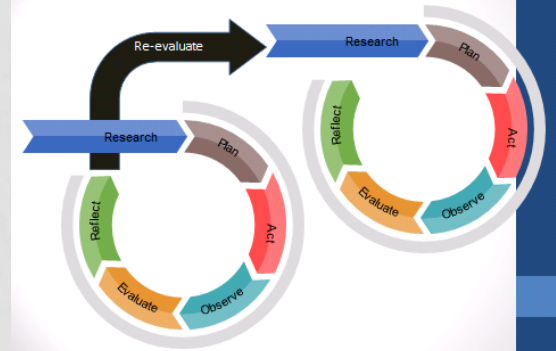


Using Action Research for A2J



THE PROMISE OF LIBRARIES & JUSTICE PARTNERSHIPS

INNOVATIVE ACCESS FOR COMMUNITIES

October
2017

2nd
Annual
A2J
week

Case study - Ontario

CALC & CLEO Library & Justice

**Partnership work
& scaling up!**



LOCAL PARTNERS

- Hastings County Law Association
- Hastings Courthouse Librarian
- Belleville Public Library
- Quinte West & Frankford Public Libraries
- Tweed Public Library
- Deseronto Public library
- Shannonville Public Library



CLEO

Community Legal Education Ontario
Éducation juridique communautaire Ontario

Pioneering PLE Librarian

“I believe that librarians are one missing link in the chain, the network, which will someday make legal information readily available and understandable to all Canadians”

Meg Richeson, 1980

The time line – 2010 to 2017

2010 LFO Grant for “Connecting Communities”

2011 Needs assessment - 2011 Librarians’ Focus group

2011 “Paths to Justice” Report Release at Forum

2011 Library Outreach Committee formed – ACTION RESEARCH APPROACH ADOPTED

2011 CLEO joined project.
Surveyed about learning & support needs – “promising referral practices” built in

Researched B.C. Courthouse Librarians & other approaches

The time line – 2010 to 2017

2011
Developed
resources and
began local
“training”

2012 – 2013
CLEO develops
list serv, new
webinar
training

2014 LAO
provides Rural
Boldness social
innovation
grant

2015 CALC
produces
Report to
document
action research

2015 “JUSTICE
INNOVATION
FORUM”
organized – co-
sponsors Law
Society of
Upper Canada
& CLEO

2016
CLEO, OLA, &
TAG take
leadership

Small scaling up
grants through
LAO
Transformation
project in
Eastern Ontario

How we did it:

Action Research included:

- ✓ Research to understand the “problem” better
- ✓ Research to consider solutions others had devised
- ✓ Planning strategies to create change with new partners
- ✓ Implementing local strategies
- ✓ Documenting process – evaluating & knowledge sharing
- ✓ Creating bigger vision & relationship building to begin larger action research project

KEY: Leadership & small funding grants

1. Conceptualizing the project: Build a common vision, understand what we know, & PLAN

**Project / Issue
(Problem we are trying to solve)**

What does it look like if it is successful?

WHERE WE WANT TO BE
1.
2.
3.
4.
HOW DO WE GET THERE?
1.
2.
3.
4.
5.
6.
7.
8.
9.
10.
11.
12.
WHERE ARE WE?
1.
2.
3.
4.
5.
6.
7.
8.
9.
10.

Law Librarianship Training Survey Questions

1. Please select your library.
2. Provide an approximate count of how often you had a question about legal issues while working at the reference desk in the past year.
3. When customers have had questions about legal matters or issues, as a general rule how was your experience in helping them?
4. What kinds of legal issues do you find people are asking for at the desk? Choose all that apply.

<input type="checkbox"/> Wills and estate planning	<input type="checkbox"/> Tax law
<input type="checkbox"/> Tenant Rights	<input type="checkbox"/> I do not ever recall having been asked about a legal issue at the reference desk.
<input type="checkbox"/> Landlord Rights	<input type="checkbox"/> Other (please specify).
<input type="checkbox"/> Property and real estate issues	
<input type="checkbox"/> Criminal law or trials	
5. On a scale of 1 to 10, with 1 representing "anxious and unsure", and 10 representing "very confident and comfortable", how do you feel about your skills and abilities in handling legal queries at the desk?
6. Please list any places or websites (no print titles or databases) that you have referred customers to when helping them with legal questions. Choose all that apply.

<input type="checkbox"/> Law library at local university	<input type="checkbox"/> Community Legal Education Ontario (CLEO)
<input type="checkbox"/> Lawyer or legal firm	<input type="checkbox"/> I have never referred anyone to a legal centre or website
<input type="checkbox"/> Legal Aid Clinic	<input type="checkbox"/> Other (Please specify)
<input type="checkbox"/> Legal Aid Clinic	
<input type="checkbox"/> Government of Ontario Website	
<input type="checkbox"/> Community Advocacy & Legal Centre (CALC)	
7. When do you help customers with legal questions, please list some of the print resources you have used. Choose all that apply.

<input type="checkbox"/> Pocket Guide to Canadian Law (Carswell)
<input type="checkbox"/> Your Guide to Canadian Law (Fitzhenry and Whiteside)
<input type="checkbox"/> Canadian Legal Guide for Small Business (Federal Publications)
<input type="checkbox"/> Martin's Annual Criminal Code (Canada Law Book)
<input type="checkbox"/> Annotated Ontario Family Law Act (Carswell)
<input type="checkbox"/> Annotated Divorce Act (Carswell)

2. Create new resources to support librarians



WHERE TO GO FOR HELP – Table of Contents

Click link to go to that topic: (use **Ctrl+Home** to return to index; **Ctrl+F** for keyword search)

[Aboriginals](#)

[Access to Info – Privacy - Fed, Prov](#)

[Acquired Brain Injury Info & Referrals](#)

[Adoption](#)

[APSW – Applying for one](#)

[Affidavits/Statutory Declarations](#)

[Agent Orange exposure claims](#)

[Birth Certificates \(Ontario\)](#)

[Charities – Help with Legal requirements](#)

[Children's issues](#)

[Collection Agencies \(Debt\)](#)

[Commercial Tenancies](#)

Complaints - Professional Services:

• [Accountants](#)

• [Audiologists/Speech Pathologists](#)

• [Canada Post](#)

• [Children's Aid Society](#)

• [Chiropodists](#)

• [Colleges, School Boards, Universities](#)

• [Community Care Access Centres](#)

• [Correctional Facilities](#)

• [Dental Hygienists](#)

Consumer Complaints:

• [Banks & Investment Firms](#)

• [Businesses](#)

• [Cable/Satellite Services](#)

• [Car Liens](#)

• [Financial Services](#)

• [Home Inspectors](#)

• [Hydro or Gas bills](#)

• [Motor Vehicle Dealerships](#)

• [Telephone Services \(& internet\)](#)

• [Transportation – Air, Rail, etc.](#)

• [Travel Agents](#)

[Consumer Identity Theft & Online Fraud](#)

[Contract Law – Small Claims Court](#)

Criminal Law:

• [Legal Information & advice](#)

• [Paying a DUI Fine](#)

• [Prison Advocacy](#)

• [Record Suspensions \(Pardons\)](#)

• [Young Offenders](#)

[Criminal Injuries Compensation Claims](#)

[Deaf – Help & Referrals for the Deaf](#)

[Hepatitis C Claims](#)

[HIV and AIDS](#)

[Homelessness & Emergencies](#) – See

[Tenant Rights](#), [Domestic Violence](#)

[Home Repair - Fin. Assist. for Owners](#)

[Home Schooling](#)

[Human Rights](#)

[Immigration Issues](#) (incl Refugee)

[Income Security](#) – Ontario Works, ODSP

[Income Tax](#)

[Incorporation \(Businesses\)](#)

[Incorporation \(for Non-Profits\)](#)

[Insurance Law](#)

[Insurance – Long Term Disability \(LTD\)](#)

[Junk Mail](#)

[Landlords – Problems with Tenants](#)

[Lawsuits](#) -inc Small Claims, Class Action

[LGBTQ+ Issues](#)

[Marijuana laws](#)

Mental Health:

• [Adults](#)

• [Children & Youth](#)

3. Build awareness of legal health: Red-flag legal problems

CALC Legal Health Checklist
Community Advocacy & Legal Centre

If you have problems like these, contact us for help. Some of these problems may be urgent, so it is best to call as soon as possible.

Income Security

- Welfare/Ontario Works (OW)
- Ontario Disability Support Program (ODSP)
- Canada Pension Plan Disability (CPPD)
- Employment Insurance (EI)
- Workplace Safety & Insurance Board (WSIB)

Housing

158 George Street, Belleville, Ontario, K8N 3H2
613-966-8686 or 1-877-966-8686 / TTY: 613-966-8714 or 1-877-966-8714

Updated: December 2014
www.communitylegalcentre.ca/legal_information/Tips/LegalHealthChecklist.pdf Page 1 of 2

CALC Legal Health Checklist
Community Advocacy & Legal Centre

If you have problems like these, contact us for help. Some of these problems may be urgent, so it is best to call as soon as possible.

Human Rights

Employment

Criminal Injuries Compensation

158 George Street, Belleville, Ontario, K8N 3H2
613-966-8686 or 1-877-966-8686 / TTY: 613-966-8714 or 1-877-966-8714

Updated: December 2014
www.communitylegalcentre.ca/legal_information/Tips/LegalHealthChecklist.pdf Page 2 of 2

4. Create training: case study approach

Legal Reference Questions Training

November 28th
9:30 am - 11:30 am

Meeting Room
Tweed Public Library

November 28th
2:00 pm - 4:00 pm
Meeting Room - 3rd Floor
Belleville Public Library

- Discuss the line between legal information and legal advice
- Learn how to conduct a better reference interview with a legal question
- Provide useful community tools and sources to help make referrals
- Build your confidence to answer legal questions with ease

Please RSVP your Library CEO by November 14th



Community Advocacy & Legal Centre

Bancroft Belleville Madoc Napanee Picton Trenton

LEGAL INFORMATION WORKSHOP FOR LIBRARY STAFF

DATE: _____ WHERE TRAINING WAS HELD: _____

What is your position or role? _____

Is your library located in a rural or urban setting? _____ Population size: _____



LEGAL REFERENCE QUESTIONS TRAINING
BELLEVILLE PUBLIC LIBRARY
NOVEMBER 28, 2011

AGENDA

- 2:00 – 2:10 INTRO AND WELCOME – *TREVOR BOBBE*
- 2:10 – 2:20 INTRO TO CALC, CLEO, HCLA – *MICHELE LEERING, KIM MCCUTCHEON & SAMANTHA HAYWARD*
- 2:20 – 2:35 CASE STUDY #1

Case Study #1

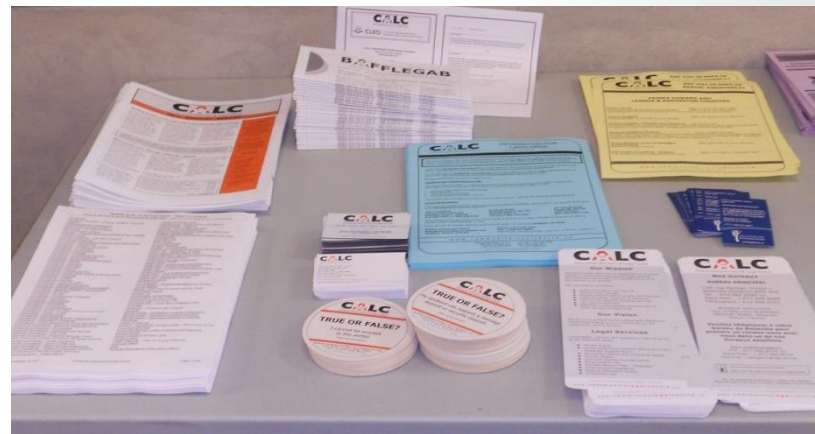
Customer was a female, in her forties. She asked about books about being an executor. A relative had died recently and she had been appointed executor to his will. She asked if we have any books on what is involved in being an executor in Canada.

- 2:35 – 3:20 LEGAL INFORMATION VS. LEGAL ADVICE
RESOURCES - YOUR LEGAL RIGHTS WEBSITE, CALC WEBSITE
– *KIM MCCUTCHEON, MICHELE LEERING, SAMANTHA HAYWARD*



Make it Easy!

5. CALC Service provider hotline



Accessing Justice: Finding Credible Legal Resources Online - Hastings, Prince Edward, Lennox & Addington Counties

Our insight: This chart is one of our most popular tip-sheets on our site every year.

from CLEO Webinars

Community & Social Justice

Can we help you?

CALC

Where Must I Go For Help?

Age of Person	Type of Help	Resource & Contact Info
Minority	Immigration & Language Assistance	College of Immigration Officers 1-877-832-2244
Minority	Immigration & Language Assistance	College of Immigration Officers 1-877-832-2244
Minority	Immigration & Language Assistance	College of Immigration Officers 1-877-832-2244
Minority	Immigration & Language Assistance	College of Immigration Officers 1-877-832-2244
Minority	Immigration & Language Assistance	College of Immigration Officers 1-877-832-2244
Minority	Immigration & Language Assistance	College of Immigration Officers 1-877-832-2244
Minority	Immigration & Language Assistance	College of Immigration Officers 1-877-832-2244
Minority	Immigration & Language Assistance	College of Immigration Officers 1-877-832-2244
Minority	Immigration & Language Assistance	College of Immigration Officers 1-877-832-2244
Minority	Immigration & Language Assistance	College of Immigration Officers 1-877-832-2244

www.communitylegalrights.ca/info
www.cleo.ca/where-else-to-go-for

12:45

HD :: Vimeo

Direct link: <https://vimeo.com/84234449>



The video below is a webinar by CLEO, specifically for librarians on how they can find legal information.

Helping library users find good legal information - A webinar for library staff across Ontario

from CLEO Webinars

community	98.0%
employment/law	92.0%
family law	92.0%
health and disability	88.0%
housing law	92.0%
investigation and subject law	92.0%
social assistance & job training	92.0%
self-representation of attorney	92.0%

11:59:19

HD :: Vimeo

Direct link: <https://vimeo.com/123771577>

6. Library resources:

- i. Signposting by icons on the desktop!



October 2017



- ii. Pamphlet display

7. Librarian Leadership: Getting the Message Out



Quinte Region Libraries - Legal Information Training Partnership

Providing training to Library staff on
Legal information resources and
referrals.

Community Partners



PUBLIC LIBRARY



Tweed Public Library | Explore Your World



Quinte Region
Libraries - Legal
Information Training
Partnership Project



Belleville Public Library
254 Pinnacle St.
Belleville, Ontario K8N 3B1 | 613-968-6731
www.bellevillelibrary.com

2015: Scaling up the project



INVITATION to an INSPIRING "Justice Innovation" EVENT

October 29, 2015

10:00 a.m. – 4:00 pm

We invite you to come and explore and strategize with us how we can work with justice partners and libraries to help to bring access to justice to rural and remote communities.



Knowledge sharing: Reporting out on pilot project



Librarians & Access to Justice Outreach: Project Report & Resources

This report is best viewed electronically and can be found at:
www.communitylegalcentre.ca/news/2015/librarians-and-access2justice-report.pdf

October 2015

Primary Author: Michele Leering

With contributions from:
Michelle Cader (CLEO)
Carolyn Hamilton (CALC)
Samantha Hayward (CALC)
Ingrid Wood (CALC)

For more information, please contact calc@lao.on.ca

Five County Legal Literacy and Access to Justice Project

BACKGROUND

"When people need legal information or services, they are often in a time of crisis or experiencing pivotal events in their lives. The fact that they live in a rural or remote area of the province, or do not speak English or French, should not be a barrier to securing the legal information and services they need." (p. 1)

"Access to justice [means]...

- o Information so that they can understand the legal problem and identify next steps*
- o Services of legal practitioners, such as lawyers, community legal workers, or paralegals, so that they can understand how the law applies to their situation, consider legal options, or obtain legal representation." (p. 1)*

The vision: Building a system

"Legal and non-legal organizations will work together as a coherent system to improve access to legal information and services for persons who do not speak English or French or who live in rural or remote areas of Ontario." (p. 60)

Cohl, K., and Thomson, G. (2008). Connecting across language and distance: Linguistic and rural access to legal information and services. Toronto: The Law Foundation of Ontario. (http://www.lawfoundation.on.ca/cdriffanquistic_niral_report_dec2008_final.pdf)

What are we trying to do?

- Increase access to justice in our community (access to legal information and legal services)
- Ensure people have the information they need to recognize they have a legal problem and to understand it
- Increase the capacity of service providers to make appropriate referrals and identify legal issues
- Provide "triaged" legal assistance where possible

The project is focused on the legal needs of low income people in rural areas and people who do not speak English or French (including the Deaf). It covers Frontenac, Lennox & Addington, Hastings, Prince Edward and Northumberland counties and Tyendinaga Mohawk Territory.

<http://www.communitylegalcentre.ca/news/2015/Librarians-and-access2justice-report.pdf>

Justice at your library?

Print

Posted on: September 01, 2015 Posted in: [PLE case studies](#)



Guest author
Michele Leering
Executive Director
of CALC

In an [earlier post on this blog](#), I wrote about a fledgling Librarians & Justice partnership that started in some small urban, rural and remote community libraries in southeastern Ontario. The partnership emerged from an Access to Justice outreach project conceived of by the legal clinic that I work at, the Community Advocacy & Legal Centre.

Several years ago, in the course of interviewing "people helpers" (people we call "trusted intermediaries") in our community about legal needs, we held a focus group with public librarians and our Hastings County Courthouse librarian, Judith Dale. We discovered that our local librarians were very interested in helping people access credible and free legal information.

We also learned that librarians wanted to learn more about what role public library staff could play to connect people dealing with common legal problems to the justice resources that they needed. They were also interested in building their skills at "red-flagging" legal issues and displaying plain language legal information.

Lawyers in our community who were involved in our local Law Association, were also interested in seeing what difference they could make by recommending good legal reference books, creating tip sheets like "Family Law Checklist: What to bring to your family law lawyer", and offering legal information sessions. In a future column, I'll share more about how we actually carried this project out, some of the resources we created, and the key lessons that we learned.

Sharing what we'd learned to make it easier to get started



Lessons learned at local libraries

If library staff do not understand the difference between legal information and legal advice, they will be very reluctant to provide legal information and referrals to patrons.

<http://plelearningexchange.ca/lessons-learned-local-libraries/>

Eastern Ontario project

Print

Interested in starting your own libraries and justice partnership? Read a [full report about this project](#).

Starting in 2011, the [Community Advocacy & Legal Centre](#) (CALC) in Belleville, Ontario, spearheaded

Research reports

PLE development/ delivery

- Access to Justice

Knowledge sharing



The screenshot shows the PLE Learning Exchange Ontario website. The header includes the logo, a search bar, and navigation buttons for Workshops, Better Legal Information Handbook, and Join our mailing list. The main navigation menu lists Home, About, Research, Resources, PLE for librarians, PLE Toolbox, Connecting Communities, Blog, and Contact. The breadcrumb trail reads: Home » PLE for librarians » Libraries and Justice Partnerships. The main heading is 'Libraries and Justice Partnerships' with a 'Print' icon. A text box contains a 'NEW!!!' announcement about an upcoming event on October 29, 2015. Below this is a photograph of a library interior with red armchairs and a wooden coffee table. To the right, there are sections for 'Research reports' and 'PLE development/ delivery' with a list of topics, and 'PLE audiences' with a list of community groups.

Home » PLE for librarians » Libraries and Justice Partnerships

Libraries and Justice Partnerships

Print 

NEW!!! Check out an upcoming event about how rural and remote library staff can get more involved in delivering legal and referral information to their patrons - to take place October 29, 2015.



Research reports

PLE development/ delivery

- Access to justice
- Evaluation
- Formats/delivery channels
- Legal capability/legal literacy
- Needs assessments
- Self-help
- Social action/ citizenship
- Technology
- Theory
- General/other

PLE audiences

- Aboriginal communities
- Children, youth, and students
- Immigrant and refugee communities
- People with disabilities

[www.plelearningexchange.ca/
ple-for-librarians/libraries-and-justice-partnerships/](http://www.plelearningexchange.ca/ple-for-librarians/libraries-and-justice-partnerships/)

The “problem”

People who live in rural and remote areas face special challenges in getting access to quality legal information and advice, especially if they are poor.

- They may not:
 - have a computer or a printer
 - have reliable internet access
 - identify their problem as “legal”
 - to take action without information
 - know how to identify credible & accurate legal information on-line
- Fewer local lawyers and paralegals available
- Perceived high costs of seeking legal help

The Opportunity

People in your community need new access points to legal information about common legal problems and access to legal help.

EXPLORING JUSTICE AND LIBRARY COLLABORATION IN RURAL AND REMOTE COMMUNITIES

RESOURCES
 NO ONE IS EXPECTING LIBRARIANS TO BE LAWYERS AND THE KEY!
 LOW LITERACY LEVELS NEED TO BE ADDRESSED



TRUST
 YOU PROVIDE SAFE SPACES THAT REACH ALL LEVELS OF A COMMUNITY!
 REFERRALS TO FIND THE INFORMATION PEOPLE NEED

LIBRARY
 COMMUNITY HUB

HOURS/DAYS/TIME LIMIT ATTENDANCE IN WORKSHOPS



COMING TO SEE LIBRARIANS IN PERSON: SHARE INFORMATION

CONFIDENCE
 BUILDING WITH STAFF
 IT'S ABOUT A HUMAN CONNECTION!



PUTTING THE RIGHT INFORMATION IN THE RIGHT HANDS

NOT EVERYONE CAN GO IN. OUTREACH IS ALSO NEEDED



SYSTEMS APPROACH

TAKE ADVANTAGE OF EXISTING NETWORKS

NETWORK

LINK CITIZENS TO COMMUNITY OTHER



MAXIMIZE COMMUNITY NETWORK



PARTNERING

OUTSIDE OUR OWN GROUPS

TRINGE ABILITY



CREATE AN ANONYMOUS 'ISSUE MAP'

CLEAR/ACCESSIBLE LANGUAGE!



TRY NEW THINGS! PILOT PROJECTS!

HELP



WHY BOOKS?

EMAIL

STEPS TO JUSTICE

NUMBER ONE POINT!

SELF RESP. ALSO NEED ACCESS TO INFORMATION

DO YOU FEEL ABOUT THIS?

SHARING INFORMATION IS CRUCIAL!

PRIVACY IS AN ISSUE IN SMALLER COMMUNITIES

TRAINING! WORKSHOPS

REFERRALS

COMMUNITY FORUMS

WEBINARS

LESS LAWYERS IN SMALLER COMMUNITIES

JUSTICE



ACCESS

JUSTICE DESERVES ACCESS TO JUSTICE!!

LOWER INCOME AND COMPROMISE RESOURCES IN RURAL/REMOTE COMMUNITIES

THE DIGITAL DIVIDE

NO POWER OR COMPUTER

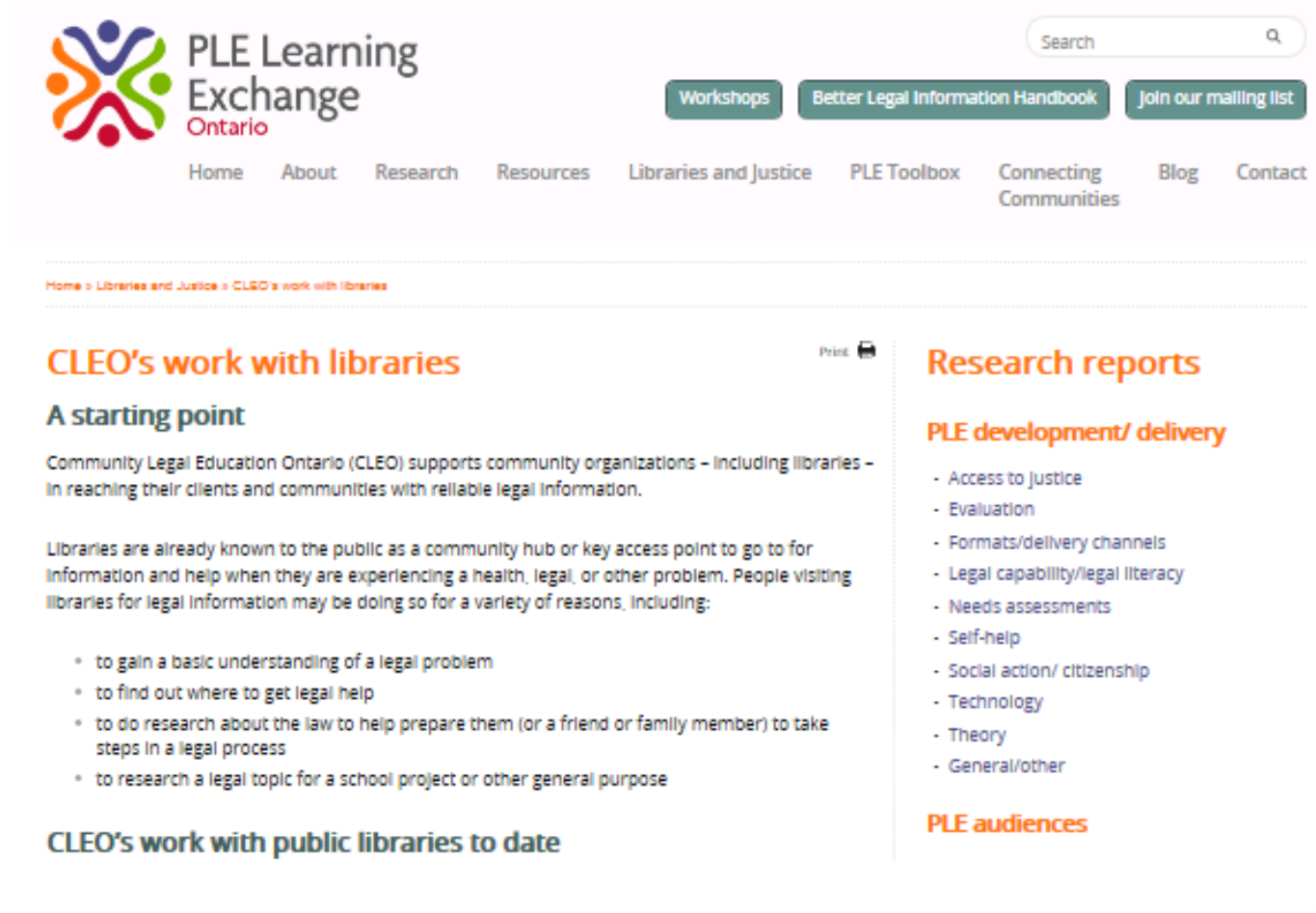
NO INTERNET

IT'S ABOUT A HUMAN CONNECTION!

CONNECTIONS



Post Forum: CLEO & OLA emerge as leaders + small scaling up projects



The screenshot shows the PLE Learning Exchange Ontario website. The header includes the logo, a search bar, and navigation buttons for 'Workshops', 'Better Legal Information Handbook', and 'Join our mailing list'. The main navigation menu lists: Home, About, Research, Resources, Libraries and Justice, PLE Toolbox, Connecting Communities, Blog, and Contact. The breadcrumb trail reads: Home > Libraries and Justice > CLEO's work with libraries. The page title is 'CLEO's work with libraries' with a 'Print' icon. The content is divided into two columns. The left column has a sub-header 'A starting point' followed by a paragraph about CLEO's support for community organizations, including libraries. Below this is another paragraph about libraries as community hubs, followed by a bulleted list of reasons why people visit libraries for legal information. The right column has a sub-header 'Research reports' followed by a sub-section 'PLE development/ delivery' with a bulleted list of topics: Access to justice, Evaluation, Formats/delivery channels, Legal capability/legal literacy, Needs assessments, Self-help, Social action/ citizenship, Technology, and Theory. At the bottom of the right column is the sub-section 'PLE audiences'.

PLE Learning Exchange Ontario

Search

Workshops Better Legal Information Handbook Join our mailing list

Home About Research Resources Libraries and Justice PLE Toolbox Connecting Communities Blog Contact

Home > Libraries and Justice > CLEO's work with libraries

CLEO's work with libraries

Print

A starting point

Community Legal Education Ontario (CLEO) supports community organizations - including libraries - in reaching their clients and communities with reliable legal information.

Libraries are already known to the public as a community hub or key access point to go to for information and help when they are experiencing a health, legal, or other problem. People visiting libraries for legal information may be doing so for a variety of reasons, including:

- to gain a basic understanding of a legal problem
- to find out where to get legal help
- to do research about the law to help prepare them (or a friend or family member) to take steps in a legal process
- to research a legal topic for a school project or other general purpose

CLEO's work with public libraries to date

Research reports

PLE development/ delivery

- Access to justice
- Evaluation
- Formats/delivery channels
- Legal capability/legal literacy
- Needs assessments
- Self-help
- Social action/ citizenship
- Technology
- Theory
- General/other

PLE audiences

<http://plelearningexchange.ca/libraries-and-justice/cleos-work-with-libraries/>

[Home](#) » [PLE for librarians](#)

PLE for librarians

Print 

“Trusted” or “key” intermediaries are the “go-to” people who help find and use information and services. They are known in their communities as “credible sources of help”.

Library staff in Ontario are ideally placed to serve as key intermediaries in distributing legal information and referrals to library patrons. Public libraries, law libraries and courthouse libraries host dozens or hundreds of people a day, many of whom might be dealing with legal problems.

Libraries and justice partnerships have helped improve access to legal information and services in Ontario and other jurisdictions. To learn more about how libraries and justice organizations can work together, visit our [Libraries and Justice Partnerships page](#).

CLEO has also created a webinar for library staff who want to learn about helping their patrons find good legal information. To view the webinar or learn how to book an in person training at your library, visit our [Training for Library Staff page](#).

Interested in learning more about libraries and justice partnerships? Check out these links:

Research reports

PLE development/ delivery

- Access to justice
- Evaluation
- Formats/delivery channels
- Legal capability/legal literacy
- Needs assessments
- Self-help
- Social action/ citizenship
- Technology
- Theory
- General/other

PLE audiences

CLEO – Legal resources abound!

Helping your patrons find good legal information

A workshop for librarians presented by CLEO

Your patrons turn to you for help in finding information on many different topics. But how can you serve them best when they are looking for legal information?

This free 3-hour workshop will:



- help you assist your patrons to determine if legal information is needed
- ensure that you are familiar with both primary and secondary sources of “the law”
- direct you to dependable sources of legal information
- help you assess the reliability of legal information
- explain the difference between legal information and legal advice
- tell you where to find legal advice and representation
- suggest ways to help your patrons identify how to find the legal information that they need

For more information about setting up a workshop, contact:

Michelle Cader, Community Outreach Manager
 Community Legal Education Ontario (CLEO)
 Tel: 416-408-4420 x 826
 Email: michelle.cader@cleo.on.ca



CLEO is a non-profit, public legal education organization that provides low-income and disadvantaged communities in Ontario with information to help them understand and exercise their legal rights. CLEO also helps community-based organizations improve their capacity to develop and deliver effective legal information to their communities through research, partnership building, and knowledge sharing.

www.cleo.on.ca

www.yourlegalrights.on.ca


Legal Resources Catalogue Community Legal Education Ontario Éducation juridique communautaire Ontario

October 2015

Abuse and Family Violence

Children's aid: Information for parents (Mar 2014)

Fact sheet: Print / Online (English • French • Arabic • Chinese • Somali • Spanish • Tamil • Urdu)

Do you have a legal question?  SUBSCRIBE About • Français • Need help?

LEGAL TOPICS RESOURCE LIBRARY COMMON QUESTIONS SERVICES TRAINING NEWS

Choose a legal topic you'd like to learn more about:

- Abuse and Family Violence
- Consumer Law
- Criminal Law
- Education Law

Home About Resources and Publications Research and Projects Feedback Workshops and Webinars Order Publications

Working while you are on social assistance

This new resource explains how money from a job or training program can affect how much a person gets from Ontario Works or the Ontario Disability Support Program.

Read more

Subscribe to CLEO's email list

What's New

On the Radar

This month's On the Radar outlines some of the legal protections consumers have when they buy or lease a used vehicle from a registered dealer.

Read more

Commonly asked legal questions

- My apartment is too hot. Do I have a right to demand repairs?
- In Housing Law > Renting a new apartment > Maintenance, and construction
- What are the rules about taking time off work for emergencies?
- In Employment and Work > Time off work > Employment Insurance

CLEO Resources and Publications

CLEO produces clear, accurate and practical legal information to help people understand and exercise their legal rights.

Browse all Resources and Publications

Browse by language

- Abuse and Family Violence
- Consumer Law
- Criminal Law
- Employment and Work
- Family Law
- Health and Disability
- Housing Law
- Immigration and Refugee
- Legal System
- Social Assistance and Pensions
- American Sign Language Resources
- ESL Resources for Teachers

Youth Criminal Law  Refugee Rights in Ontario  Steps in a Family Law case 

Justice

Law Society Steps UP!



ABOUT NEWS A2J WEEK PODCAST INITIATIVES RESOURCES

Rural & Remote Libraries

How can justice system workers and librarians increase access to legal information and quality referrals to accessible clinics across Ontario? This initiative is co-organized with the Community Advocacy & Legal Centre, CLEO - Community Legal Education Ontario and Boldness Project Rural and Remote Access to Justice.

Related posts

- [TAG's Work With Librarians Nominated For Two American Bar Association Awards!](#)
TAG's work with librarians nominated for two American Bar Association Awards
- [Librarians and Access to Justice in Ontario](#)
We surveyed librarians across the province to learn more about their day to day reality as access to justice agents. With support from the Southern Ontario Library Service (SOLS), we learned that patrons most often have problems with accessing government benefits, housing, separation or divorce, employment and wills.
- [Data, Intermediaries and Access to Justice](#)
Check out TAG Manager Sabreena Delhon's post in Slaw that presents early findings from our survey of Ontario public librarians.
- [Next Steps in Rural and Remote Libraries Cluster](#)
Last fall TAG along with CLEO, Community Advocacy & Legal Centre and the Boldness Project organized a day of discussion for rural and remote based librarians and legal professionals (watch the video here and read a recap here).
- [Libraries and Justice Event Featured on the PLE Learning Exchange Blog](#)
On October 29th The Action Group on Access to Justice (TAG), Community Legal Education Ontario (CLEO), the Community Advocacy & Legal Centre (CALC) and the Boldness Project Rural and Remote Access to Justice hosted Libraries and Justice: Innovative Access for Rural and Remote Communities.

Libraries & Justice Event Photos, October 2015



Build on this and take it deeper: reflections on a libraries and justice partnership event

Print

Posted on: January 12, 2016 Posted in: [Legal capability](#)



In my [last guest post](#), I summarized “Libraries and Justice: Innovative Access for Rural and Remote Communities.” This day-long event explored ways that library and justice organizations can work together to improve access to justice in rural and remote communities.

We were very pleased with the enthusiasm from our speakers and diverse attendees. However, what we were really keen to learn about was what kinds of action would flow from the event.

What could be improved about the program?

- “Make it an annual or biannual event.”
- “Build on this and take it deeper.”
- “More opportunities/facilitation to form formal partnerships and think of next steps to initiate change.”

New Research Findings

Librarians and Access to Justice in Ontario

Legal issues at the library



Access to government benefits



Housing



Separation or divorce



Employment



Wills, estates & powers of attorney

Librarians are listening

Librarians most commonly learn about a legal problem because a patron brings it up in conversation or presents a formal document (e.g. eviction notice, statement of claim) for discussion

Where librarians refer patrons

- » Legal clinic
- » Government office or agency
- » Their own lawyer or paralegal



of librarians surveyed would like training to improve access to justice for their patrons



Typically patrons turn to librarians after consulting with friends, family, government offices or another intermediary such as a healthcare professional

Access to justice challenges facing librarians



Time



Digital Divide



Knowledge

Locations of Librarians Surveyed

Over 165 librarians were surveyed across Ontario in 2016



Exciting New Development!



CLEO / o | a

Building Skills
in Legal Information and Referral

00:04 / 03:10 HD

Detecting legal problems



Chapters

- Why is legal detection important?
- What makes it difficult?**
- Life events tie in
- Cascading effect
- Resources
- Listening for legal capability
- Summary

Workbook

1. Detection Challenges
2. Case Scenario: Is this fair?

Modules Expand All | Collapse All

- ✓ Module 1: Setting the scene: Your role in supporting people with legal problems 2 lessons
- ✓ Module 2: Building a foundation: Understanding legal information 2 lessons
- Module 3: Making a diagnosis: Detecting legal problems 2 lessons
- Module 4: Responding to legal problems: Offering legal information and referrals 2 lessons
- Module 5: Supporting people with employment law problems 2 lessons
- Module 6: Supporting people with family law problems 2 lessons
- Module 7: Supporting people with housing law problems 2 lessons
- Module 8: Supporting people with consumer law problems 2 lessons

“Pilot” online course launched
September 26, 2017

<http://jmp.sh/FPZtGLz>



Contact: Michelle Cader @CLEO

Why reinvent the wheel?

Build a national community of practice approach!

Table of contents

1. Detecting legal problems
2. Giving legal information
3. Clues to reliable legal information

 Legal information	 Legal advice
<p>... is general and is not based on specific facts or on an interpretation of whether a law applies.</p> <p>Here is some information that sets out the amounts that a parent may be able to collect for child support.</p>	<p>... is specific to one person's fact situation.</p> <p>Based on these facts, this is the amount of child support you can expect a judge to order your ex to pay you.</p>

4. Sources for online legal information
5. Legal services in Ontario
6. Hiring and working with a lawyer

Do you have a legal problem?

If my landlord gives me
an eviction notice, do I
have to move out?

stepstojustice.ca



Other new resources:

- Steps to Justice
- Email list serve
- Updating services
- Pamphlet distribution

December 2017:
LFO study: learning
needs of trusted
intermediaries

Closing Reflections...

Shared mission - Improving legal literacy & health!

Make it easy: Keep
it simple

Partnerships &
relationships:
Build a movement

Support emerging
leadership

Action Learning:
Continually
evaluate and revise

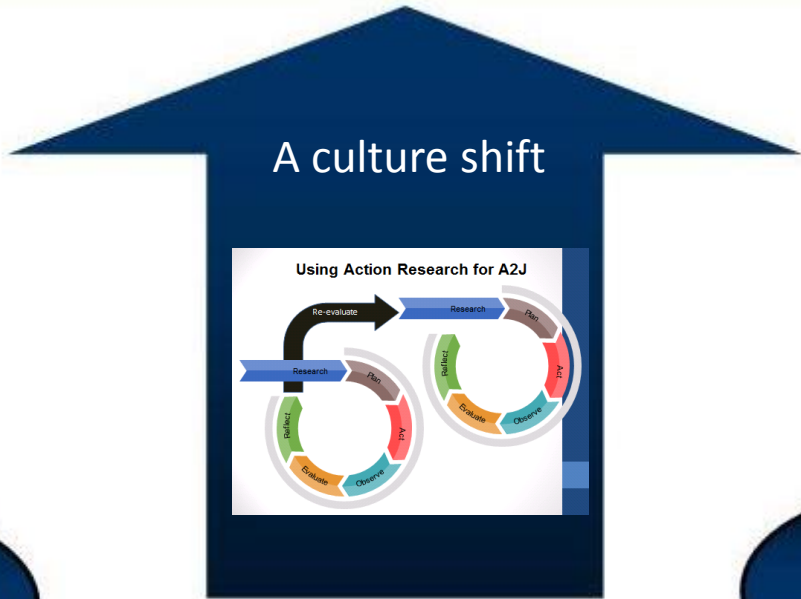
The art of what is possible – Appreciative
Inquiry!



Becoming Catalysts for Justice



Increasing Access to Justice



Legal Aid

Community Legal Clinics

University Student Legal Clinics

Government, Courts & Members of Parliament

Law and Bar Associations

Pro Bono Lawyers

Law Foundation and NGO's

Trusted Intermediaries