



CONNECTING REGION INITIATIVE

ACTIVITY REPORT #10

Submitted to the
Law Foundation of Ontario
Access to Justice Fund

On behalf of the

CONNECTING OTTAWA NETWORK

June 30, 2017

(submitted July 25, 2017)

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Introduction

This is the tenth Activity Report describing the implementation and outcomes of the Connecting Ottawa/Connexion Ottawa project, funded by the Law Foundation of Ontario (LFO) under the Connecting Region Initiative of the Access to Justice Fund.

The report describes activities and performance milestones for the twelve-month period July 1, 2016 to June 30, 2017. Our extension of funding agreement identified the following core activities for the period:

- Connect community legal services and community health and social services in ways that will strengthen the network's capacity to respond to the complex issues often presented by our focus populations;
- Promote the use of a website resource for trusted intermediaries, including staff and volunteers of partner organizations; further develop the site and evaluate its impact;
- Maintain a pool of volunteer facilitators as trusted intermediaries able to connect clients to community and legal services to which they have been referred;
- Train, resource and support volunteer facilitators to initiate outreach events with isolated newcomers and persons with disabilities that affect their ability to communicate clearly in ways that build awareness about legal issues and services, and establish connections;
- Direct the existing PLEI resources of our legal services partners to most effectively reach our focus populations and the trusted intermediaries with whom they connect, by providing logistical support for regularly scheduled PLEI events at fixed locations accessible to our focus populations.
- Share the lessons learned from the program's continued development in order to build upon the strengths of the network in Ottawa and to support similar and complementary initiatives in other communities.

An interim report was submitted in December 2016. Activities for the period January 2017 – June 2017 have focused on the recruitment of a new project manager, the continued implementation of the planned activities, reaching out to our partners in the settlement services and community sectors, providing new educational resources, and keeping to our original role as case consultants and capacity builders to our partner organizations.

Over the past 12 months, we have operated well within the approved budget. Within this document is the financial statement for the 11 month period ending May 31, 2017. This period reflects a positive fund balance of \$32,541; with actual expenditures under budget.

This year, Connecting Ottawa experienced a turnover in project management. Nico Koenig left connecting Ottawa in late 2016 after 16 months with the organization. Following the posting of the position and interviews with short-listed candidates, Dr. Gina Grosenick joined the organization as part-time project manager effective February 15, 2017. During the transition period, Connecting Ottawa's two staff: Erin Fitzpatrick, Registered Social Worker,

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and Alexandra Derisier, Lawyer, provided assistance to the administration of the project, in addition to their front-line activities.

Despite the administrative upheaval, our support and development of capacity among Ottawa's community service and legal communities surrounding access to justice for individuals that do not speak English or French or have communication challenges as a result of sensory disabilities remains strong and highly regarded. Now at the end of its fifth year in operation, Connecting Ottawa maintains a reputation as the "go-to" source in the Ottawa region and there remains high demand for our resources, conferences, presentations and consultation.

In 2016-17, we continued to work closely with our partners and community receiving case consultations from 50 different agencies. These case consultations benefitted more than 466 clients and families in the Ottawa region. Much of this work was related to newcomer and refugee issues as a result of the growing sponsorship and government activity in this area.

To support and develop capacity among our network of community, settlement, housing, legal and disability-serving organizations, Connecting Ottawa facilitated 37 separate educational presentations and workshops, hosted an annual conference on the topic of community navigation, reprinted and distributed informational reference cards on immigration law, and printed and distributed informational reference cards on the issues of criminal law, family law and housing law in six languages (Arabic, Somali, Spanish, Farsi, English and French). We also maintained our Connecting Ottawa website as a resource portal for legal information and resources for community workers.

Since January 2017, Connecting Ottawa has been highly involved in the project review process commissioned by the Law Foundation of Ontario. To assist this review, we have facilitated meetings for the reviewers with key personnel and partners on three separate occasions, coordinated and participated in the evaluation committee activities, and provided data and documentation as needed by the reviewers.

Due to the above pressures and the management transition period, our goals to strengthen our volunteer facilitator program and electronic communication activities were deferred. With a background in communications, our new project manager has developed a communications plan to address these needs in the coming year.

In the coming year Connecting Ottawa's direction will be to

- Maintain and grow our network of partners
- Continue to develop capacity among our network partners through one-on-one case consultations and educational efforts
- Implement resources and tools to enable trusted intermediaries to identify legal issues with confidence, and
- Review the volunteer facilitator program and develop a plan to expand our volunteer

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base and better utilize these important resources among focus population communities

- Update and enhance our website and social network activities
- Explore and implement electronic and multi-media opportunities to share our capacity building efforts more widely
- Review and implement the recommendations of the project review to better focus and serve the mandate of Connecting Ottawa

Here is the final report of our progress so far. We thank the Law Foundation again for its continued encouragement, interest and support.

Highlights

CONNECT COMMUNITY LEGAL SERVICES AND COMMUNITY HEALTH AND SOCIAL SERVICES

- 2.5 professional staff to support project goals and mandate
- Active partner agency network maintained and supported by project staff
- 466 case consultations by Connecting Ottawa's staff either through direct consultation, joint consultation with a partner agency staff member, or through consulting with a partner agency staff member
- 50 community agencies seeking case support from Connecting Ottawa
- 3 "Lunch and Learn" sessions on issues of Mental Health Law, Employment Law and Trauma Informed Care
- 37 coordinated training/education sessions for partner agency staff related to issues of social and legal services for those who do not speak English or French

PROMOTE THE USE OF ELECTRONIC RESOURCES BY TRUSTED INTERMEDIARIES

- Maintained and increased list of social and legal resources on the Connecting Ottawa/Connexion Ottawa websites
- Users of the ConnectingOttawa.com website increased from 36,229 to **45,655**
- **54,476** visits to ConnectingOttawa.com website vs 42,867 in the previous year
- The Syrian Refugee Resource page was accessed **9,116** times
- Increase in users accessing ConnectingOttawa.com through Twitter and Facebook

DEVELOP AND SUPPORT VOLUNTEER FACILITATORS AS TRUSTED INTERMEDIARIES

- Facilitators received 10 assignments to meet and assist clients and partner agencies
- Volunteer Facilitators promoted Connecting Ottawa services at 2 public events
- 2 new facilitators trained and three other individuals expressed interest in becoming involved with the program

DEVELOP AND SUPPORT OUTREACH EFFORTS THROUGH COMMUNITY NETWORKS

- Immigration Law Rack Card (prepared in 2015) re-printed in 6 languages (500 copies each)
- Criminal Law Rack Card printed in six languages (500 copies each)
- Housing Law Rack Card printed in six languages (500 copies each)
- Family Law Rack Card has been printed in six languages (500 copies each)

PLE OUTREACH TO ISOLATED LINGUISTIC MINORITIES

- Prepared pop-up banner to promote Connecting Ottawa services to community members
- Participation in "Street Legal 2017" Access to Justice Conference
- Co-coordinator of 2nd "Free Law in the Mall" PopUp Legal Clinic at Lincoln Fields Mall
- Presented 8 Refugee Preparation Workshops for newcomers

SHARE LESSONS LEARNED

- **91** participants registered/**85** participants attended the Connecting Ottawa's 6th conference "*Accessible Justice and Community Navigation*"
- **3** issues of Connecting Ottawa *Communique* published
- Regular presentations to partner agencies detailing Connecting Ottawa's approach and best practices

PROJECT COORDINATION AND REVIEW

- Maintained effective and efficient management of operations and administrative requirement
- Ongoing consultation with project Advisory Committee
- Coordination and support of Law Foundation of Ontario's Program Evaluation

Activity Reports

CONNECT COMMUNITY LEGAL SERVICES & COMMUNITY HEALTH & SOCIAL SERVICES

OUR CHALLENGE

The challenge was set by Thomson and Kohl:

- Develop a multi-sectorial network of organizations with the potential to build sufficient capacity for legal services to work in closer cooperation with community health and social services, local agencies serving immigrants, and services for disabled persons with a view to ensuring a more integrated service response for clients from the our focus populations, and
- Build the capacity to advocate at a systemic level whenever the system itself has created barriers to accessible legal services.

OUR INTENT

At an inaugural conference in Ottawa in January 2011, Connecting Ottawa developed a multi-sectorial network of local service organizations committed to finding new ways of working to ensure access to justice for our focus populations. They endorsed a plan that would add staff resources to the network: a social services worker and a legal services worker that would be available to advise and consult with front-line providers of information, assessment and referral services to people with issues that would benefit from legal services. The intent of Connecting Ottawa is not to relieve the overflow of demand for case management services, but to strengthen the existing capacity for competent case management among our partners and, where appropriate, support advocacy efforts for system-level changes.

HIGHLIGHTS

- 2.5 professional staff to support project goals and mandate
- Active partner agency network maintained and supported by project staff
- 466 case consultations by Connecting Ottawa's staff either through direct consultation, joint consultation with a partner agency staff member, or through consulting with a partner agency staff member
- 50 community agencies seeking case support from Connecting Ottawa
- 3 "Lunch and Learn" sessions on issues of Mental Health Law, Employment Law and Trauma Informed Care
- 37 coordinated training/education sessions for partner agency staff related to issues of social and legal services for those who do not speak English or French

PROGRESS

During this period we

- Replaced Project Manager and maintained full time staffing mix of two front-line professionals
- Reached out to current and new partners to maintain and grow the Connecting Ottawa network
- Discussed ways in which the project can better serve the needs of the partnership network.
- Developed capacity within the network through providing 466 one-on-one case consultations and 40 education sessions

Staffing

Connecting Ottawa has two fulltime staff under contract: Alexandra-Marjorie Derisier LLL, LLB and Erin Fitzpatrick BSW, MSW, LLB LLM. Ms. Derisier has an extensive background in labor relations, human rights and refugee law and has been actively involved, personally and professionally, with the settlement and immigration sector in Ottawa. Ms. Fitzpatrick, in addition to her social work training, has had extensive legal training – a unique mix that allows client issues to be understood and examined from a holistic approach. Both full time staff are bilingual in English and French; Ms. Derisier also speaks Spanish and Creole fluently. Office accommodations and human resources services continue to be provided by our partner agency Centre de services communitaires de Vanier, a community resource centre. CSC Vanier is the “employer of record” for project staff, manages payroll and benefits administration, provides the security of mature personnel policies and other human resources infrastructure, and provides office accommodations.

Gina Grosenick, Ph.D. is an independent consultant under contract for 2.5 days per week to provide project management services and was hired in February to replace Nico Koenig, who had moved on to another position in December of 2016. Dr. Grosenick holds a Ph.D. in (non-profit) communication and has an extensive background managing and communicating about community based programs and networks.

With the above staffing mix, Connecting Ottawa maintains the original staffing model of a professional lawyer, professional registered social worker, and project manager with a combined skill set that is exceptionally positioned to address the objectives and mandates of the project.

Connecting Ottawa Partnership Network

The Connecting Ottawa network of partners currently includes 46 organizations: 18 community service agencies, 11 agencies serving immigrants, 10 organizations providing legal services, 6 agencies serving people with disabilities, and 1 organization that provides translation and interpretation services. Over the past year, Connecting Ottawa has been in conversation with Refugee 613 and Matthew House to also join our network.

The project also reaches out to additional organizations that could contribute to successful outcomes and liaises with other networks and coalitions including the Refugee Sponsorship Support Program (SPP), Local Agencies Serving Immigrants [LASI], the Ottawa Local Immigration Partnership [OLIP], Ottawa Public Library, Refugee Network of Ottawa (ReNoo Group) Crime Prevention Ottawa, and the Coalition of Community Health and Resource Centres, to name just a few.

We have recognized that organizations engage differently with the project; partners participate according to their capacity and resources. To better manage our relationship with the network we have categorized the partners according to the quality and extent of their engagement (Levels 1-3). Organizations in Category 1 are integral to the success of the project; they are fully engaged in decision-making processes and contribute time and resources. Organizations in Category 2 communicate regularly with the project, frequently consult concerning clients, and share their perspectives about our focus and direction. Organizations in Category 3 have expressed an interest in our activities and wish to be kept informed about access to justice issues and opportunities for cross-sectorial collaboration.

All organizations receive our communications (information, newsletters, events calendar, etc.), have access to the web site, and are invited to our annual conference and other learning opportunities. Our staff and project manager meet and communicate with partner agencies on a regular basis. Since February 15, 2017, the project manager has met with more than 20 community service partners to discuss the Connecting Ottawa network, assess how our legal issue awareness and system navigation tools can be improved, determine the training priorities for trusted intermediaries within these organizations, and consult surrounding access to justice for our focus populations.

Capacity building via one-on-one case consultation

A primary means of developing capacity within the partnership network is working one-on-one with front line staff to address the legal needs of our target populations. Staffs primarily respond to requests for service but our lawyer and our social worker are also co-located with consultation hours weekly for one half-day at Catholic Centre for Immigrants (CCI) and one half-day at Ottawa Community Immigrant Services Organization (OCISO): two partner agencies that have a high demand for our services.

Partner organizations consult with us about hard-to-serve client who face barriers to communication. The eligibility for a client to be received for a consult by either staff is that the client must have a legal problem and a communication barrier. We provide information and advice, help assess the legal issues and communication challenges, help to connect the client with needed information and services, and identify an ongoing case manager before terminating our involvement. The daily workload of our front line staff remains dominated by these casework activities. Our intent is not to increase the legal services available in the community; instead, we view case consultation as an opportunity to build the referring organization's capacity to better respond to the needs of our focus populations, or provide

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legal services for partners whose clients fall into gaps existing within the current legal support system.

All consultation activities are logged, with source and reasons for referral, legal and communication issues tracked, and case notes maintained. The extent of our involvement varies greatly: in some instances we are consulted without clients being identified; sometimes briefly to affirm a course of action; or, in many other instances our staff is extensively involved with researching a legal issue, determining appropriate connections to services and other time-intensive support activities. There were 466 case consultations offered to partner agencies, other Ottawa regional agencies and services, as well as individual self-referrals.

	# Cases July 2015– June 2016	# Cases July 2016- June 2017
Social Worker	236	242
Lawyer	308	224
TOTAL	557	466

The cases presented a full range of legal and social issues. In 2016-17, 50 different partner agencies referred cases or sought assistance from our professional staff to assist them with client needs. This is slightly lower than 2015-16 (n = 59). Of interest, however, is the increase in referrals and case consultations from settlement and immigration agencies working with Connecting Ottawa; reflecting the increased need as a result of growing sponsorship and government activity in this area.

Please see appendix for two examples of cases that Connecting Ottawa assisted with.

Capacity building via education.

In addition to one-on-one case consultations, Connecting Ottawa develops capacity within our network to provide access to justice for our target populations through education. In 2016-17, our two front-line Connecting Ottawa staff hosted 3 Lunch and Learn sessions and presented 37 coordinated training sessions for partner agency staff.

The topics of the Lunch and Learn sessions were Mental Health Law, Employment Law, and Trauma Informed Care. Lunch and Learn sessions are promoted to and open to anyone in our partnership network that may wish to attend. Cumulatively, 57 individuals attended these sessions in 2016-17. In addition to providing valuable, timely information to partner agency staff, these get-togethers offered opportunities for networking and shared learnings.

Connecting Ottawa staff also organized, cumulatively, 37 professional development information sessions with partner agencies on various issues and topics, including:

- Immigration Law
- Privacy Law
- Refugee Law & Legal Issues
- Ticket Defense Program – Mental Health and Consent and Capacity Law
- Mental Health Law
- Student Visas
- Legal Forms and Privacy Law
- Connecting Ottawa Services
- Employment Law
- Trauma Informed Care
- Legal Information and Legal Advice
- Power of Attorney, Guardianship & Trusteeships
- Housing Law
- How to Find Legal Services in Ottawa

Connecting Ottawa also partnered with and promoted training and educational sessions led by other organizations in on various issues and topics, including:

- Obtaining legal information through the Steps to Justice website (CLEO)
- Employment Seminar for Refugee Workers (Nelligan Obrien Payne LLP)
- Newcomers Legal Information Open House (Refugee Hub/Refugee 613)
- Refugee Sponsorship (Sponsorship Partnership Program)
- World Refugee Day (UNHCR/ReNOO)

GOALS FOR 2017/18

Connecting Ottawa's Goals for 2017/18 are to:

- Maintain staffing mix
- Maintain and grow the Connecting Ottawa partnership network
- Continue to develop the capacity within the partnership network through providing one-on-one case consultations
- Continue to develop the capacity in the partnership network through educational sessions including:
 - Connecting Ottawa Lunch and Learn Sessions
 - Partner agency professional development sessions
 - Collaboration with other organizations to provide training and education sessions on issues relevant to our target populations

PROMOTE THE USE OF ELECTRONIC RESOURCES BY TRUSTED INTERMEDIARIES

OUR CHALLENGE

There are excellent public legal education and information (PLEI) resources available, especially given the leadership of Community Legal Education Ontario (CLEO) and their web site initiative Your Legal Rights, and more recently, Steps to Justice. However, the fact remains that navigation of the legal system remains challenging for many front-line service providers in Ottawa.

OUR INTENT

Develop a local web site and electronic resources that includes comprehensive and current information about local legal services, and promote its use by project partners to ensure access to justice by for focus populations.

HIGHLIGHTS

- Maintained and increased list of social and legal resources on the Connecting Ottawa/Connexion Ottawa websites
- Users of the ConnectingOttawa.com website increased from 36,229 to **45,655**
- **54,476** visits to ConnectingOttawa.com website vs 42,867 in the previous year
- The Syrian Refugee Resource page was accessed **9,116** times
- Increase in users accessing ConnectingOttawa.com through Twitter and Facebook.

PROGRESS

Connecting Ottawa's websites have been maintained in both English (connectingottawa.com) and French (connexionottawa.com). The domain registrations have been extended until April 2018 and we have arranged for hosting services through and monthly agreement with a hosting service. Connecting Ottawa also hosts a twitter feed (@connectottawa) and a Facebook page (Connecting Ottawa).

Our intent over the past year was to further develop the website and evaluate its impact; however, due to the changes in project management and transition period, these efforts were deferred to the upcoming year. Nonetheless, Connecting Ottawa was able to maintain and grow the legal and social services resources promoted on the site. In addition, the utilization of the Connecting Ottawa English site increased over the period.

Provide current information about local legal and social services

The Connecting Ottawa website offers current and relevant information about local legal and social services for use by partner agencies, other community group and the public.

Connecting Ottawa maintains its agreement with the Community Information Centre of Ottawa (CICO) 211, maintaining the feed of the CICO database on the Connecting Ottawa/Connexion Ottawa websites and promoting 211 Eastern Ontario as the default information, assessment and referral (IAR) resource in Ottawa.

In addition, Connecting Ottawa promotes and integrates the following resources via our website and social media efforts:

- Connecting Ottawa Legal Health Check Up
- Steps to Justice and Your Legal Rights websites
- CLEO Resources
- PLE Learning Exchange
- Power of Attorney form
- Affidavit/Commissioner of Oath Resource
- Connecting Ottawa Legal Health check Up
- Connecting Ottawa multi-lingual rack cards on legal issues
- Various tools/resources on immigration and refugee processes
- Various tools/resources specific to assisting those with disabilities
- Bedbug/Pest Legal and Social Service Resource
- Trauma Informed Care Case Based Learning Scenarios

Over the past year, Connecting Ottawa has been in discussions with Community Legal Education Ontario (CLEO) to integrate the new Steps to Justice resource into our website. CLEO has agreed to provide an interface that will integrate with our website to facilitate this. In addition, Connecting Ottawa is greatly anticipating the Steps to Justice content surrounding Immigration Law issues and Disability Law issues to include as a resource – two areas highly relevant to our target populations – scheduled to be released in the coming year.

Website Traffic

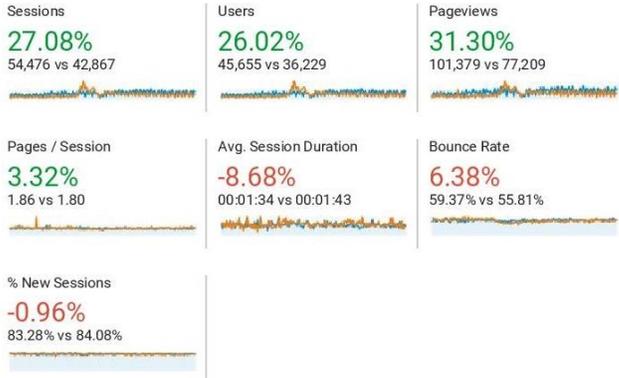
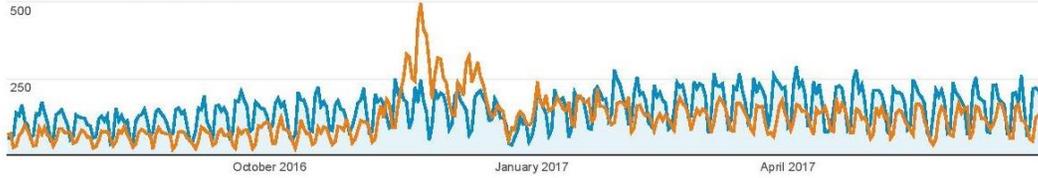
Google Analytics informs us that traffic continues to grow steadily on our English website. Traffic on our French website decreased in the past year. Our traffic for this year (blue) compared with data from the previous year (orange) and is displayed below.

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ConnectingOttawa.com

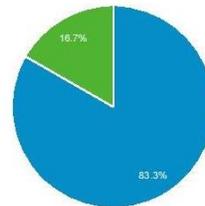
Jul 1, 2016 - Jun 30, 2017: Sessions

Jul 2, 2015 - Jun 30, 2016: Sessions

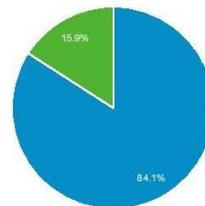


■ New Visitor ■ Returning Visitor

Jul 1, 2016 - Jun 30, 2017



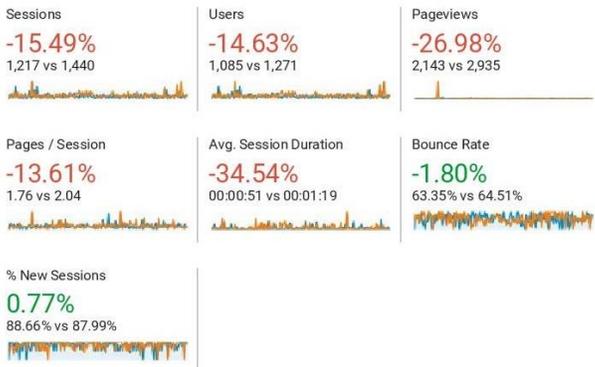
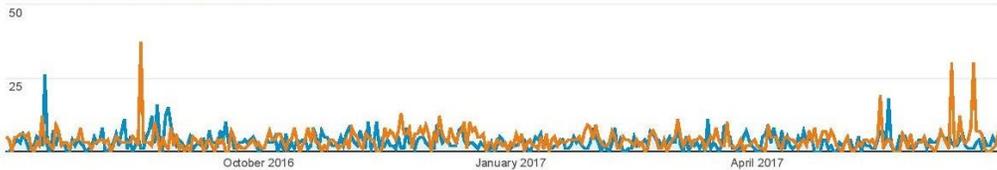
Jul 2, 2015 - Jun 30, 2016



ConnexionOttawa.com (FR)

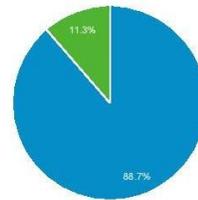
Jul 1, 2016 - Jun 30, 2017: Sessions

Jul 2, 2015 - Jun 30, 2016: Sessions

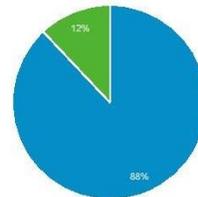


■ New Visitor ■ Returning Visitor

Jul 1, 2016 - Jun 30, 2017



Jul 2, 2015 - Jun 30, 2016



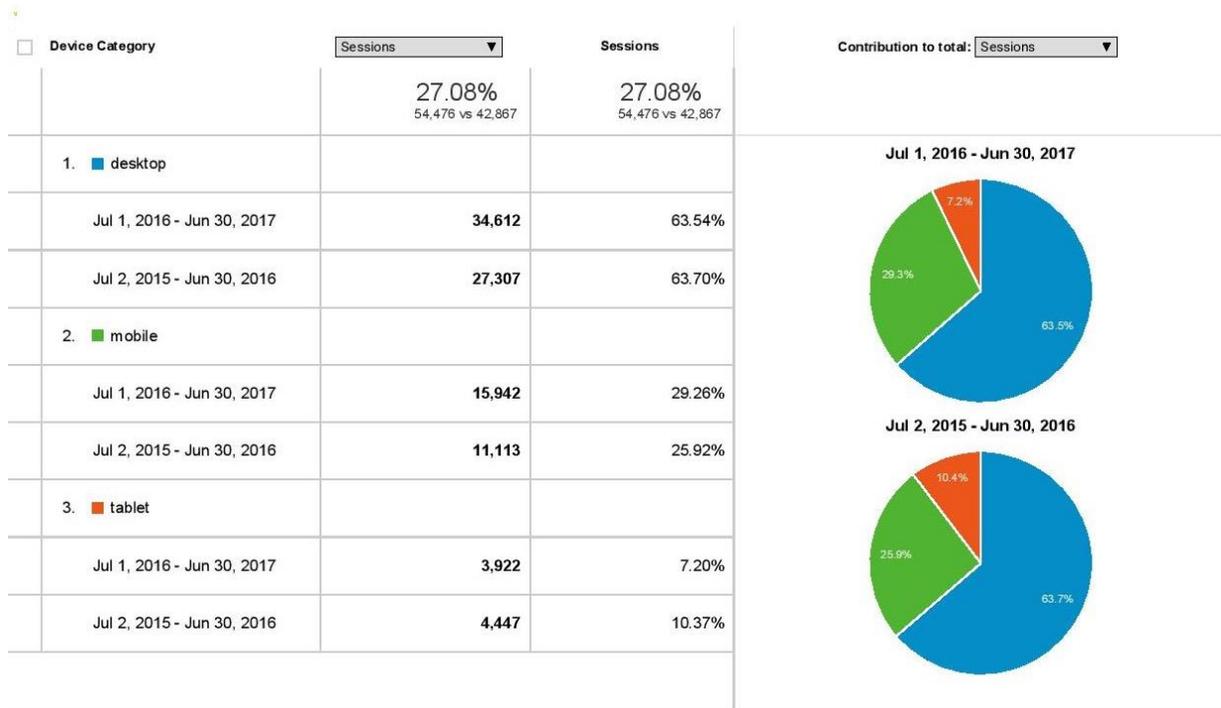
Number of Users and Page Views

When compared to the previous period (July 1, 2015 to June 30 2016), the number of users of the English web site has increased from 36,229 to 45,655; the number of users on the French web site slightly decreased over the same period.

The volume of page views showed a similar trend – an increase of 31.3% (English) and a decrease of 27% (French) respectively. 83.3% of traffic to the English site and 88.7% of traffic to the French site is comprised of new users.

Mobile and Table Vs. Desktop Use of ConnectingOttawa.com

Mobile use continues to remain an important access route for the website. ConnectingOttawa.com was accessed by mobile smart phones and tablets for a combined total of 19,864 times.



Most Viewed Websites and Topics

The most active page continues to be our Syrian Refugee Resource page. This page was developed for the arrival of these newcomers in 2015 and continues to be an important source of information for partners and clients as these individuals move forward in their settlement.

Website / Topic	Number of Page Views (July 2016-June 2017)
How to Help Syrian Refugees in Ottawa Connecting Ottawa	9,116 (8.99%)
Family Law Information Centre Connecting Ottawa	5,092 (5.02%)
Welcome to Connecting Ottawa Connecting Ottawa	4,248 (4.19%)
Ottawa Court House – Ontario Ministry of the Attorney General Connecting Ottawa	3,891 (3.84%)
About Connecting Ottawa	3,687 (3.64%)
Partner Abuse Connecting Ottawa	2,869 (2.83%)
311 – Ottawa City Operations Connecting Ottawa	2,415 (2.38%)
Contact us Connecting Ottawa	2,346 (2.31%)
Resources Connecting Ottawa	2,098 (2.07%)
Search Connecting Ottawa	2,015 (1.99%)



LEGAL TOPICS

Aboriginal Issues	+
Abuse and Family Violence	+
Consumer Law	+
Criminal Law	+
Education Law	+

How to Help Syrian Refugees in Ottawa

If you are interested in supporting local agencies that support refugees here in our community, listed below are suggestions. This is not an exhaustive list. Please call 211 for further information and options and be aware that general social services agencies in Ottawa have been serving refugee needs in Ottawa for many years. Please see the [Connecting Ottawa resources](#) guide for a list of agencies who serve those “with precarious immigration status”.

Social Media

Connecting Ottawa maintains a Twitter and Facebook feed to share news and information related to our focus populations, their access to services, and emerging legal issues. Although work on developing these channels was not a priority during the reporting period, we increased our “followers” on twitter from 506 to 530 and our “likes” on Facebook to 104.

Social media platforms like Twitter can be important tools for Connecting Ottawa to promote the project and deliver PLE messages and resources, and will weigh into our communication planning for the coming year.

GOALS FOR 2017/18

Connecting Ottawa’s Goals for 2017/18 are to:

- Maintain and grow up-to-date and relevant resources on the Connecting Ottawa/Connexion Ottawa website
- Ensure comparability of Connexion Ottawa site to English site
- Integrate Steps to Justice resource into Connecting Ottawa site, when available
- Promote website resources through network communication
- Grow social media networks to connect with more individuals in the community that provide legal information to our target populations
- Promote resources and capacity efforts through social media

DEVELOP & SUPPORT VOLUNTEER FACILITATORS AS TRUSTED INTERMEDIARIES

OUR CHALLENGE

For many clients – and particularly among our focus populations - a gap can exist between the point of referral and the point of legal services delivery; clients never actually connect with the services to which they have been referred. This gap can be bridged by trusted intermediaries who are volunteer facilitators trained and supported to problem solve with the client to systematically overcome the barriers to connection.

OUR INTENT

Connecting Ottawa will recruit, train, and pay honoraria to a pool of volunteer facilitators who can be effective trusted intermediaries and who can be matched with clients on the basis of gender, culture, languages spoken, and availability.

HIGHLIGHTS

- Facilitators received 10 assignments to meet and assist clients and partner agencies
- Volunteer Facilitators promoted Connecting Ottawa services at 2 public events
- 2 new facilitators trained and three other individuals expressed interest in becoming involved with the program

PROGRESS

Connecting Ottawa has continued to identify the need for multilingual persons to volunteer their time and experience to facilitate access to needed services by our focus populations. A program has been developed that screens and orients volunteer facilitators via interviews, information sessions, a positive Ottawa Police Service Record Check appropriate for volunteers working with vulnerable populations in community non-profit agencies, and completion of a full-day of training prior to assignment with a client. Training offers not only a shared learning experience re: active listening, problem solving, cultural competencies, privacy and confidentiality, maintaining personal boundaries, roles and responsibilities, etc., but also creates an opportunity for project staff to assess the capacities and capabilities of prospective facilitators in a dynamic setting. Successful volunteers sign a Volunteer Agreement that describes the expected relationship between Facilitators and Connecting Ottawa.

For the 2016/17 year, the program connected with 21 volunteer facilitators, received inquiries about participating in the program from 3 potential new volunteers, coordinated 10 client

assignments, and engaged the services of volunteers for two Connecting Ottawa public events (the Connecting Ottawa Conference and World Refugee Day).

The Volunteer Facilitator program is an important opportunity to engage the larger community in the Connecting Ottawa Program. The concept and goal of trained facilitators to support clients' access to needed services is highly regarded by our community partners; however internally, the appropriate process to facilitate requests, on what is often a quick timeline and within Connecting Ottawa's capacity has not yet been defined.

A review of the program was planned for 2016/17 to identify a workable process and to grow the volunteer resources available. Due to the change in project management and the transition period between project managers these efforts were deferred and will be addressed in the coming year

GOALS FOR 2017/18

- Review the Volunteer Facilitator Program
- Identify workable process for supporting the goals of the program and supporting program areas where we have a specific gap
- Train current and new volunteers on the program
- Promote the program and resource among our partnership network

DEVELOP & SUPPORT OUTREACH EFFORTS THROUGH COMMUNITY NETWORKS

OUR CHALLENGE

Many persons who are isolated from the mainstream Canadian experience because of cultural and language barriers are not only relatively unaware of common legal issues but also not connected to the many services that are part of our network. Moreover, most of the information that is available is available only in English and French and not understood by many within our target populations.

OUR INTENT

- To utilize our volunteer facilitators to communicate within their personal networks about legal issues and what can be done to address them.
- To produce multi-lingual print materials on priority legal issues to support outreach efforts among community members.

HIGHLIGHTS

- Immigration Law Rack Card (prepared in 2015) re-printed in 6 languages (500 copies each)
- Criminal Law Rack Card printed in six languages (500 copies each)
- Housing Law Rack Card printed in six languages (500 copies each)
- Family Law Rack Card has been printed in six languages (500 copies each)

PROGRESS

During this reporting period, we have created, translated into Arabic, Farsi, Somali, Spanish, English and French, and printed three new rack cards: Housing Law, Family Law, and Criminal Law. Each rack card incorporates our Legal Health Check Up (LHCU) statements developed in the previous year, and pairs the statements with Ottawa-based referral services and contact information.

The first rack card, focused on Immigration Law, developed in 2015, was reprinted due to demand. These rack cards are shared with the community at events and offered and distributed to our network partners.

The full list of Rack Cards can be accessed at ConnectingOttawa.com. A sample of the immigration law rack card in English is included below.

Distribution of the rack cards during the reporting period has primarily been through our network of partners and by staff during professional development and educational sessions. Our plans to utilize our network of volunteer facilitators to assist in our outreach efforts will be deferred to the coming year and incorporated in the Volunteer Facilitator program review process

ENGLISH IMMIGRATION

CONNECTINGOTTAWA.COM f t

Have an immigration issue?
Is communication difficult?

Connecting Ottawa can help connect you with services.

Do any of the following apply to your situation?

- I have no legal status in Canada.
- I fled my country because I was in danger
- I have an application pending with Citizenship and Immigration Canada and do not know what is happening with my application.
- I don't have permanent resident status, but I have lived and worked in Canada for years and my family is well established in the community.
- I am not a permanent resident, but I have a Canadian born child.
- I need medical treatment that isn't available in my home country. If I have to leave Canada, my life may be at risk.
- Because I visited my home country, Canada wants to take away my refugee and permanent resident status.
- I want my partner and children to come live with me in Canada permanently.
- My partner sponsored me so I could come to Canada, but now he/she is abusing me.

CONTACT

211 Ontario
211ontario.ca
Dial 2-1-1

Catholic Centre for Immigrants (CCI)
cciottawa.ca
613-232-9634

Ottawa Community Immigrants Services Organization (OCISO)
ociiso.org
613-725-0202

Conseil Économique Social Ottawa (CESOC)
cesoc.ca
613-248-1343

Community Legal Services Ottawa Centre
clsoc.ca
613-248-7008

Immigrant Women Services Ottawa (IWSO)
immigrantwomenservices.com
613-729-3145

Clinique juridique francophone de l'Est d'Ottawa
csovanier.com/fr/juridique
613-744-2892

West End Legal Services
westendlegal.ca
613-596-1641

South Ottawa Community Legal Services
socls.org
613-733-0140

Integrated Legal Services Office (Legal Aid Ontario)
legalaid.on.ca
613-569-7448

Connecting Ottawa aims to improve access to justice for people who are not proficient in English or French or who face communication challenges as the result of a disability, condition or sensory impairment.

Connecting Ottawa Effective communication Accessible justice

The Law Foundation of Ontario

211

CONNECTINGOTTAWA.COM f t

GOALS FOR 2017/18:

- Distribute current supply of rack cards
- Present lunch and learn sessions using the rack cards as an educational tool
- Identify new opportunities and networks for utilization and outreach of the Connecting Ottawa resources

PLE OUTREACH TO ISOLATED LINGUISTIC MINORITIES

OUR CHALLENGE

Our legal services partners have the mandate, experience, and resources to present public legal education and information at events throughout Ottawa. PLE materials have already been developed on a number of legal issues. However, PLE resources are not often directed to our focus populations in regularly accessed locations such as libraries, community centres, newcomer centres, rehabilitation centres and peer support groups for persons with disabilities.

OUR INTENT

Work with our partnership network to direct these existing PLE resources to effectively reach our focus populations and the trusted intermediaries with whom they connect. Connecting Ottawa will become the local clearinghouse for PLE events that target linguistic minorities, a convener, and provider of logistical supports (when necessary) to enable regularly scheduled events at accessible locations.

HIGHLIGHTS

- Prepared pop-up banner to promote Connecting Ottawa services at community events
- Participation in “Street Legal 2017” Access to Justice Conference
- Co-coordinator of 2nd “Free Law in the Mall” PopUp Legal Clinic at Lincoln Fields Mall
- Presented 8 Refugee Preparation Workshops for newcomers

PROGRESS

To assist in our public outreach, Connecting Ottawa created a pop up banner to highlight our services to the community. Connecting Ottawa staff set up the banner alone or as part of an information table to inform individuals about our program and services.

Connecting Ottawa was an invited speaker/panelist at the “Street Legal 2017” Access to Justice Conference. The purpose of the conference was to consider ways that various actors can work within the system to mitigate the adverse impact that the enforcement of provincial offences and municipal by laws have on street involved persons. The invited panelist included academics, lawyers, police and shelter workers. Former Attorney General Michael Bryant who now advocates and provides pro bono legal services for those who are homeless was the keynote speaker, along with MPP Nathalie Des Rosiers. Erin Fitzpatrick's presentation considered the benefits of working from a holistic approach in resolving a legal problem with clients who are street involved and the importance of working collaboratively with social services and other community workers.

LAW FOUNDATION OF ONTARIO – CONNECTING REGION INITIATIVE

In partnership with Avant Law and the University of Ottawa, Connecting Ottawa was pleased to participate in the pop-up clinic, “Free Law in the Mall” at Lincoln Fields Mall. At this event, members of the community received legal information, legal advice and were referred to other social and community service resources, if required. This event is part of the Social Justice Option at the Faculty of Law which receives funding from the Law Foundation of Ontario.

In partnership with the Catholic Centre for Immigrants, Connecting Ottawa helped coordinate and present a series of “Refugee Preparation” workshops in French. Our participation includes discussing the refugee process, talking about the refugee hearing and how to prepare for it, and providing practical tips and information to support refugee claims. Following the success of the workshops at CCI, Connecting Ottawa presented similar workshops, in English and French, at the YMCA Newcomer Information Centre.



GOALS FOR 2017/18:

- Explore additional opportunities for PLE outreach
- Continue to collaborate with network partners on opportunities for public legal education and engagement

SHARE LESSONS LEARNED

OUR CHALLENGE

To share our experience – good and not so good - with peers and colleagues so that the system of legal services is strengthened and is more readily accessed by our focus populations.

OUR INTENT

- Host an annual conference for network partners and interested stakeholders
- Seek out conferences, symposia and other opportunities to make presentations, participate on panels, offer workshops, and poster lessons learned to audiences of our peers and colleagues in community services, especially legal services.
- Share information and news with our network of partners

HIGHLIGHTS

- **91** participants registered/**85** participants attended the Connecting Ottawa's 6th conference "*Accessible Justice and Community Navigation*"
- **3** issues of Connecting Ottawa *Communique* published
- Regular presentations detailing Connecting Ottawa's approach and best practices

PROGRESS

Annual Conference

Connecting Ottawa's 6th conference "*Accessible Justice and Community Navigation*" took place on May 16, 2017 at Richelieu-Vanier Community Centre and was attended by total of 85 participants.

Community navigation programs help people to access required services and to improve their well-being. These programs engage trusted “intermediaries” or community members to support interactions between those in need and required services and organizations. The Connecting Ottawa 2017 Conference highlighted successful community navigation programs in Ottawa, shared lessons learned and best practices for developing and facilitating community navigation programs and for working with community navigators to support accessible justice, and introduced tools available for community navigators and organizations to provide legal information and support.

The conference's keynote address was offered by Dr. Tobey Audcent of the Children's Hospital of Eastern Ontario, explaining the need and application of the organization's Newcomer Navigation Program. The keynote presentation was followed by a panel discussion surrounding community navigation responses serving linguistic minorities. Our

panellists included Brenda Doner with the Connecting Communities Program, Anneke van Nooten with the Catholic Centre for Immigrants Matching Program, and Nathan Benson with the Refugee Sponsorship Support Program. Connecting Ottawa's Alexandra Derisier talked about how ways to develop the capacity of community navigators to promote legal information and Erin Fitzpatrick introduced tools that can assist with this information. The conference ended with a discussion of how participants could incorporate the learnings into their practice.

The survey results noted that the conference achieved its set goals with more than 80% of conference participants agreed with the statement: "Overall, the conference has increased my capacity to help my clients' access legal information or services." A copy of the full evaluation is included in the appendices.

The Connecting Ottawa Conference continues to be regarded as an opportunity among our partnership network for staff professional development as well as community networking and sharing of lessons learned.

Connecting Ottawa Communique

Connecting Ottawa's newsletter Communique is distributed electronically to 325 email contacts representing our network partners, other service professionals, as well as attendees from our previous conferences and PLE workshops. Newsletters include pertinent news and information relevant to access to justice for linguistic minorities and those with communication barriers, upcoming events and resources most beneficial to those supporting clients with communication barriers.

In 2016/17 three issues of the Communique were distributed: November, May, and June.

Presentations

During this reporting period, we shared or were asked to present about our organization, mandate and approach at various presentations and events, including:

- CIGI "Reporting on the Refugee Crisis" Panel Featuring International Reporters at the War Museum
- Eastern Region CLCC Spring Training
- Ontario College of Social Workers Annual Conference 2017- "Social Justice"
- LAO Immigration Law Conference
- Refugee Sponsorship Support Program
- Vanier Community Service Centre Employment Workshop

GOALS FOR 2017/18

- Host a 2018 Conference for our partnership network
- Distribute 10 Communique newsletters
- Explore opportunities to share Connecting Ottawa best practices at professional development opportunities.

PROJECT COORDINATION AND REVIEW

OUR CHALLENGE

To manage a project that will move from being “a good idea” to being a demonstration of “good practice” and excellent outcomes.

OUR INTENT

Our purpose is to strengthen the capacity of network partners without creating another organization, by resourcing and coordinating activities, evaluating performance and outcomes, ensuring that all partners understand their contribution and role over time, and communicating regularly and effectively with our network partners and other stakeholders.

HIGHLIGHTS

- Maintained effective and efficient management of operations and administrative requirement
- Ongoing consultation with project Advisory Committee
- Coordination and support of Law Foundation of Ontario’s Program Evaluation

PROGRESS

Administration

The project manager coordinates and maintains the effective and efficient management of the project. She coordinates the project, liaises with the Advisory Group, consults with project staff, approves all project expenditures, works with the bookkeeper to ensure the project’s financial health, and coordinates all project communication and planning.

The Advisory Group met on four occasions in the past year and is an essential resource to ensure that the programs and activities of the project meet the needs of the various groups within our partnership network.

Advisory Group

The membership of the Advisory Group in 2016/17 was:

NAME	SERVICES SECTOR	PARTNERING ORGANIZATION
Lois McIntyre	Community	Canadian Hearing Society
Mohamoud Hagi-Aden	Community	South East Ottawa CHC
Daniel Gagnon	Legal	Community Legal Services Ottawa Centre
Siffan Rahman	Community	Somerset West CHC
Françoise Magunira	Immigrant	The Economic and Social Council of Ottawa-Carleton (CESOC)
Christine Sharp	Community	CIC / 211
Gary Stein	Legal	South Ottawa Community Legal Services
Maria Teresa Garcia	Immigrant	Catholic Immigration Centre
Basia Mair	Immigrant	Ottawa Community Immigrant Settlement Organization

Project Review

In January, 2017, following a call for proposals, the Law Foundation of Ontario commissioned CAP Consulting to evaluate the Connecting Ottawa Project and provide recommendations on its achievements and impacts as an Access to Justice initiative. Connecting Ottawa has been integrally involved in the review process, with the project manager and Advisory Committee Chair participating on the evaluation committee, arranging for interviews with key stakeholders and providing data and support as needed. We are looking forward to the report and recommendations coming out of this process

In December, 2016 a proposal was submitted to the Law Foundation of Ontario to extend project funding for another year (that is, from 1 July 2017 until 30 June 2018). In February, the Advisory Group received notice that the proposal was accepted. We are grateful to the Board of the Law Foundation for their continued support of the Connecting Ottawa project.

GOALS FOR 2017/18

- Maintain effective operational standards and practices
- Hold 4 advisory committee meetings
- Continue to support the project evaluation process
- Review and incorporate evaluation recommendations into practice
- Seek funding for continued operations

Financial Report

CONNECTING OTTAWA		
STATEMENT OF OPERATIONS		
FOR THE ELEVEN MONTH PERIOD ENDED MAY 31, 2017		
	Budget	Actuals
REVENUE		
2.0 Law Foundation of Ontario		
412 Received During Year	256,560.00	230,904.00
412 To Deferred Revenue (Current Year's Operating Surplus)		-
	256,560.00	230,904.00
EXPENSES		
3.2 Website Hosting, Management and Administration		
595 Translation	-	-
625 Website Hosting, Management and Administration	7,500.00	3,153.44
	7,500.00	3,153.44
3.3 Facilitators to Connect Clients and Legal Services		
590 Training	400.00	-
620 Volunteer (IPL) Honoraria	1,500.00	550.00
550 Meeting Costs		-
595 Translation		145.52
510 Printing/Supplies		819.24
615 Travel		-
	1,900.00	1,514.76
3.4 Legal Worker/Social Worker Connection		
515 Accommodation	12,000.00	11,080.90
530 Cloud/Mobile Services	2,000.00	1,708.13
540 Equipment Purchases	400.00	175.66
545 Materials and Supplies	800.00	1,627.01
550 Meeting Costs	500.00	378.50
557 Professional Fees		1,991.49
558 Liability Insurance		4,619.70
56X Salaries and Benefits	-	124,541.20
562 Resource Development	300.00	616.30
585 Staffing Costs		298.31
590 Training/Professional Development	2,000.00	1,122.43
595 Translation/Interpretation		-
615 Travel	4,000.00	1,310.67
626 Web Communication/Social Media Support	300.00	-
699 Sundry		100.00
	22,300.00	149,570.30
3.6 Secretariat		
510 Administration		-
545 Materials and Supplies		64.24
550 Meeting Costs		60.07
560 Project Co-ordinator	50,000.00	34,374.99
595 Translation/Interpretation	2,500.00	1,332.44
620 Volunteer (IPL) Honoraria		-
615 Travel	400.00	-
	52,900.00	35,831.74
3.7 Shared Lessons Learned		
520 Annual Conference	2,500.00	2,386.61
545 Materials and Supplies		-
550 Conferences, etc	-	-
595 Translation/Interpretation	-	167.13
615 Travel	1,000.00	509.32
	3,500.00	3,063.06
3.8 Administration		
542 Lead Agency Stipend	5,000.00	5,000.00
527 Bookkeeping	1,000.00	779.55
525 Bank Charges	-	98.25
522 Auditing	800.00	-
699 Sundry	-	-
799 Contingency	-	-
	6,800.00	5,877.80
Total Expenses	94,900.00	199,011.10
EXCESS OF REVENUE OVER EXPENSES		
(EXPENSES OVER REVENUE)	161,660.00	31,892.90

NOTES

- Connecting Ottawa continues to maximize funding through partnership agreements that allow us to minimize capital costs and other expenditures. Office and staffing costs are contracted through Vanier Community Services Centre. Community Legal Services of Ottawa continues to be the “lead agency” of record for the funding and provides accounting, book keeping and meeting services.
- Materials and supplies were in excess of budget due to increased promotion and educational efforts
- Expenses for electronic communication and volunteer facilitation were underspent in 2016/17 due to the deferral of project work in this area to 2017/18
- The project, overall, remains within budget.
- The translation and printing of the series of three new rack cards was expended in June, 2017 and thus is not reflected in the above statement
- Expenses for June, 2017 are still being finalized at the time this report was submitted. A year-end project statement will be submitted as an addendum to this report when it is available.

Appendix

Case Studies

Case Study #1

Facts:

Ms. Sarai Roca Anciano (names changed to protect privacy of individuals) is from Uruguay. She immigrated to Canada with her son Pedro Roca Solido in 2010. Ms. Roca Anciano understands French but has limited ability to communicate in French. She speaks no English and her mother tongue is Spanish. Mr. Roca Solido speaks fluent French and has a moderate understanding of English. He is 20 years old and a student. He was unemployed at the time his legal issues started and relied entirely on his mother and older sister for financial support.

Mr. Roca Solido immigrated to Canada when he was 13 years old. Both mother and son came to Canada as Permanent Residents and were both eligible for Citizenship at the time their legal troubles began.

On a Thursday in spring 2017, Mr. Roca Solido found out there was a warrant out for his arrest after seeing pictures of him on the news. He contacted his mentor Luciano De La Luz who works as a mentor for a non-profit organization in Ottawa and asked him if he'd seen the news reports or the pictures being circulated by police. Mr. De la Luz had not heard of anything and told Mr. Roca Solido he would get more information. After searching news reports Mr. De La Luz then contacted a friend who had been incarcerated in 2015, this friend advised Mr. De la Luz to contact Criminal Defense Lawyer Marcia Cochrane, who had previously helped him out for his criminal offense.

Mr. De la Luz contacted Mr. Roca Solido and advised him to contact the Criminal Defense Lawyer Marcia Cochrane and surrender himself to police. After turning himself in to police the following day (Friday) he was arrested for attempted murder among other criminal charges. On Saturday Mr. De la Luz contacted Connecting Ottawa's Lawyer and referred Ms. Roca Anciano for legal advice for a bail hearing scheduled on Monday.

Connecting Ottawa's involvement:

- Connecting Ottawa Lawyer was present for bail hearing. (Referral was received the Saturday prior to the Monday bail hearing.) Connecting Ottawa Lawyer arranged for interpretation between Ms. Roca Anciano and the Crown prosecutor prior to the hearing. A court interpreter had been paged but could not be located. Ms. Roca was asked multiple questions by the Crown prosecutor in order for her to be accepted as a surety for her son's release.

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- The bail hearing was set to proceed in French. The court interpreter (Interpreter #1) had finally been located to act as an interpreter for Ms. Roca Anciano however he was licensed to translate from English to Spanish only but not from Spanish to French. For this reason, another court interpreter (Interpreter #2) had to be located who was licensed to translate from French to English. Thus, the judge would speak in French and Interpreter #2 would translated the proceedings from French to English for the sake of Interpreter # 1 who would then translate from English to Spanish and vice versa whenever Ms. Roca Anciano would speak. This was very confusing for Ms. Roca Anciano. Connecting Ottawa’s lawyer subsequently met with Ms. Roca Anciano and went over her Surety documents and CLEO resources in order to explain the process to her and explain what she had agreed to without fully understanding.
- After the bail hearing, the Criminal defense lawyer the family had “retained” was demanding to be paid \$1000.00 in cash per day of service. (Friday, Saturday and Monday). Ms. Roca Anciano had difficulty understanding the lawyer’s demands because of her language barrier. She sought Connecting Ottawa’s help in understanding the process. In researching the Criminal Defense attorney, it was discovered that she specialized in drug offenses and had no experience dealing with Aggravated assault or Attempted murder cases.
- Connecting Ottawa then met with Ms. Roca Anciano to explain what a retainer was. It was discovered at that time that the client was being asked to pay \$1000.00 a day by the criminal defense lawyer but had never signed a retainer agreement or even been to the lawyer’s office. Furthermore, she had already paid \$2000.00 and was not given receipts for payments made in cash nor did she receive a breakdown of services offered. Connecting Ottawa Lawyer explained to Ms. Roca Anciano multiple times what her recourses were when it came to the criminal defense lawyer. Ms. Roca Anciano was certain that she had to continue to pay the criminal defense lawyer to prevent him from purposely tainting her son’s case. She was convinced he could have him arrested and deported if she refused to pay. The lawyer was calling her multiple times a day.
- Connecting Ottawa wrote to the criminal defense attorney on Ms. Roca Anciano’s behalf to request an invoice for legal services rendered.
- Connecting Ottawa Lawyer explained to Ms. Roca Anciano that she did not have the responsibility of paying her son’s legal fees. After meeting with Ms. Roca Anciano and Mr. Roca Solido it was determined that Mr. Roca Solido was eligible for Legal Aid Ontario.
- Connecting Ottawa Lawyer consulted with Legal Aid Ontario’s Duty Counsel lawyer at the Vanier Community Services Centre and was referred to a Private Bar Lawyer who accepts Legal Aid Certificates and has experience with the kinds of criminal offenses Mr. Roca Solido has been charged with.
- Connecting Ottawa Lawyer negotiated with Legal Aid Ontario to issue a certificate. (LAO refused to issue a certificate initially for multiple reasons but after helping mother and son gather documents a certificate was granted.)

- Connecting Ottawa arranged and facilitated an initial meeting with the Private Bar Lawyers while the certificate was pending. At this meeting interpretation was arranged for Ms. Roca Anciano.
- Connecting Ottawa also gave legal advice on the impact of criminal convictions on immigration and citizenship status.
- Connecting Ottawa also connected both Mother and Son with a Faith Based Social worker and counseling services at OCISO a partner organization.

Case Study #2

Facts:

The clients, Ms. Watson and Mr. Watson (names changed to protect the privacy of individuals) sought legal assistance for ongoing concerns that presented due to the multiple legal needs and complex health/ disability situation of Ms. Watson. Connecting Ottawa and our partner agency Citizen Advocacy among other agencies are involved. Ms. Watson's primary worker is Independent Planning Facilitator from Citizen Advocacy. Both Ms. and Mr. Watson have a positive relationship with this worker.

Ms. Watson, is a twenty-three year woman with complex physical and intellectual disabilities. Her parent, Mr. Watson is her only parent and primary support. Ms. Watson's primary source of income is ODSP. Mr. Watson is a highly educated, committed parent who works full time. Ms. Watson also has step siblings who are 7 and 11 years older who are intermittently involved in her life. They do not live in Ottawa. Mr. Watson promotes this sibling contact. Ms. Watson lives in a group home setting

Ms. Watson uses a wheelchair for mobility and her physical disability triggers the need for daily personal attendant support. There was no one particular triggering event for the referral. Ms. Watson has ongoing legal and social service needs due to the complex nature of her day to day life.

Mr. Watson approached Connecting Ottawa for legal help 2.5 years ago. The most recent issue has been the substitute decision making issue triggered by concerns of mismanagement of the client's money at her group home, lack of communication with Mr. Watson regarding the client's medical appointments and an inheritance received by Ms. Watson.

Communication Barrier/ Disability Issues:

Ms. Watson is unable to read or write and has serious memory issues resulting from her congenital intellectual disability. These limitations are permanent. She has advanced oral communication.

Legal Issues:

- Substitute Decision Making
- Appeal/ administrative process to change group home placement
- Inheritance – ODSP – Ms. Watson inherited money from a relative. As an ODSP recipient and someone who has literacy challenges, arrangements were required, to address this appropriately.

Summary of Actions:

- Appointment with Mr. Watson re: Issue 1 – Substitute Decision Making
 - These meeting canvassed the purpose of substitute decision making and general issues surrounding the purposes and differences in the tools: Guardianship (Of Person and Property); Powers of Attorney (Property and Personal Care)
 - Mr. Watson expressed significant concern about capacity of his daughter
 - Legal information provided regarding which tool used in which circumstances
 - Discussion of Capacity Assessors (including costs, availability, need etc.).
 - Mr. Watson belongs to a parent's support group and had some information and contacts from this group
 - Discussed the concerns of Mr. Watson of using legal tools without impinging upon his daughter's autonomy, confidence and their positive and trusting relationship and those inherent complexities (legal and biopsychosocial strategies)
- Appointment with Ms. Watson and Citizen Advocacy Worker- PART 1
 - Prepared and planned for meeting to be responsive to client and CA worker's needs – Legal Information Tools etc. Tools were sourced to reinforce legal information in a manner that was tailored to the client's communication barrier while focusing on the client's strengths
 - Met with Ms. Watson with her Citizen Advocacy Worker to present, discuss and canvass the issue of Substitute Decision Making. Ms. Watson, CA worker and I discussed: What is a Substitute Decision Maker?; Who is an appropriate Substitute Decision Maker? What is the Role of A Substitute Decision Maker? What to do if things do not go well with your chosen Substitute Decision Maker? etc.
 - Ms. Watson, Citizen Advocacy Worker focused on issue of who would be if help with decision making would be appropriate and who would be a good substitute decision maker
 - Ms. Watson identified that her parent, Mr. Watson would be her choice.
 - Next Steps were undertaken based on this choice by Ms. Watson that included Mr. Watson
- Appointment with Ms. Watson and Citizen Advocacy Worker and Mr. Watson - PART 2
 - Issues addressed next steps and strategies to implement powers of attorney once they are in place

Follow Up

- Sent resources to follow up with Citizen Advocacy Worker and Mr. Watson to reinforce information with Ms Watson due to memory issues and literacy issues. These tools included: web-based/ podcasts for Ms Watson to listen. written plain language legal information for Mr. Watson and Citizen Advocacy Worker
- The family chose to proceed with Power of Attorney – Personal Care and continuing Power of Attorney - Property.
- There have been some implementation challenges with both the group home and the Canada Revenue Agency. For example, the Canada Revenue Agency sent a letter indicating that they do not accept the Power of Attorney. This is in the process of being addressed.
- Brief Appointments/ correspondence with Mr. Watson to implement to follow up with Power of Attorney - strategy and plan.

Outcome(s):

- ISSUE 1: ODSP: 1 INHERITANCE- Legal Information and Case management plan created to facilitate inheritance received in compliance with regulations. As an ODSP recipient and someone who has literacy challenges, detailed arrangements were required that involved the client, the estate, the group home and Mr. Watson. The plan aimed to address this appropriately, practically and in compliance with the ODSP regulations.
- ISSUE 2: PLACEMENT in suitable GROUP HOME: Multiple meetings with CA Worker, Ms. Watson and Mr. Watson. Progress made with this issue. Transfer request made in compliance with all standards. There was an issue as to how the request was made previously. Multiple legal (Including use of ARCH) and non- legal options canvassed. This remains an open and ongoing issue. There is a possibility of a transfer in September 2017.
- ISSUE 3: Powers of Attorney for Personal Care and Continuing Power of Attorney for Property in place. Strategies discussed with Ms. Watson and Mr. Watson to keep positive, trusting relationship intact in light of implementation of this legal tool. Issues with group home remain present and use of tool reinforced.

Biopsychosocial Issues:

The client is someone who has been exposed to many workers over her lifetime. Trusting relationships are not quickly and easily established. It is particularly challenging since the client is not able to keep notes of meetings nor consistently recall specifics. However, she is able to recall certain details of certain encounters verbatim and is clearly able to recall subjectively if worker has disappointed her.

Because Ms. Watson also has lived in a group home setting for many years, it has been challenging for her to form relationships with those of her own age and those with her similar life situation. That is, many of those in her group home are of very advanced age and are non-verbal. In advocating for a change in placement, her physician had stated that her group home was inappropriate for her development. This has presented a very difficult day to day environment for Ms. Watson and her biopsychosocial situation.

The Citizens Advocacy worker is the primary worker addressing Ms. Watson's biopsychosocial needs.

Challenges:

One of the primary challenges of the case was overcoming the communication barrier that Ms. Watson experiences because of inability to read and write and recall information in a consistent manner. Another challenge is logistics since Ms. Watson uses a wheelchair for mobility. Since one of the legal issues was seeking a change in her group home placement, it was important for the client to meet outside of the group home. This necessitates coordination of meetings with the CA worker, the client and her parent.

Another challenge was also a potential conflict of interest issue. With the power of Attorney issue since Mr. Watson identified the desire for the powers of attorney/ guardianships since he was concerned her funds were not been managed well by the group home. However, he was indicating that he would in fact, likely be the attorney selected by Ms. Watson for both personal care and property. This was addressed by the provision of legal information to the client Ms. Watson with her CA worker with open ended questions outside without her parent present. The issue of revocation was also clearly addressed.

My interactions with the client, her parent and the CA philosophy required a client-centered perspective recognizing the exceptionalities of the clients while affirming the client's rights. This at times was a difficult balance in light of the constraints of available resources and what the legal system might offer.

Conference Feedback

	Strongly Agree	Agree	Neutral/Undecided	Disagree	Strongly Disagree	Total	Weighted Average
Overall, the conference has increased my capacity to help my clients access legal information or services.	4.76% 1	76.19% 16	19.05% 4	0.00% 0	0.00% 0	21	3.86
The conference sessions increased my understanding of the roles and opportunities of community navigation for supporting clients to access legal information and services.	18.18% 4	68.18% 15	9.09% 2	4.55% 1	0.00% 0	22	4.00
Through the conference sessions I learned new approaches and best practices surrounding community navigation for supporting clients to access legal information and services.	18.18% 4	63.64% 14	13.64% 3	4.55% 1	0.00% 0	22	3.95
Through the conference sessions I have an increased understanding of the legal boundaries and opportunities for providing legal information.	31.82% 7	50.00% 11	18.18% 4	0.00% 0	0.00% 0	22	4.14
The conference sessions introduced me to tools that I can use to help clients navigate through legal problems.	14.29% 3	66.67% 14	19.05% 4	0.00% 0	0.00% 0	21	3.95
Through the conference I gained an understanding of how to integrate what I learned into my organization.	13.64% 3	63.64% 14	22.73% 5	0.00% 0	0.00% 0	22	3.91
I will share the information and tools I gained today with others in my organization.	14.29% 3	80.95% 17	4.76% 1	0.00% 0	0.00% 0	21	4.10
I will use the information and tools I gained today in my work.	4.55% 1	90.91% 20	4.55% 1	0.00% 0	0.00% 0	22	4.00
I met one or more new connection(s) to follow-up with.	42.86% 9	47.62% 10	4.76% 1	4.76% 1	0.00% 0	21	4.29
I had opportunities to meet with colleagues and discuss ideas/work towards shared goals.	38.10% 8	42.86% 9	14.29% 3	4.76% 1	0.00% 0	21	4.14