

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 54 presentations with a total of 1,692 participants. We staffed displays at DiverseCity in Charlottetown, Summerside, and Montague, the PEI Teachers' Federation Annual Conference, the Biz2Biz Expo, the PEI Court of Appeal Legal Information sessions, and many other events.

CLIA serves as a valued resource to community and government organizations. We assisted 360 professionals who had legal questions or needed copies of publications. Many clients disclosed that they were referred to us by professionals at other agencies.

Community Partnerships and Committees

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

- Victim Services Advisory Committee
- PEI Child Sexual Abuse Advisory Committee (Treasurer)
- Atlantic Community Safety Association (Director)
- Public Legal Education Association of Canada (Director)
- Law Foundation of PEI
- Law Society of PEI
- PEI Advisory Council on the Status of Women (Vice-Chair/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
- Interministerial Women's Secretariat
- PEI People First/PEI Citizen Advocacy
- CoopZone Legal Network (Director)
- Le Groupe consultatif communautaire Évangéline
- National Collaborating Centre for Determinants of Health
- Community Sector Network
- PEI Court of Appeal Public Education Initiative



After winning the Greater Charlottetown Area Chamber of Commerce Award: President Warren Banks; David Daughton, Executive Director; Kelly Robinson, Program Coordinator; Blair Corkum, Treasurer.

Projects

Power of Attorney Kit: With funding from the PEI Seniors Secretariat, CLIA has created a Power of Attorney (POA) Kit. This easy to use kit allows Island families to create their own power of attorney documents.

Putting Your Affairs in Order Outreach: CLIA conducted presentations at various locations across PEI on Wills, Powers of Attorney and Health Care Directives. Project staff also provided information to seniors, one on one, as they planned their future. Funded by New Horizons for Seniors.

Inquiry Line Transition: With the financial support of the Law Foundation of Ontario, CLIA has upgraded to a digital lawyer referral and inquiry line system to better serve clients.

Resistance & Resilience - Music for Victims Song & Poetry project: Funded by Justice Canada, CLIA hosted an event celebrating the strength of victims, resilient communities, and services available to victims.

Social Enterprise Initiative: Thanks to a \$3,000 donation, CLIA has been supporting training activities to foster Social Enterprise approaches to community needs.

Website Accessibility: a consultant reviewed www.cliapei.ca for ease of use by people living with disabilities. Funded by Employment Development Agency.

Bilingual Edit: CLIA adapted the PEI section of a national website to ensure accurate PEI legal information. www.familieschange.ca

CLIA benefited from the skills and talents of students placed through the **Charlottetown Rural Co-op program; Career Bridges Returning Worker program; Holland College Student Placement; Canada Summer Jobs; Programme PERCÉ; UNB Law School Student Placement; and Law Foundation of PEI.**

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



CLIA PEI

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Community Legal Information Association of Prince Edward Island



Jennifer Singh and John Kelesi, student interns, staffed CLIA's booth at DiverseCity Multicultural Festival in Montague.

Annual Report
2015 - 2016

www.cliapei.ca

Board of Directors

President:	Warren Banks	
Vice-President	Peter Ghiz	
Treasurer:	Blair Corkum	
Secretary:	Olive Bryanton	
Members-at-large:	Paul Bender	Cathy Chaisson
	Randy Currie	Hannah Dawson
	Lisa Dollar	Sr. Norma Gallant
	Michelle Gill	Joanne MacKinnon
	Jenny Mason	Jonathan Matters
	Michael Ramsay	Samantha Skakun

Staff

Executive Director:	David Daughton
Program Coordinator:	Kelly Robinson
Office Assistant:	Noreen McInnis (retired in 2015)

Project & Support Staff

Students & Interns:	Lydia Craig Hannah Dawson Cynthia Hickox John Kelesi Jennifer Singh Dimitri Zhukalin
Bookkeeper:	Velma Ryan

Contract & Volunteer Workers

Program Consultants:	Roger Bursey	Louise Lalonde
	Richelle Greathouse	Darcie Lanthier
	Pauline Howard	Anne Nicholson
	Lyndsay Hughes	Kathleen Romans

Volunteers:	Eliza MacLauchlan Jasmin Geary
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CLIA is Funded by

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
- PEI Seniors' Secretariat
- Victims Fund, Justice Canada
- Law Foundation of Ontario
- Law Foundation of PEI
- Employment Development Agency
- Programme PERCÉ
- Canada Summer Jobs
- Justice Education Society of BC

President's Report

I was proud to represent CLIA when we won the Greater Charlottetown Area Chamber of Commerce's 2015 Non-Profit Excellence Award. This prestigious award is a great honour and a reminder that the Board and staff's hard work is making a big difference on PEI. All of us at CLIA thank the lawyers, judges, court staff, and other members of the legal community who do so much to improve access to justice for Islanders and are such a key support to CLIA's work. Diversity and inclusion are important to CLIA staff and we strive to be accessible to all Islanders. In an effort to make our website even more accessible to people with disabilities, we secured funding to assess the website for ease of navigation. We hired a consultant with a visual impairment, who also has legal training, to coordinate the website review and make recommendations for improvement. We look forward to an even better website as those positive changes are made. As part of our Public Legal Education and Information mandate, CLIA is committed to assisting in the process of building a better Canada for Indigenous and non-Indigenous Canadians. I am pleased to report that our staff have taken extra care to become educated on the Truth and Reconciliation Commission's Report: completing a course through Cape Breton University, a bi-weekly study group, and other events focused on Aboriginal Justice. In closing, I want to thank CLIA's Board members and our staff for another excellent year. Our successes would not be possible without the support of our funders, donors, and volunteers and I thank you all for your commitment.

Respectfully submitted, Warren Banks

Executive Director Report

This year saw many accomplishments, in spite of significant challenges, and I feel very proud of the CLIA team. We assisted 3931 clients, a 12% increase over the previous year. CLIA staff rose to the occasion, doing "more with less" thanks, in part, to our new database system. I am happy to report that our efforts to be inclusive and accessible continued to bear fruit. We translated the CLIA brochure into Mandarin and Japanese; as well, our website was assessed by people living with disabilities and will lead to further improvements in accessibility. CLIA continued to make outreach with seniors a priority, providing personalized service and group presentations on Wills, Health Care Directives, Powers of Attorney, and care facilities. We also focused on youth engagement, welcoming a record number of young people - from summer students to co-op placements - as both employees and volunteers. Diversifying funding is always tough, but I'm happy to report that our social enterprise endeavours made progress this year. After many years of do-it-yourself Divorce Kit sales, we now also sell a Power of Attorney Kit and we provide Graphic Design and Plain Language editing services to other organizations. CLIA's financial position strengthened over the past year in ways that will allow us to finally hire new staff to match ongoing increases in demand. In the meantime, I offer a big thank you to my excellent team who continue to provide outstanding client services through thick and thin. Our work wouldn't be possible without a strong Board of Directors and we all extend thanks and gratitude to the Board, and to other allies, for sharing their passion, dedication and wisdom. I look forward to another full, challenging, and rewarding year as we forge ahead in facilitating access to justice.

Respectfully submitted, David Daughton



Honourable David Jenkins, Chief Justice of PEI, and David Daughton, Executive Director of CLIA PEI, have been collaborating to improve access to justice and legal information on PEI.

Core Programs

Inquiries – We received 3,931 inquiries via telephone, walk-in, and e-mail. This is an increase of 12% over last year. Increased demand can be partially explained by public interest in the Wills Clinic, however, demand was higher for other areas of law as well. Family law issues constituted 36% of client inquiries and planning ahead issues (wills, power of attorney, care decisions) constituted 26% of client inquiries. 70% of clients contacted us by phone, 16% came directly to the office, and 12% contacted us via email or the CLIA website. Of our clients this year, 72 clients received service in French.

Lawyer Referral Service (LRS) – We administered 943 referrals. Family law continues to be the area most in demand for the LRS (47% of lawyer referrals). We are grateful to our volunteer lawyers for the many hours they provide to this service.

Website – We had 24,654 distinct visitors to our website who visited 41,462 times and downloaded 170,488 pieces of information. The most popular CLIA titles online were *Becoming a Parent*, *Moving to a Community Care Facility or Nursing Home*, and *A Guide to Buying Property on PEI*.

Social Media – 320 people like us on Facebook; we have 201 followers on Twitter; our videos have been viewed 597 times on YouTube.

Publications

We produced two new publications this year:

- *Community Legal Information Association of PEI, Mandarin* (爱德华王子岛 社区法律信息协会)
- *Community Legal Information Association of PEI, Japanese* (プリンスエドワード島コミュニティー法律情報団体)

In this past year, we distributed 12,502 hard copies of publications. 170,488 publications were downloaded from our website, for a total distribution of 182,990 publications. Of these, 27,274 were French publications; 30% were on family law; 22% were on seniors' issues; and 19% concerned criminal and/or youth justice. Our most popular CLIA titles in hard copy were *Powers of Attorney*, *Wills*, and *Health Care Decisions*.