

Acting as a Resource to the Community

An important part of CLIA's work is providing free legal information presentations across PEI. This past year, we were invited to present to church groups, in classrooms, in libraries, to private businesses, in Seniors' facilities, to government agencies, and at various public venues. In all, we gave 43 presentations to over 1,400 participants. We staffed booths at *Making the Connection Conference* (Health PEI), the *Biz2Biz Expo*, *PropELLE /Trade HERizons Fairs* (Women's Network PEI), *DiverseCity* in Charlottetown, Summerside, and Montague (PEI Association of Newcomers to Canada) and many other events.

CLIA serves as a valued resource to community and government organizations. We assisted 247 professionals who had legal questions or needed publications. We provided plain language editing and graphic design services to Victim Services and the PEI Teacher-Librarians' Association. We provided plain language editing to the PEI Bridge program. CLIA also presented to a standing committee of the PEI Legislature on the legal issues Island grandparents face when parenting their grandchildren.

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
- 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
- PEI Seniors' Secretariat
- PEI People First/PEI Citizen Advocacy
- CoopZone Legal Network (Director)
- Le Groupe consultatif communautaire Évangéline
- Community Sector Network
- PEI Action Team for Migrant Worker Rights
- Access to Justice Initiative
- Canadian Bar Association, Young Lawyers Section

Wen Zeng, student intern, brought the staff panda hats from China! Modeling them are: (L-R) Matt MacDonald, Anne Nicholson, Eliza MacLauchlan, and David Daughton.

Wen also conducted Chinese cultural learning sessions for the CLIA Staff. Thanks, Wen!



(L-R) David Daughton, Executive Director of CLIA PEI; Susan Maynard, Manager of Victim Services PEI; Hon. Sean Casey, MP for Charlottetown; Hon. Wade MacLauchlan, Premier of PEI. Victim Services funding announcement in Charlottetown, PE.

Projects

Best Interests of the Children in Custody & Access: CLIA hosted free courses for parents going through a custody and access dispute. Service providers, guardians, and grandparents also attended. Clients learned about court procedures, out of court options, and the importance of the best interests of the children. Funded by the Law Foundation of PEI.

Law Week (April 11-17): CLIA collaborated with the Canadian Bar Association Young Lawyers Section to hold a Wills Clinic. Low-income Islanders were able to apply for a free will.

Resistance & Resilience - Music for Victims Song & Poetry project: CLIA hosted an event of music and poetry, celebrating the resilience of victims of crime and their communities. Attendees also learned more about services available to victims of crime. Funded by Justice Canada.

Website Accessibility: Work continues to improve website accessibility. Our site is being revised so that screen reader programs for visually impaired persons can be used. Funded by Employment Development Agency.

CLIA benefited from the skills and talents of students and recent graduates placed through the **Charlottetown Rural Co-op program; Career Bridges; Holland College Student Placement; Canada Summer Jobs; Skills PEI; Work Smarts;** and the **UPEI Masters of Education Program.**

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

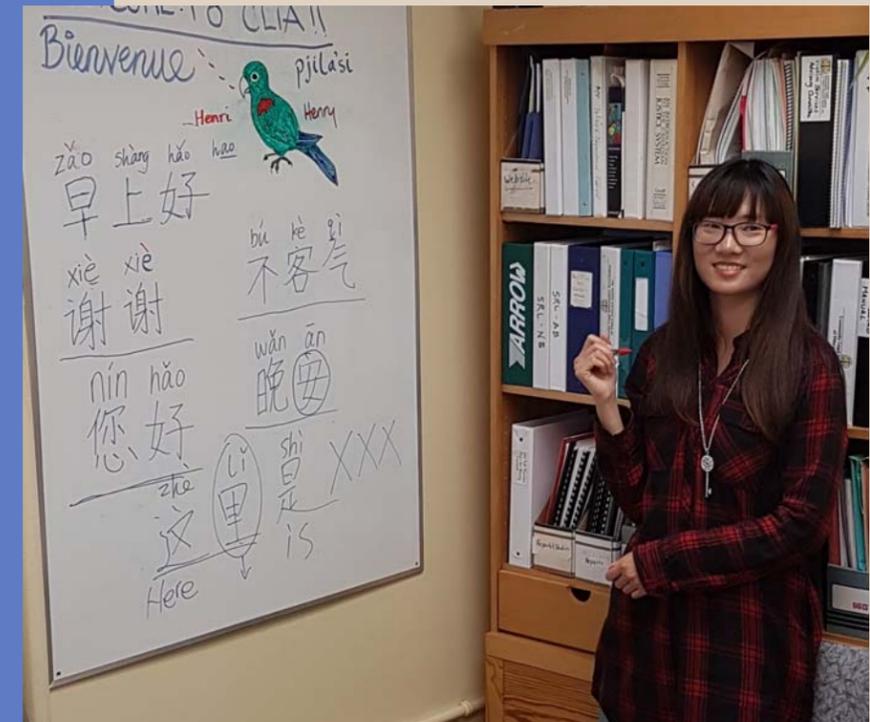


CLIA PEI

40 Enman Crescent, Room 111,
Charlottetown, PE, C1E 1E6
clia@cliapei.ca • www.cliapei.ca
902-892-0853 • 1-800-240-9798 • Fax: 902-368-4096



Community Legal Information Association of Prince Edward Island



Wen Zeng, student intern, teaching the CLIA staff basic words and phonetics in Mandarin.

Annual Report 2016 - 2017

www.cliapei.ca

Board of Directors

President:	Warren Banks
Vice-President:	Peter Ghiz
Treasurer:	Blair Corkum
Secretary:	Olive Bryanton
Members-at-large:	Samantha Allen Paul Bender
	Cathy Chaisson Jeff Collins
	Heather Coburn Hannah Dawson
	Lisa Dollar Sr. Norma Gallant
	Michelle Gill Joanne MacKinnon
	Jenny Mason Jonathan Matters
	Rachael Mella Michael Ramsay
	Samantha Skakun Sarah Stewart-Jackson

Staff

Executive Director:	David Daughton
Program Coordinator:	Kelly Robinson
Public Legal Education and Information Officers:	Matt MacDonald
	Eliza MacLauchlan

Project & Support Staff

Students & Interns:	Danielle Sobey Harry Sun
	Wen Zeng
Bookkeeper:	Velma Ryan

Contract & Volunteer Workers

Program Consultants:	Emma Chilton Hannah Dawson
	Cynthia Hickox Darcie Lanthier
	Dave Lanthier Jamie MacSwain
	Anne Nicholson Talei Thorkelson
	Dimitri Zhukalin
Volunteers:	Uma Doucette Joanne MacKinnon

CLIA is Funded by

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

Generous in-kind support from PEI's Department of Justice & Public Safety.

Project and other Funding was received from

100 Women Who Care PEI	Canadian Bar Association PEI
Service Canada	Employment Development Agency
Law Foundation of PEI	Skills PEI
Victims Fund, Justice Canada	Work Smarts

President's Report

I am proud to report on yet another successful year of delivering Public Legal Education and Information. CLIA faced some serious challenges with staffing due to illness and I commend our team for rising to the occasion. On behalf of the Board and staff, I offer a big "thank you" to all of CLIA's allies, supporters, and friends. Our work would be impossible without the strong support of Island lawyers, court staff, and the judiciary at large. When we all work together, Island families benefit.

Diversity is always a priority at CLIA, including diversity on our Board of Directors. Up until now, CLIA had an informal commitment to diversity, but

I am pleased to announce that we are now completing a formal policy to ensure diversity on the Board. This work also led to an overall review of CLIA's by-laws. By-law revision is difficult and meticulous work and I want to express particular appreciation to the dedicated volunteers who made up the *Diversity and Inclusion Committee*.

One of our most exciting moments this year came in September, when we were delighted to be chosen by *100 Women Who Care PEI* for a \$14,200 donation. Our thanks go to all of the women who participate in this initiative. You are making real change on PEI and your donation made a huge difference to CLIA.

We were also honoured to present to the Standing Committee of the PEI Legislature about the experiences of grandparents who parent their grandchildren and the associated gaps in services and legislation. We always look forward to opportunities to work with the Province to help Islanders. As we turn our focus to 2017-18, we renew our commitment to excellent client service, strong collaborations with our allies, and access to justice.

Respectfully submitted, Warren Banks, President

Executive Director Report

Demand for CLIA's services has never been higher. We have seen a 12% increase in clients over the past two fiscal years as ever more Islanders connect with CLIA. In our work to address the special needs and experiences of marginalized and vulnerable populations, we are offering more translations of our general brochure. Mandarin, Farsi, Japanese, French and English are already in use, with Spanish and Arabic as the next priorities. These resources help newcomers to access CLIA's services. However, growing demand increases pressure on staff and our vulnerability was made especially evident when a key employee was diagnosed with cancer after a series of persistent illnesses. CLIA struggled with overload for a significant part of the year until we were able to hire two excellent young graduates. Staffing remains a concern but, as 2016-2017 ended, I'm very pleased to report that Kelly completed her treatments and was declared "in remission".

CLIA continues to collaborate on Access to Justice (A2J) strategies. We helped to develop the *Summary Legal Services Clinic* for self-represented litigants and CLIA is part of the intake process for the clinic. Our input to the A2J Pro Bono Committee gave rise to a friendly challenge between law firms to enroll all their lawyers in the Lawyer Referral Service for at least one referral per year. This resulted in an influx of 27 new volunteer lawyers. For the second year in a row, CLIA collaborated with the Canadian Bar Association (CBA) Young Lawyers Section and Wills and Estates Section by providing free Wills to low-income Islanders.

Finances were a major challenge in the past fiscal year, but a generous donation from *100 Women Who Care PEI* helped to sustain our outreach programs. We also made progress towards developing resources on Indigenous Legal Issues, in response to the Truth and Reconciliation Commission's work.

My heartfelt gratitude goes to all the CLIA staff, contractors, volunteers, interns, donors, funders and to the Board of Directors who served this year – your support has made all the difference. Thank you. Merci. Wela'lin.

Respectfully submitted, David Daughton, Executive Director



CLIA was excited to accept a generous donation from *100 Women Who Care PEI!* (L-R) Kathy O'Rourke, Valerie Docherty, Kelly Robinson, Matt MacDonald, Kathleen Casey, and Aileen Matters.

Core Programs

Inquiries – We assisted 4,114 clients via telephone, walk-in, outreach, and e-mail. This is an increase of 5% over last year, making this the second year we have had a significant increase in clients. Family law continues to be the area of law most in demand, constituting 40% of client inquiries. Many Islanders contact us for information on wills, powers of attorney and health care decisions. Those calls were 22% of our total inquiries. Two of our staff are Commissioners for Taking Affidavits. They assisted 24 clients with signing legal documents. 73% of clients contacted us by phone, 13% visited our office, and 14% contacted us via e-mail or the CLIA website.

Lawyer Referral Service (LRS) – Through this service, clients can meet with a lawyer for a brief consultation at a modest fee (up to 45 minutes for \$25 +tax). This year, we issued 1,001 lawyer referrals. Thank you to all of our volunteer lawyers for their time, expertise, and collaboration.

Website – We had 31,294 distinct visitors to our website who visited 85,152 times and downloaded 140,149 pieces of information. The CLIA titles accessed online the most often were *Custody and Access*; *The Family Law Act in PEI*; and *Moving to a Community Care Facility or Nursing Home*.

Social Media – CLIA has 399 followers on Facebook; 234 followers on Twitter; and our videos were viewed 121 times on YouTube.

Publications

While many individuals access our publications online, there is still a very high demand for hard copies. In 2016-17, we distributed 9,638 publications. When combined with downloads, clients received a total of 149,787 publications. Of these, 19,663 were French publications. The most popular titles in hard copy were *Moving to a Community Care Facility or Nursing Home*, *Wills*, and *Health Care Decisions*.



Harry Sun volunteered with us, analyzing differences in Chinese and Canadian law and justice systems.