Justice & Health Partnership Project

Presented by the Community Advocacy & Legal Centre

www.communitylegalcentreca

158 George Street, Level 1
Belleville, ON K8N 3H2
Tel: (613) 966-8686

Toll Free: 1-877-966-8686
Fax: (613) 966-6251
TTY: (613) 966-8714

CALC: Who Are We?

- We are a non-profit community legal clinic and provide **FREE(!!)** legal advice, assistance and representation to people living on a low income.
- We provide service to Hastings County, Lennox & Addington County, Prince Edward County + Tyendinaga Mohawk Territory.
- Our main office is in Belleville, but we have satellite offices in Trenton, Madoc, Marmora, Tweed, Bancroft, Picton, Napanee and Amherstview.
- We are funded primarily by Legal Aid Ontario (LAO).

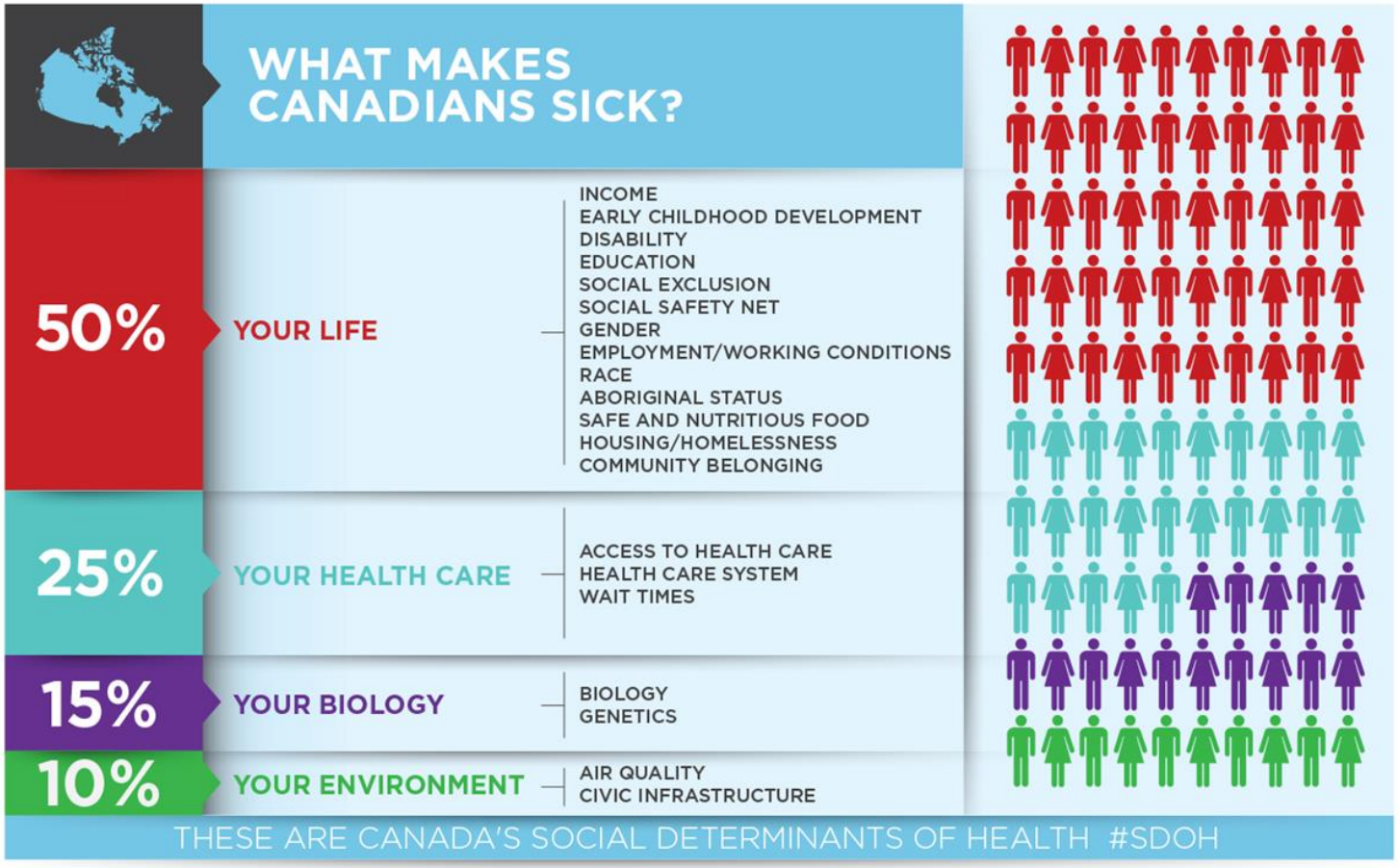
A little about you...

- Your name
- Your role
- Have you ever made a referral to CALC?

Today's Goals

- Legal Health – what is is?
- Legal Health – why does it matter?
  - (aka: why the heck is a lawyer talking to me today?)
- Legal Health - what is CALC doing about it?
- Legal Health - how to help your low income patients access free legal help

Legal Health – What Is It?



Legal Health – Why Does It Matter?

It's no secret among healthcare providers that the social determinants of health are extremely important in the health outcomes of patients:

- "The CMA believes that the social determinants of health can have a larger impact on individual and population health than the healthcare system…."

- Poverty is not always apparent, but is everywhere – in Ontario 20% of families live in poverty – exacerbates most other determinants
  - Ask "do you ever have difficulty making ends meet?"
- Poverty increases risk for many health conditions:
  - Cardiovascular disease: 17% ↑
  - Diabetes: 2x
  - Depression: 58% ↑ ; Suicide attempt rate: 18x
  - Cancer: lower 5 year survival rate
  - Also arthritis, COPD, asthma, hypertension, multiple comorbities…

(From "Poverty: A Clinical Tool for Primary Care" by the Ontario College of Family Physicians)

Legal Health – Why Does It Matter?

- How can lawyers help promote optimal health care for my patients?

- https://www.youtube.com/watch?list=PL1CSJ-HGpbe51sgKI5eJDc7npppF-oA64&v=JkdQa_heHRs

Legal Health — Why Does It Matter?

- A brief history of MLPs
- Benefits to improved legal health from US, UK, Australian studies:
  - Decreased healthcare costs, decreased healthcare spending – particularly complex, high-cost, high-use patients
  - Fewer emergency room visits
  - Fewer hospital admissions & re-admissions
  - Patients better able to comply with health care treatments
  - Patients report decreased stress and improved well-being
  - Increased health care staff satisfaction when a medical-legal partnership program is part of the health care services

Issue	Related Social Determinants	Legal Help	Impact on Health / Health Care
Tenant Rights	Housing Disability Early Life Food insecurity Gender Race	Evictions Repairs Pests Privacy Harassment Discrimination Utility bills /rent Vital services (heat) Lease breaking	Stable, healthy, decent housing → less stress → better compliance with treatment plans
Income Security	Income Income distribution Disability Early life Food insecurity Health services Social exclusion	ODSP, CPP-D denials OW denials OW/ODSP “on hold” Overpayments OW/ODSP benefits EI issues WSIB issues	Higher income means fewer trade-offs between food, a roof, heat, and healthcare. A stable income means less stress, better management of chronic illness, better health outcomes for children
Employment, Working Conditions, Education	Unemployment Job Security Working Conditions Education Health services Gender Race	Unpaid wages Reduced hours Termination Unsafe work Harassment Discrimination Suspensions/expulsions Special education	Education is one of the best predictors of adult health Health insurance is often linked to employment Safer work means fewer injuries

Adapted from the National Center for Medical Legal Partnership

Legal Health – Why Does It Matter?

- Earlier intervention into people's legal problems – aka, social determinants of health problems – results in better legal outcomes (and thus health outcomes):

How Can CALC Help?

- We provide legal services in the following areas:

Tenant Rights

Consumer & Debt Law

Income Security (OW, ODSP, CPP)

Employment and WSIB

Human Rights and Education

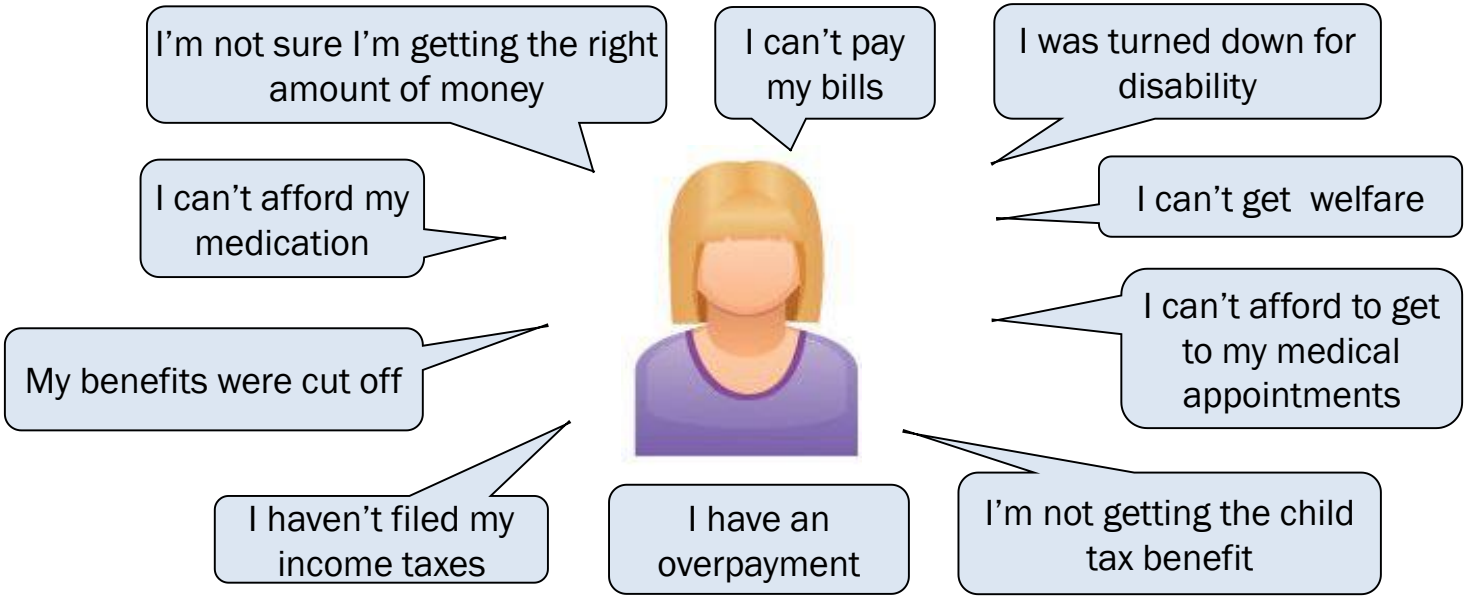
Seniors Issues (incld. Powers of Attorney and Wills)

- We also do Public Legal Education, Law Reform and Systemic Advocacy.

- We do not practice long or short term disability law, immigration law, family law, criminal law, real estate, or estates law.

Income Security

- Welfare/Ontario Works (OW)
- Ontario Disability Support Program (ODSP)
- Canada Pension Plan Disability (CPP-D)
- Employment Insurance (EI)
- Workplace Safety & Insurance Board (WSIB)
- Seniors' Benefits (OAS, GIS, CPP)

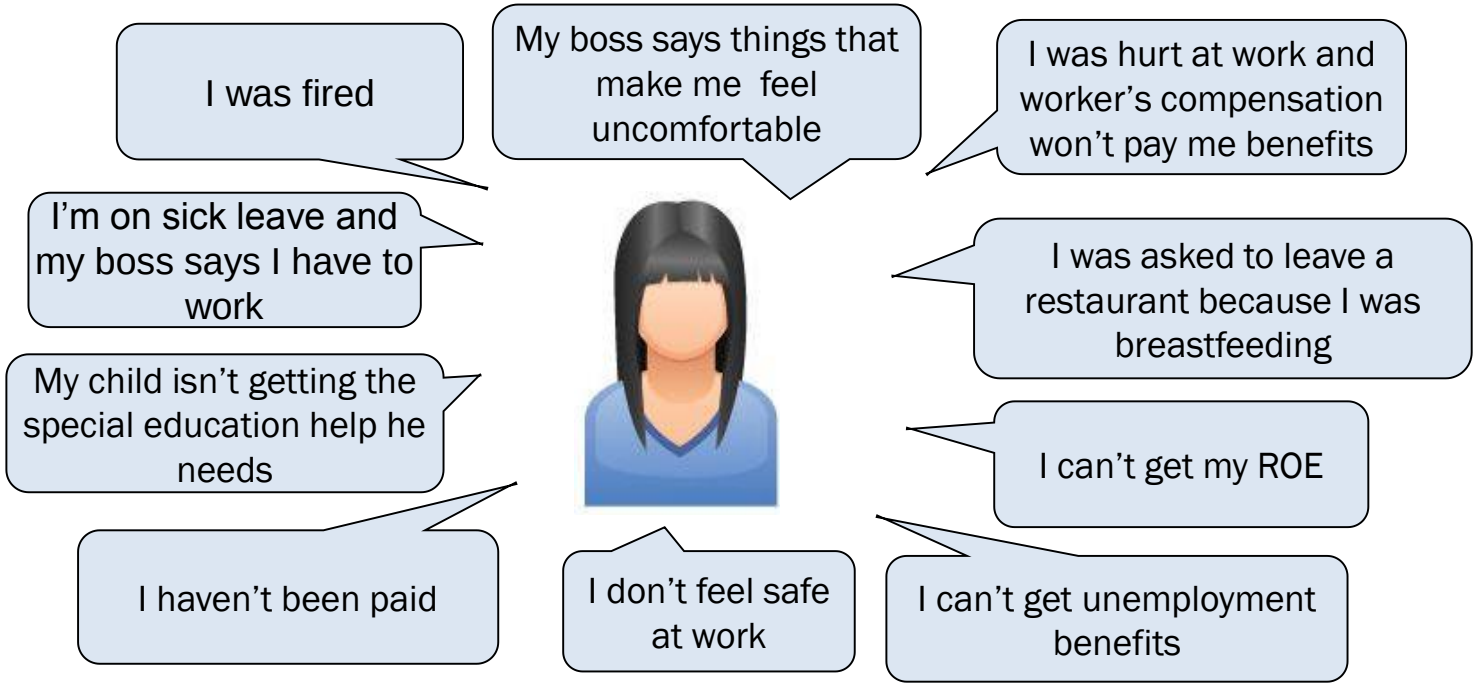


Housing

- Evictions
- Tenant Duty Counsel
- Tenant Rights
- Maintenance & Repair
- Privacy
- Harassment & Discrimination

Employment, Human Rights & Education

- Employment Standards
- Employment Insurance
- Workplace Safety
- Harassment & Discrimination
- Suspensions, Expulsions
- Special Education



Consumer & Debt

- Bank Garnishment
- Payday Loans
- Energy Contracts
- Student Loans
- Collections Agencies
- Contracts

CALC's JHP

Where we are so far:

- We are building a project that is truly collaborative. We know that healthcare providers in different settings may have very different needs/wants for this project – we embrace this – completing MOUs
- We have partnered with several CHCs and FHTs through our catchment area – providing on-site legal clinics, ODSP application review, "hotline", referral forms, education sessions and workshops for providers.
- Seeing a 10x increase in referrals – over 750 referrals to date. Many are from rural areas, and/or people who have not contacted us before.
- Recently received funding from the Law Foundation of Ontario to work on 2 grants – related to developing evaluation frameworks, and web-based virtual training for healthcare providers.
- Part of a provincial movement – co-chairing a Community of Practice for legal workers, seeing more and more JHPs get started across Ontario

CALC's JHP

- We're always looking to add new partners. We ask that you commit to identifying health-harming legal issues and refer patients to us, collaborate with us to develop the project, and participate in a once yearly debriefing session.

- What's in it for you?

  - Patients are healthier, less stressed
  - Patients get timely and appropriate legal help to resolve problems
  - Fewer ODSP appeals

- We'll let our partners speak for themselves: http://communitylegalcentre.ca/jhp/

Getting Help from CALC

- Clients can call us directly, or come in-person to our Belleville office (satellites are by appointment only)
- Clients will speak to an intake worker, who will gather some basic information about their situation and give some legal information
- Clients will then be set up for a telephone or in-person appointment with a legal worker for legal advice – the wait time varies by area of law

Getting Help from CALC

Service Provider Hotline:

- If you call us for help and identify as a healthcare professional, you will immediately be put through to the on-duty lawyer.
- If you are calling and have the client with you, the lawyer can give advice to your client right away.
- If the line is busy and you have to leave a voicemail, we will get back to you the same day – please feel free to give direction for best time to call you back.

Other options:

- Referral form - we will call your client directly.
- Email - calc@lao.on.ca

Justice & Health

Questions?

Contact Us

Contact Project Lead:

Lisa Turik
Clinic Lawyer
613-966-8686 x29
turikl@lao.on.ca

Thanks to Queen's Nursing students Taavita Hemraj & Christine Helferty for helping to prepare this presentation.

Head Office:

158 George Street, Level 1, Belleville

Phone: 613-966-8686
Toll Free: 1-877-966-8686
Fax: 613-966-6251
TTY (for the Deaf): 613-966-8714
Toll Free TTY: 1-877-966-8714