankle, and suffering depression and anxiety not knowing how I was going to pay my rent and buy food. I have helped others all my life and now I need help and find it very difficult to ask for help. None of my friends are on social assistance and I found it embarrassing. My doctor told me I should apply for disability benefits. I did not know about these benefits and did not want to be on social assistance, but I eventually applied for Ontario Disability Support Program benefits. I had no idea how little people receive each month. It is abusive to live on social assistance, both mentally and economically. How does someone get better living on the amount we receive? You cannot afford to even walk out of the door. When I was denied, I contacted the legal clinic for help and they filed documents, and gathered additional medical evidence from my doctors. I was too emotionally upset to do this on my own and could not have gotten through this process without the clinic's help. When I was told that I was found to be a person with a disability, all I could do was cry...now I am labeled "disabled." I will get better and will work again one day. I do appreciate the extra money each month to buy food and get around to doctor appointments. I have a new awareness of how people on social assistance live...it is very sad.

Public libraries collaboration: Making legal information more accessible

For the past year and a half we've been working with local Public Libraries, Community Legal Education Ontario (CLEO) and the Hastings County Law Association Library (HCLA) to increase legal literacy and access to legal information so that librarians can better assist their patrons with legal questions. We provided workshops in Tweed, Belleville and Napanee which were attended by librarians from Hastings, Prince Edward, and Lennox & Addington Counties. The workshops were designed to increase librarians' comfort level with legal questions, making appropriate legal referrals and finding credible legal sources on the internet. We also visited the northern and remote libraries to provide in-house training. All in all,

more than 15 local libraries have now received our legal training.

The workshops also allowed us to find out more about what types of legal problems patrons seek information about and how we can better assist libraries in providing information. With CLEO's help, we also provided pamphlet racks filled with legal information booklets. We also provided all libraries with our "Where Else to Go for Help" tip sheet which includes a long list of organizations that provide advocacy help when our legal clinic cannot help.

Our organizing committee includes collaborating librarian partners from Belleville, Deseronto, Quinte West,

Tweed, the HCLA and volunteer lawyer Sharon Leitch. Together we produced two tip sheets for people attending a lawyer for the first time for family or estate matters.

We recently presented about our work at the Public Legal Education Association of Canada's national conference. Over the next year, we will provide updated training to library staff, share our approach in Northumberland County, participate in the annual all-Ontario Library conference about our partnership, and work with the HCLA to develop more resources and improve access to justice for our community.

Community Advocacy & Legal Centre

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Your community legal clinic

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 highly.

Of the people returning the surveys, 88% were satisfied with the results of their case; 100% would refer us to others, and 96% said our help made a difference in their lives.

2011 – 2012 Board of Directors

Chair Matt Gemmell

Vice Chair Virginia Pearsall

Treasurer Rick Helman

Secretary Ruth James

Members Neil Burrell
Sherry Hayes
Mark MacDonald
Michelle Rosebush
Bradley Smith
Barbara Watson

Thanks to our Volunteers!

Sheru Abdulhusein	Brent Larmer
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Jane Boyle	George Pakodi
Jillian Burford-Grinnell	Brenda Scruby
Wanda Campbell	Andrea Steiner
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Yan Gao	Jessica Wu
Annita Gray	
Michael Green	
Nadia Lampkin	
Queen's Pro-Bono Students (4)	

Staff (2012 full-time, part-time and special project staff)

Te-Anna Bailey	Samantha Hayward	Lynda Morgan
Ali Black	Peter Kerr	Teri Muszak
Denise Bird	Marieanne Langer	Greg Parker
Jillian Burford-Grinnell	Jordana Laporte	Jane Pohler
Gina Cockburn	Maureen Lightfoot	Sharon Powell
Diane French	Daniel McCabe	Chris Robertston
Dari Haddon	Deirdre McDade	Matt Taft
Carolyn Hamilton	Carrie McGeown	Ingrid Wood

Michele Leering, Executive Director

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



Individual Private Donations

From our clients:

"I would like to express my deepest gratitude for all the hard work and effort that your team put forth toward my case. I am truly at a loss for words, and cannot stress enough how greatly you have impacted my life for the better."

"[Staff member] was an excellent advocate. Her integrity and compassion is very much appreciated!! Thank you [staff member]!!!"

I wanted to let you know that I am sincerely grateful for your help ... You were very professional and supportive and it greatly eased my anxiety during this process. I felt very well prepared and well represented. Regardless of the unknown outcome, I left the hearing with a great sense of validation and hopefulness, something that I haven't felt in quite a long time and something that has been missing through this entire campaign for me with ODSP. To me it is the rarest and most precious of gifts that you could give to me and wanted to thank you all.

From volunteers/past staff:

"In thanks to the staff and volunteers at CALC who have been so generous with their time during my employment term. I very much believe in the mission of the centre, and hope that this small donation will contribute in some way. Warm regards."

From agencies:

"I wanted to let you know that I just finished reading the spring newsletter and it was excellent with lots and lots of interesting information."