

Reaching the Hard to Reach: Distance and Multiculturalism

International Legal Aid Group Conference, New Zealand – April 1, 2009

Community Legal Clinics of Ontario: Promising Practices

Michele Leering, Executive Director/Lawyer, Community Advocacy & Legal Centre, Belleville, Ontario, Canada

<http://www.ilagconference.org/>

Overview of presentation themes

- Creating a healthy and vibrant service structure
- Individual and direct client services
- Outreach and community development strategies
- Partnership approaches – collaborating for justice
- Sharing promising practices and creating new knowledge

Theme One

Creating a healthy and vibrant service structure

Ontario's Legal Clinics

A broad spectrum of strategies, grounded in community needs & capacities

- Ontario's 80 community legal clinics approach the delivery of legal services to hard to reach communities in creative and innovative ways. Clinics are not-for-profit, based in communities (geographic and interest), governed by local Boards of Directors, and employ lawyers, community legal workers and intake and support staff. Approaches to service delivery are holistic and integrated and include:
 - direct services to clients
 - outreach and community development, and
 - systemic advocacy and law reform.
- To find out more about the unique structure of legal clinics and the Ontario legal clinic system see, "Critical Characteristics of the Community Legal Aid Clinics in Ontario" at: http://www.aclco.org/f/Critical_Characteristics.pdf
- A detailed discussion of our legal clinics is found in the report, "Poverty Law: A Case Study prepared for the Legal Aid Review" at http://www.communitylegalcentre.ca/about_us.

Locating the Ontario legal clinic system

Canada



Population (2006 Census): 31,612,897

Ontario



Population (2006 Census): 12,160,282

Strategic and operational planning based on needs and capacity assessments



Responsive to community needs & capacities: Community Legal Needs Assessments

Community Advocacy & Legal Centre (CALC)

Examining the Need for Access to Justice for Low-Income Residents of Lennox & Addington County (Report)

Legal clinic staff and Queen's University students employed a "community action research" model and met with a broad cross-section of residents and service providers to learn more about the unique legal needs and challenges facing people living on a low income in Lennox & Addington County. Statistical information was also collected and analysed to create a profile of the low-income community and the level of potential need for legal clinic services. Comprehensive recommendations for legal service delivery were made building on community insight, input and ideas.

Similar needs assessments were done in other Ontario communities where new clinics or expanded services were being funded, as a condition of funding.

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Contact: Michele Leering, Lead researcher: leeringm@lao.on.ca



Association of Community Legal Clinics of Ontario (ACLCO)

The Association of Community Legal Clinics of Ontario (ACLCO) is the representative body for Ontario's community legal aid clinics.

Its objectives are to:

- Improve the legal welfare of the communities served by member legal clinics;
- Promote unity and understanding among legal clinics in Ontario;
- Represent and advocate on behalf of legal clinics in Ontario;
- Promote and expand the legal clinic system in Ontario.

The Association's website contains helpful information about our legal clinic system.

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Contact: Lenny Abramowicz, Executive Director (abramowl@lao.on.ca) • <http://www.aclco.org>

Legal Aid Ontario: Principal funder for community legal clinics

- Find a community legal clinic:
<http://www.legalaid.on.ca/en/locate/default.asp>
- New website coming soon to make it easier to find clinics and area offices and easier to find the help you need



The screenshot shows the Legal Aid Ontario website homepage. At the top is the logo and navigation links: Contact LAO, Français, Search, Home. Below is a dark blue navigation bar with links: Getting Legal Help, Information for Lawyers, Newsroom, Publications & Resources, About LAO. The main content area features a photo of three people in a meeting. To the right of the photo is a 'Welcome to Legal Aid Ontario' section with introductory text. Below the photo is a green box with 'Not sure what you need?' and a 'Quick Help' button. To the right of this is a section titled 'Types of legal aid help available' with a list of services. At the bottom, there are three columns of news and information: 'News, media and public information' with a link to 'LAO clinic consultation paper decisions', 'Hot Bytes - Info for Lawyers' with a link to 'The Law Foundation Announces Linguistic and Rural Access to Justice Articling Fellowships', and 'Legal Aid Online' with a link to 'Legal Aid Online'.

LEGAL AID ONTARIO
AIDE JURIDIQUE ONTARIO

Contact LAO | Français | Search | Home

Getting Legal Help | Information for Lawyers | Newsroom | Publications & Resources | About LAO

Welcome to Legal Aid Ontario

Legal Aid Ontario offers different kinds of help to low-income individuals, families and disadvantaged communities. Legal Aid Ontario may be able to provide legal assistance in the courtroom, direct you to a community legal clinic, help pay for a lawyer or provide referrals to other legal service providers.

Not sure what you need?
Do you need immediate legal help but are unsure of what to do or where to go? Click the link below.

[Quick Help](#)

Types of legal aid help available
Legal Aid Ontario offers different legal help depending on the situation, such as:

- ▶ [Duty Counsel](#) for people arriving in court without a lawyer
- ▶ [Community legal clinics](#) for issues with [housing](#), [government assistance](#), ODSP, EI, WSIB and more.
- ▶ [Brydges Hotline](#) for people currently in police custody.
- ▶ [Give you a certificate](#) to help pay for a lawyer for some [criminal](#), [family](#), [immigration/refugee](#) and [civil law](#) issues.
- ▶ [Resources and referrals](#) for additional legal information, services and providers.

News, media and public information
[LAO clinic consultation paper decisions](#)
Memo from Regional VPs to Clinic Executive

Hot Bytes - Info for Lawyers
[The Law Foundation Announces Linguistic and Rural Access to Justice Articling Fellowships](#)
- Fri, Mar.6

Legal Aid Online
[Legal Aid Online](#) is a secure website for lawyers and legal office staff to submit accounts online and view the status of accounts.

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Contact: info@lao.on.ca • <http://www.legalaid.on.ca>



About Legal Aid Ontario

In 1998, the Ontario government enacted the *Legal Aid Services Act*. The *Act* established Legal Aid Ontario (LAO), an independent but publicly funded and publicly accountable non-profit corporation, to administer the province's legal aid program.

- Our clients have one thing in common – they are people with low or no income. Every day LAO helps almost 4,000 disadvantaged people, including single parents seeking child support from delinquent ex-partners; victims of domestic violence; parents seeking custody of children to protect them from abuse; injured workers; refugees; and accused persons.
- Community legal clinics are independent, non-profit organizations that are governed by locally elected Boards of Directors, and receive funding from Legal Aid Ontario. There are 80 such clinics in Ontario (including 17 specialty clinics).

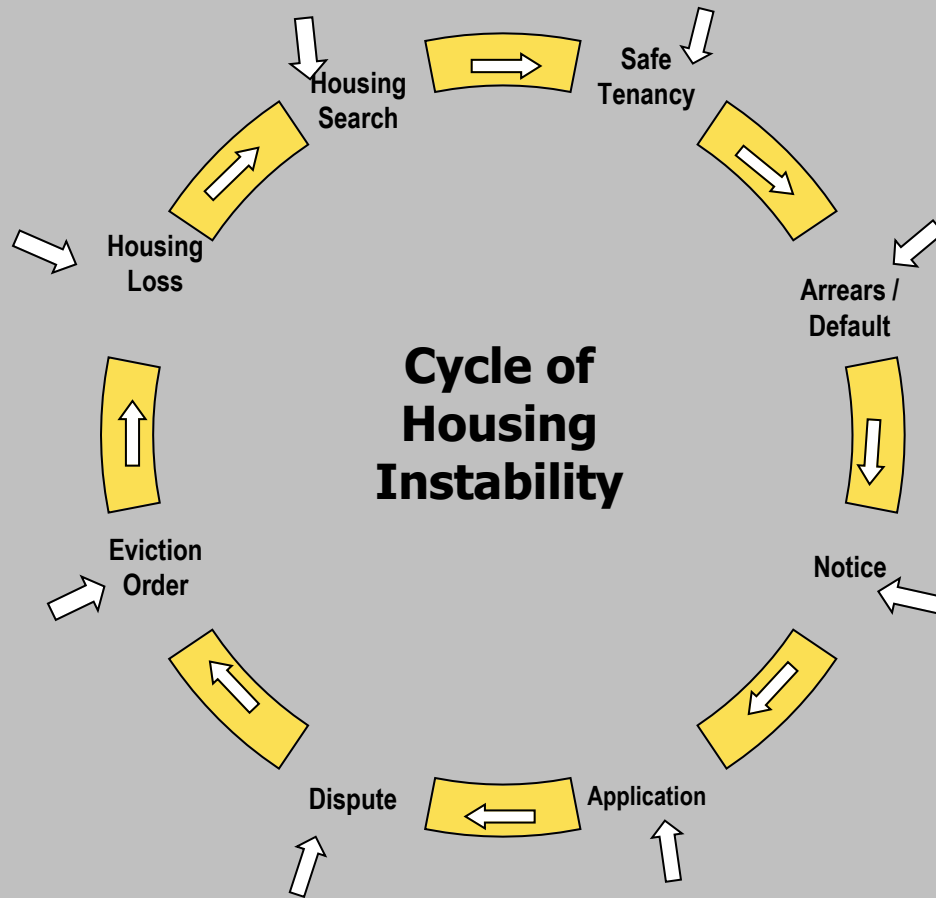
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Contact: info@lao.on.ca • <http://www.legalaid.on.ca/>

Theme Two

Promising practices: Individual and direct client services

Timing and triage are important: Legal clinic interventions to prevent homelessness



Original diagram from *Eviction Prevention and its Relation to Homelessness*, Acacia Consulting & Research Final Report March 2006



Going to the community: Services in rural and remote communities

Community Advocacy & Legal Centre (CALC)

The screenshot shows the CALC website's 'Satellite Offices - Maps and Directions' page. The header includes the CALC logo and the text 'Serving Hastings, Prince Edward and Lennox & Addington counties in eastern Ontario, Canada'. A left-hand navigation menu lists: Home, About Us, Our Services, Legal Information, Advocacy, Other Resources, Newsletter, Job Opportunities, and Contact Us. The main content area lists satellite offices: Bancroft, Madoc, Napanee, Picton, and Trenton. Below this, a horizontal line is followed by the text: 'Bancroft - 1 Manor Lane, Room 020 - open most Tuesdays, by appointment (effective September 25, 2007)'. A final line of text states: 'The office is located at 1 Manor Lane, next to the Bancroft Hospital.'

Satellite offices in:

- Bancroft
- Madoc
- Napanee
- Picton
- Trenton

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Contact: clinicoutreach@communitylegalcentre.ca • <http://www.communitylegalcentre.ca/>

Special services & outreach to Deaf community

Community Advocacy & Legal Centre (CALC)



CALC
Community Advocacy & Legal Centre

Serving Hastings, Prince Edward and Lennox & Addington counties in eastern Ontario, Canada

Home | **Services for Deaf or Hard of Hearing Clients** | Links

About Us | Our Services | Legal Information | Advocacy | Other Resources | Newsletter | Job Opportunities | Contact Us

Services for Deaf or Hard of Hearing Clients
How to Access Us
at the
Community Advocacy & Legal Centre

At our clinic we strive to meet the needs of all our clients. Deaf clients may reach us in a variety of ways:

- Call us on TTY 613-966-8714 or toll free TTY 1-877-966-8714
- [Bell Relay Service](#) - Call (via TTY) 711 or 1-800-267-6511
- *[Email](#) or Text Message our Intake Workers (see note below)

Our intake staff can book appointments with [Canadian Hearing Society \(CHS\)](#) interpreters to meet with you and our lawyers for legal advice. Please note an appointment with an interpreter may take up to 2 weeks.

Are you concerned that your emails or website visits

http://www.communitylegalcentre.ca/Services_For_The_Deaf.htm

- Deaf intake guide
- TTY availability
- Interpreter Services
- Email and text access

Last Updated: July 2008

DEAF INTAKE GUIDE

Case code for (sub area) : Various

Incident Field: (description)

Case Selection/Financial Criteria: screen as usual for non-Deaf clients

Conflict check – as indicated for specific area of law intake

STANDARD INTAKE QUESTIONS:

See specific area of law intake. However, questions are kept to a minimum as client is to be booked an I/O with an interpreter to get details. This intake section specifically deals with how to accommodate Deaf clients when doing intake. Accommodation is a human rights issue, and this section sets out how we will meet our obligation to meet the special needs of the Deaf.

Linguistic access and technology: French Language Services Pilot Project

North Shore Legal (Elliot Lake, Ontario)

The French Language Services Pilot Project began April 1, 2008.

This two year project is aimed at reaching out to the French speaking communities within the Algoma District and the remote areas of the North. The goal of this experiment is to create ways and means of making contact and assisting those not normally included in our present catchment areas to increase availability of service.

The central concept for our website is that it be ***interactive in real time***. Our vision is that it will provide a “real time - live chat component” enabling clients who access the site to engage in a discussion of their legal issues **immediately** or without undue delay.





Hard to reach: Migrant farm workers

Industrial Accident Victims' Group of Ontario (IAVGO)

In 2006, IAVGO began working with a community group called Justice for Migrant Farm Workers (J4MW) a volunteer-run, not-for-profit collective (<http://www.justicia4migrantworkers.org/>).

IAVGO, along with the Toronto Health & Safety Clinic and the Centre for Spanish Speaking People, began travelling to rural communities in Ontario to assist migrant workers with issues related to Workplace Safety and Insurance Board (WSIB), Employment Insurance (EI), and Occupational Health & Safety. A WSIB "Know your Rights" manual specifically for migrant agricultural workers was created, in English and Spanish, and 5,000 copies distributed. Two dedicated phone hotlines were set up for Spanish speaking and English speaking workers to provide support for any issues that arose.

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Contact: Mary DiNucci (dinuccion@lao.on.ca) • <http://www.iavgo.org/>



UNIVERSITY OF
TORONTO
FACULTY OF LAW

Law student initiatives for hard to reach communities

Downtown Legal Services (DLS) – Student legal clinic

Youth Sex Trade Workers - In 2000, began partnership with Street Outreach Services, which provides services for youth sex trade workers. Legal services were given at a trusted satellite site (the S.O.S. drop-in centre), where the clinic benefited from the organization's credibility and expertise with the client group. Instead of using traditional brochures and workshops, we invented a board game called "Snakes and Lawyers" involving a board and Trivial Pursuit style-cards.

Law in the Park - Law students went out to a local park frequented by street youth, and held impromptu, open-air talks on drug laws over the course of the summer.

The Emergency Team - "E-Team" – a team of law students who are required to be on stand-by to work on Federal Court of Canada stays of deportations. Developed in 2007 in response to a gap in legal services for low income people facing imminent deportation.

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Contact: Judith McCormack (Judith.mccormack@utoronto.ca) • <http://www.dls.utoronto.ca/>



Street Youth Legal Services

Justice for Children and Youth (JFCY)



The Street Youth Legal Services (SYLS) portion of Justice for Children and Youth (a specialty legal clinic based in Toronto) provides direct legal representation, legal education, and advocacy on topical and systemic problems faced by street involved youth who are residing in Toronto and fall between the ages of 16-24. The SYLS program is designed to bring accessible legal information to clients by giving direct representation or firm connection to Legal Aid Ontario's clinic system, the private bar, and youth focused advocacy offices.

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Contact: Johanna Macdonald (macdonaj@lao.on.ca) • <http://www.jfcy.org>

Legal Clinic of Guelph and Wellington County

For 4 months, in the summer of 2008, the clinic was able to staff 4 satellite offices with 2 caseworkers in the north of Wellington County. Offices were set up in community agencies' existing spaces in Mount Forest, Arthur, Harriston, and Palmerston.

Outcomes included:

- Increased accessibility to clinic services
- Increased coordination and improved relationships with county services and agencies
- Increased awareness and visibility of the clinic
- Increased working partnership with Guelph LAO office
- Increased awareness of barriers faced by northern county clients

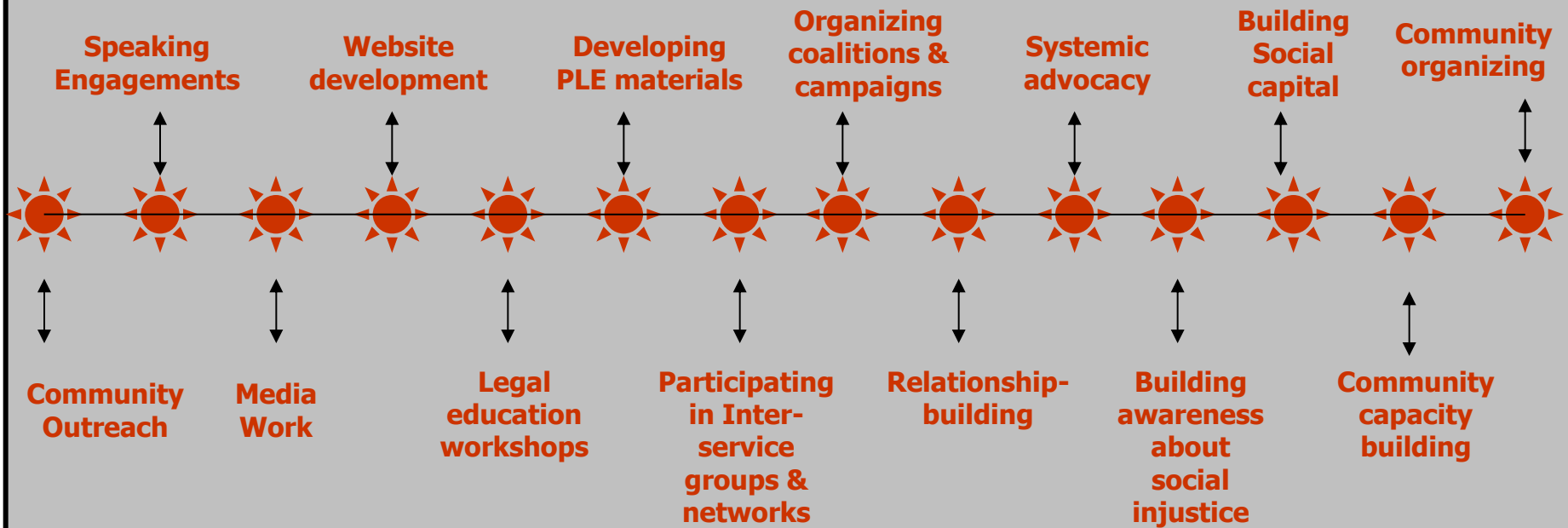


Read their blog on this project at: <http://www.northernboundaryproject.blogspot.com/>

Theme Three

Promising practices: Outreach and community development strategies

Community Development: A spectrum of strategies





WATERLOO REGION COMMUNITY
LEGAL SERVICES

Outreach Initiatives: Waterloo clinic

Waterloo Region Community Legal Services



Police Brochures

Idea came up because we were doing training sessions with all officers in the local police force on tenant's rights and resources available to them - police were often called in by landlords (or sometimes tenants) with disputes that really amounted to illegal evictions or disposal of a tenant's belongings.



Multilingual "What We Do" Cards

We have 2-sided business card size mini-brochures with the usual info on one side re contact, and on the back a short list of kinds of work we do. We had it translated into languages that our summer student's research indicated were most needed in our client community: Spanish, Serbian/Croatian/Bosnian, and Chinese.

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Contact: Sharon Twilley (TwilleyS@lao.on.ca) • <http://www.wrcls.ca/>

Community Advocacy & Legal Centre (CALC)

Video ads for the clinic run in the local shopping mall.

PSA's are done by Disc Jockey's for local radio stations, reading scripts prepared by CALC.

Public Service Announcement "Sue Lee"

Music bed: soft/quiet
Length: 30 seconds

Male announcer: "Good news! Sue Lee had a baby!"

Female announcer: "Yah!"

Male announcer: "Bad news! Sue Lee's employer terminated her while she was on leave. Sorry Sue Lee, but you're out of a job."

Female announcer: "What?"

At the Community Advocacy and Legal Centre, we help individuals like Sue Lee who experience problems at work. We are a non-profit community legal clinic that provides free legal advice and services to low-income people.

Call us toll free at 1 877 966 8686 to find out more, or visit us online at www.communitylegalcentre.ca.

Hear Us on the Radio

Staff continue doing monthly CJBQ radio shows. Staff will discuss legal issues affecting people living on a low income or in poverty or give information about upcoming events the clinic is hosting.

Tune in to Steve Marlin at 12:30 p.m. on CJBQ (800 on your AM dial).

The next scheduled shows will be:

November 25 — Criminal Injuries
Compensation, General Overview

December 23 — Employment Law

The clinic participates in monthly radio shows. Dates and topics are posted on our website and in our newsletter.



Raising rights awareness: The Jeopardy Game

University of Ottawa Community Legal Clinic

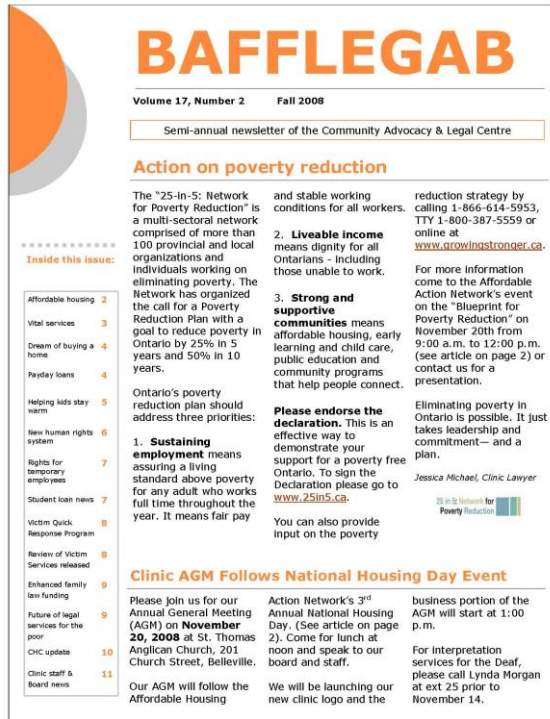
This clinic is a Student Legal Aid Services Society, meaning that it is connected to a law school, and provides legal services through law students, supervised by lawyers.

The clinic uses a Jeopardy style game to present housing and employment information. The supervising lawyer approves all questions and answers.

The game has been presented to undergraduate students, high school students, and people living in women's shelters.



Community Advocacy & Legal Centre (CALC) Newsletter



BAFFLEGAB

Volume 17, Number 2 Fall 2008

Semi-annual newsletter of the Community Advocacy & Legal Centre

Action on poverty reduction

The "25-in-5: Network for Poverty Reduction" is a multi-sectoral network comprised of more than 100 provincial and local organizations and individuals working on eliminating poverty. The Network has organized the call for a Poverty Reduction Plan with a goal to reduce poverty in Ontario by 25% in 5 years and 50% in 10 years.

Ontario's poverty reduction plan should address three priorities:

- Sustaining employment** means assuring a living standard above poverty for any adult who works full time throughout the year. It means fair pay and stable working conditions for all workers.
- Liveable income** means dignity for all Ontarians - including those unable to work.
- Strong and supportive communities** means affordable housing, early learning and child care, public education and community programs that help people connect.

Please endorse the declaration. This is an effective way to demonstrate your support for a poverty free Ontario. To sign the Declaration please go to www.25in5.ca.

You can also provide input on the poverty reduction strategy by calling 1-866-614-5953, TTY 1-800-387-5559 or online at www.growingstronger.ca.

For more information come to the Affordable Action Network's event on the "Blueprint for Poverty Reduction" on November 20th from 9:00 a.m. to 12:00 p.m. (see article on page 2) or contact us for a presentation.

Eliminating poverty in Ontario is possible. It just takes leadership and commitment— and a plan.

Jessica Michael, Clinic Lawyer

25 in 5 Network for Poverty Reduction

Our AGM will follow the Affordable Housing We will be launching our new clinic logo and the business portion of the AGM will start at 1:00 p.m.

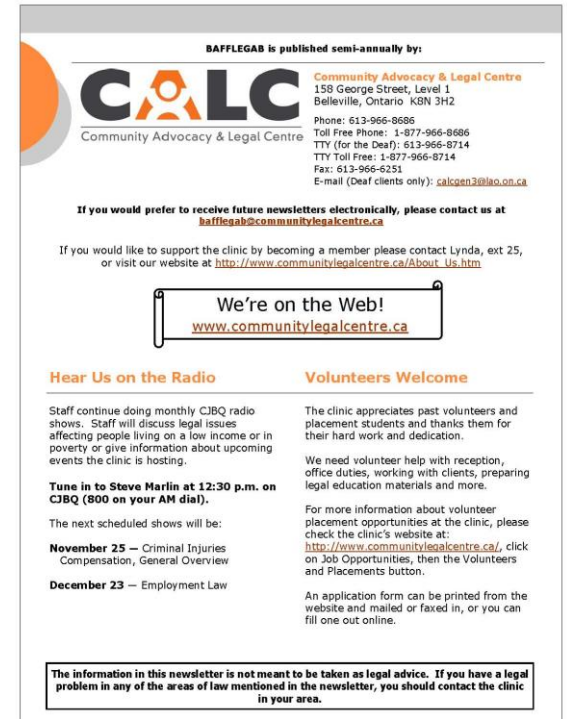
For interpretation services for the Deaf, please call Lynda Morgan at ext 25 prior to November 14.

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Clinic's semi-annual newsletter

Sent by mail/email to:

- current clients
- former clients
- local service providers
- members of parliament
- clinic system
- newsletter sharing group (CLEONet)



BAFFLEGAB is published semi-annually by:



Community Advocacy & Legal Centre
159 George Street, Level 1
Belleville, Ontario K8N 3H2
Phone: 613-966-8686
Toll Free Phone: 1-877-966-8686
TTY (for the Deaf): 613-966-8714
TTY Toll Free: 1-877-966-8714
Fax: 613-966-6253
E-mail (Deaf clients only): calcen3@ho.on.ca

If you would prefer to receive future newsletters electronically, please contact us at bafflegab@communitylegalcentre.ca

If you would like to support the clinic by becoming a member please contact Lynda, ext 25, or visit our website at http://www.communitylegalcentre.ca/About_Us.htm

We're on the Web!
www.communitylegalcentre.ca

Hear Us on the Radio

Staff continue doing monthly CJBQ radio shows. Staff will discuss legal issues affecting people living on a low income or in poverty or give information about upcoming events the clinic is hosting.

Tune in to Steve Marlin at 12:30 p.m. on CJBQ (800 on your AM dial).

The next scheduled shows will be:

November 25 – Criminal Injuries Compensation, General Overview

December 23 – Employment Law

Volunteers Welcome

The clinic appreciates past volunteers and placement students and thanks them for their hard work and dedication.

We need volunteer help with reception, office duties, working with clients, preparing legal education materials and more.

For more information about volunteer placement opportunities at the clinic, please check the clinic's website at: <http://www.communitylegalcentre.ca/>, click on Job Opportunities, then the Volunteers and Placements button.

An application form can be printed from the website and mailed or faxed in, or you can fill one out online.

The information in this newsletter is not meant to be taken as legal advice. If you have a legal problem in any of the areas of law mentioned in the newsletter, you should contact the clinic in your area.



Public legal education: Using technology

Landlord Self-Help Centre (LSHC)

Sound Advice



for landlords

Sound Advice for Landlords is a podcast project that offers Ontario's small-scale landlords a new learning tool that provides fundamental information on a broad range of topics related to residential tenancies in Ontario.

In addition to the obvious value of podcast learning, it is ideally suited for the visually impaired, auditory learners, and English-as-a-second-language clients, and offers the capacity for translation to different languages with relative ease. Written scripts, which are posted for each podcast, ensure hearing impaired individuals also have access to the project materials that are produced.

http://www.landlordselfhelp.com/sound_advice_index.htm

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Contact: Susan Wankiewicz (wankiews@lao.on.ca) • <http://www.landlordselfhelp.com/>



CLEO

Multilingual public legal education and outreach

Community Legal Education Ontario (CLEO)

The screenshot shows the CLEO website interface. At the top left is the CLEO logo. To its right is the text 'Community Legal Education Ontario' and 'Éducation juridique communautaire Ontario'. Below this are navigation buttons for 'Home', 'Français', 'Site Map', and 'Contact Us'. Further down are buttons for 'Publications', 'About CLEO', and 'Links'. The main content area features the title 'Six Languages Text and Audio Project' and a sub-header 'A pilot project released by CLEO in 2008'. The text states that CLEO is pleased to announce that text and audio materials on six high-need legal topics are now available in Arabic, Chinese (Mandarin and Simplified Chinese), Somali, Spanish, Tamil, and Urdu. It lists the topics: Children's aid: Information for parents, Criminal charges in Canada and your immigration status, Do you want to sponsor your family to join you in Canada?, Has your child been charged with a crime?, Refugee claims in Canada, and Your rights as a worker. A call to action box asks for feedback to develop more multilingual materials. A list of languages is provided for selection: Arabic, Chinese, Somali, Spanish, Tamil, Urdu, English, and French. A note at the bottom states that materials are designed for printing and distribution by community organizations, with audio versions available for download or CD burning.

Through the *Six Languages Text and Audio Project*, they produced text and audio materials on six topics in six languages (Arabic, Chinese, Somali, Spanish, Tamil and Urdu) as well as in English and French. The text materials are designed as online publications that community agencies can download, print, and distribute. Audio clips can also be downloaded from their web site and listened to on a computer.

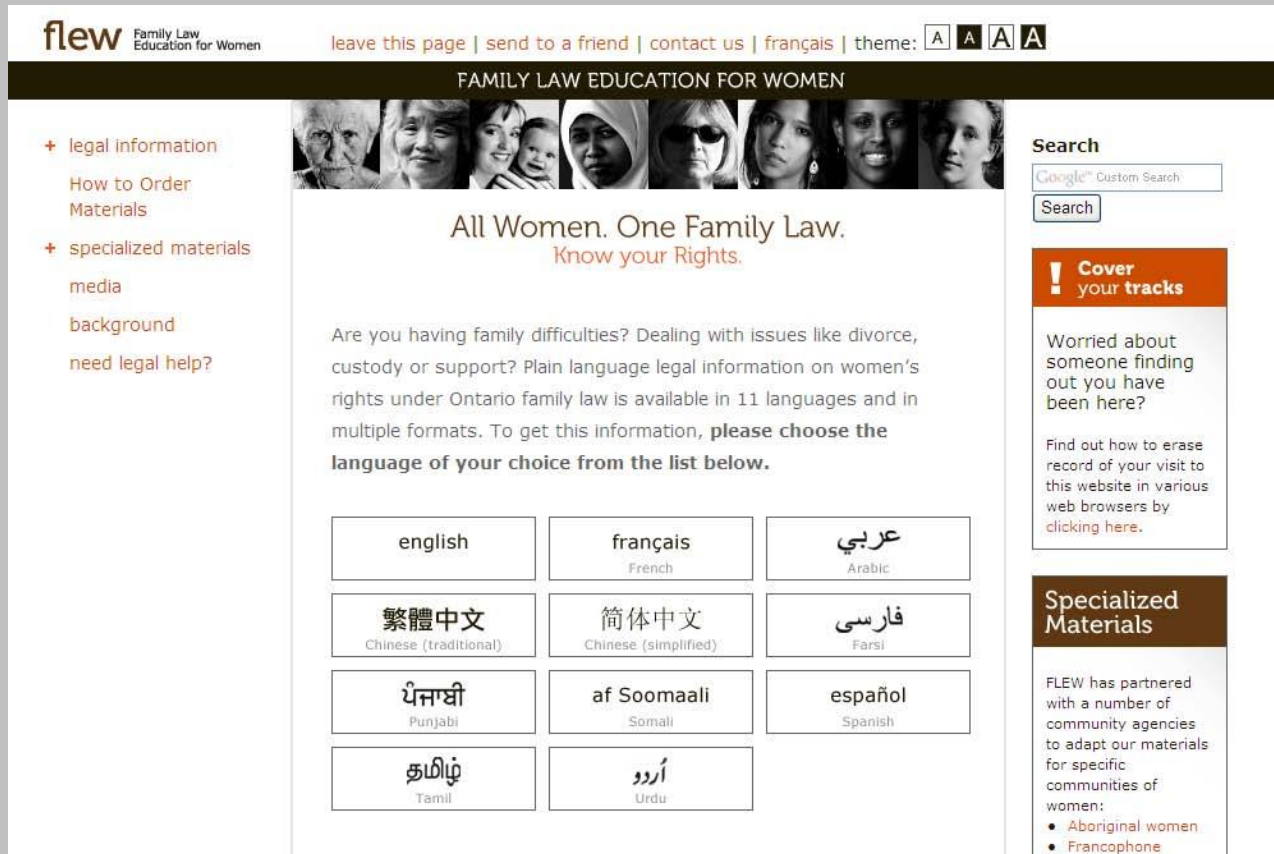
Materials are available online:

<http://www.cleo.on.ca/english/six/index.htm>

flew

Multicultural public legal education: Family law

Family Law Education for Women (FLEW)



The screenshot shows the homepage of the Family Law Education for Women (FLEW) website. At the top left is the 'flew' logo with the tagline 'Family Law Education for Women'. To the right of the logo are navigation links: 'leave this page | send to a friend | contact us | français | theme: [font size icons]'. Below this is a dark banner with the text 'FAMILY LAW EDUCATION FOR WOMEN'. On the left side, there is a vertical menu with links: '+ legal information', 'How to Order Materials', '+ specialized materials', 'media', 'background', and 'need legal help?'. The main content area features a row of diverse women's faces. Below the images is the headline 'All Women. One Family Law. Know your Rights.' followed by a paragraph: 'Are you having family difficulties? Dealing with issues like divorce, custody or support? Plain language legal information on women's rights under Ontario family law is available in 11 languages and in multiple formats. To get this information, please choose the language of your choice from the list below.' Below this paragraph is a grid of 11 language selection buttons: 'english', 'français (French)', 'عربي (Arabic)', '繁體中文 (Chinese (traditional))', '简体中文 (Chinese (simplified))', 'فارسی (Farsi)', 'ਪੰਜਾਬੀ (Punjabi)', 'af Soomaali (Somali)', 'español (Spanish)', 'தமிழ் (Tamil)', and 'اُردو (Urdu)'. On the right side of the main content area, there is a 'Search' box with a 'Google Custom Search' input and a 'Search' button. Below the search box is a red box with a white exclamation mark and the text 'Cover your tracks', followed by a paragraph: 'Worried about someone finding out you have been here? Find out how to erase record of your visit to this website in various web browsers by clicking here.' Below that is a 'Specialized Materials' section with a brown header and a paragraph: 'FLEW has partnered with a number of community agencies to adapt our materials for specific communities of women:' followed by a bulleted list: '• Aboriginal women', '• Francophone'.

Plain language legal information on women's rights under Ontario family law is available in 11 languages and in multiple formats.

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Contact: Lisa Cirillo, Project manager (LCirillo@ywcatoronto.org) • <http://onefamilylaw.ca/>

Hamilton Community Legal Clinics



"Be a Community Connector" Program

A committed group of volunteers helps us to do informal and ongoing outreach to potential users of our services and build trust between their communities and our organizations. We know that despite our presence for nearly 30 years, many people who are eligible for our services do not know we exist.

<http://www.hamiltonlegalclinics.ca/>



School Advocacy Program

What many people needed were the tools to advocate for themselves—so the idea for web-based resources was born.

This website will tell you about the rights and responsibilities of parents and students, and will give you tips and strategies that will help you in making sure the school is meeting your child's education needs. <http://www.schooladvocacy.ca/>



Lanark, Leeds & Grenville Legal Clinic

Community capacity building: Poverty Reduction Coalition

Lanark, Leeds and Grenville Legal Clinic

This coalition was formed by a group of welfare recipients and activists in their small rural township.

A community meeting was held to consult with the larger community on issues of importance to low-income people in their township.

Legal and resource information is needed, and adults urgently require dental care. Subcommittees are working on meeting these needs.

Food, travel vouchers and child care to enable people on a low income to participate in this project are KEY.

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Contact: Sharon Lee (leesha@lao.on.ca) • <http://www.legalclinic.ca/>

Participatory Action Research project: Beyond Band-aids

Led to the creation of the Affordable Housing Action Network (AHAN)

Boxed-In Report: The Affordable Housing Crisis in Hastings County



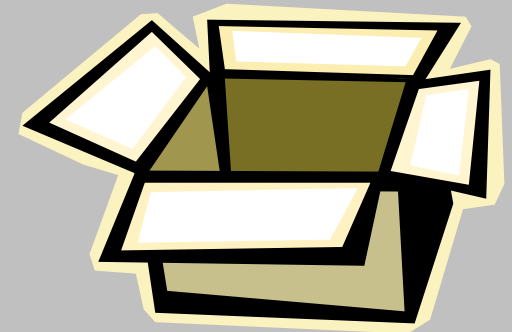
Communities Taking Action
April 26, 2005

Interviewed 781 households: Homeless; At risk of being homeless; Precariously housed; Low income households

Action Plan developed: comprehensive recommendations including property standards enforcement, homelessness prevention, and creation of an Action Network with diverse partners

Two task forces established: Community Capacity Building, Advocacy & Awareness Task Force; Bricks and Mortar Task Force

Current information: <http://www.hastingshousing.com/ahan/index.cfm>



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Contact Michele Leering, Housing Working Group member, Project sponsor: leeringm@lao.on.ca

Reaching young people

Justice for Children and Youth (JFCY) – Youth Action Committee (YAC)



The YAC is comprised of young people from diverse backgrounds who bring their unique perspective to addressing legal issues facing youth today. YAC members are in secondary school (ages 13 – 17) or recent secondary school graduates who are in their first year of university or starting out their careers.

The mandate of the Youth Action Committee is to: raise awareness of the legal rights of young people, reach out to our community, connect youth to useful resources, and act as an advisory committee to JFCY.

7th International Conference on the Child - Sustainable Best Practices in Programs for Children and Youth, May 2009
http://www.opcr.org/sommet/index_ang/index_ang.htm



Community capacity building: Networking tenant neighbourhoods

Northwest Community Legal Clinic

This project involved social gatherings of tenants that promoted relationship development, tenant legal education and tenancy stabilization.

The target group was low-income tenants living in areas with higher eviction rates. This population was primarily Aboriginal and the facilitating agencies were characteristically Caucasian. In the past, tenant organizing has traditionally been issue-based rather than relationship-focused.

The goal was to stabilize tenancies. The statistical review indicates that there was a reduction in eviction applications in the neighbourhoods served by the project following tenant events. Landlord representatives also participated at all four events and reported improved relationships with tenants. Both the landlords and tenants have requested a continuation of the project next summer.



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Contact: Trudy McCormick (mccormiT@lao.on.ca) • <http://www.northwestcommunitylegalclinic.ca/>



Awareness building: Racialized communities

Colour of Poverty Campaign

On September 5, 2007 the Colour of Justice Network announced the launching of the Colour of Poverty Campaign - a province-wide community-based effort to help raise public awareness about the serious problem of poverty within the racialized communities of Ontario.

With the Department of Canadian Heritage as a key sponsor, the Colour of Poverty Campaign partners have developed a series of 10 Fact Sheets addressing different aspects of racialized poverty and its negative impacts on education & learning, health & well-being, employment, income levels, justice and policing, immigration and settlement, housing and homelessness and food security in Ontario.

We call this the Colour of Poverty Campaign because today in Ontario, those who are poor are most likely to be people of colour.

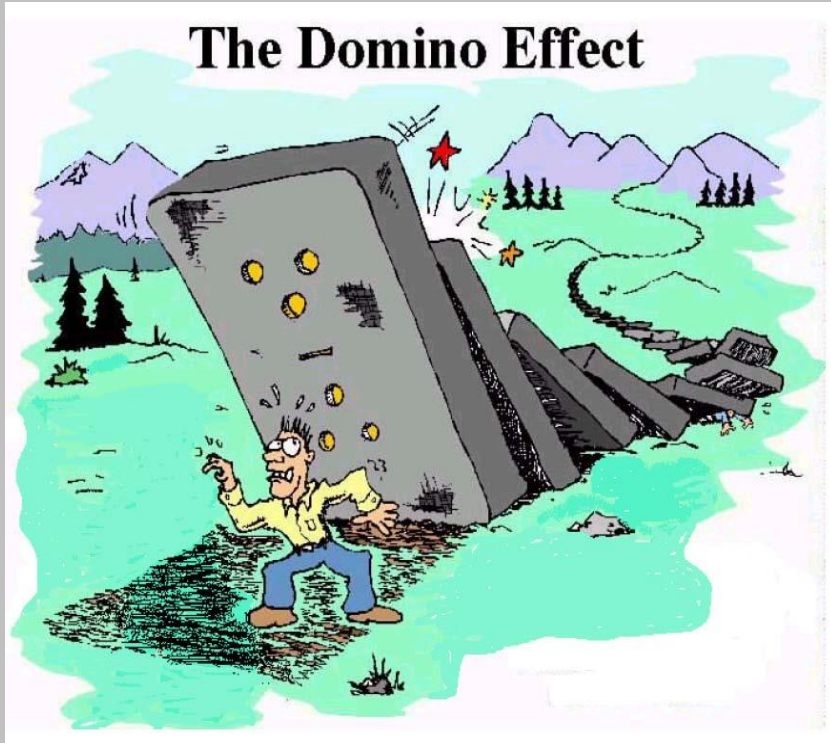
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Contact: Avvy Go (goa@lao.on.ca) • <http://www.colourofpoverty.ca/>

Building awareness: The Domino Effect Play

Community Advocacy & Legal Centre (CALC)

The Domino Effect



The Domino Effect - a short dramatic presentation was written by clinic staff and Board and then performed by them at the clinic's Annual General Meeting. It highlights the "domino effect" of misfortunes that can befall any of us and plunge us into the depths of poverty and despair. It illustrates the legal centre's role in trying to prevent dominoes from falling in our clients' lives.

The play has since been performed by other community agencies, and in several community college classes.

Read the script: http://www.communitylegalcentre.ca/Domino_Effect.htm

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Contact: Gina Cockburn (cockburg@lao.on.ca) • <http://www.communitylegalcentre.ca>

Special Legal Aid Initiatives

Legal Aid Ontario

Aboriginal Justice Strategy

Legal Aid Ontario (LAO) is currently developing a multi-year *Aboriginal Justice Strategy* to improve justice services for Aboriginal people in Ontario. Consultations are taking place with Aboriginal lawyers, organizations, advocacy groups, law students and members of the judiciary to recommend action based on the service needs, areas to be improved, and identified priorities.

<http://www.legalaid.on.ca/en/about/story/Apr17-2008a.asp>

Domestic Violence Training

In 2005, Legal Aid began providing domestic violence training for its legal aid service providers, working with local domestic violence networks and service providers.

The project continues to offer training to people who provide front-line legal aid services across Ontario, including duty counsel, advice lawyers, and clinic community legal workers and lawyers.

Partnership Approaches - Collaborating for Justice

Working with Access to Justice Partners

Creating strategic alignment and possibilities for increased collaboration





The Law Foundation of Ontario
Building a better foundation for justice in Ontario

Connecting Across Language and Distance

Law Foundation of Ontario

Linguistic and Rural Access to Legal Information and Services

(December 2008, Karen Cohl and George Thompson)

The fact that one lives in a rural or remote area of the province, or does not speak English or French, should not be a barrier to securing legal information and services. This report presents findings, along with recommendations for ways in which the Foundation, working in partnership with other organizations, can make a strategic investment to improve linguistic and rural access to justice in Ontario.

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Contact: general@lawfoundation.on.ca • <http://www.lawfoundation.on.ca/>



The Law Foundation of Ontario
Building a better foundation for justice in Ontario

Connecting Across Language and Distance

Law Foundation of Ontario

Connecting Across Language and Distance: Linguistic and Rural Access to Legal Information and Services

(December 2008, Karen Cohl and George Thompson)

Recommended initiatives for the Law Foundation to fund and support as strategic investments in linguistic and rural access to justice:

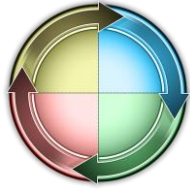
1. Building Community Capacity
2. Regional Planning Model
3. Ontario Legal Interpretation Network
4. Videoconferencing Pilot Projects
5. Articling Fellowships
6. Learning from the experience

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Contact: general@lawfoundation.on.ca • <http://www.lawfoundation.on.ca/>



Sharing promising practices and creating new knowledge



KnowledgeNOW

KMT – Knowledge Management & Transfer Learning Community

Knowledge Networking Our Work

There is a wealth of knowledge in the clinic system. There are many creative and innovative initiatives by individual clinics and informal collaborations, but much of this remains hidden.

The KMT Learning Community is working toward the development of a system to identify, share, and encourage the creation of knowledge amongst community legal clinics, Legal Aid Ontario and other collaborators.

The screenshot shows the KnowledgeNOW Project Web Site interface. At the top right, there are links for "Submit information to this site" and "Contact Us". The main header is "Knowledge Management and Transfer (KMT) Project Web Site". On the left, there is a "Navigation" menu with the following items: "About KnowledgeNOW" (with a sub-item "Clinic Toolkit"), "About the Learning Community", "About Knowledge Management", "Existing Ways of Sharing Knowledge" (with sub-items "Showcasing Good Clinic Practices" and "Interesting KM Links"), "Discussion Forum", and "Blog Archive". Below the navigation is a sign-up form for email updates: "Sign up to receive the latest updates from this site by e-mail" with an input field for "Enter your email address:". The main content area features a welcome message: "Welcome to the KnowledgeNOW Project Web site" dated "Tue, 02/12/2008 - 18:45 - fiona_maccool". The message describes the site's purpose and includes links to "About KnowledgeNOW" and "Existing Ways of Sharing Knowledge". A "Read more" link is also present. On the right side, there is a "User login" section with fields for "Username:" and "Password:", a "Log in" button, and links for "Create new account" and "Request new password".

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Contact: KMT Learning Community & Project Manager: leeringm@lao.on.ca • <http://kmt.agentic.ca/>



CLEO

Learn, Grow, Connect Conference

Community Legal Education Ontario (CLEO)



Practicing Community Legal Education in a Diverse Ontario

In October 2008, close to 200 people gathered in Toronto, Ontario, Canada for a conference that had the overall goal of increasing access to justice by improving the capacity of community organizations to provide effective, high quality and innovative legal information to their clients.

Conference info & materials are available online: www.cleonet.ca/conference

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Contact: cleo@cleo.on.ca • <http://www.cleo.on.ca>



Planning for access: A possible approach

Sample workshop at Learn, Grow, Connect Conference

Disability	Type of PLE					
	Legal Service Awareness "Outreach"	Legal Rights Awareness	Self Help Materials	Legal Rights Information	Advocacy	Empowerment Critical Awareness
Deaf						
Visually Impaired						
Physical Disabilities						
Mental Health/Mental Illness						
Intellectual						
Low Literacy						
Acquired Brain Injury						

The right to know: Developing and delivering legal information for people with disabilities

People with disabilities need access to accurate, understandable legal information, but finding good formats and delivery methods can be challenging and expensive. In this workshop, participants heard about strategies used by some of the leaders in this field.



Knowledge Sharing: community development

Ontario Project for Inter-Clinic Community Organizing (OPICCO)

This web site created by the Ontario Project for Inter-Clinic Community Organizing (OPICCO) offers information and resources to help legal clinics, community agencies, activists and low-income people become better community organizers. Membership in OPICCO is open only to legal clinic staff, board members or clinic delegates.

The screenshot shows the OPICCO website interface. At the top, there are links for 'About OPICCO' and 'Contact Us', and a search bar. The main header features the OPICCO logo and the title 'Ontario Project for Inter Clinic Community Organizing'. Below the header, there is a 'Navigation' menu with links to 'Legal clinic materials', 'Campaigns and Law Reform', 'Community Development Tools', 'Legal Information', 'News and Events', and 'Social Justice Links'. To the right, there is a 'Get Organizing!' section with a paragraph of text and a link to 'About OPICCO'. Below that is a 'What's New?' section with a heading 'Logic Model Templates for Planning and Evaluation' and a paragraph of text. At the bottom left, there is an 'OPICCO Member Login' section with a 'Username:' field and a 'Password:' field. A callout box is overlaid on the bottom right of the screenshot, containing the text: 'For a list of legal clinic successes and other community development information, visit: http://www.opicco.org/?q=Legal_clinic_materials'.

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Contact: info@opicco.org • <http://www.opicco.org/>



Knowledge sharing: public legal education

Community Legal Education Ontario (CLEONet)

CLEONet | Find, share, and learn about community legal education in Ontario

A project of **CLEO** | Funded by **The Law Foundation of Ontario**
Building a better foundation for justice in Ontario

Home Resources News Events About Contact Search Help

March 25, 2009

Welcome to CLEONet

A web site for community workers and advocates. Information to help you help your clients understand and exercise their legal rights.

[More about CLEONet >>](#)

VISIT CLEONET FOR

- Resources**
Legal information from community organizations across Ontario
- News**
Latest news about legal issues and law reform
- Events**
Upcoming events and workshops on legal topics

RESOURCES BY LEGAL TOPIC Legal subtopics A-Z

- Aboriginal Law
- Abuse and Family Violence
- Consumer Law
- Criminal Law
- Health and Disability
- Housing Law
- Human Rights and the Charter
- Immigration and Refugee Law

LEARN, GROW, CONNECT
Practicing community legal education in a diverse Ontario
October, 2008
[Click here for conference materials](#)

FEATURED RESOURCE
How to Stand Up For Your Rights in Housing
Human Rights Legal Support Centre, 2009

This website was created for community workers and advocates. CLEONet has resources, news, and events produced and submitted by community organizations and legal clinics across Ontario.

CLEONet started the Newsletter sharing project to help legal clinics in eastern Ontario who had been sharing newsletter articles but were looking for an easier way to collaborate.

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Contact: cleonet@cleonet.ca • <http://www.cleonet.ca>



Community Advocacy & Legal Centre

Community Advocacy & Legal Centre - Contact Information

Michele Leering
Executive Director/Lawyer

158 George Street, Level 1
Belleville, Ontario, Canada K8N 3H2

Phone: 00 1 613 966 8686

TTY: 00 1 613 966 8714

Fax: 00 1 613 966 6251

Read our 2008 Annual Report:
http://www.communitylegalcentre.ca/PDF/Annual_Report_2008.pdf

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Contact Michele Leering: leeringm@lao.on.ca • <http://www.communitylegalcentre.ca>