



Community Advocacy & Legal Centre

2022 Annual Report

DID YOU KNOW

47% of 2SLGBTQ+ workers have experienced sexual harassment and discrimination at work.

If you have been sexually harassed at work, call us at 1-877-966-8686. We can help.



Board Chair's Report

Another year of change and COVID challenges have come and gone at CALC, and the Board of Directors has weathered the storm with the continued support and excellence of our dedicated staff. The Board has acknowledged that we have been in, and continue to persevere through, a time of significant change for our organization; from continuing ambiguity from our funders, to recruitment challenges, and the retirement of much-valued long-term staff.

In recognition of these dynamics and acknowledging the need for a timely re-visitation of CALC's strategic plan, the Board reaffirmed the existing strategic goals and directions as appropriate to provide guidance to CALC's ongoing work of the CALC during this period of change. Additionally, the Board opted to add emphasis on the need to ensure sustainability and data-driven decision-making to its strategic directions.

(Continued on page 2)

Executive Director's Report

I am pleased to share our accounting of this year's accomplishments and challenges. 2022 has been a year of recovering from COVID's impact on our clients and our work. It's changed how we interact, increased our use of technology, even while it threatens our low-income

communities' rights to meaningful access to justice. For many of the people we serve, government insistence on "Digital First, Justice Last" has been disempowering. We have tried to antidote some of the ill effects by hosting Tribunal hearings so that clients can attend them. Hosting creates an additional burden on our staff who have risen graciously to the demands this new service has presented.



As we return to satellite locations in rural communities and the Tyendinaga Mohawk Territory after a two-year hiatus, we have been reflecting on how much has changed, and how best to respond to what people need. The pandemic has not been kind, and has perpetuated disadvantage, especially around access to adequate and

(Continued on page 3)

Demand for legal services - over \$1 million recovered for our clients

The number of people contacting us for help this past year was up 18%—we received 4,168 requests for information, advice, and brief services, formally represented about 200 clients, and attended as Tenant Duty Counsel at 673 hearings. Our online intake numbers increased from 143 to 385. Most people needed help with housing, income security, wills/powers of attorney, problems at work or with consumer and debt. We recovered over \$1 million, conservatively estimated. We also worked on about 100 different special initiatives including outreach, legal education, community development, systemic advocacy and law reform, justice sector collaborative work and administrative improvements.

Board Chair's report (continued from page 1)

In seeking input to inform our strategic decisions, we were graced with a series of helpful presentations from CALC's staff. These presentations covered such topics as workers' rights, vulnerable communities, gender-based violence, income security, housing, and immigration and refugees. The information and insight provided to us by our staff team members has been vital in affirming the value you bring to our community. Your dedication to our community is immeasurable and we are truly thankful for the work that you do.

It was with mixed feelings that we celebrated Marieanne Langer's retirement in March 2022. For 25 years, including 17 years as a Community Legal Worker (CLW), she had been unwavering in her advocacy and compassion for people who had been denied disability allowances by the provincial government. She contributed so much to streamlining the efficiency and ensuring our work's effectiveness – and this was greatly appreciated. In January 2023, we will be saying goodbye, also with both sadness and happiness, to Deirdre McDade, who has been a Co-Director of Legal Services since 2015, and a lawyer with the clinic since 1999. Deirdre's passionate advocacy for our community members living in poverty and those who are survivors of violence has been inspiring as she worked for greater justice at both individual and systemic levels. Her contributions have been immense, including mentorship of other community

legal clinic staff across Ontario, stints as CALC's Acting Executive Director, work with the local Poverty Roundtable, various provincial initiatives related to social assistance reform, and her recent work on Sexual Harassment in the Workplace, to name a few. We also wish to recognize 20 years of dedicated service by CLW Sharon Powell, who too has worked tirelessly for survivors of violence, and more recently for people with disabilities, and to protect the rights of tenants.

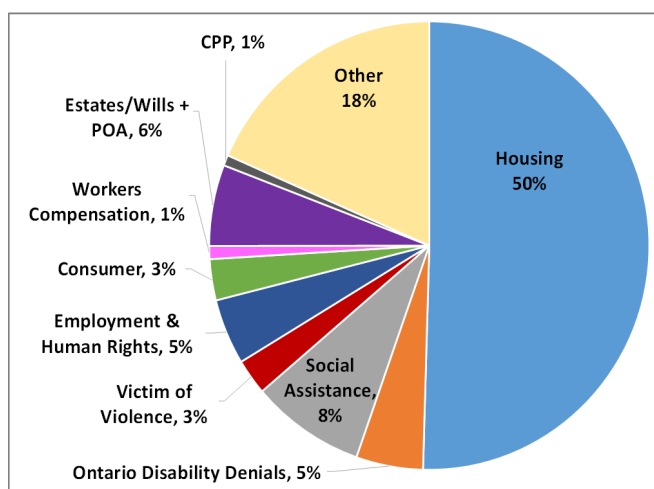
We watched with grief and disbelief as tragic events in Ukraine unfolded, concerned about the fate of community legal centre staff there. Beginning in 2009, we had worked with colleagues at the International Renaissance Foundation, hosted their 2010 Ontario study tour, and watched as they built an amazing response to the needs of their people. We are in awe of their efforts as the [Legal Development Network](#) continued this important work unabated during the war and pandemic.

We would also particularly like to recognize the work of our volunteer Board member Brenda Rallison, who has provided eight years of dedicated service, bringing us important perspectives and insights from the residents of North Hastings.

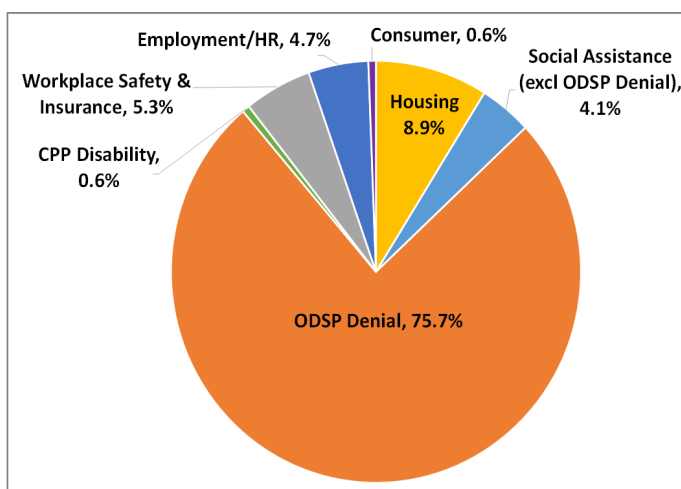
Peter Kerr, Board Chair

2022 Individual Client Service Statistics (Oct 2021 to Sep 2022)

% Type of legal issues—All calls for help received



% Type of legal issues—Files with full representation



Executive Director's report (continued from page 1)

safe housing. The number of people we help has returned to pre-pandemic levels, with a surprising number contacting us through [our website](#) for help, a service improvement in the pandemic's early days.

Our customary day-to-day activity continued with our staff helping clients to keep a roof over their heads, food on the table, adequate income, safety and security at work, freedom from discrimination, and assisting with consumer and debt issues. Statistical highlights are presented throughout this report, and our team leads describe what has been happening on the frontlines. Our service approach has been multi-faceted including providing legal information, advice, and representing individual clients, triaged according to need. This traditional "lawyer" role is supplemented by our *community lawyering* approach, offering vibrant outreach including on social media, producing a newsletter, extensive legal literacy offerings, offering CALC's website as a portal to credible legal information, and creating [legal and self-help resources](#). And despite pandemic disruptions, we continued working with community groups on issues impacting on our clients. We refocused on CALC's strategic plan directions. As you will read, we **served new people** following on our SAFE initiative, which has offered a significant number of in-person and virtual workshops for seniors. Utilizing a new approach, we created innovative stickers, cue cards, coasters, and other creative tools to help seniors ward off door-to-door and predatory sales tactics. We undertook **new approaches** to increasing access to justice. We intensified our efforts to proactively raise awareness of the dangers of workplace sexual harassment through a major outreach campaign. Producing a new video series for health care providers is a novel way to increase our capacity to work together and improve patient well-being. [Resource guides](#) for people being released from the Quinte Detention Centre were published. Implementing recommendations from our [Stymied, Stigmatized and Social Excluded research study](#), we began working with Legal Aid Ontario staff, aiming to increase awareness of adverse and disproportionate collateral consequences (on housing, income, employment, etc.) when people living in poverty face criminal charges. We conducted **new research**, gathering information about the unmet legal needs of local

survivors of gender-based violence. We are mapping out the existing local capacity to meet those needs. The study's findings are helping us to set priorities on how best to serve survivors in 2023, and how to work with new partners most effectively. We continued to offer *secondary consultations* to service providers – *trusted intermediaries* – 304 needing legal information to help their clients solve complex problems. We are also developing **new legal expertise**, increasing our capacity to help survivors navigate the justice system with holistic advice as they face compounding difficulties caused by violence, relationship breakdown, and involvement with the criminal justice system. This year staff strengthened knowledge about immigration law, focusing on problems faced by temporary foreign workers who contact us for help.

Our staff continued to participate, often playing leadership roles, in initiatives with other community legal clinic across Ontario. We sponsored communities of practice to develop new legal expertise in consumer and debt issues, and a strategic plan to advance the justice & health approach. We are proud of our inter-clinic collaborations on [sexual harassment](#) and gender-based violence. Staff are becoming more adept at evaluating our work, building our capacity through these projects with evaluation expert help.

2023 will be a period of transition as we regroup after the retirements of valued and irreplaceable senior co-workers Marieanne Langer and Deirdre McDade. We've been delighted to recruit new passionate and committed staff who bring their special gifts, and new energy, expertise, and ideas to CALC's shared mission and mandate. We continue to be enriched by law, nursing, and occupational therapy students on placements from Queen's University. Thanks to our Board of Directors whose efforts have helped us weather the storm of these past 2.5 years. They provided sage advice as we navigated the best way forward for our clients and staff. They generously supported our team rebuilding after the toughest days of the pandemic saw early retirements of several staff, and disconnection suffered by working from home. We are grateful for the time and energy they devote to our shared mission of increasing access to justice.

Michele Leering, Executive Director/Lawyer

Still fighting for real income security



It has been a challenging year for low-income communities due to inflation and a refusal by the provincial government to adequately increase income support for those most in need. As the cost of food and other essential items increased we saw more local people struggle to keep a roof over their head. We continue to fight for changes in income security programs that will better assist those who rely on them.

We participated in a campaign to double social assistance rates in the August 2022 budget. Over 230 social service providers and community organizations across Ontario joined the campaign. Unfortunately the government ignored this call for reform. The rates for those receiving Ontario Disability Support (ODSP) benefits were only raised by 5% while people receiving Ontario Works did not receive any increase.

We participated in a successful campaign to restore the Guaranteed Income Supplement (GIS) for seniors who had their benefits reduced or suspended because they had received the Canada Emergency Response Benefit (CERB). Responding to a robust campaign led by the Income Security Advocacy Centre (ISAC), the federal government agreed to pay back all of the GIS amounts lost.

We have appealed a negative decision from the Social Benefits Tribunal (SBT) to the Divisional Court. The SBT

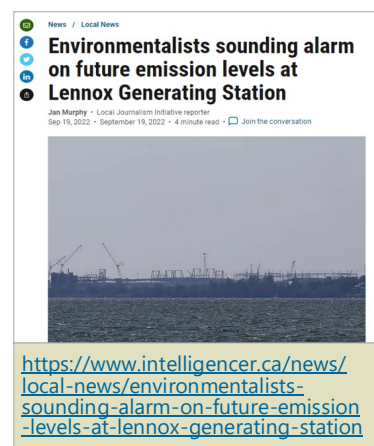
denied our client ODSP benefits claiming our client's medical treatment was too 'conservative.' The SBT is only supposed to decide how a person's medical conditions impact them overall, not whether their medical treatment is appropriate! We are arguing they applied the wrong legal test. It is a patient's health care provider who is most qualified to provide medical advice about treatment.

Our busiest area of legal work continues to be helping those with disabilities appeal denials of ODSP benefits. Of nearly 300 cases we worked on this year, 48% settled – this saves clients considerable stress and gets their benefits to them much earlier.

We attended 66 virtual SBT hearings – because the SBT no longer holds in-person hearings. This number is lower than other years because of delays in scheduling, inability to backfill hearing slots and postponements. Our success rate continues to be high – 88%, significantly higher than the provincial average of 60%.

Out of the \$915,000 total amount recovered for clients with income security issues, \$850,000 was recovered on ODSP Denials. On average, our ODSP clients receive \$436 more per month to buy healthier food, pay their bills, and improve their standard of living. We estimate that each successful client receives an average retroactive benefit of \$7,600.

CALC IN THE NEWS



Protecting workers' rights and compensating workplace injuries



With our help, local workers recovered about \$159,000 by resolving legal problems with Employment Standards, Human Rights, wrongful dismissal, and Workplace Safety Insurance Board (WSIB) claims. WSIB awards made up the bulk of recoveries for clients, but notably they had significant wins at both the Ontario Labour Relations Board (OLRB) for termination/severance pay and at the Social Security Tribunal (SST) on an Employment Insurance (EI) issue. (The EI award is included in our Income Security recovery amount.)

Demand for worker's rights services and retained cases remained consistent with 2020/2021 levels.

In late 2021 we continued to have calls from workers about their rights related to occupational safety, COVID precautions in the workplace, vaccination policies and exemptions from COVID measures (such as masking or vaccinations) due to disability. As COVID related restrictions were lifted, the inquiries about COVID measures decreased. The process for dealing with COVID-related federal income programs overpayments is still not fully resolved, but we are not getting an increase in people calling about this issue.

Changes to provincial laws that applied during the pandemic, for example the Infectious Disease Emergency Leave (IDEL), have now all ended. Federal programs, such as Employment Insurance, have also reverted to pre-pandemic rules.

Over the past year, we have increased our capacity to assist on legal issues faced by seasonal migrant farm workers. We participated in inter-clinic training on immigration law and developed relationships with other stakeholders/partners. We met with Horizons, an international NGO with an office in Cobourg. They are reaching out to farm workers in Hastings and Prince Edward counties and the Occupational Health Clinics for Ontario Workers (OHCOW). We are beginning to assist more migrant workers, who often have intersecting employment, WSIB and immigration issues.

We continue to benefit from the WSIB expertise at our sister clinic Northumberland Community Legal Centre, in complex matters and to help clients due to our limited resources.

We continue to update and add to the workers' rights-related tip sheets and other resources available on our website. To develop strategy on systemic issues and our capacity to provide quality services, we participate in clinic Community of Practices on employment law and WSIB.

Connecting with our community

SEPTEMBER 22, 2022 @ 6PM
MARKET SQUARE IN BELLEVILLE

TAKE BACK
THE NIGHT
2022

RALLY
MARCH
VIGIL

Shatter the silence. stop sexual violence

Proudly Organized By:

Sexual Assault Centre
for Quinte and District
Three Oaks Foundation
Red Cedars Shelter

Community Advocacy
& Legal Centre
Military Family
Resource Centre

Warrior Women of
Quinte
DVSARP
Mohawk Family Services
Community Members

For more info contact Jocelyn at jocelynp@sacqd.com

CALC participated in and helped organize the Take Back the Night 2022 Rally and March – to bring awareness about sexual violence and elevate the voices of survivors in our community

Stop sexual harassment at work project



Until March 2024, we are continuing our five-year provincial community legal clinic project funded by the federal Department of Justice raising legal rights awareness to prevent and eliminate sexual harassment at work. We collaborate with 19 other clinics across the province. We co-host a virtual Community of Practice which helps us to collaborate to address individual and systemic issues, and develop solutions. We also host a listserv for clinic staff to identify trends, problem solve difficult cases, and share knowledge and resources. We also develop educational material and a social media campaign for male dominated and STEM industries (science, technology, engineering and math). Our goal is to eliminate the stigma that causes many workers in these industries to not report workplace harassment.

We have been focusing on providing education to young and new workers who are often more vulnerable. This past year we delivered 40 sessions, both virtual and in-person, to workers and employers to prevent and eliminate harassment. We have presented to nearly 500

people! This included several classes and programs at Loyalist College, and the Prince Edward County Service Providers group, Quinte Employment Network, Meta Vocational Services' Youth Group, Hastings and Prince Edward County Professional Business Women's Association, Career Edge Trenton, Girls Inc. and John Howard Society's youth group.



We partnered with Career Edge in April 2022 to offer training to employers and their leadership staff to create psychologically safe and healthy workplaces. We provided interactive and proactive training on how to identify and prevent sexual harassment, and an overview of employment rights. This partnership allows us to work with many local small business owners and non-profit sector managers.

With the help of amazing law students we distributed 2,500 pamphlets and posters throughout our large rural catchment area to help achieve our goal of changing workplace culture so all workers are safe at work.

We also provided free and confidential legal advice and representation to sexually harassed workers, regardless of their income.

Our Newsletter

Shortened versions of our semi-annual newsletter were produced in-house, and sent out in the spring and fall and posted to our website and social media.



We distributed over 1,700 copies, of which 75% were sent by email.

31,000 Visitors to Website

Our website hits remain high. Over 31,000 individuals visited the site for the past year, a 37% increase. Pages viewed were 61,400 (up 22%), with our home page being the most popular, with 19% of the views (12,000). *Write to your MP or MPP and Emergencies—Are You Homeless* pages were the next most popular with over 8,000 and 6,700 views respectively.



The most popular downloads were *Financial Resources for Tenants* (3,400 downloads, twice as many as last year), and *Benefits Available to People Receiving Income Support* (1,390 downloads).

Reaching further with social media



As of October 31, we had 943 followers on Twitter, up 4.5% from last year.

Followers include local newspapers, community agencies and other community legal clinics. We sent almost 1,000 tweets to our followers as of October 31.



Our Facebook page has also increased its followers to 1,147, up 4.5%.

Follow us to get the latest legal news and information, as well as details about upcoming events.

Reaching out to our communities: Promoting legal literacy and access to justice in rural areas



We have been fortunate to be able to start reconnecting with our communities this year as we safely returned to providing in-person legal education workshops. We recognize that not all groups are able to meet in

person, so we continue to offer both in-person and virtual workshops on legal rights and to promote legal empowerment.

We provided 35 in-person and virtual workshops to over 400 people on topics including sexual harassment at work, workers' rights, and CALC services.

We presented to many community groups and organizations including Loyalist College, Career Edge, John Howard Society, and Quinte Immigration Services. We met with local police detachments to present on tenancy laws.



"SAFE" legal help tools handed out at presentations

We continued to work toward reconciliation with the Indigenous community and recognize our responsibility to do so. Although we did outreach on the Tyendinaga Mohawk Territory this summer we have not re-established our legal information clinic at First Nations Technical Institute (FNTI), which we hosted prior to the pandemic.

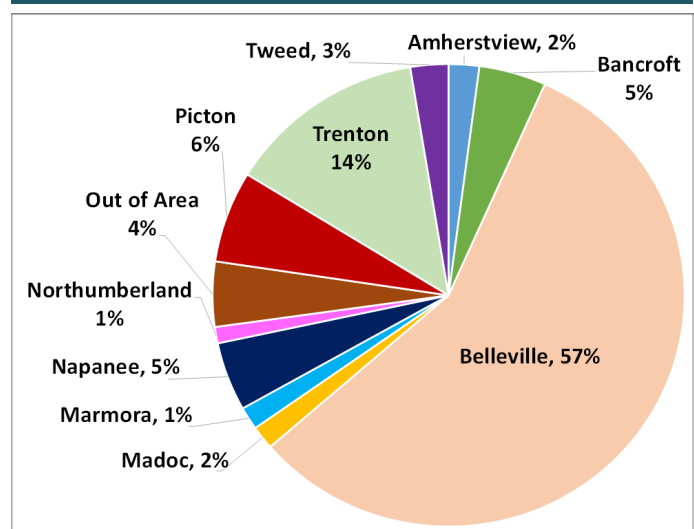
On National Indigenous Peoples Day in June, staff watched an Indigenous film, read some articles written by Indigenous authors on "Indigenous joy", and engaged in meaningful discussion.

On National Day for Truth and Reconciliation in September, staff engaged in cultural competency activities including watching a film and reflecting on it in a group discussion. Some staff also attended the walk with the Tyendinaga Native Women's Association on the Tyendinaga Mohawk Territory wearing their orange shirts.

Workshops to help raise awareness and increase prevention of scams, fraud, and financial abuse perpetrated against seniors were a priority this year. Thanks to a federal government funding grant from Employment and Social Development Canada, we were able to distribute legal literacy resources through our Seniors Against Financial Exploitation (SAFE) project. Prince Edward County Community Care for Seniors, Mohawks of the Bay of Quinte Home Support, Tweed Public Library, Quinte West Mobile Unit, and various Hastings Housing seniors' buildings, all hosted sessions. We also appeared on the cable show "Seniors' Support" to spread the work about how to keep seniors 'SAFE'.

We reached out to our rural communities across our service area this summer. We dropped off resources and educational materials to provincial and federal MPP and MP constituency offices, municipal offices, public libraries, police detachments, and many other organizations

Where our clients come from Our Satellite Areas



Housing: Finding security in insecure times



There was no end in sight to the struggle for people in need of affordable housing, and housing advice remained in high demand throughout 2022. Locally, a continued lack of affordable options, low vacancy rates and rents beyond the reach of low-income tenants made the search for, and retention of, rental housing incredibly difficult. And to top that off, we've seen an increase in attempted illegal evictions by a few landlords. We are working with local police forces to ensure that this type of abuse does not continue. Landlords should be charged for illegal acts.

Housing remained the largest percentage of requests for clinic help, making up more than 50% of contacts and more than 1,400 tenants called our tenant hotline. Our hotline offered timely service with the goal of early intervention to give tenants the information needed to understand and resolve their housing problem and prevent homelessness. In 2022, in view of the high volume of calls, we strengthened our Housing Team and added a dedicated articling student, a law student (full-time in the summer, and part-time since), and a housing assistant.

Delays and difficulties with virtual hearings at the Landlord & Tenant Board (LTB) continued to be a barrier for tenants to access justice. The LTB continued with a "digital first" strategy, one we now call "justice last." It is increasingly unlikely there will be a return to in-person hearings. Many of our clients do not have regular access to internet to receive and send LTB digital documents and are unable to access their hearings without help.

One of our strategies to overcome this injustice is that we began hosting some tenants who needed hearings in our Belleville office, and found space for hearings in outlying rural areas by working with community partners.

The many challenges identified in last year's report in providing Tenant Duty Counsel (TDC) services continued in 2021/2022. Although there have been positive changes to the scheduling of hearings we continued to provide TDC over multiple hearing blocks and multiple days. From October 2021 to September 2022, we were scheduled for 142 LTB hearing days, often with multiple blocks in each day. This scheduling volume is much higher than pre-pandemic, and presents ongoing challenges in helping

tenants at their hearings. It has become even more essential that tenants contact us as soon as they have problems and not wait until they are served with eviction papers. To that end, we started an outreach campaign, to raise awareness of the need to come to us for advice as soon as possible when experiencing any kind of difficulty.

To address these LTB problems, we participated in meetings with the Advocacy Centre for Tenants Ontario (ACTO) and LTB consultations to discuss the impact scheduling has on our ability to provide effective TDC services. ACTO provided proposals to the LTB on improving hearing scheduling and we are hopeful positive changes are on the horizon in 2023. ACTO has helped tenants launch cases at the Human Rights Tribunal Ontario (HRTTO) that challenge the LTB requirement that all communication be digital and the refusal to grant in-person hearings. The cases highlight barriers to accessing the LTB. It will be some time before the cases make their way through the HRTTO process.

CALC is grateful for the continued funding received for homelessness prevention through Hastings County. This supports our [tenant hotline](#), and extra work such as building relationships with Property Standards officers to improve maintenance and repair of rental units.

We are also involved in Hastings County Integrated Co-Ordinated Access and Quinte West Community Safety & Wellbeing initiatives. In 2022, we were delighted to receive a small grant from Prince Edward Lennox & Addington Social Services to increase our services to residents of their counties. This ensured access to our tenant hotline for tenants in those counties, and proactive and preventative "legal issues in housing" training to their staff and community partners.

New resources have been added to the CALC website. Our tip sheet for "[Filing forms at the LTB](#)" was downloaded more than 500 times in its first two months, and our long standing "[Financial Resources for Tenants](#)", which covers resources available in our entire service area, was downloaded almost 3,500 times.

Helping people with consumer and debt law problems



A study by the Canadian Forum on Civil Justice showed that consumer and debt problems are the most common legal issues people face in Canada – and we are here to help with those issues. We helped almost 80 people this year, slightly less than previous years likely because of the impact of the pandemic. People are reaching out for more urgent matters, like evictions and losing their income.

Issues with collection agencies, fraud and scams, general consumer contracts, and vehicle purchases and repairs are common. We provide legal advice and resources to empower people to solve their issues, assist in filing complaints with the Ministry of Government and Consumer Services (MGCS) or we may intervene. We also advise people on how to sue in Small Claims Court or respond to law suits.

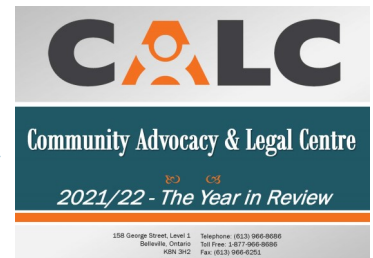
Door-to-door sales continue to be an issue despite the tightened rules in 2018. Sellers continue to try to sell

products like furnaces and water softeners that they are not allowed to without the consumer inviting them. Sellers also use predatory tactics, like lying about the cost, to convince people to sign contracts. A class action settled in 2022 because a door-to-door sales company was accused of not following the consumer protection laws. At least one of our clients benefited.

To strengthen our capacity as community legal clinics to do more about these problems, we host a virtual Community of Practice and listserv.

View our
"Year in Review"
slide show at:

[http://
communitylegalcentre.ca/
tcodownloads/
2022-year-in-review/](http://communitylegalcentre.ca/tcodownloads/2022-year-in-review/)



Collaborating with other clinics



Can Env Law Assn @CanEnvLawAssn · Sep 13

CELA and @CALCtweets will be co-hosting a free webinar on Sept 15 from 12:00-1:00 pm ET to provide the community with information about this application, and why it's important to make your voice heard. Register now.



cela.ca

Webinar: Information Session Regarding Application for a Site-Specific...

A free webinar to provide the community with information about a recent application by Ontario Power Generation for a site-specific air ...

CALC co-hosted a free webinar with CELA on September 15, 2022, to provide the community with information about a recent application by Ontario Power Generation for a site-specific air pollution standard for its Lennox Generating Station

Justice & Health Partnerships: Keeping people legally healthy

Our Justice & Health Partnership (JHP) Project was developed because we recognized that there is a strong link between the social determinants of health and “legal health.” Some social determinants of health, like housing, employment, income, and race, can be improved by helping to resolve related legal problems.

We work with local healthcare organizations to identify issues impacting patients' physical, emotional, and mental health.

We operate a service provider hotline to provide legal information to respond to their questions. Our JHP partners also refer people directly to CALC.

We helped 85 people last year. Our hotline has been extended to other services providers too - we helped an additional 219 people through the hotline last year.

We were delighted to reconnect in-person and virtually with our community health centres and family health teams this year. We provided training on the intersection of justice and health, and on the updated Ontario Disability Support Program (ODSP) applications. It was an excellent opportunity to discuss how we can collaborate to best serve our shared client population.

Our work on the “Trusted Help” project funded by the Law Foundation of Ontario (LFO) continued. An instructional designer is developing a video series for healthcare professionals about the intersection of legal rights and health, developing partnerships, and legal issues impacting on health. This professional developing series will be launched province-wide next year and will be featured at CALC’s 2023 Spring Forum.

We hosted nursing and occupational therapy students from Queen's University. This collaboration is hugely mutually beneficial as it helps us work across the disciplines to improve patient health.

For example, our nursing students developed training materials for healthcare providers on the updated ODSP application form. They are currently working on updating educational materials on the new and expanded Disability Tax Credit (DTC) qualification criteria.

Our Occupational Therapy students developed supplementary materials like tip sheets and summaries for our “Trusted Help” project. For our part, in addition to hosting their practicums, we presented to Queen’s Nursing students and medical residents on the intersection of the social determinants of health and legal issues, and completing ODSP application.

We have been working with community legal clinics and Legal Aid staff across Ontario to build a stronger health justice movement. To that end, we developed a multi-year strategic plan.

Our Trusted Help video series will contribute to strengthening our outreach to healthcare providers across Ontario.

We are also contributing to the first-ever Canadian textbook on health justice, to be released next year, and we will be presenting at healthcare conferences in 2023 on our research on the impact of these partnerships.



For more information on our JHP project, please visit our [website](#).

Working together to expand supports for survivors of gender-based violence



Each year millions of Canadians experience violence because of their gender, gender expression and gender identity. Notably, 44% of women report experiencing intimate

partner violence during their lifetime, and 30% report having been sexually assaulted outside of an intimate partner relationship since the age of 15. This gender-based violence (GBV) can take many physical, financial and psychological forms, and often leaves Survivors and children who witness it with long-lasting experiences of trauma, and physical and psychological injury.

In March 2022, we received federal government funding with eight other community legal clinics from across Ontario to expand legal supports to Survivors of GBV. As part of this initiative, we have been assessing the unmet legal needs of local Survivors and the local capacity to meet them.

We hope to expand our legal information and advice services, working in partnership with the people and organizations in our communities who have been committed to this important work for many decades.

We are also working with our eight clinic partners to identify best practices, advocate for change where the issues are systemic, and evaluate the effectiveness of our approaches. Our funding continues until March 2026 and pays for a lawyer to carry out the work two days a week.

Over the last six months, we have met with over 40 justice and community service providers. We have been

honoured to learn about the expertise, commitment and collaborative approaches they use to respond to the complex social, emotional, financial and legal needs of Survivors.

We have also learned about where service providers feel more support is needed, including for people living in rural areas. We are currently setting priorities for how we can help, and will consult further as 2023 begins. We will be working closely with the two coordinating committees against violence in Hastings/Prince Edward, and Lennox & Addington counties.

We've begun to improve our [web portal](#) for legal information for Survivors, to distribute more widely copies of CLEO's legal [rights' guide for women who have been abused](#) (and updating local resources guides to accompany it), and mapping out our plans for community legal education workshops.

Despite increased awareness about its devastating impacts, thousands of our family, friends and neighbors will experience GBV this year. Legal help is in short supply, systems' navigation issues are perplexing, and there is a great deal of unmet need.

We look forward to journeying with Survivors and their supporters in 2023 as we work together to ensure everyone's right to live free from fear and violence.

Volunteers — A great asset

Despite the continuing effects of the pandemic, 20 people donated their time or completed placements with us, resulting in approximately 2,350 hours of volunteer time. Our current volunteer base includes: law, nursing and occupational therapy placement students.

All our volunteers must sign confidentiality agreements. They help with a range of activities including legal research, contacting and interviewing clients, assisting with file work, outreach, administrative and clerical help, and special projects.

In addition, CALC's volunteer members of our Board of Directors contributed 800 hours.

Community Advocacy & Legal Centre



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Belleville, Ontario K8N 3H2
www.communitylegalcentre.ca

Phone: 613-966-8686
Toll-Free: 1-877-966-8686
Fax: 613-966-6251
Email: contact@calc.clcj.on.ca

2021-2022 Board of Directors

Chair	Peter Kerr
Vice Chair	Steve van de Hoef
Treasurer	Rick Helman
Secretary	Morgan Foran
Members	Peter Dudding Wendy Gale Samantha Kompa Brenda Rallison Jessica Wood

Client services rated highly!

Clients who retain us formally provide feedback through a survey.

Of the clients returning the surveys, 100% would refer us to others and 100% said our help made a difference in their lives.

Staff as at November 30, 2022 (full-time, part-time and special project staff)

Samuel Clements	Gina Cockburn	Monica Dairo	Chloe Dick	Alex Garrett
Carolyn Hamilton	Samantha Hayward	Danielle Holbrough	Abbey James	Michele Leering
Erin MacClellan	Karen McClellan	Deirdre McDade	Claire McMenemy	Elizabeth Mena
Lynda Morgan	Sharon Powell	Brittany Prytulka	Abigail Sutherland	Lisa Turik
Keith M. Villanueva	Rikki Voskamp			

Queen's Externs (Law):

Calum Anderson	Allysa Ciancio	Vivian Cornell	Soojee Hahn	Juakatha Karunakaran
Kevin Kiss	Elizabeth Langdon	Jeffreen Rahman	Genevieve Westrope	Jiayi Zhang

Queen's Externs (Nursing):	Alma Ahmed	Megan Jones	Emily Leaper	Pablo Opatzo
	Eugene Seet	Amy Theocharides		

Queen's Externs (Occupational Therapy): Supreet Bhangu Abigail Simmonds

Paralegal Student: Bailey Beattie

From our clients:

"I was in tears when it [was] finally over, you did a wonderful job."

"Personally, I don't think you need to improve anything. I had nothing but good service from CALC."

"You were excellent at explaining everything."

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



Individual Private Donations

