

At Community Legal Education Association (CLEA) we have been providing access to justice programming for over 38 years. We are the only sole purpose public legal education and information service in Manitoba, with a mandate to provide service to all Manitobans. We provide assistance at several points along the continuum of access to justice issues and options. Our programs help promote access to justice by fostering an understanding of our justice system. We do this by providing programs that provide information and summary advice as well as education about the law.

CLEA's core programs are: our Speakers Bureau, our annual law conference, plain language legal publication production and distribution, our website, our schools programming and

our Law Phone-In & Lawyer Referral Program. Our projects are: Workplace Sexual Harassment, Family Law Presentations, Ban on Conversion Therapy and Victims of Intimate Partner Violence.

In 2022/23, the Law Phone-In and the Workplace Sexual Harassment lawyers fielded 8,769 calls, we distributed nearly 7,000 publications, both hard copy and electronic, over 1,872 people attended our law presentations, Community Legal Intermediary Training courses, law conference, Workplace Sexual Harassment workshops, Family Law presentations, and Intimate Partner Violence presentations. Tens of thousands of people used our website and viewed our videos. In total, over 53,300 people accessed our various programs and services.

SERVICES

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 and summary advice over the telephone and by e-mail 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 summary advice and makes referrals to lawyers and law-related agencies where appropriate.

422,978 calls and e-mails since 1975

In 2022, the Program handled 8,596 calls, bringing the grand total to 422,978 since the service began in 1975. 74.2% originated from Winnipeg. Calls from outside Winnipeg came from 191 communities throughout Manitoba, primarily through our toll-free line. 376 came from other provinces and territories, 61 from 17 states in the United States and 49 came from around the world, many of them via e-mail: Australia, Brazil, China, El Salvador, Germany, India, Italy, Jamaica, Japan, Kuwait, Morocco, The Netherlands, Nigeria, Russia, South Africa, Sweden, Turkey, Ukraine, and the United Kingdom. International calls often dealt with immigration and refugee law, but also included family law matters, estates, employment law and real estate matters in Manitoba.

Calls from: 191 communities throughout Manitoba, 376 calls from across Canada, 61 from the U.S. and 49 from around the world



In addition to telephone calls, the Program received 3,063 e-mails.

COMPLETED CALLS BY TOPIC

Family Law: 2,410 (33%)	Landlord: 208 (3%)
Civil & Small Claims: 987 (13%)	Real Estate: 120 (2%)
Wills & Estates: 944 (13%)	Debt: 111 (2%)
Other: 891 (12%)	Legal Aid: 96 (1%)
Criminal & Highway Traffic: 712 (10%)	Autopac: 90 (1%)
Employment Law: 474 (6%)	Immigration Law: 90 (1%)
Commercial: 243 (3%)	EIA & Employment Ins: 24

TRENDS

Although the lawyer referral part of the Law Phone-In & Lawyer Referral Program is designed to connect callers with lawyers taking clients in specific areas of law, the intent is to also provide the most suitable solution for the caller's matter. The solution may be a lawyer referral but many matters can also be resolved with the assistance of a government agency, office, or non-profit organization. There have been more demands on these services and more referrals to our program as a result, so we often try to provide callers with multiple options that may address their legal matter, instead of, or while awaiting, other government or agency assistance.

Inquiries to our program, especially from self-represented litigants, are increasingly complex and require more time and consideration. Callers with Civil Litigation matters have contacted us for detailed information on documentary discovery, pleadings, and materials for appeal, as well as general inquiries about Civil Litigation. We have also received calls about appeals to various tribunals and about judicial review.

Family Law callers have questions about both alternative dispute resolution, such as mediation and collaborative law, as well as litigation, triage procedure, and pleadings. This procedural information is in addition to more general questions about parenting time, support, variations, and property division. We have received a number of inquiries about the procedure involved in adoption and guardianship.

497 Self-represented Litigants

Inquiries from self-represented litigants continue to grow (188 in 2019, 253 in 2020 and 377 in 2021, 497 in 2022). Most of these calls dealt with a Family Law (171) or a Civil Litigation issue (116). Eighty-three of the calls dealt with Wills, 61 with Landlord and Tenant matters and 41 with Criminal Law. Often, these were repeat callers (369 of them), calling numerous times for help with their matters. Seventy-Six of the callers indicated who referred them to us. Twenty-seven were referred by Legal Help Centre, 21 by various court offices or court officials, 13 by Legal Aid Manitoba and six by the Law Society of Manitoba.

In 2022, we made 688 referrals to the 134 lawyers on our Lawyer Referral panel. Forty-seven of these were on a Legal Aid basis. Lawyers listed on the lawyer referral panel have agreed to provide a free initial consultation of up to half-an-hour to clients referred to them.

In 2022, our records show that we received referrals from 141 different sources: various individuals, lawyers and law firms, MLAs, community agencies, government departments, organizations and businesses, as a result of being listed in various publications, through our webinars and website and even through YouTube. We've also become a resource for staff at some agencies. 1,529 of the callers identified a referral source.

TOP REFERRAL SOURCES:

Legal Aid Manitoba: 582	Court offices, judges & registrars: 63
Lawyers and law firms: 245	Consumer Protection Office: 55
Legal Help Centre: 176	Residential Tenancies Branch: 44
Law Society of MB: 116	Family Resolution Service: 41
Employment Standards: 84	

Part of providing an effective service is knowing what service or combination of services to provide. Does the person need legal information or summary advice? Do they need a referral to a lawyer for possible representation? Is there an agency or service that they can be referred to for help? This involves knowing or learning about those various services in order to make the appropriate referral. Last year, the lawyers who staffed the Law Phone-In Program referred clients to 236 agencies, government departments or other resources, in Manitoba and in other jurisdictions. The referrals made reflect the diversity of the calls.

Two lawyers are on staff at Law Phone-In, Jennifer Dunik and Charlene Thomas. Office hours are Monday to Friday, 9 am to 4 pm.

Aside from the Lawyer Referral Service in Manitoba, there are lawyer referral services in British Columbia, Alberta, the Yukon, Northwest Territories, Ontario, Quebec, Nova Scotia, Prince Edward Island and Newfoundland and Labrador. There are law phone-in services in Ontario, Prince Edward Island, Nova Scotia, and Newfoundland and Labrador.

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.

The email address is community@communitylegal.mb.ca.

"Thank you, VERY MUCH! I am very appreciative of your help! It's been invaluable on many fronts for quite a few years now..."

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. We have a panel of speakers, primarily lawyers, who are prepared to deliver presentations. We arranged presentations for Acomi, Elmwood Community Resource Centre, English Skills for Employment (EESE), Housing, Access, Transition and Support Services, Legal Help Centre, Neepawa and Area Immigrant Settlement Services, Netley School in Petersfield, Sagkeeng Health Centre Conference, St. John's High School, and Youville Community Health Centre. We arranged five presentations for the Winnipeg Public Library and presented at Law Day and Access to Justice Week. In total, 450 people attended these sessions.

Thank you to presenters and facilitators: Monica Adeler, Karen Burwash, Kathy Bueti, Alastair Clarke, Lori Colquhoun, David Davis, Jennifer Dunik, Sam Goszer, Nina Holatova, Shameem Koshy, Morgan Lawrence, Sofia Mirza, Peter Mueller, Donn Pirie, Nalini Reddy, Evan Roitenberg, Wayne Rose, Ryan Savage, Charlene Thomas, John Thullner, Mary Troszko, Tyler Warren, Victoria Weir, Brendon Yarish, and Norm Yusim.



LAW CONFERENCE

Our Annual Law Conference was a virtual conference again this year, held the week of March 20th. The theme was Legal Issues in the 21st Century. There were three sessions: Protection Orders: The Law and Process with Maury Stephensen, Crown Counsel with the Family Law Section of the Manitoba Justice Legal Services Branch, Creating a Culture of Consent in the Workplace with Sexuality Education Resource Centre (SERC), the Manitoba Federation of Labour Occupational Health Centre, and Klinic, and Changes in Family Law with Nina Holatova. 134 people attended these sessions. We would like to thank all the presenters, as well as everyone who attended.

INTERMEDIARY PROGRAMS

COMMUNITY LEGAL INTERMEDIARY (CLI) TRAINING PROGRAM - WEBINARS

Because of COVID, we transitioned the CLI Course into a series of Zoom webinars. In the spring we held a webinar on Wills and Estates.

In the fall we held seven webinars: Family Law, Consumer Law, Child Protection, Youth Criminal Justice, Employment and Income Assistance. Criminal Law, and Small Claims Court.

In the winter we held an additional two webinars: Employment Law and Copyright Law. 90 people attended the ten presentations.

We would like to thank presenters: Len Fishman, Daniel Hildebrand, David Joycey, Michael Lazar, Peter Mueller, Candace Olson, John Thullner, Brian Tischynski, Jennifer Unger, and Althea Wheeler.

ON-LINE CLI COURSE

Thanks to funding from Justice Canada, Justice Partnership and Innovation Program and with the help of CLI presenters we created an on-line CLI course. The course consists of nine modules: Introduction (information about the intermediary process, an overview of the justice system, and legal research), Dispute Resolution - Part 1, Dispute Resolution - Part 2 (Small Claims Court), Family Law, Criminal Law, Youth Criminal Justice, Employment Law, Residential Tenancies and Wills and Estates. Participants can take the entire course or the segments they are most interested in.

www.communitylegal.mb.ca/courses/community-legal-intermediary-training-course/

35 presentations attended by **564 people**



PUBLICATIONS

PUBLICATION 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 Justice Canada, and Manitoba Justice. We have an inventory of over 100 CLEA titles, including 19 French titles.

In 2022–2023, CLEA distributed 6,940 items to hundreds of individuals and agencies across Manitoba, through various mail-outs. We also displayed at the annual SAGE Conference at Daniel McIntyre and at the annual Social Justice Fair at the University of Winnipeg.

6,940 publications distributed

PUBLISHING

This year we created four new case summaries. Three are recent criminal law cases, one is a recent case about negligence liability for government bodies and is the first in the new Civil Litigation case summaries category. The case summaries include: *R. v. Bissonnette* (parole ineligibility periods), *R. v. Vallières* (fine instead of property forfeiture), *R. v. Brown* (automatism defence) and *Nelson (City) v. Marchi* (negligence liability for public bodies). We have also updated many of our existing publications including our *Young v. Elder Mock Trial Kit, Uncontested Divorce Guide, Small Claims Court Guide, Probate Guide, Estates* brochure, and *Powers of Attorney* brochure.

Law students in the Pro Bono Students Canada program have created four videos for us to accompany our *Young v. Elder* mock trial kit. We'd like to thank Abiel Kwok (lead), and Kassandra Tayerner.

Samantha Pearce, a law student through Pro Bono Students Canada translated our *Manitoba Driving Laws* brochure into French. Thank you also to Karine Pelletier, who reviewed the brochure.

The Manitoba Legal Services Directory

Work on the 2023 Manitoba Legal Services Directory began with 121 lawyers placing 351 ads in the directory. The directory will be published in 2023–2024 with sales of the directory continuing in 2023–2024. Aside from being an excellent resource, between the ad sales and directory sales, the directory continues to be a stable source of revenue.

"I just want to say thank you so much for offering these sessions. I find them so valuable. I try to attend all because they pertain to my life, so thank you kindly"

CLEA's Annual Report

Copies of the 2021–2022 Annual Report were distributed to members, volunteers, Justices and Judges of the Court of Appeal, Queen's Bench and Provincial Courts, Members of Parliament, Members of the Manitoba Legislature, funders, Law Society of Manitoba Benchers, various community and law-related agencies 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

Updating our website is an on-going project. This year we have added eleven new videos, four new case summaries, and 23 new FAQs to our website.

The new videos cover the family triage system, real estate law for first time home buyers, and rights upon detention, as well as two panel discussions: one about family law from this year's Annual Law Conference and one about law as a career. We have also added recordings from Zoom webinar sessions on the topics of Consumer Protection with Brian Tischynski of the Consumer Protection Office, Child Protection with David Joycey, Family Law with Len Fishman, Employment and Income Security with Jennifer Unger, Copyright Law with Althea Wheeler, and Criminal Law with Michael Lazar. Many thanks to all our presenters for allowing us to post these webinars online. We now have a total 63 of videos, including seven French videos.

In response to misinformation we saw surrounding last year's vaccination and lockdown protests, we have added several new questions to our FAQ section. These can be found in two new categories, "Protests" and "Government". We now have 670 questions on our FAQ page.

In 2022/23 our videos received 5,228 views. Total lifetime views of our videos - 24,643. In 2022/23 the top 10 videos viewed were: Introduction to Legal Research, How Long Does a Criminal Record Last, The Criminal Pre-Trial Process, The Criminal Trial Process (Part 1), How to Conduct Yourself in Court, Small Claims Court with Daniel Hildebrand, Handwritten Wills in Manitoba, What to Know about the Family Triage System with Norman Yusim, and What is an Enduring Power of Attorney?

63 videos on our website 24,643 total views



Our website address is: www.communitylegal.mb.ca f



We are also on Facebook, Twitter (@CLEAlegalinfo) and LinkedIn where we post information about our up-coming presentations, events, new publications and videos. Thank you to everyone who has shared and retweeted our tweets.

EDUCATION AND TRAINING

To keep abreast of changes in the law, all of CLEA's lawyers on staff routinely attend Manitoba Bar Association, Law Society of Manitoba, and other continuing legal education seminars.

Executive Director, Mary Troszko, attended the annual Public Legal Education Association of Canada (PLEAC) Annual General Meeting, conducted virtually. Victoria Weir and Carlyn Sarna attended PLEAC's Annual Conference. PLEAC is a national organization whose members provide public legal education or information programs. PLEAC's Annual Conference always provides an opportunity to share best practices in public legal education. In the face of COVID, PLEAC has been providing a series of webinars to allow members to continue to share best practices. PLEAC's website: www.pleac-aceij.ca/

SCHOOLS PROGRAMS

We believe that public legal education should begin in the schools. We continue to offer Speakers in the Classroom (a Speakers Bureau for school presentations) and we have developed materials specifically for teachers: Jack and the Beanstalk (mock trial for grade 5), Young v. Elder (mock trial kit for grade 11 and 12), YCJA Teaching kit, a series of criminal law case summaries, six Family Law Lesson plans, nine Criminal Lesson Plans and a Bail exercise. We also have a section of our website dedicated to Schools and Youth. For the past three years, the Schools and Youth section of the website was in the top ten pageviews.

PROJECTS IN 2022-2023

WORKPLACE SEXUAL HARASSMENT PROJECT (WSH)

We received funding from Justice Canada for a 5-year project, from September 2019 to March 31, 2024. The project includes setting up a WSH Hotline, creating a brochure and other materials, presenting a series of 25 workshops around the province, and creating a webinar. We hired two lawyers to staff the service. Carlyn Sarna is the Workplace Sexual Harassment Hotline lawyer and Victoria Weir is the Program Coordinator.

The Sexual Harassment Hotline was created to provide clients with a direct line to a lawyer who can provide legal advice and information. The Hotline was launched on January 21, 2020. The hotline allows callers to get in touch directly with a staff lawyer who can provide legal information, connect clients to various resources and agencies or refer callers to one of CLEA's panel lawyers. To date, the hotline has assisted over 175 clients and responded to 392 calls and emails.

The toll-free number for the Workplace Sexual Harassment Line is 1-877-226-4366. The email address is: sexualharassmenthelp@communitylegal.mb.ca

We also created a web page, which we revised this year: https://www.communitylegal.mb.ca/programs/workplacesexual-harassment-project/

Since the launch of the Workplace Sexual Harassment workshops in January 2021, we have presented 72 workshops around Manitoba. Through these workshops, approximately 828 participants in 27 communities have learned more about their rights and responsibilities in addressing sexual harassment in the workplace.

We have also distributed hundreds of copies of our WSH brochures and bookmarks to organizations across the province and nearby regions for use in their programming. We are so pleased with the reception and feedback we have received so far!

Looking forward to 2023 and beyond, we will be hosting our longawaited workshops in partnership with Consent at Work project, led by SERC, MFL Occupational Health Centre, and Klinic. We also look forward to delivering more in-person programming across the province.

FAMILY LAW PRESENTATIONS

We received funding from Justice Canada to deliver a series of virtual presentations in rural and northern Manitoba communities. The presentations focus on the recent changes to federal and provincial family law legislation, including amendments to the Divorce Act.

In 2022/23 CLEA's Family Law Project has continued to provide legal education workshops on a variety of topics including separation and divorce, corollary relief, court procedure and more. This year, we have delivered 26 presentations across 11 different Manitoban towns and communities, reaching a total of 338 attendees. We have also partnered with Infojustice Manitoba who translated the workshop presentation and helped us deliver workshops in two Francophone communities.

CONVERSION THERAPY

We produced materials - a brochure, fact sheet, and poster, as well as FAQs and a video. This project is funded by Justice Canada - Victims Fund.

VICTIMS OF INTIMATE PARTNER VIOLENCE

This year saw the roll out of the Victims of Intimate Partner Violence Project. This is part of an initiative funded by Justice Canada intended to help victims of IPV to access and navigate the legal system with the potential to improve the justice response.

Plans for the VIPV Project involve making available timely access to legal information, developing print and web resources and delivering 40 presentations about Intimate Partner Violence over the four years of the program.

Reaching out to service providers throughout the province helped us identify areas in which more education would be of most benefit. With the support of numerous service agencies and volunteer experts, between August of 2022 and March of 2023, we were able to offer 15 webinars about IPV related topics during our first year. This included in-house training sessions for front line service providers, events supported by and offered for lawyers as well as programs open to all. The presentations

attracted over 650 registrants who have overwhelmingly encouraged our efforts with positive feedback.

We have begun to build our web page devoted to Intimate Partner Violence information and resources. Accessed under the Victims of Intimate Partner Violence Project tab on the CLEA home site, this includes helpful materials from many of our webinars.

The intimate partner violence law help phone line and dedicated e-mail address are up and running, offering prompt information about applicable law and assistance in identifying available resources. Referrals to this service have come from many agencies working to assist people who have experienced IPV.

To help raise awareness about often unrecognized forms and impacts of gender based violence, we have created brochures which we have begun to circulate within the legal profession. In the next phase of distribution, these materials will be forwarded to service providers throughout Manitoba.

We are grateful for the input and enthusiasm of those with whom we have connected. In the coming year, we plan to continue with programming surrounding the need for us all to be more attuned to issues related to gender based violence and ways we can better work together to strengthen community response.



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. Community and Other Outreach

We continued to implement the suggestions from our Rural Manitoba Program Enhancement Project and have been reaching out to various agencies regarding our CLI webinars and WSH and family law workshops and Intimate Partner Violence workshops, including agencies and individuals outside Winnipeg.

- 2. Co-ordination activities with other organizations are essential for planning efficient and effective programs. This year, staff members participated on the following committees:
 - · Law Society of Manitoba Stakeholders Committee
 - Family Justice Collaboration Table
 - Manitoba Bar Association Law Day Planning Committee
 - Public Legal Education Association of Canada (PLEAC) -Board of Directors.

We also routinely meet with other organizations to explore how we can work together. We have been working with Community Unemployed Help Centre, Legal Help Centre, Infojustice, and Public Interest Law Centre to develop a joint communication strategy. The Manitoba Law Foundation provided funding for this initiative.

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

Community groups frequently approach CLEA 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.

Access to Justice is important to CLEA. Mary Troszko and Charlene Thomas participated in the session: Access to Justice Clinics and Organizations in Manitoba: Where Law Students Assist with the A2J Crisis during Access to Justice Week.

The Manitoba Bar Association awarded Mary Troszko the 2022 Access to Justice Award.



FUNDRAISING

Fundraising activities included sales and advertising of the Manitoba Legal Services Directory and the sales of publications produced in-house: Directors' Liabilities, Beginning and Incorporating, the Small Claims Guide, Uncontested Divorce Guide, My Funeral Plan, Probate Guide and sales of the Youth Criminal Justice Act Teaching Kit as well as our two mock trials: Jack and the Beanstalk and Young v. Elder. CLEA is a registered charity. All donations are very much appreciated.

"I'm writing to express my extreme gratitude to your organization on the work you do. I recently had cause to pursue a small claims case - a daunting and frankly overcomplicated process that seemed to dissuade any attempt to engage with the legal system. However, we found and ordered your small claims guide and followed up with a few conversations with your staff. To sum up, the defendant settled in terms we were very satisfied with. It was a huge relief and would not have been possible without your resources and guidance. You have made a difference for our family, and I can't thank you enough."

"Thank you!! I hope the issue is something simple and straightforward, but typically it isn't. It amazes me that you are a resource for almost everything!"

PEOPLE

THANK YOU

Without the support of volunteers in the community, CLEA could not do its work. In the 2022/23 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 2022 - 2023, the dollar value of the time spent by CLEA volunteers was over \$31,300. 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. The value of in-kind support was \$1,355, including software, meeting space and mailouts. 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, translating publications, producing videos, and fundraising.

STAFF

CLEA is fortunate to have a committed and hard-working staff with over 60 years of collective experience in public legal education and information. **Our staff members in 2022–2023 were:**















Mary Troszko, Executive Director Jennifer Dunik, Law Phone-In Supervisor Charlene Thomas, Law Phone-In Lawyer

Nina Holatova, Project Coordinator -Seniors Abuse and Family Law Presentations projects Carlyn Sarna, Workplace Sexual

Harassment Hotline Lawyer

Brendon Yarish, Legal Writer Victoria Weir, Program Coordinator, Workplace Sexual Harassment Project Lori Colquhoun, VIPV lawyer (not pictured)

We would also like to thank our bookkeeper, **Gudrun Antosh**, and administrative assistant, **Charlene Zagrodnik**.

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.

The board members in 2022-2023 were:

Sarah Thurmeier (President)

Melissa Serbin (Vice-President)

Alex Morton (Treasurer)

Mary-Ellen Wayne (Secretary)

Eldene Spencer

Gabriel Chung

Carson Chen

Katherine Olson

Karen Dyck

Norman Yusim

Brenlee Carrington-Trepel, K.C.

On October 15th of 2022, the Board and staff held a Strategic Planning Session facilitated by Barb Gemmell. CLEA will have a new strategic plan that will help guide our programs through to 2026.

FUNDERS AND OTHER SUPPORTERS

We would like to thank our core-funders: Justice Canada, The Manitoba Law Foundation, and the Law Society of Manitoba, our project funders: The Manitoba Law Foundation, Justice Canada: Victims Fund, Family Law Fund, Legal Aid Program, and our project partners. We are also grateful for the volunteer efforts of members of the legal profession of Manitoba, and for those who support us with member fees and donations.



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