

Community Advocacy & Legal Centre



www.communitylegalcentre.ca

May 2026



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

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/tcodownloads/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

My landlord won't fix anything

I can't pay my rent/utilities

My apartment is too cold

My landlord doesn't like my pet

I'm being evicted

My apartment has bugs/mould



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 was turned down for disability

I can't get EI



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



A flyer for "PUBLIC LEGAL EDUCATION" from the Community Advocacy & Legal Centre (CALC). The flyer has a dark teal background. At the top, it says "This project is funded by" followed by the Government of Canada logo and the text "Department of Justice Canada" and "Ministère de la Justice Canada". The main title "PUBLIC LEGAL EDUCATION" is in large, bold, orange letters. Below this, there are two questions in white text: "DO YOU WANT TO LEARN HOW TO PREVENT AND ELIMINATE SEXUAL HARASSMENT AT WORK?" and "DO YOU HAVE A GROUP INTERESTED IN SEXUAL HARASSMENT TRAINING?". The next section says "WE OFFER FREE LEGAL INFORMATION SESSIONS" in white, with "FREE" in orange. Below that are the hashtags "#EndSHIW #HealthyWorkplaces #WeCanHelp" in orange. At the bottom left, it provides contact information: "Call 613-966-8686 or Email contact@calc.clcj.ca" and the website "www.communitylegalcentre.ca". The CALC logo is at the bottom right, featuring the letters "CALC" in a bold, sans-serif font with a stylized orange and white figure below it, and the text "Community Advocacy & Legal Centre" underneath. On the right side of the flyer, there is a cartoon illustration of a woman with short black hair in a bun, wearing an orange collared shirt, looking towards the left.

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 top of the CALC website. The logo 'CALC Community Advocacy & Legal Centre' is in the top left. Social media icons for Facebook, Twitter, and Google+ are next to the text 'Share'. A 'Subscribe to our newsletter' link is in the top right. A search bar is below the navigation menu. The navigation menu includes 'Home', 'About >', 'Legal Information >', 'Our services >', 'News & Events >', 'Contact Us', and 'Donate'. The main content area is titled 'Housing law' and includes a sub-header 'Home - Housing law' and a 'Print' icon. The text reads: '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.'

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

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

1-877-966-8686

The screenshot shows the 'Steps to Justice' website. The header includes 'Powered by Steps to Justice' and a search bar 'Search Steps to Justice'. The main heading is 'Questions about Housing Law?'. Below this is a grid of links: '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', and 'Tenant applications to the Landlord and Tenant Board'. The footer says 'Your guide to law in Ontario www.stepstojustice.ca'.

The sidebar is titled 'Steps to Justice' and features a dark teal box with the text: 'TENANT HOTLINE 613-966-8686 or 1-877-966-8686 Monday - Friday 9:00 am - 5:00 pm'. Below this is a white box with the text: '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

 WHERE TO GO FOR HELP – Table of Contents Click link to go to that topic: (use Ctrl+Home to return to index; Ctrl+F for keyword search)													
Access to Info – Privacy - Fed, Prov Acquired Brain Injury Info & Referrals Adoption APSW – Applying for one Affidavits/Statutory Declarations/Notary Alzheimer's – Help for Families Animal Welfare Birth Certificates (Ontario) CERB/CRB Overpayments Charities – Help with Legal requirements Children's issues Collection Commer Complai	Consumer Complaints: <ul style="list-style-type: none"> Banks & Investment Firms Businesses Cable/Satellite Services Car Liens Financial Services Home Inspectors Hydro or Gas bills Motor Vehicle Dealerships Telephone Services (& internet) Transportation – Air, Rail, etc 	Help with forms (low literacy) Hepatitis C Claims HIV and AIDS Homelessness & Emergencies – See Tenant Rights, Domestic Violence Home Repair - Fin. Assist. for Owners Home Schooling Human Rights Immigration Issues (incl Refugee) Income Security – Ontario Works, ODSP Income Tax											
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<https://communitylegalcentre.ca/tcodownloads/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



The Community Advocacy & Legal Centre (CALC)

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

Public Legal Education



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 hotspots, 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 windows and home equity loans.

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 and 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 EMPLOYMENT STANDARDS IN THE WORKPLACE
Community Advocacy & Legal Centre Pa 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-retaliation; liability of directors; complaints and enforcement

Other issues: lie detectors; access to benefit plans

ENFORCING MINIMUM STANDARDS

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

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

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 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

- Newsletter
- Website
- Tip Sheets
- Legal Information sessions
- Training for Service Providers

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/)

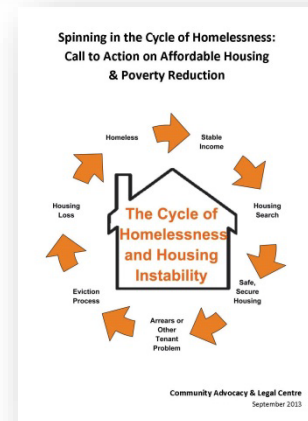
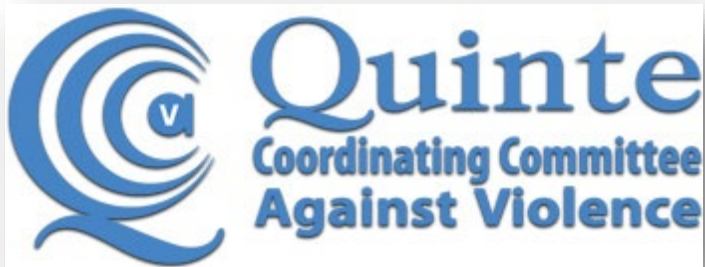
Community Development



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.



The screenshot shows the top of the Steps to Justice website. It features a dark blue header with a search bar on the right containing the text "Search Steps to Justice". Below the header, the page title "Debt and Consumer Rights" is displayed. A main heading "Questions about Debt and Consumer Rights?" is followed by a list of ten topics arranged in two columns: Bankruptcy, Buying goods and services, Credit reports and repair, Door-to-door sales, Motor vehicle repairs, Buying a used car, Collection agencies, Debt and money problems, Identity theft, and Payday loans. At the bottom of the page, there is a footer with the text "Your guide to law in Ontario www.stepstojustice.ca".

<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
- ☞ Belleville
- ☞ Bancroft
- ☞ Madoc & Marmora
- ☞ Napanee
- ☞ Picton
- ☞ Trenton
- ☞ 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

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

