2024 ANNUAL REPORT

CALC

Community Advocacy & Legal Centre

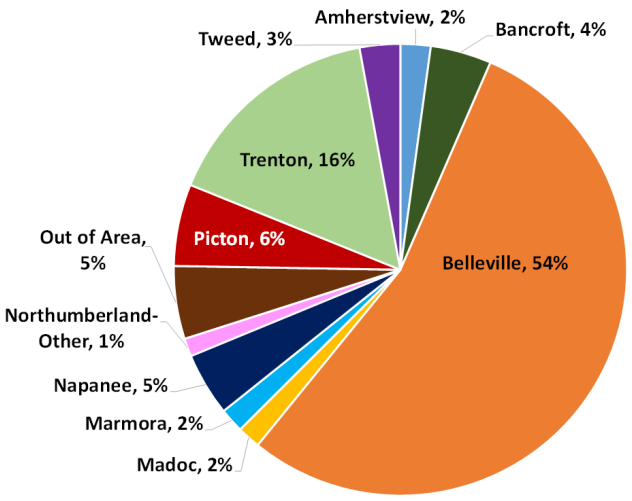
Board Chair's report

Last December the Board welcomed Lisa Turik as Executive Director as we bid fond farewell to Michele Leering and Gina Cockburn, both long-time staff at CALC. The Board extends its thanks to Lisa, her leadership team, and all of the staff at CALC for navigating smoothly through this substantial transition, and also to Michele for preparing the organization to transition well into new leadership.

Over the course of the year, the Board has received presentations from staff about their work in various areas of law, including the successes and challenges. We are grateful for and inspired by their compassion, commitment, and expertise in fulfilling our shared mission of providing access to justice to people living on a low income.

Throughout this year, Michele Leering has continued the Justice and Health Partnerships work she began during her time at CALC, representing CALC as Executive Director Emeritus at numerous symposia, conferences, and presentations and by contributing to numerous academic and practitioner-focused resources. The Board extends its sincere gratitude to Michele for her excellent and ongoing contributions to this field and for representing CALC in this capacity.

Where our clients come from: Our Satellite Areas



I am pleased to report that CALC's advocacy, alongside legal clinics across Ontario, to Legal Aid Ontario (our primary funder) regarding a fair and equitable funding model resulted in a modest increase to our annual funding. This increase will help the organization to continue providing excellent services, supporting our staff and meeting the challenges of increasing cost and complexity of need in our community.

At a Special Membership meeting in September, Members adopted a resolution put forward by the Board, making various changes to CALC's Bylaws and Letters Patent to ensure compliance with the Ontario Not-for-Profit Corporations Act (ONCA) and to ensure clarity and consistency. The most substantive change involved creating a single class of voting members and limiting membership to those who are Directors on the Board of Directors. This change was made to align with current best practice for governance and risk management and to remain compliant with ONCA. The Board is committed to ensuring that CALC remains rooted in and responsive to the communities we serve. Participation in the life and direction of CALC is accomplished through continued public legal education, through social media and our semi-annual newsletter, and in various community engagement activities that CALC leads or in which it participates.

The newly adopted Bylaws also add a section that explicitly permits volunteers to sit on certain Board Committee without needing to be Directors. We encourage you to stay involved in these various ways and invite you to consider joining the Board of Directors, to help shape the present and future of CALC.

Finally, two departing Board members deserve special recognition. Peter Kerr and Morgan Foran have each served on the CALC Board for multiple terms, holding the offices of Chair and Secretary, respectively, for parts of their tenure. Thank you both for sharing your wisdom, expertise, energy, and passion during your time as Board members. We wish you the best as you continue serving our community in new ways.

Steve van de Hoef, Board Chair

Executive Director's report

I am pleased to share this year's annual report, which marks my first as Executive Director. My motto for CALC going into this year was "be a bright light". Despite a year where the high cost of living and the housing crisis continued to make things very difficult for our clients, I think we lived up to the expectation.

Bright lights, after all, do a number of important things. Like a lighthouse, they can help guide people to safety in choppy waters. Like a spotlight, they can bring attention to problems and injustices. As you'll see in the reports from our Board Chair and staff, we've done plenty of both. But more than that, we describe people as bright lights when they are inspiring- when they make a room feel better when they walk into it. The CALC staff are unquestionably exactly that. I regularly get glowing feedback from clients and community partners about their work. They are empathetic, hardworking, and always striving to do the best for our clients. They're also a humble bunch, so you won't see them brag about themselves- it's a job I'm happy to do for them. I couldn't be prouder of all the work they've done this year.

Some highlights:

- We helped 6,367 people.
- We recovered $1,627,121 dollars for our clients.
- We provided 51 workshops on a wide range of legal topics, which were attended by nearly 1200 people. We distributed hundreds of pamphlets and other public legal education materials. Tipsheets on our website were downloaded nearly 60,000 times.
- We worked on advocacy and law reforms campaigns related to the Canada Disability Benefit, raising social assistance rates, fairness in repayment of CERB and other pandemic benefits, improving access to justice at administrative tribunals, improving protections for consumers, and supporting the rights of people who are unhoused and living in encampments.

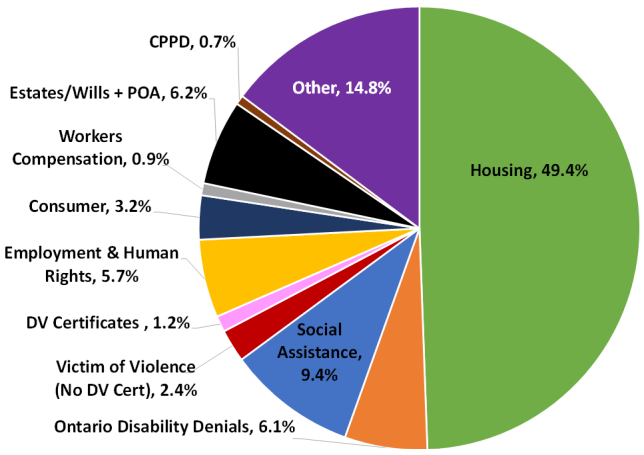
I'd also like to thank CALC's Office Manager, Director of Legal Services, and our Board of Directors for their super human levels of support this year. And a final thanks to former Executive Director Michele Leering for her work readying CALC for a transition.

We are grateful for the continued support of Legal Aid Ontario, our main funder, as well as for municipal and federal funding that has allowed us to do homelessness prevention work and to support survivors of sexual harassment and gender-based violence. The ongoing support for our work from the communities we serve is also deeply felt and appreciated.

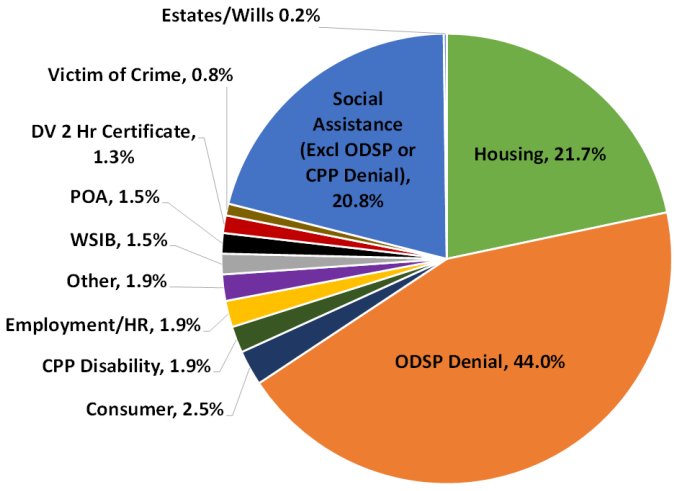
Lisa Turik, Lawyer/Executive Director

2024 Individual Client Service Statistics (Oct 2023 to Sep 2024)

% Type of legal issues - All calls for help received



% Type of legal issues - Full or Limited representation



"DV" = Domestic Violence, "CPPD" = CPP Disability Denials, "POA" = Powers of Attorney

Helping people with consumer and debt problems

We continued to get calls for help from people targeted by frauds and scams. We received an increasing number of calls about scams spread on social media, as well as complaints about predatory lenders, improper practices by collection agencies, and vehicle repair issues.

We provided legal advice and resources to empower people to solve their issues, assisted with filing complaints to the Ministry of Public and Business Service Delivery, and we represented some clients in Small Claims Court proceedings. This year we spoke to more than 130 clients and helped them save more than $52,000.

In the fall of 2023, the Ministry of Public and Business Service Delivery launched a consultation to gather feedback and explore options to address issues arising from Notices of Security Interests (NOSIs), including the harm to consumers arising from the improper use of NOSIs. Those subject to a NOSI usually needed to pay a large amount to remove the NOSI when they wanted to sell their home or access credit. NOSIs have been used in mortgage fraud schemes, and by bad actors targeting vulnerable seniors who are isolated or have disabilities. Oftentimes the NOSI was registered pursuant to a pressured sale of consumer goods such as a furnace or hot water heater.

This consultation was a welcome development as all too frequently we have clients who have unwittingly been the subject of a NOSI registration on their home. We, along with other legal clinics, filed submissions in support of proposals to better protect consumers and impose restrictions on the use of NOSIs.

On June 6, 2024, the *Homeowner Protection Act* came into effect to address the misuse of NOSIs for consumer goods. It bans the registration of NOSIs for things like furnaces and hot water heaters, and applies retroactively so that NOSIs on those consumer goods are deemed to be expired and of no legal effect. This legislative reform was an important step forward in safeguarding the rights of consumers, and in particular, vulnerable homeowners.

To strengthen the knowledge in the community about consumer problems, we continue to offer public legal education on this topic. For example this year we did a radio interview with County FM as part of an outreach program called "Outsmarting the Scammers: Helping Seniors Fight Fraud."

Karen McClellan, Clinic Lawyer

CALC IN THE NEWS

CALC celebrates 40 years of advocacy in the region

Postmedia Staff

Published Dec 04, 2023 • Last updated Dec 07, 2023 • 2 minute read

Join the conversation

[CALC's 40th Anniversary celebration - Belleville Intelligencer Dec 2023]

Serious consequences for harassing a precarious worker

Posted by Marisa Conlin on March 11, 2024

By Claire McMenemy

[Online article written by CALC lawyer Claire McMenemy - Mar 2024]

Bancroft THIS WEEK

Tudor and Cashel host Wills and Power of Attorneys Lunch and Learn

by MICHAEL RILEY

Local Journalism Initiative Reporter

Tudor and Cashel Township had a Lunch and Learn on Sept. 17 at their community centre on wills and power of attorneys, presented by Deirdre McDade of the Community Advocacy and Legal Centre. /SUBMITTED, Elain Holloway

[Bancroft This Week - Wills/POA Lunch & Learn Event held Sep 17/24]

Still fighting for real income security

Our community continued to struggle with deepening poverty this year with a lethal combination of high costs for food and housing, and an ongoing refusal by the provincial government to increase social assistance rates to adequate levels. Ontarians struggling to get by on Ontario Works (OW) saw no increase for a sixth year in a row. Individuals on OW only get $733 a month. While this is intended to cover all basic necessities including housing, food, clothing, transportation and a phone, it falls far short. Average monthly rental costs alone in our community are $1262. We would encourage everyone reading this report to join the Income Security Advocacy Centre's campaign to "Fix Ontario Works and Raise the Rates".

Another disappointment this year was the Canada Disability Benefit (CDB). As a much-anticipated new federal benefit designed to reduce poverty and support people with disabilities, the details left much to be desired. The maximum CDB benefit of $200 a month will not reduce poverty when the existing income support programs for people with disabilities puts them $11,720 below the Official Poverty Line. Eligibility for the CDB will be tied to the Disability Tax Credit, a program that is inaccessible to many because of its restrictive definition of disability. We continue to call on the federal government to build on the initial investment, and deliver on its promise to lift people with disabilities out of poverty.

During the pandemic the Social Benefits Tribunal (SBT) announced their "Digital First" approach to hearings – that is, they moved all hearings to zoom instead of holding them in-person. The SBT hears all appeals related to Ontario's social assistance programs including OW and Ontario Disability Support Program (ODSP), and we represent clients there regularly. We were concerned that our clients would be left behind as many do not have laptops, webcams, microphones, or internet and cannot participate in zoom hearings from their homes. We were pleased to see Tribunals Ontario launch an initiative in 2023 called Mobile Access Terminals (MAT) to address this tech gap. Unfortunately, none of our clinic's 33 requests for MAT have been approved, and clients without technology have to come to our office in Belleville for their hearings. Sometimes this is a very considerable distance from where they live. Through a Freedom of Information request we learned that Tribunals Ontario has never approved a request for MAT at the SBT and has no policies, procedures or guidelines for the program. We are quite skeptical of this program's ability to deliver on its promises.

Our busiest area continues to be ODSP appeals, with about 220 cases this year. About 85% of our clients were successful on their appeals. Importantly, nearly 50% of those files settled before a hearing, which saves our clients considerable stress and gets money to them faster. In total we attended 115 hearings at the SBT. We hosted 66 of these hearings in our Belleville office for clients who needed in-person support, or who lacked the technology to do their hearing from home. In total we recovered $1,155,068 in retroactive benefits for people with disabilities. On average, clients who are successful in their appeals received $575 more per month.

ODSP Success Rate	**85%**
Average Retroactive ODSP Award	**$6,210**
Total Income Security Recoveries	**$1.16 million**

CALC is also one of the eastern region representatives on the provincial Steering Committee for Social Assistance (SCSA). SCSA is an inter-clinic organization that works to be a liaison and advocate between the government, the SBT, and legal clinics on social assistance issues and law reform activities. We continued to work with SCSA to identify and address social assistance issues of systemic importance, including launching a new data collection initiative on behalf of the group.

Lisa Turik, Lawyer/Executive Director

Reaching out: Promoting legal literacy and access to justice

Our legal literacy initiatives included legal information sessions, presenting at lunch and learns, university/college classes, and conferences about our work, publishing two newsletters, and posting a variety of tipsheets and legal information on our website, as well as to Facebook and X (Twitter). Our tipsheets had over 58,000 downloads this year.

We continued to offer both in-person and virtual workshops on legal rights. These workshops are free. We provided 51 workshops to nearly 1,200 people on topics including sexual harassment at work, tenants' rights, workers' rights, wills and powers of attorney, justice & health, social assistance, as well as the types of services CALC provides. We believe that educating people about their legal rights promotes legal empowerment and is necessary for access to justice- after all, you can't exercise rights you don't know you have.

Workshops provide opportunities for participants to ask questions. We bring pamphlets, tipsheets, and materials with our contact information that participants can take home. This year we presented to many different community groups and organizations including local high schools, Loyalist College, seniors' residences, and community service providers like Quinte Immigration Services, women's shelters and the Prince Edward Learning Centre. Workshops are typically organized in partnership with a community agency or group, fostering relationships and connections with their staff.

CALC Lawyer Samuel Clements speaking at Doc Fest in Belleville, February 2024.

We attended community events such as the seniors' fair, Doc Fest (where we sponsored a film) and the "In Their Shoes" event to help raise awareness and increase people's knowledge about their rights and who to call if they need help. Any group can call us and request a free presentation on legal rights or the services we provide, or fill out our online form at https://bit.ly/CALC-Speaker.

A special thank you to Deirdre McDade, former CALC lawyer/Co-Director of Legal Services, who organized and spoke at many of our presentations this year. This work would not have been possible without her.

Carolyn Hamilton, Executive Assistant

Our Newsletter

Our semi-annual clinic newsletters were created in-house, and sent out in the spring and fall.

They were also posted to our social media accounts and put on our website.

We distributed over 1,660 copies to subscribers and clients.

64,000 Visitors to Website

Our website hits remain high. Over 64,000 individuals visited the site for the past year, an 8.5% increase. Pages viewed were over 95,000 (up 30%). Our *Emergencies—Are You Homeless* and *Write to Your MP/MPP* pages were especially popular with over 10,000 and 9,000 views each respectively.

The most popular downloads were *Tenant Privacy Rights* (9,900 downloads), *Benefits Available to People Receiving Income Support* (7,300), and *Tenant Rights When Applying to Rent* (3,800).

Reaching further with social media

As of September 30, we increased slightly with over 970 followers on X (Twitter).

Our Facebook page has also slightly increased its followers to 1,225, up 2%.

We also have a new Instagram page (calc_belleville) where we post information about gender-based violence.

Follow us to get the latest legal news, information, and upcoming events.

Supporting survivors of GBV: Your Way Forward project

Our "Your Way Forward" project at CALC, previously known as our Gender-Based Violence (GBV) project, continued to respond to needs of survivors of domestic and gender -based violence in our region, offering legal information, advice, representation, social support and crisis management. The goal of our project is to dismantle the obstacles that can hold survivors in place and leave them feeling "stuck".

2023-2024 saw an alarming upward trend of increased rates of gender-based violence in Ontario, something that began during the pandemic and isn't showing signs of slowing. Tragically, a new trend sees increased rates of femicide against young women killed by intimate partners or family members.

This serves to remind us that gender-based violence is often hidden behind closed doors. It underlines the need to reach vulnerable communities and to continue to break down barriers and stigmas that deny survivors their legal rights.

Despite very limited funding, we served over 150 clients this year. We saw increases in the number of survivors who contacted us directly, and the number of service providers who called us seeking legal information for their clients.

We strive to meet callers "where they are", offering non-judgmental, flexible and trauma-informed services in the areas that are most important to them including criminal, family, housing, social assistance, small claims and human rights law.

YOUR WAY FORWARD

We also continued our community outreach and advocacy work, including offering presentations for decision-makers and those who influence policy development.

As we look to 2024-2025, we will continue to reach out to the community to build awareness of our services. We encourage anyone who would like to learn more about our services for themselves, a client, a friend or family member to contact us.

Claire McMenemy, Clinic Lawyer

Continuing to raise awareness about sexual and domestic violence

CALC continues to have a strong presence on the Quinte Coordinating Committee Against Violence (QCCAV) - a group that promotes education, training and awareness about sexual and domestic violence. Sub-committees we support: Chloe Dick – Executive and Education/Training; Sharon Powell – Membership; Claire McMenemy – Research & Advocacy, a newer initiative spearheaded by Claire.

We once again co-sponsored our local *Take Back the Night* event with other organizations, part of a world-wide effort to end sexual violence against women and victim blaming.

We also take part annually in the *National Day of Remembrance and Action on Violence Against Women* on December 6 to commemorate the lives of the 14 women murdered in 1989 at L'École Polytechnique in Montreal.

Housing: Creating stability with a shaky foundation

For the last five years, we have reported the same thing: the rising cost of housing, and the dwindling availability of rental stock. Sadly the same was true this year, as we continued to see astronomical rents that were unaffordable for the majority of our clients and a lack of options. The fight to keep people housed continued to dominate the day-to-day work at CALC.

Requests from tenants for help with housing issues typically account for half of all requests received at the clinic, and this year was no different. Each person who contacts us for housing help gets immediately triaged by our intake team. Intake sends out timely referrals, including information where to get financial help, or resources for alternate accommodation. Tenants with urgent matters get transferred immediately to a legal worker for assistance. Tenants with less urgent matters get scheduled for a call with a legal worker within two business days.

We continued to provide Tenant Duty Counsel services at the Landlord and Tenant Board (LTB). This year we assisted more than 200 clients to understand their legal rights, negotiated resolutions with their landlord, and when appropriate, represented them at their hearings.

We saw few changes to the LTB's "digital first" approach to hearings. Hearings continued to be held over zoom. To accommodate tenants with unreliable phone or internet service, we provided hearing space in our office. However, we only have one computer available and can only offer space to tenants who arrange to use our office ahead of time.

We did see one improvement with the LTB. Half way through 2024, the LTB provided an email address for Tenant Duty Counsel to request access to tenant documents. Prior to this change, Tenant Duty Counsel had to try and provide legal advice to tenants without any information available to them, including the reason for the eviction.

Our website remained a popular destination for tenant resources. After our home page, our "Are You Homeless or About to Become Homeless" page was our most popular page. Eight out of our Top 10 tipsheets are about tenant rights. These tenant tipsheets accounted for over 30,000 downloads from our website. We continued to update these tipsheets to make them as relevant and helpful as possible.

In the community, we saw increased concern over homeless encampments. We are working with local agencies to ensure that the rights of unhoused people are respected.

As always, we are incredibly grateful for the support we receive from Hastings and Prince Edward Lennox and Addington Counties for homelessness prevention. In 2023/2024 they provided us with funding which allowed us to reach more tenants, which helped further our goal of housing retention and early intervention.

Samantha Hayward, Clinic Lawyer and Director of Legal Services

Volunteers — A great asset

We are pleased to continue to host professional students from law, nursing, and occupational therapy schools at our clinic for school placements. We were fortunate to have 8 students working with us this year.

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

Protecting workers' rights and compensating workplace injuries

Demand for workers' rights services and retained cases remained consistent with 2022/2023 levels. We were successful in recovering about $119,000 in claims related to human rights in the workplace, wrongful dismissal and Workplace Safety & Insurance Board (WSIB) claims.

We continued to have calls from workers about failure to accommodate disability in the workplace, discrimination in the workplace on the basis of disability and/or sex, sexual harassment in the workplace and breaches of employment standards including unpaid wages, as well as occupational health and safety issues.

We provided a range of services to help workers including self-help resources, legal advice, limited retainers and full representation before various adjudicative boards and tribunals, including the Ministry of Labour, Human Rights Tribunal of Ontario, Workplace Safety & Insurance Board and Workplace Safety & Insurance Appeals Tribunal.

Over the past year there were several legislative developments:

- changes to the *Employment Standards Act* including providing 'the right to disconnect' and a ban on non-compete clauses which restricted workers from finding new employment in their field after separating from an employer;
- significant increases in penalties for those violating the *Occupational Health & Safety Act*; and
- increased fines and penalties for employers abusing migrant workers such as withholding passports under the *Employment Protection for Foreign Nationals Act*.

In the Spring 2024, the Workplace Safety & Insurance Appeals Tribunal introduced procedural changes which provide shorter time frames in the appeal process and more options for alternative dispute resolution prior to hearing.

We continued to work with our community partners and local stakeholders to identify and respond to needs of vulnerable workers in the community. We regularly participated in meetings and are active in the Quinte Local Immigration Partnership (QLIP) Newcomer Workers Working Group. We also attended Quinte Employment Network meetings.

To increase our expertise and opportunities for collaboration on systemic issues, we remained active in provincial legal clinic community of practice groups including the Workers' Compensation Network, the Workers' Rights Action Group, and the employment law group. We also took steps to form an inter-clinic working group for legal workers assisting migrant workers; these cases can be quite complex given the common intersection of employment, human rights and immigration issues.

We also continued to update and add to the workers' rights-related tip sheets and other resources on our website.

Karen McClellan, Clinic Lawyer

Fostering truth and reconciliation

This year on the National Day for Truth and Reconciliation (September 30) staff undertook a variety of learning activities. One group attended an event in Market Square hosted by the City of Belleville and listened to guest speakers and musicians from Tyendinaga Mohawk Territory, including 89-year-old Wilbur Maracle, who spoke about his first hand experiences at a residential school. Other staff engaged in learning activities in the office. A key focus was on learning about how the impacts of residential schools and the process of colonialism continue to be felt by Survivors, families and communities today. Our staff showed their support by wearing their orange shirts.

Justice & Health Partnerships: Where the social determinants and Legal Health Meet

Through our Justice & Health Partnership (JHP) project, we work with local healthcare providers to identify and address legal issues impacting clients' physical, emotional, and mental health. This project is based on the understanding that the social determinants of health- including income security, housing, and employment- are significant drivers of overall health, and that there are legal solutions to many of these problems.

Our project thrived this year with 209 referrals and consultations from healthcare partners. We presented on the importance of legal health to more than 300 healthcare providers, including nursing students and medical residents. We co-presented with Community Legal Education Ontario (CLEO) in June at the Alliance for Healthier Communities' Annual Conference. The session was well-attended and participants left with practical skills on how to identify legal aspects of health problems and how to connect patients to low-barrier legal information and support.

Though we have been fortunate to have received some dedicated funding over the past 10 years to carry out specific projects related to our justice and health work, the core work has always been done off the side of our desk. We know from personal experience how difficult it is to do this work and maintain it year after year without funding. The provincial Health Justice Community of Practice has been hard at work this year looking for possible grants to support the expansion of this work in legal clinics, and we have been supporting these efforts.

We have also been providing input on a Health Harming Legal Needs curriculum for family medicine residents at three pilot sites in the Toronto-area. This project is being led by staff from the Health & Justice Program at St. Michael's Hospital Academic Family Health Team, staff from CLEO, and the University of Toronto Department of Family & Community Medicine's Health Equity Leads. The curriculum will combine asynchronous and real-time learning co-delivered by CLEO facilitators and site-based health equity leads, and will have its debut in 2025.

We also hosted nursing and occupational therapy students from Queen's University doing community development and health promotion placements as part of their coursework. This collaboration is mutually beneficial as it helps us work across the disciplines to improve patient health.

The nursing students prepared a presentation and resources for healthcare providers on human rights, discrimination and how to write strong requests for accommodation. The occupational therapy students developed a social media strategy and resources for our Gender-Based Violence project, and materials for the community on income security issues.

Lisa Turik, Lawyer/Executive Director

Demand for legal services and over $1.6 million recovered for our clients

The total number of people we helped this past year was 6,367, up 5% from last year. We formally represented 475 clients (up 19%), and attended as Tenant Duty Counsel in 197 hearing blocks (up 11%). Most people needed help with housing, income security, wills/powers of attorney, problems at work or with consumer and debt issues. We recovered over $1.6 million for our clients, conservatively estimated (an increase of 7% over last year). We also worked on more than 80 different special initiatives including outreach, legal education, community development, systemic advocacy and law reform, justice sector collaborative work and administrative improvements.

View from the frontlines

Over the past year, CALC helped 6,367 people, a 5% increase from the previous year. Each of these cases began with a contact to CALC's Intake Team. As the frontline for all of CALC's services, the Intake Team triages each new client and legal issue and assigns cases to appropriate legal staff or community referrals.

The current Intake Team consists of three Legal Assistants/Intake Workers, and a receptionist. Clients are greeted by reception, who invites them to share the reason they've contacted CALC. If it's a legal issue we can help with, clients are passed to an intake worker to complete a full interview. If it's not a legal issue we can directly help with, reception provides legal information and referrals.

Clients and service providers are able to contact us by phone, by coming in-person to our Belleville office, or by using our website intake form. CALC's service standards require that we respond to voice messages within 24 hours and website forms within 48 hours. These standards are met nearly 100% of the time.

In spring 2024, we were able to hire a full time receptionist for the first time since 2020. Reintroducing the reception role has streamlined the intake process, giving Intake Workers time to contribute to special projects that interest them or are aligned with professional development goals.

Current projects include the Gender-Based Violence Project, the Wills and Powers of Attorney Project, the Case Management and Systems Navigation Pilot Project, participating in the Ontario Project for Inter-Clinic Community Organizing (OPICCO), and assisting with the supervision of Queen's University nursing placement students.

The Case Management and Systems Navigation Pilot Project is a new venture for CALC, where an Intake Worker assists clients with tasks that are connected to or caused by their legal issues, but are not "legal" issues requiring help from a lawyer or paralegal.

This includes tasks like:

- Helping clients complete forms or make phone calls
- Helping clients find or request certain documents
- Connecting clients to other appropriate services with warm referrals

- Following up with clients to ensure they got the help they needed, or took the next step
- Fostering longer-term relationships with clients with more complex needs to ensure that these non-legal issues are being appropriately acknowledged and managed

The Intake Team attends trainings regularly to learn about other community agencies, get a better understanding of the areas of law CALC practices, and to learn about things like mental health first aid, de-escalation skills, and trauma-informed practices to help serve clients more effectively.

Most recently, two members of the Intake Team became certified in Applied Suicide Intervention Strategies Training (ASIST) to assist clients in crisis.

Members of the Intake Team also attend various provincial and community-based committees and roundtable meetings on behalf of CALC.

Chloe Dick, Housing Assistant and Intake Team Lead

Community Advocacy & Legal Centre

158 George Street, Level 1
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

2023-2024 Board of Directors

Chair	Steve van de Hoef
Vice Chair	Samantha Kompa
Treasurer	Rick Helman
Secretary	Morgan Foran/ Wendy Gale
Members	Jennifer May-Anderson
	Sheila Braidek
	Peter Dudding
	Peter Kerr
	Petra LePage

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 95% said our help made a difference in their lives.

Staff as of October 31, 2024 (full-time, part-time and special project staff)

Ahaan Azavedo	Elizabeth Bechard	Justin Chong	Samuel Clements	Dana DeMille
Chloe Dick	Carolyn Hamilton	Samantha Hayward	Karen McClellan	Deirdre McDade
Claire McMenemy	Elizabeth Mena	Taylor Minato	Lynda Morgan	Abby Nolan
Sharon Powell	Brittany Prytulka	Lisa Turik	Keith M. Villanueva	

Queen's Externs (Nursing): Danika Lapierre, Kayla Marshall, Zara Pezzin

Queen's Occupational Therapy Students: Erika Brown, Trent Sanders

Loyalist Students: Elizabeth Bechard, Megan Czernecki, Bronwyn Schroeder

From our clients:

"You guys saved my life from becoming homeless with a child. Thank you."

"Your services are very professional. I appreciate all you have done for me."

"[I] was well taken care of."

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

Legal Aid Ontario / Aide juridique Ontario

The Law Foundation of Ontario — Advancing access to justice

Hastings County — Supporting People & Our Communities

ACTO TDCP

Prince Edward-Lennox & Addington Social Services

Individual Private Donations

Government of Canada / Canada

Service Canada