



Community Legal Education Association

ACCESS TO JUSTICE

My Province: Manitoba

ENGLISH / FRANCAIS

Families Change

Guide to Separation & Divorce

Home Parents Teens Kids

Helping kids, teens and parents deal with a family break up

Parents

Help your kids deal with separation. Make decisions in the best interests of your children.

[VIEW PARENT GUIDE](#)

Teens

Guidance to help teens cope with a family break-up and move beyond the grief.

[VIEW TEEN GUIDE](#)

Kids

Kids ages 6-12: Learn about separation, divorce and the feelings you are having.

[VIEW KIDS GUIDE](#)

Family Law was an important topic in 2016–2017 for CLEA. This past year:

- We produced new resources for teachers, including six family law lesson plans,
- the theme of our 2017 Annual Law Conference was *Issues in Family Law*,
- over one third of calls to the Law Phone-In & Lawyer Referral Program were on the subject of family law, and
- we collaborated with the Justice Education Society to produce the Manitoba version of the Families Change website. This website provides age-appropriate information to help kids, teens and parents deal with a family break up. Check it out at mb.familieschange.ca!

Annual Report 2016–2017

Services

Community Legal Education Association (CLEA) is a registered charity that helps Manitobans learn about the law and our legal system. We have been providing our many services and programs, most of them free of charge, since 1984. Our programs help promote access to justice by fostering an understanding of our justice system. Some of our specific programs include:

- The Law Phone-In & Lawyer Referral Program: a free telephone legal information and lawyer referral service
- Publications written in plain language on a variety of legal topics (available online and in print)
- Free presentations about the law for community groups and schools
- Training courses about the law for community service providers
- An annual law conference
- A website featuring over 400 FAQs, and information for teachers and unrepresented litigants.

Last year, Law Phone-In fielded over 6,600 calls, we distributed over 7,500 publications, over 770 people attended our law presentations, Community Legal Intermediary courses, and law conference. Nearly 223,000 people visited our website. In total over 237,000 people were served through our various services.

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. CLEA arranged 51 speaking events for the 2016–2017 fiscal year. This includes workshops, Community Legal Intermediary Training course presentations, school presentations and our law conference. In total, 773 people attended these sessions. Speakers volunteered over 240 hours, giving their legal knowledge and expertise. CLEA partnered with various groups and agencies in delivering Speakers' Bureau presentations, including the Winnipeg Public Library, three schools, an Adult Learning Centre, two seniors' organizations, a newcomer organization, and a community resource centre. CLEA's Executive Director was part of a panel presentation at the Law Society speaking about *Self-Represented Litigants* and the *Family Law File*. Presentations were on 18 different topics. The most popular topics were: *Wills & Estates*, *Family Law*, *Older Adults & the Law*, *Immigration*, *ABCs of First Time Home Buying*, *Law as a Career* and *Youth Criminal Justice*.

Thank you to all of our presenters: Sandra Bracken, Silvana Buccini, Karen Burwash, Alastair Clarke, David Davis, Adeline Degner, George Derwin, Heather Dixon, Catherine Dunn, Len Fishman, Steven Hyman, Lesley Heinrichs, Les Heinrichs, Teresa Johnson, Tanis Jury, Tanya Keller, David King, Michael Lazar, Victoria Lehman, Sam Malamud, Alyssa Mymko, Victor Olson, Odaro Omonuwa, Dan Orlikow, Caroline Pellerin, William Pooley, Lynn Ranville, Wayne Rose, Clare Schellenberg, Jasmine Schulz, Inderjit Singh, Anita Southall, Dean Szikinger, Gerrit Theule, John Thullner, Sarah Thurmeier, Sharon Tod, Lori Van Dongen, Wendy Martin White, and Sean Young.

Winnipeg Public Library

CLEA partnered with the Winnipeg Public Library for the *Law in the Library* series. A total of 24 workshops were delivered at various

branches. We added a new topic – *Small Business and the Law*. On January 31, Jennifer Dunik and Mary Troszko appeared on CTV's Morning Live Show to promote the *Wills & Estates* presentation taking place on February 7th. It also gave us a chance to talk about CLEA's other programs.

Charleswood Library – *Wills & Estates, Older Adults & the Law*

Cornish Library – *Older Adults & the Law*

Henderson Library – *Wills & Estates*

Louis Riel Library – *Immigration Law*

Millenium Library – *Immigration Law*

Munroe Library – *Small Claims Court*

Osborne Library – *Wills & Estates*

Pembina Trail Library – *Wills & Estates, Family Law, Older Adults & the Law, Small Business and the Law*

River Heights Library – *Family Law – Separation & Divorce*

St. Boniface Library – *ABCs of First Time Home Buying, Older Adults and the Law*

St. James-Assiniboia Library – *Wills & Estates*

Sir William Stephenson Library – *ABCs of First Time Home Buying (2), Immigration Law*

Transcona Library – *Immigration Law*

West Kildonan Library – *Older Adults & the Law, Wills & Estates*

Westwood Library – *Wills & Estates*

Windsor Park Library – *ABCs of First Time Home Buying*

Law Day

The annual Law Day Open House took place at the Court House at 408 York Avenue on April 17, 2016. CLEA arranged speakers for Question and Answer sessions on *Family Law* and *Law as a Career*. The Law Society's Leah Kosokowsky spoke about the Law Society's role in protecting the public. Thank you to the presenters: Leah Kosokowsky, Caroline Pellerin and Inderjit Singh.

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 Justice Canada, Manitoba Justice, Families Department, the Library of Parliament, and Canadian Bar Association. We have an inventory of 120 titles, including 67 CLEA titles, and 40 French or bilingual titles. The most recent additions are our six family law lesson plans. In 2016/17, CLEA distributed 7,501 items to hundreds of individuals and agencies across Manitoba.

Displays

Each year, CLEA organizes displays of materials at a variety of events. This year, CLEA hosted exhibits at the following events: 2016 Law Day Open House, CLEA's Annual General Meeting, PLEAC Conference in Toronto, and the Manitoba Social Sciences Teachers' Association Special Area Group Conference (SAGE).





Publishing

The Manitoba Legal Services Directory

Work on the 2017 *Manitoba Legal Services Directory* began with 151 lawyers placing 432 ads in the directory. The directory will be published in 2017–2018 with sales of the directory continuing in 2017–2018. Aside from being an excellent resource, the ad sales and directory sales make the directory an excellent source of revenue.

CLEA's Annual Report

Copies of the 2015–2016 *Annual Report* were distributed to members, volunteers, Members of the Legislature, Justices and Judges of the Court of Appeal, Queen's Bench and Provincial Courts, funders, Manitoba Bar Association Council members, 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 endeavour. In 2016–2017, we had nearly 223,000 visitors to our website and over 2,000,000 page views. This is up from 153,000 visitors and 1,465,000 page views in 2015–2016. This year we added to our *Frequently Asked Questions* (bringing the total up to over 400) and to the materials for *Unrepresented Litigants* and for *Schools and Youth*. We had two students through Pro Bono Students Canada translate *Frequently Asked Questions* into French. Thank you to Sarah Khalil and Brittney Hoyt. Our website address is: <http://www.communitylegal.mb.ca>.

We have 14 videos on our website. To date 3,138 people have viewed our videos. The top 3 are: *How to Conduct Yourself in Court*, *Separation & Divorce* and *Overview of Civil Court Cases*. Both Legal Aid Manitoba and the Manitoba Courts link to our website. Legal Aid plays our videos and the Manitoba Courts videos in the waiting area at their application centre.

We also have a presence on *Facebook* where you can find information about our up-coming presentations, events, new publications and videos.

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 summary advice and makes referrals to lawyers and law-related agencies where appropriate.

In 2016, the Program handled 6,607 calls, bringing the grand total to over 372,000 since the service began in 1975. 55% of the callers were female, 74% originated from Winnipeg. Calls from outside Winnipeg came from 194 communities throughout Manitoba. 311 came from other provinces and territories, 41 from 15 states in the United

States and 39 came from around the world, many of them via email: China, Germany, India, Italy, Latvia, Morocco, Netherlands, Pakistan, Qatar, Saudi Arabia, South Korea, Spain, Turks & Caicos, Uganda, and the United Kingdom. The legal issues in these international calls were in the areas of Immigration Law (business people applying under the provincial Nominee program), Family Law (access issues), Pensions, and Wills & Estates.

In addition to telephone calls, the Program received 1,340 e-mails and 43 walk-in clients (even though we do not have the facilities to handle walk-in requests). Of completed calls, 35% 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 and an increasing number of child protection calls. 14.5% of the calls were regarding Civil Law issues (including Small Claims Court). 11% of the calls dealt with Criminal Law (including Youth Law and Highway Traffic), 12% with Wills and Estates, and 7% were about Employment Law. The chart shows the breakdown of calls by topic.

Completed Program Calls by Topic:

Family	2,029	35%	Autopac	110	2%
Civil & Small Claims	737	14.5%	Immigration	104	2%
Wills & Estates	702	12%	Commercial	109	2%
Criminal & HTA	624	11%	Landlord & Tenant	95	1.5%
Other	570	10%	Debt	71	1%
Employment	419	7%	Legal Aid, Welfare, EI	70	1%
Real Estate	118	2%			

In terms of trends, Family Law calls remained high at around 30% of total calls for the year. However, there has been an increase in callers intending to hire counsel for their family matter in addition to requesting information on family law. At least 25% of all family law callers requested a referral to a lawyer on our lawyer referral panel. Of the callers who were representing themselves in court, several were dealing with areas of law like guardianship or adoption where they did not have the financial means to hire a lawyer and did not qualify for Legal Aid assistance because their matter was not contested.

Wills and estates calls also stayed consistent at around 10% of all calls. In addition to requests for referrals to a lawyer to make a will or power of attorney, many callers also had concerns about the actions of a power of attorney or executor. Several callers also required information on applying for committeehip or were self-represented in an application to oppose appointment of the Public Guardian and Trustee as committee for an individual that they were previously acting for under an enduring power of attorney.

1,230 calls resulted in referrals to one of the 141 lawyers listed with the Lawyer Referral Service. 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 2016, our records show that we received referrals from 148 different sources: various individual contacts, lawyers and law firms, MLA's, community agencies, government departments, organizations, businesses, and as a result of being listed in various publications. The majority of the calls came from Legal Aid Manitoba (including Public Interest Law Centre, the Brandon Office, the Thompson Office), Legal Help Centre, Employment Standards, The Law Society of Manitoba, the Manitoba Labour Board, Age & Opportunity, 311 and various provincial government departments,

Services

particularly those under the umbrella of Manitoba Justice, including Court Offices (Small Claims and Queen's Bench). This information is based on callers self-identifying who referred them.

Two lawyers are on staff at Law Phone-In, Jennifer Dunik and Charlene Thomas. Sean Young left us in January after 5 years on staff. Office hours are Monday to Friday, 9 am to 4 pm. During the school year, we were assisted by law students through the Pro Bono Students Canada program: Joyce Sawchuk (student lead), Natalie Zamick, Samantha Gergely, Katherine Kidder, and Ryan Kaita. We would also like to thank Zita De Sousa and Richard Bars, University of Manitoba Program Coordinators.

There are lawyer referral services in British Columbia, Alberta, the Yukon, North West Territories, Ontario, Quebec, Nova Scotia, Prince Edward Island and Newfoundland and Labrador as well as in Manitoba. There are law phone-in services in 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. We also have a separate number for callers who just want a referral to a lawyer: (204) 943-3602. The email address is info@communitylegal.mb.ca.

EDUCATION AND TRAINING

To keep abreast of changes in the law, the Law Phone-In Lawyers and the Executive Director routinely attend Law Society and Manitoba Bar Association continuing legal education seminars. Staff members also attended various net-working events – WISE Breakfast, All Charities Breakfast and Law Society of Manitoba President's Reception.



L to R: Sean Young, Debra Laturus, Director of the Campaign, Jennifer Dunik and Mary Troszko at the All Charities Breakfast.

Executive Director, Mary Troszko, attended the annual Public Legal Education Association of Canada (PLEAC) conference as well as The Action Group on Access to Justice's conference *Connect Create Communicate* in Toronto, October 20 and 21st. 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. The *Connect Create Communicate* conference provided information on cutting edge initiatives in access to justice from across the country.

LAW CONFERENCE

Community Legal Education Association's Annual Law Conference took place on Friday, February 24, 2017. There were 45 people in attendance; including teachers, students, lawyers, and service

providers. Most of the participants were from Winnipeg, but there were also participants from Brandon, Dauphin, Ile des Chenes, Steinbach, Stonewall, Stony Mountain and The Pas. The conference was held at The Union Centre, 206–275 Broadway, in Winnipeg. Morris MLA, Shannon Martin brought greetings on behalf of the Honourable Heather Stefanson, Minister of Justice.

The theme of this year's conference was *Issues in Family Law*. The day began with a Keynote Address by Len Fishman of Fishman Beley. That was followed by a presentation on *Child Custody and Mobility Rights* by Catherine Dunn of Catherine Dunn Law Office. The afternoon featured a Panel – alternatives to the adversarial system featuring Ron Bewski from Family Conciliation, Diana Hildebrandt from Child Support Recalculation Service, Tracy Morrow from Family Law Branch and Shannon Breckman, Duboff Edwards Haight & Schachter Law speaking about mediation, and collaborative law. The day concluded with a presentation about *Child Protection* by David Joyce.

The venue, food and handout materials were well received. The conference evaluations, as well as the individual presenter evaluations, were very positive. We would like to thank all the presenters, our MC, Kyle Giesbrecht, Jennifer Dunik for helping out at registration and Naleway Caterers. A special thank you goes to the Joe Zuken Memorial Trust Fund for their grant.

INTERMEDIARY PROGRAMS and TRAINING

Community Legal Intermediary (CLI) Training Program

The CLI is a series of ten weekly, two and one-half hour workshops that train service providers about legal issues and resources in the community. Session 38 was completed in the fall of 2016 with a total of twelve participants completing the program and graduating. With the volunteer help of lawyers and presenters from Small Claims Court, the Consumer Protection Office, Advocacy Unit, and Mediation Services, each week involved learning about different areas of the law. Sessions included: *An Overview of the Legal System, Small Claims Court, Welfare Law, Consumer Law, Domestic Violence, Family Law, Employment Law, Criminal Law, Youth Criminal Justice, and Mediation Options*. Thank you to presenters: Lynn Ranville, Teresa Johnson, Silvana Buccini, Wayne Rose, Len Fishman, Peter Mueller, Michael Lazar, Wendy Martin White, Jasmine Schulz, and Sean Young. Thank you as well to Sean Young who introduced the speakers and made sure everything was running smoothly.

PROJECTS IN 2016–2017

Families Change

Justice Education Society of British Columbia developed *Families Change* as a national website. *Families Change* has guides to separation and divorce for kids, teens, parents and an interactive game called *Changeville*. Our role was to ensure that the section on Manitoba was accurate. We launched the Manitoba version of *Families Change* in December at our Open House.

Resources for Family Law Teachers

The Department of Justice Canada funded this project. Six lesson plans were completed on the following topics: *Separation, Divorce, Custody & Access, Child Support, Spousal Support, and Enforcing Family Law Orders*. Each lesson plan includes a summary of the area of law, case summaries, relevant legislation, discussion questions,

suggested activities and evaluations and answer keys.

We would like to thank Candray Mehkary for reviewing the lesson plans for legal accuracy and Sandi Wagner for agreeing to focus test them with her law class.

Everyday Law Videos

We started work on *Everyday Law Videos* – 20 videos dealing with common legal misconceptions. Aside from the videos, we will develop fact sheets that will be available online and in hard copy. The Winnipeg Foundation funded this project.

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

Staff members attended the Community Unemployed Help Centre's Annual General Meeting, International Women's Day celebrations at the Legislature and WISE Manitoba's Annual Persons Day Breakfast.

Law Phone-In staff presented information about the Lawyer Referral program to the CPLED Students at the Law Society and did an orientation for Legal Help Centre's summer students.

2. 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:

- Manitoba Bar Association Law Day Organizing Committee
- Law Society of Manitoba Stakeholders Committee
- Law Society working group on Public Education and Information
- Joint Committee
- Family Justice Resource Centre
- Public Legal Education Association of Canada (PLEAC) - Board of Directors.

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

Community groups and others frequently approach CLEA for advice about public legal education issues. This year we provided input to the Manitoba Law Reform Commission on their report dealing with Small Claims Court.

We continue to participate on the Law Society's Access Stakeholders Committee. The mandate of this committee is to: share ideas, information and best practices on access; learn what is already being done and identify gaps; coordinate efforts to avoid duplication and explore opportunities for partnerships.

CLEA and ACCESS TO JUSTICE

The term "access to justice" has been used more often in the past few years in light of the various reports put out by the National Action Committee on Access to Justice. What has struck us at CLEA is that everyone has a slightly different definition of access to justice. To some, access to justice means access to legal representation – if everyone had a lawyer, they would have access to justice. To others, access to justice means access to the court system. If everyone knew

the court rules and court procedure, they'd have access to justice. Still others view access to justice as an opportunity to train law students by providing them with clinical experience, thus ensuring the continuation of a well-trained legal profession.

We at CLEA have always favoured a continuum of services. To us, access to justice means access to legal representation (we do operate a lawyer referral service) as well as access to information about the court rules and procedure (we have produced many guides and other resources and Law Phone-In has seen an increase in these kinds of questions). For over a decade we have had students from Pro Bono Students Canada assisting at Law Phone-In, where we have tried to teach them about alternatives to the court system and proportionality.

However, we believe that access to justice is more than just access to representation and the courts. Access to justice includes access to legal information in an understandable form, so that when members of the general public have a legal problem, they have somewhere to turn. Many people will never go to court, but they will have a consumer problem; they will want to prepare a will, a power of attorney and a healthcare directive; they will buy a home or rent and they will be employees. They may encounter a problem that requires some sort of dispute resolution, but generally the subject matter or the quantum makes the court system impractical. We believe that legal information and education in our schools is very important. We also appreciate the fact that Manitoba is a vast province and try our hardest to reach all Manitobans.

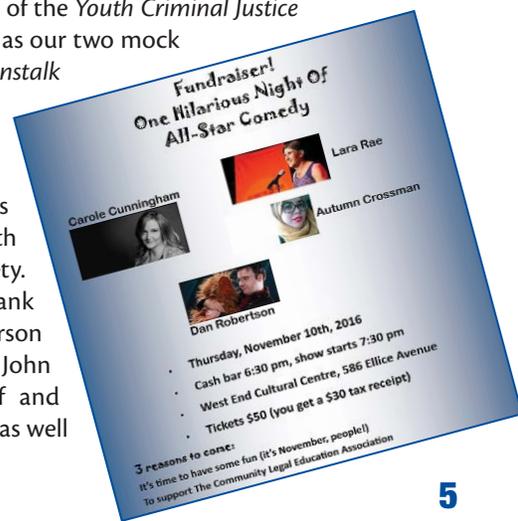
CLEA's motto is: "Unknown Rights are not Rights at all!" For over three decades we have been a reliable source of legal information for the residents of Manitoba, both for those involved in the court process and for those who are not, as well as for teachers, students and service providers.

There is a popular misconception that there are many agencies in Manitoba that provide access to justice services. In reality, most of these agencies field inquiries and refer people to the very few existing agencies that provide access to justice services, of which CLEA is one. In reality, these agencies are better able to field the inquiries they receive because of CLEA's publications, website and Law Phone-In & Lawyer Referral Program.

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*.

On November 10th we held our fifth Comedy Show Fundraiser, this year in partnership with the John Howard Society. We would like to thank John Hutton, Gerry Pearson and Aiden Enns and John Howard Society's staff and board for all their help, as well



Services

as the venue – West End Cultural Centre, the caterer, Megan Bowman who designed the programme, our programme sponsors – Andrew Swan, Robert Falcon Ouellette, and Fillmore Riley LLP, as well as the talented performers: Lara Rae, Carole Cunningham, Dan Robertson, Angie St. Mars, Andy Noble and everyone who attended or gave a donation.

CLEA is a registered charity as well as being registered with the All Charities Campaign. All donations are very much appreciated.

Financials

Complete Financial Statements available upon request.

Community Legal Education Association (Manitoba) Inc. STATEMENT OF OPERATIONS and CHANGE IN NET ASSETS Year ended March 31, 2017

REVENUE	2017 BUDGET	2017 ACTUAL	2016 ACTUAL
The Manitoba Law Foundation	\$ 110,000	\$ 110,000	\$ 110,000
Justice Canada	70,000	81,000	95,582
The Law Society of Manitoba	67,000	67,000	67,000
The Winnipeg Foundation	–	5,000	–
The Justice Education Society of BC	–	–	2,000
Project administration fees	5,000	–	–
Donations	2,500	2,067	2,909
Fundraising	10,000	2,975	3,250
Interest income	–	64	7
Memberships & Registrations	6,000	6,589	5,212
Directory Advertising	12,000	10,725	15,625
Sales	5,000	2,863	4,752
Small Business Job Credit – CRA	–	635	631
	\$ 287,500	\$ 288,918	\$ 306,968

EXPENSES	2017 BUDGET	2017 ACTUAL	2016 ACTUAL
Accounting fees	\$ 3,000	\$ 2,757	\$ 3,757
Bank charges	225	338	254
Board and committees	2,000	638	963
Bookkeeping	2,800	2,890	2,201
Dues and memberships	–	259	263
Equipment purchase, repair & rentals	4,500	1,812	3,402
Facilitators	350	242	5,231
Fundraising expense	2,500	127	–
Insurance	1,400	2,839	2,867
Occupancy	25,000	14,781	15,589
Postage and delivery	4,000	4,138	4,520
Professional fees	12,950	6,109	7,523
Programming (non-salary)	11,700	10,763	9,372
Project Expenses (Schedule 1)	–	152,832	168,539
Promotion	2,000	151	3,326
Salary and benefits	196,000	77,204	77,049
Staff training	5,000	2,170	2,370
Sub-contracts	300	229	–
Supplies	4,575	4,709	3,458

Telephone	7,200	888	1,383
Travel	2,000	2,196	1,591
	287,500	288,072	313,658
Surplus of revenues over expenses	–	846	(6,690)
Unrestricted net assets, beginning of year		(6,315)	375
Unrestricted net assets, end of year		\$ (5,469)	\$ (6,315)

Community Legal Education Association (Manitoba) Inc. SCHEDULE 1 – PROJECT EXPENSES Year ended March 31, 2017

PROJECT EXPENSES	2017 ACTUAL	2016 ACTUAL
Fundraising – Comedy Show	\$ 1,870	\$ 2,679
Law Conference expenses	1,646	1,181
Families Change	–	2,000
Equipment purchases	326	–
Contract writers	16,000	–
Website Expansion / Justice Canada Project	252	25,183
	20,094	31,043
LAW PHONE-IN		
Board and committee expenses	79	–
Memberships	279	263
Occupancy	8,099	7,476
Postage and courier	–	8
Professional fees	7,287	11,298
Salary and benefits	108,639	109,749
Staff training	2,277	3,247
Telephone	6,078	5,445
Travel	–	10
	132,738	137,496
	\$ 152,832	\$ 168,539

WHAT PEOPLE SAY ABOUT US:

Annual Law Conference: “I have always enjoyed my day at this conference. Usually there is too much info for the length of day!”

Speakers’ Bureau, Immigration Law: “The presenter was very good and expert in this area. The information we received during the session is really very useful and informative.”

CLI Training Program: “For me it was very useful information that I didn’t know and that’ll apply at my workplace. Great presenter with lots of knowledge about the subject matter.”

Annual Law Conference: “The knowledge presented by all speakers. They touched on so many valid issues and were very informative during questioning.”

Speakers’ Bureau, Wills & Estates: “I’ve been to these presentations before and this was the best! Informative and very clearly presented.”

Law Phone-In & Lawyer Referral Program: “I just want to say thank you to the staff at the Lawyer Referral Service. The lawyer you referred to me a year ago was just fantastic. She helped immensely. Thank you so much for your time during my calls.”

THANK YOU

Without the support of volunteers in the community, CLEA could not do its work. In the 2016 - 2017 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 2016–2017, the dollar value of the time spent by CLEA volunteers was over \$52,000. 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 \$2,200.

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.

STAFF



CLEA is fortunate to have a committed and hard-working staff with over 50 years of collective experience in public legal education and information. Our staff members in 2016–2017 were:

Mary Troszko, Executive Director

Jennifer Dunik, Law Phone-In Lawyer

Sean Young, Law Phone-In Lawyer (to January 2017)

Charlene Thomas, Law Phone-In Lawyer (started March 2017)

Charlene Zagrodnik, Administrative Support (term)

We would also like to thank our bookkeeper, **Gloria Gordon**, and legal writer **Helen Cholakis**.

OUR FUNDERS

We would like to thank our core funders: **Justice Canada**, **The Manitoba Law Foundation** and **The Law Society of Manitoba**, our project funders: **Justice Canada – Supporting Families Fund**, **The Winnipeg Foundation** and **The Joe Zuken Memorial Trust Fund**, our project partners: **Justice Education Society of B.C.** and the **Winnipeg Public Library**, especially **Kirsten Wurmman**, who was our contact with the libraries, and our fundraising partner: **John Howard Society**. We are also grateful for the volunteer efforts of members of the legal profession of Manitoba, and for member fees, subscriptions and donations.

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 2016–2017 were:

Kyle Giesbrecht (President) – Chartered Accountant

Dean Szikinger (Vice-President) – Lawyer, Zaifman Immigration Lawyers

Jodi Ryzowski (Treasurer) – CPA, CGA

Megan Bowman (Secretary) – Restorative Action Centre Co-ordinator, Mediation Services

Terence Tsoi – Manager, Royal Bank (resigned September 2016)

Randean Kopytko – Neighbourhood Immigrant Settlement Worker with Seven Oaks Neighbourhood Resource Network

Frank Reeves – Teacher, President River East Transcona Teachers Association

Lia Baksina – Staff Officer, Manitoba Teachers' Society

Stacey Soldier – Lawyer, McNicol Bourcier

Julia Ryckman – Articling Student, Pitblado LLP

Darren Grunau – Law Student, University of Manitoba



Front row L to R: Stacey Soldier, Jodi Ryzowski (Treasurer), Darren Grunau. Back row L to R: Frank Reeves, Kyle Giesbrecht (President), Lia Baksina, Julia Ryckman and Megan Bowman (Secretary). Missing: Dean Szikinger (Vice President) and Randean Kopytko

Unknown Rights are Not Rights at All

MISSION STATEMENT

CLEA is a charitable organization that provides legal information to Manitobans. We believe that legal knowledge is necessary for full and equal participation in our society.

CLEA develops programs and resources especially to work with communities where there are understood needs. These services help individuals better understand our legal system and how to resolve their legal issues.

1. 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 and sources of legal assistance in response to requests.

- **Intermediaries Focus**

To provide service providers and representative groups with information about: the law, legal system, sources of legal assistance, and law reform.

2. Access to Justice Focus

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

WHAT PEOPLE SAY ABOUT US:

Annual Law Conference: "Great learning experience over the years. Well organized and priced for a day conference."

CLI Training Program: "The presenter was very knowledgeable, interesting and engaging with the class. She was obviously very passionate about the subject and was highly enjoyable & straight-forward."

Annual Law Conference: "The conference kit materials are very helpful to strengthen the knowledge of family law. I'm sure it will assist me in my daily work."

Law Phone-In & Lawyer Referral Program: "Information received was clear and concise. Lawyer was knowledgeable on subject and able to give helpful advice."



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