

# Community Advocacy & Legal Centre



[www.communitylegalcentre.ca](http://www.communitylegalcentre.ca)

March 2025



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

Toll Free: 1-877-966-8686  
Fax: 613-966-6251  
Email: [contact@calc.clcj.ca](mailto:contact@calc.clcj.ca)

# Acknowledgement of Land

**Acknowledgement of Indigenous Land and Treaties (Hastings County):** We would like to acknowledge that the traditional land upon which we are gathered is the unceded territory of the Huron-Wendat, Anishnaabe, and Haudenosaunee Peoples.

Unjustly seized through Treaty # 27 & 27 1/4, the Rideau Purchase, in 1819 by representatives of the Crown, these lands represent Canada's colonial lineage. The colonial history of this land is not just a reflection of the past treatment of the Indigenous Peoples of Canada, but indicative of their ongoing struggle for truth and reconciliation.

We recognize the importance of truth by sharing the history of the land, and reconciliation by acknowledging our presence on this land. We are grateful for the original caretakers of these lands and waters, as their efforts gave us the opportunity to work in this community together.

To find out what territory you may be on, visit <https://native-land.ca/>.

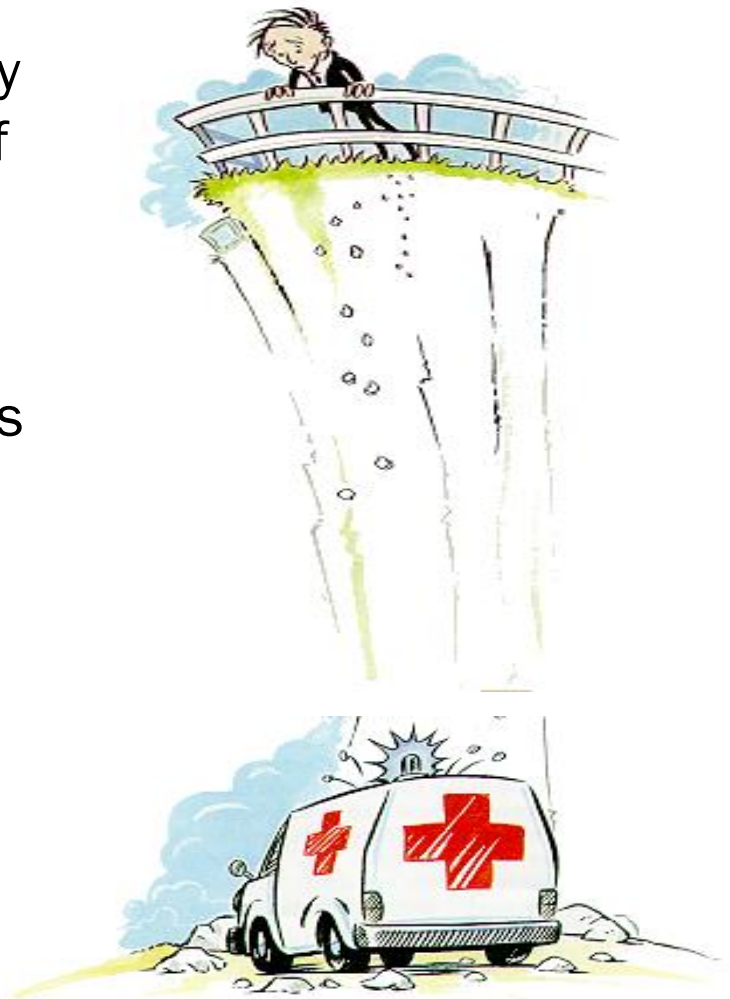
# Who We Are



- ⌘ Non-profit community legal clinic and provide FREE legal help to people living on a low income
- ⌘ Funded by Legal Aid Ontario and other partners
- ⌘ Governed by a community-based Board of Directors
- ⌘ No fees for our services

# Trusted Intermediaries

- Service providers can call us directly for legal information on the areas of law we deal with
- We provide training to service providers and trusted intermediaries
- Our Legal Health Checklist helps service providers red-flag or spot poverty law issues  
<https://communitylegalcentre.ca/tcdownloads/legal-health-awareness-poster/>



# Justice & Health Project (JHP)

CALC provides training for healthcare professionals on how to spot legal issues and how to confidently make timely referrals to appropriate legal help. See more on our website at <https://communitylegalcentre.ca/jhp/>.

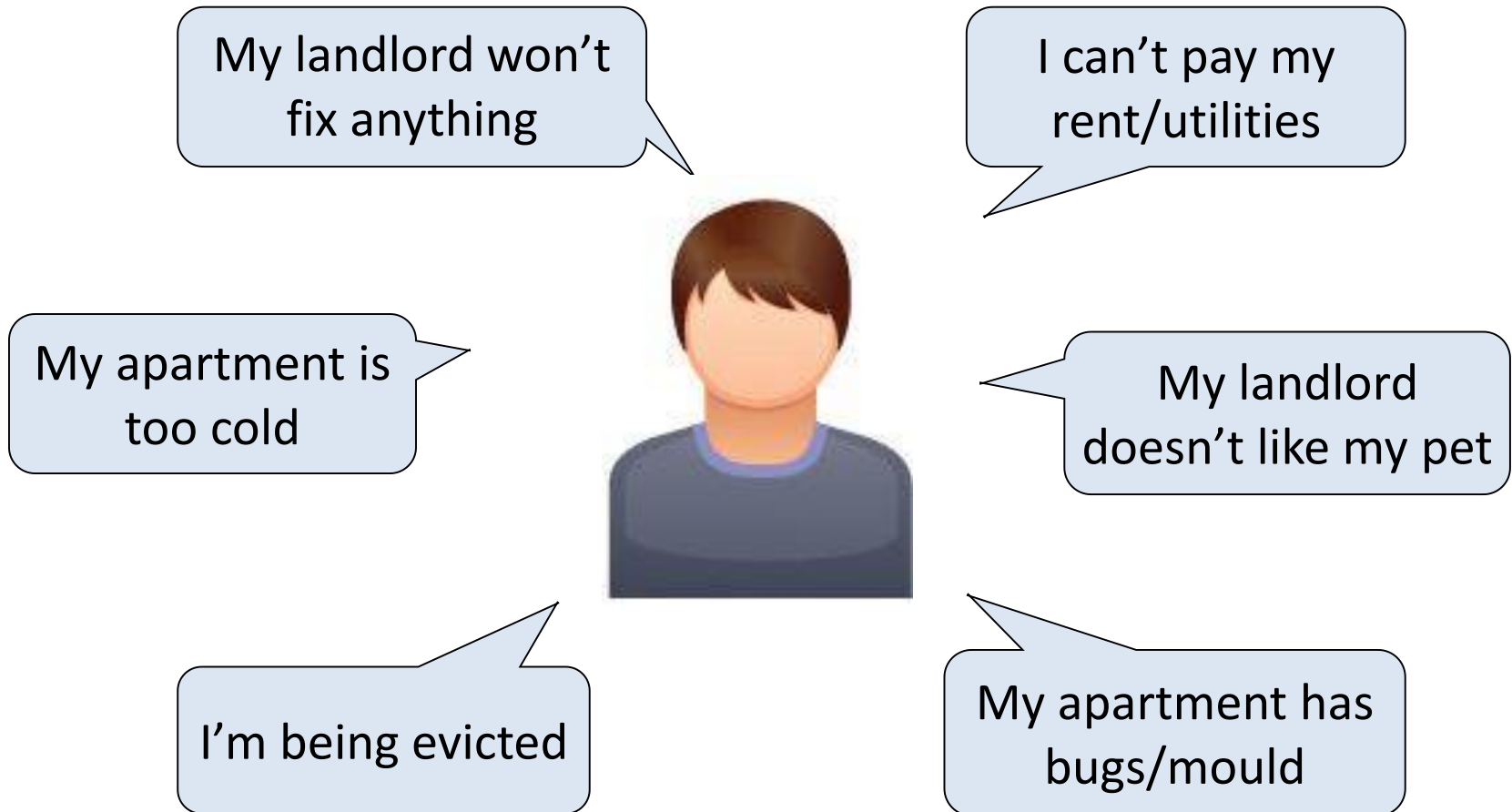
We also have a tip sheet for filling out ODSP applications and we can review applications prior to submission.

If you have a client or patient with a legal problem, You can reach us any of the following ways:

- call our service provider hotline (call with your client or by yourself)
- submit our CALC Referral Form (<https://communitylegalcentre.ca/tcodownloads/calc-jhp-referral-form/>)
- [email us](#) (link on website under Contact Us)
- tell your client or patient to call us directly for help.



# Legal Health Checklist: Housing



# Legal Help



## Housing rights: Tenants rights and obligations

- Evictions
- Maintenance & Repair
- Rent geared to income housing
- Interference with vital services
- Illegal entry
- Discrimination

# Legal Health Checklist: Income Security

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

I can't pay for my medication

I can't get EI



I was turned down for disability

I have an overpayment

I lost my job



# Legal Help



## Income Security

- Welfare/Ontario Works
- Ontario Disability Support Program
- Canada Pension Plan Disability

# Legal Health Checklist: Employment

I was hurt at work and workers' compensation won't pay me

I haven't been paid

I have been fired

I was laid off

I'm not allowed to take breaks

I'm being sexually harassed at work



# Legal Help



## Employment Rights

- Employment Insurance
- Ministry of Labour claims
- Wrongful dismissal
- Sexual harassment at work
- Workplace safety & injuries (WSIB)

# Sexual Harassment in the Workplace

- ☞ Federal government funding to provide legal information and advice to workers who have been sexually harassed in the workplace
- ☞ Project goal is to prevent and eliminate sexual harassment at work
- ☞ We provide free legal advice to all workers regardless of their income
- ☞ We also offer workshops on workplace sexual harassment to interested groups and organizations including employers



This project is funded by  Department of Justice Canada / Ministère de la Justice Canada 

## PUBLIC LEGAL EDUCATION

DO YOU WANT TO LEARN HOW TO PREVENT AND ELIMINATE SEXUAL HARASSMENT AT WORK?

DO YOU HAVE A GROUP INTERESTED IN SEXUAL HARASSMENT TRAINING?

WE OFFER **FREE** LEGAL INFORMATION SESSIONS

#EndSHIW #HealthyWorkplaces #WeCanHelp

Call **613-966-8686** or  
Email **contact@calc.clcj.ca**  
[www.communitylegalcentre.ca](http://www.communitylegalcentre.ca)



# Legal Health Checklist: Consumer & Debt

The bank froze my account

Collection agencies  
keep calling me

Someone came to my  
house and sold me  
something, and I can't  
afford to pay for it



I'm on social  
assistance and money  
has been removed  
from my bank account  
for a debt

I'm having trouble with a payday loan

# Legal Help



## Consumer Law

- Bank garnishment
- Payday loans
- Energy contracts
- Student loans

# Legal Health Checklist: Human Rights

I'm Deaf and I was not given an interpreter

I am on sick leave and my boss says I have to work

I can't get time off to care for my disabled child



I was refused an apartment because I'm on welfare

I was asked to leave a restaurant because I was breastfeeding

# Legal Help



## Human Rights & Vulnerable Communities

- Discrimination based on sex, sexual orientation or disability in the workplace
- Discrimination in housing



# Legal Health Checklist: Seniors' Issues

My son takes care of my finances, but does not give me enough money

I need a will

What is a Power of Attorney?

I am turning 65, can I stay on ODSP?



I signed something with a salesman at my door

# Legal Help



## Seniors' Issues

- Powers of Attorney
- Wills
- Elder abuse
- Consumer and debt
- Long Term Care Homes

# Gender-Based Violence

## Legal support for survivors of intimate partner and sexual violence

Have you experienced violence and/or controlling behaviors within an intimate partner relationship?

Are you unsure about what you have experienced, and would like to discuss this in a safe and confidential way?

**You are not alone. We can help. Contact CALC for:**

- Information about your legal rights and options in criminal, family and other legal areas
- Legal advice and advocacy support
- Connections to other free and affordable legal services.



# Call or Email us for help



- ☞ Client intake
- ☞ 9:00 am – 12 pm  
and 1 – 5 pm
- ☞ Toll-free hotline at  
1-877-966-8686
- ☞ Online form:  
<https://bit.ly/calc-help>

# Tenant Hotline

The screenshot shows the CALC (Community Advocacy & Legal Centre) website. The header includes the CALC logo, social media links, and a newsletter subscription. The navigation bar has links for Home, About, Legal Information, Our services, News & Events, Contact Us, and Donate. The main content area is titled 'Housing law' and includes a search bar. A text box states: 'Are you a **tenant** who needs information or help with a housing problem? [We can help.](#) Housing problems are often linked to [low income](#), [discrimination](#), and [job loss](#). [Contact us](#) to find out about your legal rights.'

1-877-966-8686

If your problem is urgent, please call our **Tenant Hotline**. We have information if you are [homeless or have a housing emergency](#).

We also have information for [landlords](#) and [homeowners](#).

Tenants in Ontario are protected by the [Residential Tenancies' Act](#). But some tenants, such as those living on Tyendinaga Mohawk Territory or those who share a kitchen or bathroom with their landlord, are not protected by this law. [Contact us](#) to find out

The screenshot shows the 'Steps to Justice' website, powered by Steps to Justice. It features a search bar and a list of topics under 'Questions about Housing Law?':

Discrimination and human rights in housing	Eviction
Eviction process at the Landlord and Tenant Board	Getting legal help in Housing Law
Laws that protect tenants	Moving out
Paying rent	Privacy and harassment
Renting a new place to live	Repairs and maintenance
Tenant applications to the Landlord and Tenant Board	

At the bottom, it says 'Your guide to law in Ontario www.stepstojustice.ca'.

The sidebar for 'Steps to Justice' features a 'TENANT HOTLINE' section with the following information:

613-966-8686 or  
1-877-966-8686  
Monday – Friday  
9:00 am – 5:00 pm

Below this, it mentions 'CALC's [Where To Go For Help](#) chart lists information and services for many legal problems'.

On Housing page  
And Housing  
Sidebars

# Tenant Duty Counsel



- ✎ We provide duty counsel to tenants at the Landlord & Tenant Board
- ✎ Most hearings are now virtual
- ✎ While we help tenants who sign up for duty counsel on the day of the hearing, it is best if you call us BEFORE your hearing!

# What We Don't Do

- Do not handle Real Estate, Family Law, Criminal Law, Wills/Estates
- Do issue urgent Duty Counsel certificates for intimate partner violence
- For criminal and family law issues call the Legal Aid Ontario Customer Service Centre: 1-800-668-8258






# Where To Go For Help Chart

☞ If we can't help you, we can tell you who can

☞ You can also check out our **Where To Go For Help** chart on our website

 <b>WHERE TO GO FOR HELP – Table of Contents</b> Click link to go to that topic: (use <b>Ctrl+Home</b> to return to index; <b>Ctrl+F</b> for keyword search)														
<a href="#">Access to Info – Privacy - Fed, Prov</a> <a href="#">Acquired Brain Injury Info &amp; Referrals</a> <a href="#">Adoption</a> <a href="#">APSW – Applying for one</a> <a href="#">Affidavits/Statutory Declarations/Notary</a> <a href="#">Alzheimer's – Help for Families</a> <a href="#">Animal Welfare</a> <a href="#">Birth Certificates (Ontario)</a> <a href="#">CERB/CRB Overpayments</a> <a href="#">Charities – Help with Legal requirements</a> <a href="#">Children's issues</a> <a href="#">Collection</a> <a href="#">Commer</a> <a href="#">Complai</a>	<b>Consumer Complaints:</b> <ul style="list-style-type: none"> <li><a href="#">Banks &amp; Investment Firms</a></li> <li><a href="#">Businesses</a></li> <li><a href="#">Cable/Satellite Services</a></li> <li><a href="#">Car Liens</a></li> <li><a href="#">Financial Services</a></li> <li><a href="#">Home Inspectors</a></li> <li><a href="#">Hydro or Gas bills</a></li> <li><a href="#">Motor Vehicle Dealerships</a></li> <li><a href="#">Telephone Services</a> (&amp; internet)</li> <li><a href="#">Transportation – Air, Rail, etc</a></li> </ul>	<a href="#">Help with forms</a> (low literacy) <a href="#">Hepatitis C Claims</a> <a href="#">HIV and AIDS</a> <a href="#">Homelessness &amp; Emergencies</a> – See <a href="#">Tenant Rights, Domestic Violence</a> <a href="#">Home Repair - Fin. Assist. for Owners</a> <a href="#">Home Schooling</a> <a href="#">Human Rights</a> <a href="#">Immigration Issues</a> (incl Refugee) <a href="#">Income Security</a> – Ontario Works, ODSP <a href="#">Income Tax</a>												
<ul style="list-style-type: none"> <li><a href="#">Account</a></li> <li><a href="#">Audiole</a></li> <li><a href="#">Canad</a></li> <li><a href="#">Childre</a></li> <li><a href="#">Chiropr</a></li> <li><a href="#">College</a></li> </ul>	<table> <tr> <td><b>Complaints – Dental Hygienists</b></td><td> <ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul> </td><td> <b>College of Dental Hygienists of Ontario</b>            1-800-268-2346  <a href="http://www.cdho.org">www.cdho.org</a> </td></tr> <tr> <td><b>Complaints – Dental Technologists (RDT)</b></td><td> <ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul> </td><td> <b>College of Dental Technologists</b>            1-877-391-2386  <a href="http://www.cdto.ca">www.cdto.ca</a> or email: <a href="mailto:info@cdto.ca">info@cdto.ca</a> </td></tr> <tr> <td><b>Complaints - Dentists</b></td><td> <ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul> </td><td> <b>Royal College of Dental Surgeons of Ontario (RCDSO)</b>            (416) 961-6555 or 1-800-565-4591  <a href="http://www.rcdso.org">www.rcdso.org</a> </td></tr> <tr> <td><b>Complaints - Denturists</b></td><td> <ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul> </td><td> <b>College of Denturists</b>            1-888-236-4326  <a href="http://www.denturists-cdo.com">www.denturists-cdo.com</a> </td></tr> </table>	<b>Complaints – Dental Hygienists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<b>College of Dental Hygienists of Ontario</b> 1-800-268-2346 <a href="http://www.cdho.org">www.cdho.org</a>	<b>Complaints – Dental Technologists (RDT)</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<b>College of Dental Technologists</b> 1-877-391-2386 <a href="http://www.cdto.ca">www.cdto.ca</a> or email: <a href="mailto:info@cdto.ca">info@cdto.ca</a>	<b>Complaints - Dentists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<b>Royal College of Dental Surgeons of Ontario (RCDSO)</b> (416) 961-6555 or 1-800-565-4591 <a href="http://www.rcdso.org">www.rcdso.org</a>	<b>Complaints - Denturists</b>	<ul style="list-style-type: none"> <li>Information/Intake for complaint investigation</li> </ul>	<b>College of Denturists</b> 1-888-236-4326 <a href="http://www.denturists-cdo.com">www.denturists-cdo.com</a>	
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<https://communitylegalcentre.ca/tcdownloads/where-to-go-for-help>



# Services in Rural and Remote Communities

Satellite offices – Call 1-877-966-8686 for an appointment



Amherstview



Bancroft



Madoc



Napanee



Picton



Trenton

**(We also meet people in Marmora, Tweed and Tyendinaga Mohawk Territory)**

# Special Services & Outreach to Deaf Community

## Services for Deaf or Hard of Hearing Clients

### How to Access Our Services



- Deaf intake guide
- Interpreters and Video Remote Interpretation
- Email access
- Bell relay

# Public Legal Education

COMMUNITY  
ADVOCACY  
& LEGAL  
CENTRE (CALC)

**B.A.F.F.L.E.G.A.B.**

Volume 31 Number 1

May 2022

## CALC and the 6th wave of COVID

It is a priority to get back out to our rural communities and Tyendinaga Mohawk Territory. So we will be traveling to reacquaint people with our services over the summer months. We will be visiting local hospices, service agencies, healthcare providers, municipal offices, constituency offices, and public libraries, among others. We are not yet seeing our clients in person outside of Belleville. Stay tuned for changes in the fall.

We will provide newly developed resources to help people understand more about their legal rights. We've got information for seniors to help them avoid financial abuse - including

We have new "legal health" posters to build awareness about legal rights and entitlements. And details about our legal awareness campaign to end sexual harassment in the workplace.



CALC's Belleville office is open for in-person services by appointment only. In an urgent situation, where a person needs our help but does not have a phone or internet access, an appointment is not needed.

We also still provide help through our extended cases of virtual legal services.

website. If you need help, please [call](#) or [email](#) us.

For clients who have virtual tribunal hearings scheduled, but no reliable internet access or a confidential and safe space, we also host these in a new hearing space we created. (Although we think our clients need in-person hearings at the Social Benefits Tribunal (SBT) and Landlord and Tenant Board (LTB), we're offering this as an interim COVID solution while we advocate for change.)

We appreciate the support of our clients, service providers, and the community as we continue to navigate these challenging times.

**CALC**  
Community Advocacy & Legal Centre

**EMPLOYMENT STANDARDS  
IN THE WORKPLACE**

Pg 1 of 2

March 2016

### LEGAL INFORMATION

The *Employment Standards Act, 2000* (ESA) sets out minimum standards of employment in most Ontario workplaces. The Ministry of Labour is responsible for enforcing the ESA.

There are many rights that have general application, but there are also exemptions to many of the minimum standards. The Ministry Fact sheets help by providing more information. Broadly speaking, employment standards rights can be broken down into the following categories:

**Payment issues:** minimum wage; termination and severance; equal pay for equal work; benefit plans

**Hours of Work issues:** vacation entitlement; hours of work, eating periods and overtime; public holidays; leaves of absence; retail business public holidays

**Administration/Enforcement issues:** continuity of employment (successor employers); posting of information; records; anti-reprisals; liability of directors; complaints and enforcement

**Other issues:** lie detectors; access to benefit plans

### ENFORCING MINIMUM STANDARDS

Newsletter

Website

Tip Sheets

Legal  
Information  
sessions

Training for  
Service  
Providers

Home About > Legal Information > Our services > News & Events > Contact Us Donate

Home - Our services - Legal education for the community - Request a Speaker

Print

## Request a Speaker

We often give legal education presentations to the public in an effort to raise the general level of legal awareness in our community. We provide information on a number of legal topics and on the role of legal clinics in Ontario. We can also arrange presentations for staff of community organizations, giving them legal tools to assist their clients. We will tailor a presentation specifically to your needs.

Please fill in the form below if you would like a member of the our staff to address your group.

Group/Organization Making Request:

Name of Contact Person:

Phone Number:

CALC helps people living on a low income in Hastings, Prince Edward and Lennox & Addington counties, and Tyendinaga Mohawk Territory.



Legal services



Legal education for the community



Helping our local community



Improving legal rights



Serving the Deaf community

# CALC on Social Media

Follow us on social media for updates on legal or clinic news



X (Twitter)

[X.com/  
CALCtweets](https://x.com/CALCtweets)



Facebook

[facebook.com/  
CommunityLegalCentre](https://facebook.com/CommunityLegalCentre)



Instagram

[www.instagram.com/  
calc\\_belleville/](https://www.instagram.com/calc_belleville/)

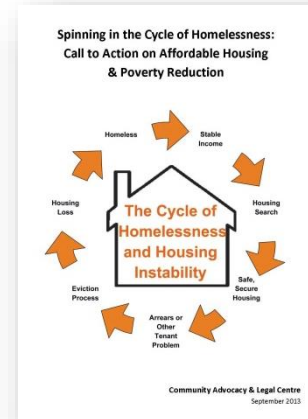
# Community Development



Affordable Housing  
Action Network  
(AHAN)



Poverty  
Roundtable



‘Spinning’  
report

# Law Reform and Systemic Advocacy

- ✎ Meeting with politicians at all levels of government
- ✎ Appellate work and test case litigation
- ✎ Advocating for changes to laws and program delivery
- ✎ Creating awareness about need for law reform
- ✎ Working with groups on law reform projects
- ✎ Preparing briefs and submissions to government bodies



# Great Resource for everyone

∞ Steps to Justice feeds on our website for every area of law

The [Steps to Justice](#) website offers step-by-step information about consumer and debt and other common legal problems.



<https://stepstojustice.ca>

# Contact Us

## Service Area:

- ☞ Hastings County (including Tyendinaga Mohawk Territory)
- ☞ Prince Edward County
- ☞ Southern half of Lennox & Addington County

## Office Locations:

- |                   |           |
|-------------------|-----------|
| ☞ Amherstview     | ☞ Napanee |
| ☞ Belleville      | ☞ Picton  |
| ☞ Bancroft        | ☞ Trenton |
| ☞ Madoc & Marmora | ☞ Tweed   |

## Main Office:

158 George Street, Belleville

**Phone:** 613-966-8686

**Toll Free:** 1-877-966-8686

**Fax:** 613-966-6251

**Email:** [contact@calc.clcj.ca](mailto:contact@calc.clcj.ca)

**Webform:** <https://bit.ly/calc-help>

