

Annual Report 2010–2011

25
years



**Community Legal
Education Association**

Unknown Rights are Not Rights at All



WORKSHOPS and PUBLIC LAW CLASSES

Speakers' Bureau

CLEA operates a Speakers' Bureau of volunteers who donate their time each year to provide legal information sessions to the community on request. There is currently a panel of 114 speakers, primarily lawyers, who are prepared to deliver presentations. CLEA arranged 36 speaking events for the 2010–2011 fiscal year. This includes workshops, Community Legal Intermediary Training course presentations, and school presentations. In total, over 780 people attended these sessions. Speakers volunteered some 123 hours, giving their legal knowledge and expertise. CLEA partnered with eight schools, groups and agencies in delivering Speakers' Bureau presentations. Presentations were on 16 different topics. The most popular topics were: Wills & Estates, Family Law, and Criminal Law.

Co-Sponsored Workshops

Co-sponsored workshops are education sessions where CLEA works with a partner from the community to develop and plan a program tailored to the partner's needs, whether it is for its clients, volunteers, staff, or the general public. CLEA works with a broad variety of community organizations to reach a broad base of Manitobans. Examples of our workshop partnerships include:

Winnipeg Public Library

CLEA partnered with the Winnipeg Library for the Lawyers in the Library series. Two workshops on Wills and Estates were delivered in March.

Winnipeg Regional Housing Authority

A total of five presentations were made about Wills and Estates; two in June, one in October and two in November.

Manitoba Hydro

George Derwin, CLEA's President, delivered seven presentations, three on Wills and Estates, one on Probate and Estate Administration and three on Caring for Elderly Persons at various Hydro locations.

Law Day

We arranged speakers on Family Law and Criminal Law for the information panels available at the Court House on Law Day, April 18, 2010. The Family Law panel was held at 12:30

and the Criminal Law panel was held at 2:30. The Law Society's Equity Ombudsperson also presented information about her program. Thank you to the presenters: Brenlee Carrington Trepel, Gloria Mendelson, Norm Yusim, Kathy Bueti and Scott Cooper.

PUBLICATIONS

Publications Distribution

CLEA distributes many pamphlets, booklets and other plain language materials about the law. We distribute our own publications and also materials produced by other agencies and government departments such as The Department of Justice Canada, Manitoba Justice, Family Services and Consumer Affairs, the Library of Parliament, the Canadian Public Health Agency and the Consumer Protection Office. We have an inventory of over 120 titles, including 53 CLEA titles, 28 French and 29 bilingual titles. The most recent additions include information on fraud and information about charities and tax law. In 2010–2011, CLEA distributed 7,274 items to hundreds of individuals and agencies across Manitoba. Distributions also occurred through conferences, exhibits, and member mailings.

Displays

Each year, CLEA organizes displays of materials at a variety of events. This year, CLEA hosted exhibits at the following events: 2010 Law Day Open House (materials were displayed in both Winnipeg and Brandon), CLEA Annual General Meeting, Law Phone-In 35th Anniversary, CLEA's 25th Anniversary Dinner, CLEA's Law Conference, PLEAC Conference in Montreal, Manitoba Social Sciences Teachers' Association Special Area Group Conference, APIN's Annual Adolescent Parent's Day, and at the Legislature as part of Women's History Month and International Women's Day celebrations.

Publishing

The Manitoba Legal Services Directory

The 2011 Manitoba Legal Services Directory was published with 158 lawyers placing 466 ads in the directory. This year we continued the expansion of the law-related agencies section of the directory. Sales of the 2011 Directory will continue in 2011–2012.

CLEA's Annual Report

Copies of the 2009–2010 Annual Report were distributed to Manitoba Members of Parliament and Members of the Legislature and throughout the community on an as requested basis. The report continues to be a useful outreach and fundraising tool, as it presents CLEA's work in a readable format with a professional image.

WEBSITE

CLEA received a grant from the Manitoba Law Foundation to update our website. The main changes included an increase in the number of 'Frequently Asked Questions' from 62 to 300. We also expanded the number of topics from six to twelve. The website has both English and French sections. Visitors are able to download a publications form in order to request publications as well as download publications in PDF format. We have created a repertoire of 18 law quizzes. Work remains to be done on the Youth section. The update of the website is an on-going endeavour. In 2010–2011 we had over 30,000 visitors to our website. The website address is: www.communitylegal.mb.ca.

LAW PHONE-IN & LAWYER REFERRAL PROGRAM

Serving Manitobans as well as callers from around the world since 1975, CLEA's Law Phone-In & Lawyer Referral Program is an essential service, providing free legal information over the telephone to anyone who needs help. Many clients rely on the service as their emergency first-response team during a legal crisis. As a unified information and referral service, our program staff assesses callers' needs, provides information and makes referrals to lawyers and law-related agencies where appropriate.

In 2010, the Program handled 6,885 calls. 59% of the callers were female, 74% originated from Winnipeg. Calls from outside Winnipeg came from 212 communities all around Manitoba. 244 came from other provinces and territories, 30 from 14 states in the United States and 43 came from around the world, many of them via email: Africa, Bermuda, China, El Salvador, Ghana, India, Italy, Jamaica, Kuwait, Mexico, Morocco, The Netherlands,

Nigeria, Norway, Pakistan, Russia, Saudi Arabia, Sweden, Turkey, The United Kingdom, and United Arab Emirates. The legal issues in these international calls tended to be in the areas of Family Law, Wills and Estates and Immigration matters. Some of these callers were looking for a lawyer in Manitoba for a matter taking place in Manitoba.

In addition to telephone calls, the Program received 738 e-mails, 49 faxes, and 80 walk-in clients (even though we do not have the facilities to handle walk-in requests). Of completed calls, 38.9% of the calls were concerning Family Law, including divorce, separation, custody, access, grandparent access, adoption, guardianship, child support, spousal support, and various property issues. Also in this area of law, we received questions about domestic violence and protection orders. 12.1% of the calls were regarding Civil Law issues (including Small Claims Court). 10.6% of the calls dealt with Criminal Law (including Youth Law), 8.6% with Wills and Estates, and 5.3% were about Employment Law. The list at right shows the break-down of calls by topic.

1,095 calls resulted in referrals to one of the 129 lawyers listed with the Lawyer Referral Service. Lawyers enrolled in the service have agreed to provide a free initial half-hour consultation to clients referred to them.

In 2010, our records indicate that we received referrals from 156 different sources: various individual contacts, lawyers and law firms, MLA's and MP's, community agencies, government departments, organizations, businesses, and as a result of being listed in various publications.

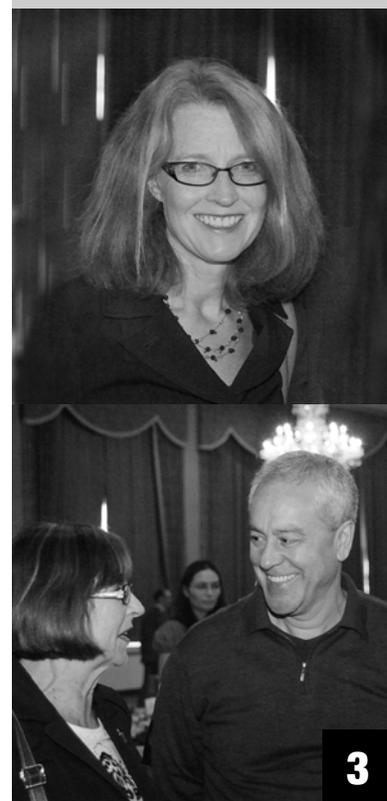
Our staff consists of two lawyers. The program operates Monday to Friday, 9 am to 4 pm. This year we were assisted by law students through the Pro Bono Students Canada program: Lynn Donnelly, Daniel Hildebrand, Abhijit Ranade, Inderjit Singh and Pavlo Tverdokhlib. We would also like to thank their supervisor, Janet Kwong.

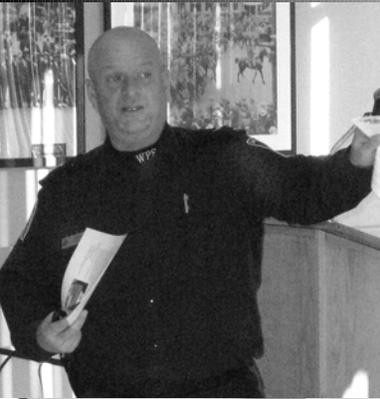
The Law Phone-In & Lawyer Referral Program can be reached at (204) 943-2305 or toll free in Manitoba, outside of Winnipeg, at 1-800-262-8800.



Completed Program Calls by Topic:

Family	2359
Other	653
Civil	573
Criminal	643
Wills	523
Employment	320
Commercial	196
Debt	108
Small Claims	194
Real Estate	114
Landlord & Tenant	157
Immigration	72
Autopac	97
Legal Aid	39
Welfare	30
Highway	36
E.I.	3





EDUCATION AND TRAINING

To keep abreast of changes in the law, the Law Phone-In lawyers and the Executive Director attended the following Law Society and Manitoba Bar Association continuing legal education seminars: Accommodation in the Workplace, Review of Lesser Known but Valuable sections of the Queen's Bench Act and Rules, Mines and Minerals, Lawyers Acting as Executors and Trustees, Privacy Law Update, Pitblado Lectures – Remedies – from Dollars to Sense, Family Law – Recent Changes to Legislation, Judicially Assisted Dispute Resolution, Children's Trusts and the Role of the Public Trustee, Estate Planning for Common-Law Couples & Blended Families, Standards of Review on Criminal Appeals, Caveat Emptor, 25 Years of Section 15, Family Law Orders & Agreements – A Deal is a deal, Manitoba Bar Association Midwinter Meeting – Aboriginal Law Primer, Impaired Driving Primer, Annual Joint Family Law Program – Refining our Focus: Putting Children First, and Code of Professional Conduct.

The Executive Director attended the annual PLEAC and Educaloï Conferences, in Montreal October 20–22. Educaloï is a public legal education organization in Montreal that focuses on web-based legal information. The theme for the PLEAC conference was Create, Collaborate, Connect. The theme for the Educaloï conference was: Explaining the Law to Others: Message Received... and Understood. Aside from the pros and cons of using plain language in the legal context, the conference explored the use of social media, and as usual, was a great place to network, compare ideas and best practices and come back with ideas that can potentially be implemented in Manitoba. The Executive Director also attended Just a Click Away, a national conference in Vancouver on the 23rd and 24th of February 2011. This conference explored the use of Web 2 tools in delivering public legal education and information.

LAW CONFERENCE

The joint CLEA/AJEFM bilingual Consumer Law Conference was held on Friday, the 18th of February 2011, at the Union Centre. The Honourable Gord Mackintosh, Minister of Family Services and Consumer Affairs brought greetings. Despite blizzard conditions outside

Winnipeg (which prevented a contingent of participants from Stonewall from attending) there were 40 attendees. The conference was very successful and the evaluations were very positive. The MC was Julien Bédard, a lawyer with Justice Canada, and former CLEA and AJEFM board member.

The French presentations were:

Le vol d'identité – Andrée Huberdeau, Police de la ville de Winnipeg

L'escroquerie – Cpl. Léo Girouard et Gendarme Raymond Girouard, Gendarmerie royale du Canada (GRC)

La Cour des petites créances – Claudette Perreault, de la Cour des petites créances

Les conseils pour les consommateurs – Dan Vankricken, de services du consommateur, Office de la protection du consommateur

The English presentations were:

Scams – Cpl. Léo Girouard, and Officer Raymond Girouard, Royal Canadian Mounted Police

Small Claims – Lynn Ranville, The Court of Queen's Bench Registry

Consumer Tips & Contracts – Dan Vankricken, Consumer Services Officer, Manitoba Consumer Protection Office

Identity Theft – Cst. Robert Jensen, City of Winnipeg Police

AJEFM CONFERENCE – IMPACT OF A CRIMINAL RECORD

AJEFM asked us to partner with them on this conference. Our role was to publicize the event. CLEA's Program Coordinator attended the conference on the afternoon of October 21st, as CLEA's representative.

INTERMEDIARY PROGRAMS and TRAINING

Community Legal Intermediary (CLI) Training Program

The CLI is a series of 11 weekly, two and one-half hour workshops that train service providers about legal issues and resources in the community. Session #29 was completed this year, with a total of nine participants completing the program and graduating. Each week involves learning about different

areas of law with the volunteer help of lawyers and presenters from Small Claims Court, the Consumer Protection Office, and Mediation Services. Sessions included: An Overview of the Legal System, Aboriginal Law, Mediation, Family Law, Criminal Law, Employment Law, Domestic Violence, Welfare Law, Youth Criminal Justice, Consumer Law, and Small Claims Court.

Advanced Community Legal Intermediary Training Program

The course consisted of six, two and one-half hour sessions on the following topics: Family Law, Criminal Law, Immigration Law, Landlord & Tenants' Rights, Wills and Estates and Debtor and Creditor Rights. Advanced CLI session #5 was completed this year with a total of ten participants completing the program and graduating.

SCHOOL PROGRAMS

Speakers in the Classroom

CLEA continues to provide volunteer lawyers as speakers in schools. In 2010–2011, two speaking engagements were coordinated, one on the topic of Criminal Law and one on Law as a Career.

PROJECTS IN 2010–2011

Charity Central Road to Accountability Workshop

We again partnered with the Legal Resource Centre of Alberta. The Legal Resource Centre had received funding from Canada Revenue Agency to deliver workshops on accountability. Our role was to recruit participants and organize the event. On March 15, 2011, San San Sy, of Charity Central, delivered a workshop: Does accountability scare you? Find your way on the road to accountability. This was an interactive workshop that explored the accountability practices of registered charities and non-profit organizations. Using a self-diagnostic tool, participants assessed their organization's current accountability practices and started to develop an action plan. The workshop was geared towards board members, Executive Directors, and senior managers of non-profit or charitable organizations. Participants also received excellent publications, including: *Road to Accountability*

Handbook and Road to Accountability Self-Diagnostics Pack. We have these publications available for distribution.

Law Phone-In Database

We received funding from The Winnipeg Foundation to create a data base for Law Phone-In. The database of information on law-related agencies and quick reference information is designed to help the staff and students better handle the large volume of calls received and catalogue resources available on-site. Once the database is completed, we will have a comprehensive electronic catalogue of resources, tailor-made for the Law Phone-In Program. The staff and students will be able to search by topic and by subtopic. The database will contain information about law-related agencies. As well, there will be summaries of information to assist in handling calls. There will also be listings of plain language publications, both hard copy and on-line publications, that exist on particular legal topics, with a short summary of the contents of the publications. Christine Mazur, who has both a legal background and a journalism background, was hired to create the database. We expect the database to be completed in the fall of 2011.

CELEBRATIONS

Law Phone-In 35th Anniversary

On August 18th we held a cake and coffee reception at Manitoba Hydro to celebrate Law Phone-In's 35th Anniversary. There were approximately 50 people in attendance, including Allan Fineblit, Q.C., CEO of the Law Society, Irene Hamilton, the Ombudsman, Mario Santos, Chair of Legal Aid's Management Council and Bruce Gammon from Legal Aid, staff from the Canadian and Manitoba Human Rights Commissions, former Law Phone-In staff: Denyse Côté and Jackie Sedor, current staff, former Law Phone-In Committee members: Allan Stewart and Reeh Taylor, Q.C., Lawyer Referral panel member, Sheldon Rosenstock, CLEA member, Peter Baumstark, Dean Lorna Turnbull, Loren Braul from Pro Bono Students Canada, CLEA board members: Dave Rondeau, Rhonda San Filippo, Grace Yu and Geof Langen as well as staff and lawyers from Manitoba Hydro. Justice Minister, Andrew Swan, brought greetings. CLEA's President, George Derwin, and CLEA's





Executive Director, Mary Troszko, made brief remarks. We would like to thank Manitoba Hydro for the use of their amazing atrium and Minister Swan for his excellent speech.

CLEA's 25th Anniversary

CLEA celebrated its 25th Anniversary with a dinner at the Marlborough on the 24th of September 2010. Julian Falconer of Falconer Charney was the Keynote Speaker. Mr. Falconer represented Maher Arar and is currently representing the family of Ashley Smith and the "Free Press Four," journalists beaten and arrested by police during the G20 summit in Toronto. Mr. Falconer's presentation focused on the importance of speaking truth to power. M.C. for the evening was Tony Kavanagh. Barbara Palace Churchill brought greetings on behalf of the Manitoba Law Foundation and Dean Scaletta brought greetings on behalf of the Law Society of Manitoba. George Derwin and J.R. Norman Boudreau brought greetings on behalf of CLEA's board. Julien Bédard represented Justice Canada.

Thank you to all who attended one or both of these events and helped us celebrate these milestones. Thank you also to our donors, sponsors and well-wishers.

ACCESS TO JUSTICE ACTIVITIES

CLEA is committed to promoting and supporting an equitable and accessible justice system that is responsive to the needs of Manitobans. We use a variety of ways to reach this objective:

1. Research and Development

We participated in an evaluation of the Access to Justice in Both Official Languages Support Fund.

2. Community Outreach

In an effort to ensure that we refer clients appropriately and that in turn clients are appropriately referred to us, in June 2010, CLEA held a third information sharing session. We invited representatives from Legal Aid Manitoba, The Consumer Protection Office, the Claimant Advisor's Office, the Worker Advisor Office and the Court of Queen's Bench for an informal information sharing session where we explained our programs, primarily the Law Phone-In & Lawyer Referral, and heard about the services offered by the participants.

3. Co-ordination

Co-ordination activities with other organizations are essential for planning efficient and effective programs. Each year, CLEA is asked to provide representatives to many community committees. This year, staff members participated on the following committees:

- Coalition for Human Equality
- Manitoba Bar Association Law Day Organizing Committee
- Legal Aid Advisory Committee
- Meeting of Women's Advisory Council
- Just a Click Away Conference Advisory Committee
- Public Legal Education Association of Canada (PLEAC) – Board of Directors (CLEA's Executive Director is currently the Past-President of PLEAC).

4. Advice and Consultation on Public Legal Education and Information Issues

CLEA is frequently approached by community groups for advice about public legal education issues. We also provide information and presentations (on request) about legal issues for volunteers and boards of directors of not-for-profit organizations as well as information on law as a career for high school students.

FUNDRAISING

Fundraising activities included sales and advertising of the Legal Services Directory and the sales of publications produced in-house: *Directors' Liabilities, Beginning and Incorporating*, the *Small Claims Guide* and *Uncontested Divorce Guide* and sales of the *Youth Criminal Justice Act Teaching Kit* as well as our two mock trials: *Jack in the Beanstalk* and *Young vs. Elder*. We also celebrated CLEA's 25th anniversary with a fundraising dinner held on Friday, September 24th at the Ramada Marlborough. The keynote speaker was well-known Toronto lawyer, Julian Falconer. A major component of Mr. Falconer's work has involved advocacy in human rights and public interest litigation.

THANK YOU

Without the support of volunteers in the community, CLEA could not do its work. In the 2010–2011 fiscal year, our Board, staff, partners and volunteers have shown how they value public legal education and the work that CLEA does. We thank all of our volunteers, partners and supporters. You are the heart of our programs and success.

VOLUNTEERS

The volunteer and in-kind support provided to CLEA each year has significant program and financial value. Each year, volunteers spend hundreds of hours organizing and taking part in events or programs. In 2010–2011, the dollar value of the time spent by CLEA volunteers is over \$35,370. This figure does not include the time spent by volunteers of CLEA's Board of Directors and the lawyer panel of our Lawyer Referral Service. We also received \$1,811 of in-kind support – meeting space, equipment and advertising.

CLEA volunteers include lawyers and non-lawyers. They give us their help through presentations, serving on our Board of Directors or committees, office/clerical assistance, event planning and support, writing, editorial review, fundraising and volunteering at Law Phone-In. We had a work-placement student from Herzing College, Sabrina Koehn, volunteering at CLEA in December. We also had a law student Alexander Burdett, through Pro Bono Students Canada, review and update the contents of our *Women in Abusive Relationships* booklet and Lynn Ranville, from the Court of Queen's Bench Registry, reviewed our *Small Claims Guide*. Without this generous support of Manitoba's legal profession and many others involved in the legal system, we would not be able to provide the kinds of programs we do.

STAFF

CLEA is fortunate to have a committed and hard-working staff with over 40 years of collective experience in public legal education and information. Our staff members in 2010–2011 were:

Mary Troszko, Executive Director

Kerri Brass, Program Coordinator

Jennifer Dunik, Law Phone-In Lawyer

Seneca Longclaws, Law Phone-In Lawyer (resigned in September 2010)

Shannon Lazell, Law Phone-In Lawyer (started in February 2011)

BOARD OF DIRECTORS

A community-based Board of Directors elected by our general membership governs CLEA. Directors are elected at the annual general meeting and hold office for a term of two years. The board is responsible for establishing appropriate policies for the overall management of CLEA. This year the board and staff held a Strategic Planning session and have been finalizing CLEA's Strategic Plan, that will set CLEA's direction until 2013–2014. The board members in 2010–2011 were:

George Derwin (President) – Lawyer, Manitoba Hydro

Heather Dixon (Past President) – Lawyer, Dixon Law Office

Ramona Tkachuk (Treasurer) – Chartered Accountant

Rhonda San-Filippo (Secretary) – Social Worker

Norman Boudreau (Vice-President) – Lawyer, Booth Dennehy (Resigned in February 2011)

Kwok Wa Ngan – Manager, Royal Bank

Nalini Reddy – Lawyer, Justice Canada

David Rondeau – Teacher, College Pierre-Elliott-Trudeau

Grace Yu – CGA, Myers Norris Penny LLP

Geof Langen – Senior Policy Analyst, Federal Provincial Unit – Manitoba Health, Acting Executive Director, Federal Provincial Unit – Manitoba Health

Eric Wach – Lawyer, Pinx & Company (Resigned in April 2011)

We bid farewell to directors: **Denyse Côté** and **Nathan Irving** at our 2010 AGM.

We would like to thank our core-funders:

Justice Canada, **The Manitoba Law Foundation** and the **Law Society of Manitoba**, our project funders: **Family Services and Consumer Affairs** and **The Winnipeg Foundation** and our project partners: the **Legal Resource Centre of Alberta** and **Association des juristes d'expression française du Manitoba**. We are also grateful for the volunteer efforts of members of the legal profession of Manitoba, and for member fees, subscriptions and donations.





MISSION STATEMENT

CLEA is a not-for-profit organization that provides public legal education and information programs to Manitobans. We believe that legal knowledge is a prerequisite to full and equal participation in our society.

The purpose of CLEA is to educate the general public with respect to the legal system, with the betterment of Manitobans as its ultimate goal, and to increase the ability of individuals (primarily those perceived to have the greatest need) to deal competently with legal issues.

Program Strategy

To meet the diverse information needs of our community, we have adopted the following objectives to help us plan our programs:

Individual Focus

To provide information about the law, legal system, sources of legal assistance and law reform in response to requests for assistance and when there is a perceived need for specific information.

Intermediaries Focus

To provide service providers and representative groups with information about the law, legal system, sources of legal assistance, and law reform in order to increase the quality of services and number of people receiving legal information from various organizations.

Access to Justice Focus

To promote and support a more equitable and accessible justice system that is responsive to the needs of Manitoba's diverse communities. To identify barriers and possible solutions to access to justice that meet these communities' needs.



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We believe people must understand the Law.