

Community Legal Education Association

*Promoting
Access
to* **JUSTICE** *for over* **30** *years*

Annual Report 2014–2015

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 107 speakers; primarily lawyers, who are prepared to deliver presentations. CLEA arranged 70 speaking events for the 2014–2015 fiscal year. This includes workshops, Community Legal Intermediary Training course presentations, and school presentations. In total, over 950 people attended these sessions. Speakers volunteered over 344 hours, giving their legal knowledge and expertise. CLEA partnered with 12 various groups and agencies in delivering Speakers' Bureau presentations, including the Winnipeg Public Library, three schools, and three newcomer organizations. We arranged a speaker for a webinar on Family Law for MIRSSA (Manitoba Immigrant and Refugee Settlement Sector Association). Presentations were on 19 different topics. The most popular topics were: *Wills & Estates*, *Older Adults & the Law*, *Family Law*, *Immigration* and *Real Estate*.

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 Public Library for the Law in the Library series. A total of 28 workshops were delivered at various branches:

Charleswood Library – *Wills & Estates*

Fort Garry Library – *ABC's of First Time Home Buying*

Louis Riel Library – *Wills & Estates*

Millennium Library – *Immigration Law, Older Adults & the Law*

Munroe Library – *Immigration Law*

Osborne Library – *Older Adults & the Law*

Pembina Trail Library – *ABC's of First Time Home Buying, Older Adults & the Law, Renting in Winnipeg, Immigration Law, Wills & Estates, Family Law*

River Heights Library – *Older Adults & the Law*

Sir William Stephenson Library – *Immigration Law, Renting in Winnipeg*

St. James Assiniboia Library – *Immigration Law*

St. John's Library – *Older Adults & the Law, Wills & Estates*

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

West End Library – *ABC's of First Time Home Buying*

West Kildonan Library – *Immigration Law*

Westwood Library – *Wills & Estates*

Windsor Park Library – *Older Adults & the Law, Wills & Estates*

Thank you to presenters: Victoria Lehman, Steven Hyman, Dean Szikinger, Sharon Tod, Robert Arthur, Karen Burwash, Dan Orlikow, Tyler Warren, David Davis, John Thullner, Kelly Harrison, Lorraine Scollin, Tim Lach, Benjamin Nkana Bassi, William Pooley, Adeline Degner, Sam Malamud, David King, Lesley Heinrichs and Tanis Jury.

Law Day

The annual Law Day Open House took place at the Court House at 408 York Avenue on April 13, 2014. CLEA arranged speakers for Question and Answer sessions on Family Law and Law as a Career. The Law Society's Equity Ombudsperson, Brenlee Carrington Trepel, also presented information about her program. Thank you to the presenters: Brenlee Carrington Trepel, Ed Rice and Inderjit Singh.

We would also like to thank all of our other presenters not previously mentioned: Catherine Dunn, Sandip Sett, Greg Hawrysh, Saheel Zaman and Shameem Koshy.

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, Family Services and Housing, the Library of Parliament and Canadian Bar Association. We have an inventory of over 115 titles, including 71 CLEA titles and 48 French or bi-lingual titles. The most recent additions include the reprint of *Court Orders for Your Protection* (English and French) and a series of Family Law fact sheets based on our recently completed videos, as well as the Canadian Bar Association's *Legal Health Checks*. In 2014–2015, CLEA distributed 7,506 items to hundreds of individuals and agencies across Manitoba. Distributions also occurred through conferences, exhibits, and member mailings. This also included distribution of electronic copies of publications.



Displays

Each year, CLEA organizes displays of materials at a variety of events. This year, CLEA hosted exhibits at the following events: 2014 Law Day Open House, CLEA's Annual General Meeting, PLEAC Conference in Fredericton, Manitoba Social Sciences Teachers' Association Special Area Group Conference (SAGE), and CLEA's Law Conference.

Publishing

The Manitoba Legal Services Directory

Work on the 2015 *Manitoba Legal Services Directory* began with 174 lawyers placing 502 ads in the directory. The directory will be published in 2015–2016 with sales of the directory continuing in 2015–2016. Aside from being an excellent resource, between the ad sales and directory sales, the directory continues to be an excellent source of revenue.

CLEA's Annual Report

Copies of the 2013–2014 *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

The update of the website is an on-going endeavour. In 2014–2015 we had over 130,000 visitors to our website and over 986,000 page views. This is up from over 122,000 visitors, and over 717,000 page views in 2013–2014 and 54,000 visitors and over 222,000 page views in 2012–2013. The website address is: www.communitylegal.mb.ca.

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 2014, the Program handled 6,276 calls, bringing the grand total to over 360,000 since the service began in 1975. 56% of the callers were female, 74% originated from Winnipeg. Calls from outside Winnipeg came from 204 communities throughout Manitoba. 236 came from other provinces and territories, 57 from 21 states in the United States and 20 came from around the world, many of them via email: Australia, Brazil, Germany, India, Nigeria, Pakistan, The United Kingdom, and West Africa. Most of these people were calling about family matters (for example wanting to vary a Manitoba order). A few were calling looking for an Immigration lawyer.

In addition to telephone calls, the Program received 1,259 e-mails, 6 faxes, and 86 walk-in clients (even though we do not have the facilities to handle walk-in requests). Of completed calls, 41% 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. 12% of the calls were regarding Civil Law issues (including Small Claims Court). 10% of the calls dealt with Criminal Law (including Youth Law and Highway Traffic), 9% with Wills and Estates, and 9% were about Employment Law. The chart shows the breakdown of calls by topic.

Completed Program Calls by Topic:

Family	2,285	41%	Real Estate	94	2%
Civil & Small Claims	694	12%	Commercial	90	2%
Criminal & HTA	554	10%	Immigration	66	1%
Employment	508	9%	Autopac	63	2%
Other	499	9%	Debt	63	1%
Wills & Estates	488	9%	Legal Aid, Welfare, EI	36	1%
Landlord & Tenant	116	2%			

In terms of trends, there has been a noticeable increase in calls on child protection, from 79 in 2013 to 93 in 2014. An additional 191 calls involved some mention of Child and Family Services even though the main focus of the call was not child protection. These calls may have been classified as family law, criminal law, or employment insurance. Calls on wills have also increased from 416 in 2013 to 488 in 2014. A greater number of these callers also had questions about powers of attorney and committeeship. There were more

inquiries about general insurance matters, including employment insurance. We received no calls solely on employment insurance in 2013, but in 2014 received 7 inquiries. Family law, criminal law, and landlord and tenant calls also have increased in 2014, while general civil litigation calls have decreased. The number of inquiries from unrepresented litigants continues to increase. These callers need more resources and take more staff time to deal with.

1,413 calls resulted in referrals to one of the 133 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 2014, our records indicate that we received referrals from 110 different sources: various individual contacts, lawyers and law firms, MLAs, community agencies, government departments, organizations, businesses, and as a result of being listed in various publications. The largest source of referrals came from Legal Aid Manitoba, Employment Standards Branch, Legal Help Centre, The Law Society of Manitoba, the Manitoba Labour Board, various court offices and various provincial government departments, particularly those under the umbrella of Manitoba Justice.

Two lawyers are on staff at Law Phone-In, Jennifer Dunik and Sean Young. Office hours are Monday to Friday, 9 am to 4 pm. We were assisted by law students through the Pro Bono Students Canada program: Sam Thomson (student lead), Evan Amabile, Amrita Sidhu, Paul Geisler, Omri Plotnik, Sharu Ratnajothy and Adam Myers. We would also like to thank Julia Ryckman and Anna Solmundson, University of Manitoba Program Coordinators.

Aside from the Lawyer Referral Service in Manitoba, 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. There are law phone-in services in Prince Edward Island, Nova Scotia, and Newfoundland.

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 are members of the Manitoba Bar Association and routinely attend Law Society and Manitoba Bar Association continuing legal education seminars.

Law Phone-In Lawyer, Sean Young, attended the annual Public Legal Education Association of Canada (PLEAC) conference – *Making a Difference – The Impact of Law Information on Access to Justice*, in Fredericton, September 18 and 19. Sean participated on a Panel: *Helping the Helpers Identify Legal Problems*, where he explained Manitoba's approach to training Community Legal Intermediaries.

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.

LAW CONFERENCE

Community Legal Education Association's Annual Law Conference took place on Friday, February 27, 2015. There were 36 people in attendance; including teachers, students, lawyers, and service providers. Most of the participants were from Winnipeg, but there

Honourable Peter Bjornson



were also participants from Fisher Branch, Gimli, and Stonewall. The conference was held at The Union Centre, 206–275 Broadway, in Winnipeg. Lawyer and former CLEA President, George Derwin was the Master of Ceremonies. The Honourable Peter Bjornson, Minister of Education and Advanced Learning, brought greetings.

The theme of this year's conference was *Issues in Employment Law*. The day began with an overview of Employment Law by Ryan Savage, a lawyer with Taylor McCaffrey LLP. That was followed by a presentation on *Accommodation in the Workplace* by Sarah Lugtig, Director of Experiential Learning at the Faculty of Law at the University of Manitoba. The afternoon featured a session about *Workplace Harassment* by Pamela Clarke Consulting, Workplace Lawyer & Investigator. The day concluded with a Panel: *Employment Law Related Resources*, featuring Azim Jiwa, Executive Director of the Manitoba Human Rights Commission, Jay Short, Manager of Special Investigations Unit at the Manitoba Employment Standards Branch and Mike Blackburn, Worker Advisor at the Manitoba Worker Advisor Office.

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, George Derwin, Annalise Erkelens for designing the programme, Sandi Wagner and Jennifer Dunik for helping out at registration and Sean Young for moderating the panel.

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 35 was completed this year and session 36 was held in the fall, with a total of fourteen participants completing the program and graduating. With the volunteer help of lawyers and presenters from Small Claims Court, the Consumer Protection Office, 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, Lorrie Makar, Silvana Buccini, Wayne Rose, Len Fishman, Peter Mueller, Michael Lazar, Wendy Martin White, Lori Van Dongen, Alia Harb, and Andrew Wychnenka. Thank you as well to Agapi Mavridis who introduced the speakers and made sure everything was running smoothly.

We also completed Session #6 of the Advanced CLI Course. The Advanced course is a seven week course that covers the following topics: Criminal Law (Part 2), Wills and Estates, Immigration Law, Family Law (Part 2), Debtor and Creditor's Rights, Residential Landlord and Tenant Law, and Privacy Law. Ten participants graduated from the course. Thank you to presenters: Michael Lazar, George Derwin, David Davis, Len Fishman, Karen Wittman, Kelly Harrison and Nancy Love.

SCHOOL PROGRAMS

Criminal Code Exchange

Often teachers have asked us whether we have any old Criminal Codes they could use in their classrooms. So, we decided to start a Criminal Code exchange. The legal profession was asked to donate "old" Criminal Codes so that we could distribute them to teachers who requested them. Thank you to David Gray from Manitoba Justice – Public Prosecutions, Mr. Justice Michel Monnin of the Manitoba Court of Appeal, Manitoba Justice, Victim Services, the Legislative Counsel's Office, the Winnipeg Justice Library, Legal Aid Manitoba, the Law Society of Manitoba, and Bev Froese of Public Interest Law Centre who donated Criminal Codes. Over the three years that we have been operating the Criminal Code Exchange, 56 Criminal Codes have been distributed to teachers in Austin, Barrows, Beausejour, Dauphin, East St. Paul, Elkhorn, MacGregor, Marius, Morris, Notre Dame des Lourdes, Ohanly, Portage la Prairie, Rivers, Rosenort, Russell, St. Laurent, Stonewall, Teulon, The Pas, as well as Winnipeg.

PROJECTS IN 2014–2015

Narrated Power Points

We received a grant from The Winnipeg Foundation to produce a total of 14 power point presentations. We ended up producing 15 narrated power point presentations which correspond in large measure, with the types of calls handled by the Law Phone-In & Lawyer Referral Program. On average, at least one-third of the calls deal with family law matters. Therefore, nine of the power points are on family law topics:

- marriage
- separation/divorce
- annulment
- names and change of name
- custody and access
- grandparents' rights
- child support
- spousal support
- division of property

The number of unrepresented litigants is increasing. For example, in the courts, half of the litigants in Family Law matters are unrepresented. The Law Phone-In & Lawyer Referral Program is also experiencing the impact of unrepresented litigants. Calls from unrepresented litigants take more time to answer and often involve unrepresented litigants calling multiple times, as their matter progresses through the court system. Therefore, the topics of the narrated power points correspond with the areas of procedure in which calls and e-mails are received:

- initiating family law court proceedings
- family law case conferences
- interim relief in family matters
- first appearance in court for a criminal law matter
- an overview for civil cases
- how to conduct yourself in court

We decided to produce narrated power points, so that we would have an alternative medium to address the legal information needs of people who may have literacy issues and are not able to access the Frequently Asked Questions section of our website, but would bene-

fit from narrated information. The 15 power points were launched as videos on YouTube on November 18th and 20th. There were 580 views to the end of March 2015. The top three videos were Separation and Divorce, Overview of Civil Court Cases and How to Conduct Yourself in Court.

Expansion of Website

We received funding from Justice Canada's Supporting Families Fund. The funding is for fiscal 2014/15 and fiscal 2015/16. The funding will allow us to expand the *Unrepresented Litigants* section of our website by adding an on-line guide about enforcing financial and custody/access obligations, adding another 100 FAQ's dealing with Family Law and Family Law Procedure, translating the scripts from 7 of our narrated power points into French and formatting all 15 scripts as fact sheets available for download on our website.

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

The Public Legal Education Association of Canada undertook a research project, the objective of which was to develop common outcome measures for public legal education and information activities. All of the members of the Public Legal Education Association of Canada were involved in the project, either by taking part in interviews or as part of the project's advisory committee, or both.

2. 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 LEAF Manitoba's 24th Annual Persons Day Breakfast. Staff met with representatives from NISW and MIRSSA to discuss joint projects.

Presentations were made to the Manitoba Bar Association Council, the CPLED Students, Legal Aid management and Management Council.

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:

- Manitoba Bar Association Law Day Organizing Committee
- Legal Aid Advisory Committee
- PLEI Connect Advisory Committee
- Public Legal Education Association of Canada (PLEAC) – Board of Directors. CLEA's Executive Director is currently the Treasurer.

4. 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.

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.

Access to Justice continues to be an important theme. The Action Committee on Access to Justice in Civil and Family Matters has produced its final report – *A Roadmap for Change*. The report sets out six guiding principles for change:

1. Put the Public First
2. Collaborate and Coordinate
3. Prevent and Educate
4. Simplify, Make Coherent, Proportional and Sustainable
5. Take Action
6. Focus on Outcomes

Put the Public First:

At CLEA we have always put the public first. They are the ones that our programs are aimed at and designed for. One of our mottos is: "Unknown right are not rights at all," another is "The law belongs to the people."

Collaborate and Coordinate:

We try, whenever possible, to collaborate with other organizations and agencies. This past year we worked with various partners, including the Winnipeg Public Library and Pro Bono Students Canada.

Prevent and Educate:

The public benefits from having legal information so they can understand their rights and to help them decide whether to pursue those rights. They also benefit from information on process.

CLEA provides legal information and summary advice through a variety of services:

- **The Law Phone-In & Lawyer Referral Program** – staffed by lawyers who understand the problems being described and can provide information and summary practical advice about next steps, refer matters to other services where appropriate and refer matters to a lawyer for an initial consultation, where appropriate.
- **Website** – over 300 Frequently Asked Questions on a variety of legal topics, as well as downloadable publications.
- **Speakers Bureau** – we arrange speakers, on request, for community groups and schools on a range of legal topics.
- **Annual law conference.**

There is a benefit to having well-trained intermediaries that can recognize legal problems and make appropriate referrals.

CLEA provides intermediary training through our Community Legal Intermediary Training Courses – these courses increase the capacity of intermediaries to recognize a legal problem and make them aware of various resources.

Legal education in schools would be an excellent way to prevent and educate. CLEA has produced publications for use by teachers and students and arranges speakers, on request, for schools. We also host an annual law conference that is attended by teachers.

Simplify, Make Coherent, Proportional and Sustainable:

CLEA adheres to the principles of plain language. We try to make the law understandable to the general public in all of our programs. We've recently expanded our repertoire to include videos to make our information accessible to those who may have language or literacy issues.

We produce legal publications on a variety of topics: family law, wills & estates, immigration, employment, criminal law, youth criminal jus-

Services

tice, not-for-profit corporations, welfare law, and domestic violence. Information should be understandable and available for self-represented litigants.

CLEA has a variety of self-help booklets: *Probate Court Guide*, *Uncontested Divorce Guide*, *Small Claims Guide*, *Beginning & Incorporating a Not-for Profit Corporation*. We have also done work on contract for Manitoba Family Services that resulted in the *Guide for Grandparents and Extended Family Members Applying for Access* being produced.

Take Action:

CLEA already offers many programs that fall within the recommendations of the various access to justice working groups and we are prepared to continue to offer these services and if possible expand them.

Focus on Outcomes:

In 2014–2015 between our legal presentations, the Law Phone-In & Lawyer Referral Program, publication distribution and our website, we served over **145,500** members of the public.

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 April 7th we held our third Comedy Show Fundraiser in partnership with the Gas Station Arts Centre. We hope that this will continue to be a successful fundraising initiative for us.

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

Community Legal Education Association (Manitoba) Inc. STATEMENT OF OPERATIONS and CHANGE IN NET ASSETS Year ended March 31, 2015

REVENUE	2015 BUDGET	2015 ACTUAL	2014 ACTUAL
The Manitoba Law Foundation	\$ 110,000	\$ 111,330	\$ 110,000
Justice Canada	70,000	90,688	79,898
The Law Society of Manitoba	65,000	65,000	62,000
The Winnipeg Foundation	–	12,000	4,000
Project administration fees	5,000	–	–
Donations	3,000	3,117	2,422
Fundraising	7,000	6,900	4,500
Interest income	–	49	–
Memberships & Registrations	7,500	5,560	5,678
Directory Advertising	10,000	7,725	9,875
Sales	6,500	4,757	5,474
	\$ 284,000	\$ 307,126	\$ 283,847

EXPENSES	2015 BUDGET	2015 ACTUAL	2014 ACTUAL
Auditor	\$ 3,400	\$ 3,747	\$ 3,614
Bank charges	300	158	194
Board and committees	2,200	450	712
Bookkeeping	2,200	2,316	2,149
Dues and memberships	–	246	540
Equipment purchase, repair & rentals	4,000	1,801	6,293
Facilitators	320	–	–
Insurance	1,355	2,412	1,305
Occupancy	23,575	15,540	15,294
Postage and delivery	4,000	3,645	3,525
Professional fees	11,795	6,358	1,198
Programming (non-salary)	11,380	12,394	13,054
Project Expenses (Schedule 1)	12,500	181,213	145,880
Promotion	1,000	158	1,122
Salary and benefits	188,575	65,034	76,216
Staff training	3,900	2,529	2,425
Sub-contracts	300	167	165
Supplies	3,600	3,064	3,106
Telephone	7,100	–	4,930
Travel	2,500	775	1,123
Website	–	2,499	–
	284,000	304,506	282,845
Surplus of revenues over expenses	–	2,620	1,002
Unrestricted net assets, beginning of year		(2,248)	(3,250)
Unrestricted net assets, end of year		\$ 372	\$ (2,248)

Community Legal Education Association (Manitoba) Inc. SCHEDULE 1 – PROJECT EXPENSES Year ended March 31, 2015

PROJECT EXPENSES	2015 ACTUAL	2014 ACTUAL
Fundraising – comedy show	\$ 2,552	\$ 2,504
Law Conference expenses	1,836	3,716
PowerPoint contract writer	8,561	4,000
Strategic planning	1,684	–
Website Expansion / Justice Canada Project	21,087	232
Youth Criminal Justice Act brochure	–	4,214
	12,743	39,983
LAW PHONE-IN		
Board and committee expenses	–	160
Copying	1,000	–
Goods and Services Tax	–	830
Memberships	246	240
Occupancy	7,476	6,950
Professional fees	8,054	7,507
Salary and benefits	118,778	109,254
Staff training	2,472	2,586
Telephone	7,147	2,294
Travel	320	1,393
	145,493	131,214
	\$ 181,213	\$ 145,880

Complete Financial Statements available upon request.

THANK YOU

Without the support of volunteers in the community, CLEA could not do its work. In the 2014–2015 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 2014–2015, the dollar value of the time spent by CLEA volunteers was over \$54,435. 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 \$2,100.

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 2014–2015 were:

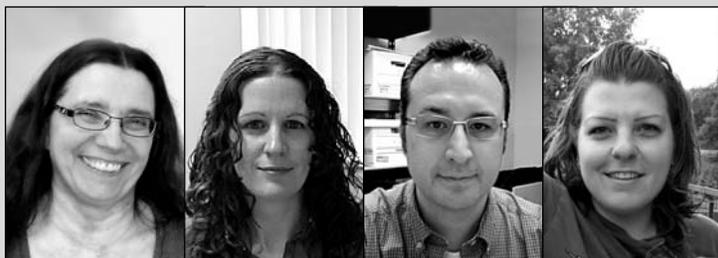
Mary Troszko, Executive Director

Jennifer Dunik, Law Phone-In Lawyer

Sean Young, Law Phone-In Lawyer

Charlene Zagrodnik, Administrative Support (term)

We would also like to thank our bookkeeper, **Gloria Gordon**, and legal writers **Helen Cholakis** and **Andrea Collins-Fitzpatrick**.



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 2014–2015 were:

Geof Langen (President) – Acting Executive Director Federal Provincial Unit of Manitoba Health

Tracy McMahon (Vice-President) – Lawyer, D'Arcy & Deacon LLP

Kyle Giesbrecht (Treasurer) – Chartered Accountant

Haas Pandya, Q.C. – Retired Lawyer, Community Volunteer

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

Sandi Wagner – Teacher, Windsor Park Collegiate

Terrence Tsoi – Branch Manager, Royal Bank

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

Frank Reeves – Teacher, President River East Transcona Teachers Association



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**, and **The Winnipeg Foundation**, our project partner: **Winnipeg Public Library**, especially **Kirsten Wurmman**, who was our contact with the libraries, and our fundraising partner: **Gas Station Arts Centre**, in particular their Executive Director, **Mykola (Nick) Kowalchuk**. We are also grateful for the volunteer efforts of members of the legal profession of Manitoba, and for member fees, subscriptions and donations.

NICE THINGS PEOPLE HAVE SAID ABOUT US:

Law Conference: "Very well run. Good pace, space, food & engaging speakers."

Law in the Library: "Very informative and pleasant atmosphere. Thank You!"

"Topic very relevant to me. I liked the way the presenter answered questions in a very detailed & comprehensive manner."

Law Phone-In & Lawyer Referral Program: "Thank you for the referral. I am very pleased and satisfied with the interview! Excellent service!"

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. Program Strategy

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.



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Community Legal Education Association (Manitoba) Inc.

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CLEA is a not-for-profit corporation and a registered charity (118870732RR0001) and has been in existence since 1984.

NICE THINGS PEOPLE HAVE SAID ABOUT US:

Law Conference: "Guest speakers were informative, interesting and well balanced in presenting the information."

Law in the Library: "Great presentation! So much information imparted in 90 minutes!"

"Excellent that these programs are offered. Would definitely like to see more. Will be watching the library website for future programs."

Law Phone-In & Lawyer Referral Program: "I appreciate this service. I was able to obtain the information I was seeking in a timely manner."

Empowering People to Understand the Law

