

Acting as a Resource to the Community

CLIA provides legal information, education and resources to the community through presentations and workshops. This year, we conducted 57 presentations with a total of 1,839 participants. We staffed displays at the PEI Teacher's Federation Annual Conference, the Biz2Biz Expo, East Prince Seniors' Initiative Grandparents Conference, PEI Court of Appeals Legal Information sessions, and others.

CLIA serves as a valued resource to community and government organizations. We assisted 338 professionals who had legal questions or needed copies of publications. Many clients disclosed that they were referred to us by other agencies.

Community Partnerships and Committees

CLIA participates in many local, regional, and national networks, committees and community partnerships:

- Victim Services Advisory Committee
- PEI Child Sexual Abuse Advisory Committee (Treasurer)
- PEI Literacy Alliance
- Atlantic Community Safety Association (Director)
- Public Legal Education Association of Canada (Director)
- Law Foundation of PEI
- Law Society of PEI
- Greater Charlottetown Area Chamber of Commerce
- PEI Advisory Council on the Status of Women (Vice-Chair)
- Mi'Kmaq Confederacy of PEI, Aboriginal Justice Program
- PEI Association for Newcomers to Canada
- Premier's Action Committee on Family Violence Prevention
- PEI Human Rights Commission
- Native Council of PEI
- PEI Senior Citizens' Federation—Voice for Island Seniors
- PEI Seniors' Secretariat
- Seniors Safety Program
- PEI Interministerial Women's Secretariat
- PEI People First
- PEI Citizen Advocacy
- CoopZone Legal Network (Director)
- PEI Family Violence Prevention Services
- RCMP and municipal police services across PEI
- Justice Options for Women
- Le Groupe consultatif communautaire Évangéline
- National Collaborating Centre for Determinants of Health
- Canada and China International Business Newspaper
- PEI Community Sector Network
- United Way of PEI
- PEI Court of Appeal Public Education Initiative
- East Prince Seniors Initiative, Grandparents' Group
- Community Foundation of PEI

Projects

Answering the Call for Legal Information – The Next Generation:

Funded by the Law Foundation of Ontario and the Law Foundation of PEI. In collaboration with UPEI, CLIA developed a curriculum for training post-secondary students to provide accurate legal information by telephone and email. Six youth were trained and successful trainees have begun part-time work with CLIA.

Best Interests of the Children in Custody & Access: The course provided information about family law to parents who are going through a custody and access dispute. Clients learned about court costs, procedures and forms, alternative dispute resolution options, and the importance of the best interests of the children. This project was funded by The United Way of PEI and has been completed.

Power of Attorney Kit: A properly written power of attorney document can protect seniors from financial abuse. CLIA is creating a legally viable and easy to use Power of Attorney kit. Funded by Seniors' Secretariat of PEI.

Family Violence Awareness Week Launch “Resistance & Resilience – Music for Victims”: This song and poetry project was funded by Justice Canada. CLIA hosted a musical event celebrating the strength of victims, resilient communities, and the services available to victims. Spokespersons from different agencies, organizations, and community groups who specialize in supporting victims and preventing crime attended as local musicians and poets showcased the art they created on a theme of victims of crime.

Grandparents Parenting on PEI: In consultation with grandparents in the community, CLIA created a resource booklet for grandparents who act as parents to their grandchildren: *Grandparents Parenting on PEI / Élever ses petits-enfants à l'Î.-P.-É.* Funded by New Horizons for Seniors.

Canada Summer Jobs: CLIA received funding from Service Canada that allowed us to employ two students for outreach work with seniors and with newcomers to Canada.

Financial Information

To obtain a copy of CLIA's audited financial statements, please call 902-892-0853 or 1-800-240-9798.

Charitable Registration Number

#118870757RR0001

Contact Information



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Community Legal Information Association of Prince Edward Island



Answering the Call for Legal Information: The Next Generation
CLIA's Student Interns: Hannah and Dmitri.

Annual Report
2014 - 2015

www.cliapei.ca

Board of Directors

| | | |
|-------------------|---|------------------|
| President: | Warren Banks (Sgt. Barry Arsenault up to Dec. 2014) | |
| Vice-President: | Sarah Stewart Jackson | |
| Treasurer: | Blair Corkum | |
| Secretary: | Olive Bryanton | |
| Members-at-large: | Peter Ghiz | Michael Ramsay |
| | Cathy Chaisson | Lisa Dollar |
| | Sr. Norma Gallant | Paul Bender |
| | Warren Banks | Joanne MacKinnon |
| | Randy Currie | Michelle Gill |
| | Samantha Skakun | Jonathan Matters |

Staff

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| Executive Director: | David Daughton |
| Program Coordinator: | Kelly Robinson |
| Office Assistant: | Noreen MacInnis |

Project & Support Staff

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| Best Interests of the Children: | Richelle Greathouse |
| Answering the Call for Legal Information: | Bethany Knox |
| Summer Students: | Lyndsay Hughes Mahdi Selseleh |
| Student Interns: | Hannah Dawson Dimitri Zhukalin Jean-Phyllipe Provencher |
| Bookkeeper: | Velma Ryan |

Contract & Volunteer Workers

| | |
|----------------------|--|
| Program Consultants: | Anne Nicholson Ann Sherman Stephanie Douglas |
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CLIA is Funded by

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|------------------------------|--------------------------------------|
| Department of Justice Canada | Law Foundation of PEI |
| Law Society of PEI | Individual donations and memberships |

Generous in-kind support is provided by the PEI Department of Justice and Public Safety.

Project and other Funding was received from

- New Horizons for Seniors Program, Service Canada
- United Way of Prince Edward Island
- PEI Seniors' Secretariat
- Youth Justice Fund, Justice Canada
- Victims Fund, Justice Canada
- Law Foundation of Ontario
- Law Foundation of PEI

President's Report

I took over as President of CLIA when Sgt. Barry Arsenault resigned part way through the fiscal year. This report reflects my experiences as Chair during the last quarter of the 2014-2015 year, but certain things remained constant throughout the twelve months. For instance, it was clear that my fellow directors are committed to helping make justice more understandable and accessible to Islanders, and that CLIA's staff are dedicated and resourceful. Each Board meeting brought good news about more clients served, new funding proposals submitted, and innovative ideas for getting the work done. Two highlights of the past year included: the invitation from Chief Justice Jenkins for CLIA to participate in the "Bench and Bar" meetings; and the tremendous interest in our new Grandparenting publication – with English and French media coverage on radio, TV and in print. The Annual Report, that all of our members receive, details many of the other impressive results that CLIA has chalked up over the year. Our success has been a team effort involving many partners, from funders and donors to community volunteers, supportive agencies, the legal community and our staff. All-in-all, it has been a good year and I thank my colleagues on the Board for their support.

Respectfully submitted, Warren Banks

Executive Director Report

In the thirty years since our incorporation, CLIA has been through many changes. The 2014-2015 fiscal year saw the organization achieve the kind of financial stability that seemed an impossible dream just two years ago, when staff lay-offs and reduced hours were needed to keep the doors open. Increased funding from the Law Foundation of PEI, and a shift to grant funding by Justice Canada, eased the chronic cash flow challenges that plagued CLIA for so many years. We continued to apply for all manner of project funding, succeeding often enough to hire contract staff who helped to create new publications, educational courses and outreach events. Our top priority continued to be prompt and trustworthy client service, and we were keenly aware that ongoing access to trained staff is essential to make such service possible. I'm therefore very happy to report that the student training program we developed in house, and pioneered with UPEI, worked very well. The enthusiastic and enterprising young participants in CLIA's experiential education program for Inquiry Line workers exceeded expectations! Our thanks go out to the Law Foundation of Ontario for funding the pilot project, and to all of the staff, contractors and volunteers who contributed their talents to the program's success. 2014-2015 marked CLIA's first full fiscal year in the "new" office. Even though we miss the proximity to downtown colleagues and services, the move has been very positive and we achieved several efficiencies in both time and expenses. This year also laid the groundwork for a transition to digital and "cloud-based" processes that made it easier to involve new staff and volunteers. Challenges abound for a non-profit enterprise meeting growing demand, but client satisfaction remains very high and the new software and procedures have helped us to do "more with less", including reducing paper consumption, mailing costs and fax charges. Every day is different at CLIA, but not a day goes by without helping people who don't know where else to turn. The work could not be done without the dedication and commitment of the many individuals and organizations who share their expertise in facilitating access to justice. My thanks go out to one and all.

Respectfully submitted, David Daughton



Kelly Robinson and David Daughton wore purple for "Wear Purple Day" during Family Violence Prevention Week 2015.

Core Programs

Inquiries – We received 3,505 inquiries via telephone, walk-in, and e-mail. Last year, we had 3,508 inquiries, which indicates client demand remains steady (2013/2014 had an increase of 465 clients over 2012/2013). Family law issues constituted 45% of the inquiries. 76% of clients contacted us by phone, 13% came directly to the office, and 11% contacted us via email or the CLIA website. Of our clients this year, 110 clients received service in French. We also helped 78 self-identified Newcomers to Canada; to assist these clients, we sometimes used Google Translate or volunteer interpreters.

Lawyer Referral Service – We provided 987 referrals. Family law continues to be the area most in demand for the LRS, constituting 52% of lawyer referrals. We are grateful to our volunteer lawyers for the many hours they provide to this service.

Website – We had 24,895 distinct visitors to our website (last year: 20,948) who visited 44,336 times (last year: 35,069) and downloaded 141,078 pieces of information (last year: 75,095). The large increase in downloads is partially due to the inclusion of PEI Court Forms on the website.

Social Media – 235 people like us on Facebook; we have 164 followers on Twitter; our videos have been viewed 445 times on YouTube.

Publications

We produced two new publications this year:

- *Grandparents Parenting on PEI*
- *Élever ses petits-enfants à l'Î.-P.-É.*
- *Alternative Measures*
- *Mesures de rechange*

In this past year, we distributed 11,584 hard copies of publications. While this is down significantly from last year (20,447 publications), more clients are accessing our legal information documents online. 141,078 publications were downloaded from our website, for a total distribution of 161,525 publications. Of these, 17,317 were French publications; 21% were on family law; 15% were on seniors' issues; and 15% concerned criminal and/or youth justice.