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CONNECTING REGION INITIATIVE

ACTIVITY REPORT #9

Submitted to the
Law Foundation of Ontario
Access to Justice Fund

On behalf of the

CONNECTING OTTAWA NETWORK

December 2016



CONTENTS

CONTENTS	2
Introduction	3
Highlights	5
Activity Reports	6
CONNECT COMMUNITY LEGAL SERVICES & COMMUNITY HEALTH & SOCIAL SERVICES	6
PROMOTE THE USE OF A WEBSITE RESOURCE BY TRUSTED INTERMEDIARIES.....	12
DEVELOP & SUPPORT VOLUNTEER FACILITATORS AS TRUSTED INTERMEDIARIES	18
DEVELOP & SUPPORT VOLUNTEER FACILITATORS TO OUTREACH TO THEIR NETWORKS.....	20
OUTREACH TO ISOLATED LINGUISTIC MINORITIES.....	22
PROJECT COORDINATION.....	24
SHARE LESSONS LEARNED	26
Financial Report	28
Appendix	30
Case Studies.....	30
Family Law Rack Card Draft.....	36

Introduction

This is the ninth 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 six-month period **July 1, 2016 to December 30, 2016**. Our focus during this period has been the continued implementation of the planned activities, recruitment, training, assignment and supervision of volunteer facilitators, reaching out to our partners in the settlement services and community sectors, adding new functionality to our website, and maintaining our role as case consultants to partner organizations.

During this period we have operated well within the approved budget. Our current financial statement for November 30, 2016 shows a positive fund balance of **\$46,518.77**. (Please see our [financial statement](#) with notes of significant variations.) We expect December and January expenditures to be about \$45,000 so we request that the next funding installment be forwarded no later than mid- February to ensure we have sufficient cash flow.

The last six months has provided Connecting Ottawa with opportunities for change, evaluation and for planning the year ahead.

- In October, the current Project Manager Nico Koenig chose to transition from freelance consulting to full-time employment, and as such, we had to begin the process of seeking a new Project Manager to lead the Connecting Ottawa Project. The application process began in November, with six candidates chosen for interviews to take place in January 2017. The hiring process will enable the incoming Project Manager to begin their work in early February with an orientation and initial work plan provided by the outgoing Project Manager at that time.
- The LFO, with assistance from current and previous Connecting Ottawa Project Managers Nico Koenig and David Hole, as well as current Advisory Group Chair Gary Stein, developed a Call for Proposals to evaluate the Connecting Ottawa Project. Specifically, LFO is requesting a comprehensive and independent evaluation of the Connecting Ottawa project with a focus on understanding how best to build the capacity of trusted intermediaries to support those with communication barriers. The selected evaluator is expected to begin their work in early 2017.
- In November, the Connecting Ottawa staff took part in their annual strategic planning day. The result was a plan that reflected our priorities, outlined staff responsibilities and administration needs, and also created opportunities for improving our access to justice initiatives.

This report begins with a summary of highlights from each strategic priority. The remainder of the report offers details of our progress on each priority, next steps recommended based on

LAW FOUNDATION OF ONTARIO – CONNECTING REGION INITIATIVE

the strategic planning day discussions, as well as an appendix with relevant documents.

We thank the Law Foundation again and are grateful for its continued encouragement, interest and support of Connecting Ottawa.

Highlights

CONNECT COMMUNITY LEGAL SERVICES AND COMMUNITY HEALTH AND SOCIAL SERVICES

- **228** clients and their families have benefited from case consultations by Connecting Ottawa's staff.
- **32** agencies referring to Connecting Ottawa for case consultations, remaining consistent with the number of referrals from the previous year.
- Three "Lunch and Learn" sessions hosted 51 partner agency staff covering Mental Health Law, Employment Law, and Trauma-informed Care for Social and Legal Services.
- 35 meetings with community service partners with the aim to improve access to justice for those with communication barriers.

PROMOTE THE USE OF A WEBSITE RESOURCE BY TRUSTED INTERMEDIARIES

- **22,048** visits to ConnectingOttawa.com website this past 6 months, representing an increase of **22%** as compared to the previous time period.
- **4,627** visits to Connecting Ottawa's Syrian Refugee Resource since July 2016, the most visited resource page.

DEVELOP AND SUPPORT VOLUNTEER FACILITATORS AS TRUSTED INTERMEDIARIES

- Facilitators received 6 assignments to meet and assist clients and partner agencies.
- One Facilitator Newsletter was distributed which featured common assignment scenarios, upcoming events and workshops as well as news from Connecting Ottawa.

DEVELOP AND SUPPORT VOLUNTEER FACILITATORS TO OUTREACH TO THEIR NETWORKS

- **200** Rack Cards have been printed and distributed through Connecting Ottawa's network of legal and social service agencies.
- Rack Cards that focus on Housing Law, Employment Law and Criminal Law have been designed.

PLE OUTREACH TO ISOLATED LINGUISTIC MINORITIES

- A second Free Mobile Law Clinic in a suburban mall through partnership with University of Ottawa.
- **12** presentations and collaborations with social and legal services groups including presentations to Somerset West Community Health Centre, Catholic Centre for Immigrants and Ottawa Community Immigrant Services Organization.

SHARE LESSONS LEARNED

- Three presentations detailing Connecting Ottawa's approach and best practices.

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. Our intent 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

- 228 clients and their families have benefited from case consultations by Connecting Ottawa's staff
- 32 agencies referring to Connecting Ottawa for case consultations, remaining consistent with the number of referrals from the previous year
- Three "Lunch and Learn" sessions hosted 51 partner agency staff, covering Mental Health Law, Employment Law, and Trauma-informed Care for Social and Legal Services
- 35 meetings with community service partners with the aim to improve access to justice for those with communication barriers.

PROGRESS

Providing consultation services and maintaining our current staffing mix: a lawyer and a social worker

The network of partners currently includes 49 organizations: 18 community service agencies, 11 agencies serving immigrants, 10 organizations providing legal services, 6 agencies serving people with disabilities, 3 organizations that offer placements to students interested in access to justice issues and 1 providing interpretation and translation services. The project also reaches out to additional organizations that could contribute to successful outcomes for their clients and liaises with other networks and coalitions including Local Agencies Serving Immigrants (LASI), the Ottawa Local Immigration Partnership (OLIP), Ottawa Public Library, Refugee Network of Ottawa (ReNoO Group), Crime Prevention - Connecting on Disability and Abuse (CODA) and the Coalition of Community Health and Resource Centres. During this reporting period, the Lebanese and Arab Social Services Agency (LASSA) joined our network as a new partner in supporting clients with communication barriers.

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.

During this reporting period we met with 35 community service partners to assess how our legal issue awareness and system navigation tools could be improved, determine the training priorities for trusted intermediaries within these organizations, and consult about access to justice for our focus populations.

Consistent with our Partnership Agreement, office accommodations and human resources services continue to be provided by Centre des services communautaires Vanier, a Community Resource Centre that is already home to la Clinique juridique francophone de l'Est d'Ottawa. 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.

Connecting Ottawa continues to have the following staff under contract: Alexandra-Marjorie Derisier LLL, LLB and Erin Fitzpatrick MSW, LLB, RSW. They are both bilingual in English and

French; Alex also speaks Spanish and Creole fluently. Nico Koenig is an independent consultant under contract to provide project management services.

During this period we

- Reached out to our partners to raise awareness and promote use of project services.
- Discussed ways in which the project can build local capacity for case management for clients from our focus populations
- Shared best practices when responding to issues raised by these populations
- Understood partners' history and experience when referring to legal services
- Explored ways that the project can improve this experience
- Explored PLE and shared training opportunities
- Determined the most effective ways to maintain productive liaison with partners and other stakeholders.
- Provided case consultation and advice to network partners.

Our staff members primarily respond to requests for service but our lawyer and our social worker are regularly collocated with partner organizations 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).

Partner organizations consult with us about hard-to-serve clients who face barriers to communication. Our goal is to provide information and advice, to assess the legal issues and communication challenges, to connect the client with needed services, and identify an ongoing case manager before terminating our involvement. The daily workload remains dominated by these casework activities. Our goal at this point is to ensure that each case consultation is an opportunity to build the referring organization's capacity to better respond to the needs of our focus populations and to ensure that case managers on the front lines refer to legal services appropriately.

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 or our consultations are relatively brief, 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 228 case consultations offered to partner agencies, other Ottawa regional agencies and services, as well as individual self-referrals. This represents a total of 228 clients and their families who have benefited (directly or indirectly) from interventions by Connecting Ottawa.

During the reporting period, Connecting Ottawa also facilitated access interpretation services 6 times and has requested the services of Volunteer Facilitators for 6 assignments.

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	# Cases July 2015- Dec 2015	# Cases July 2016- Dec 2016
Social Worker	139	117
Lawyer	164	111
TOTAL	303	228

	July - Dec 2015	July - Dec 2016
# Organizations Referring	32	32
# Interpretation Arranged	16	6
# Facilitators Requested and Assigned	10	6

The cases presented a full range of legal and social issues. Based on 228 case consultations, 32 different organizations requested case consultations from our lawyer and social which is the same number as the previous reporting period. The number of agencies who are referring to us is an important measurement that we hope to sustain and grow over time, as more agencies are aware of the type of specialized support we can offer.

The case studies in the appendices provide two examples of the types of situations that our staff members participate in. The [first case study](#) describes a case involving the navigation of issues related to immigration law, domestic abuse, and communication barriers. This case also points to the challenges of supporting a victim of domestic abuse whose abuser received services from one of Connecting Ottawa’s partner agencies.

Our [second case study](#) describes the challenges faced by a family with communication barriers which was falsely charged with housing repair costs.

This year, Connecting Ottawa also worked with South Ottawa Community Legal Services to host Julie Burnett, a student from Carleton University’s School of Social Work. Connecting Ottawa’s staff have a history of supporting and mentoring students from Carleton University and the University of Ottawa.

Implementing the Legal Health Check Up as a Public Legal Education resource for trusted intermediaries.

The Legal Health Check Up (LHCU) was developed to enable trusted intermediaries and clients to readily recognise when a person with a lived experience may have a legal issue. Organised according to the same taxonomy of legal topics and subtopics developed by Community Legal Education Ontario (CLEO) for its “Your Legal Rights” website and adapted for use on our web site, the LHCU uses summary statements to describe life scenarios that can “diagnose” legal issues and identify a need for legal information or another legal service.

LHCU has been at the core of our current “Lunch & Learn / Dîner – Causerie” sessions, and other training opportunities developed to raise awareness of legal issues among network partners. During this past six months, we organized three Lunch & Learn sessions, which hosted 51 participants from frontline social and legal service workers from across Ottawa:

1. Mental Health Law
2. Employment Law
3. Trauma-informed Care
 - Hosted special guest presentations by Registered Psychotherapist Mego Nerses and Lawyer Jaime Lefebvre. It was our most well attended session with 27 guests in attendance.

Each session provided details related to legal terms, referral information, case studies, additional resources and discussion on best practices. Importantly, the Lunch & Learn sessions were also valuable as networking opportunities for frontline staff who would not regularly meet each other outside of the working conditions but who face similar cases. Following the sessions, the PowerPoint presentations were shared electronically with participants and additional material was available through our website.

Promoting CICO/211 as the default information, assessment and referral resource for trusted intermediaries and clients from our focus populations.

The Community Information Centre of Ottawa (CICO) 211 continues to be an important resource and valued partner during project implementation. Connecting Ottawa has

- Maintained a feed of the CICO database to the Connecting Ottawa/Connexion Ottawa web sites.
- Extended the reach of the CICO Community Bulletin by posting events on the Connecting Ottawa/Connexion Ottawa web sites.

NEXT STEPS

During the first six months of 2017, Connecting Ottawa will:

- Continue to 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 existing lunch-and-learn PLEI workshops to be delivered upon request at partner agencies' on-site locations.
- Increase attention and support towards disability-serving agencies who work with people with communication barriers.

PROMOTE THE USE OF A WEBSITE RESOURCE 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. However, the fact remains that navigation of the legal system remains challenging for many front-line service providers in Ottawa.

OUR INTENT

To supplement the on-line information available from Your Legal Rights and the Community Information Centre of Ottawa (CICO) by developing a local web site resource that includes comprehensive and current information about local legal services, and by sharing information about the Connecting Ottawa project and the ways in which it can support project partners to ensure access to justice by our focus populations.

HIGHLIGHTS

- 22,048 visits to ConnectingOttawa.com website this past 6 months, representing an increase of 22% as compared to the previous time period.
- 4,627 visits to Connecting Ottawa's Syrian Refugee Resource since July 2016, the most visited resource page.

PROGRESS

Connecting Ottawa's web sites have been maintained in both English (connectingottawa.com) and French (connexionottawa.com).

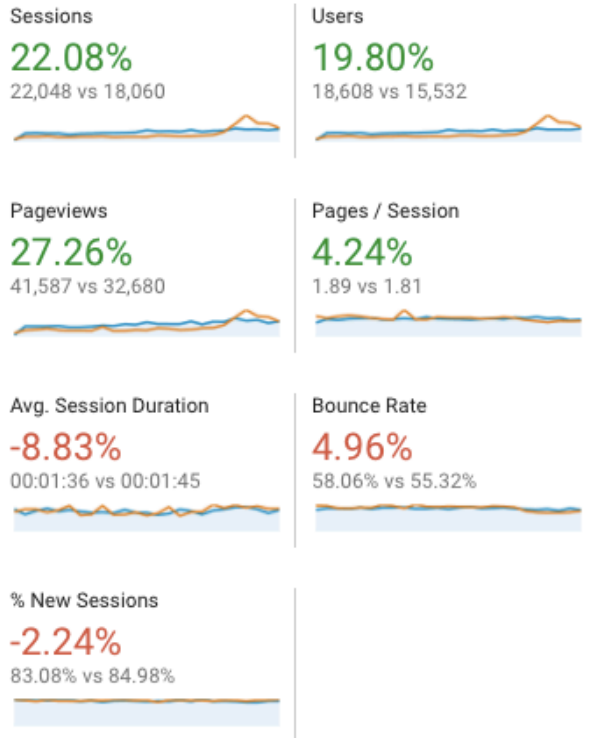
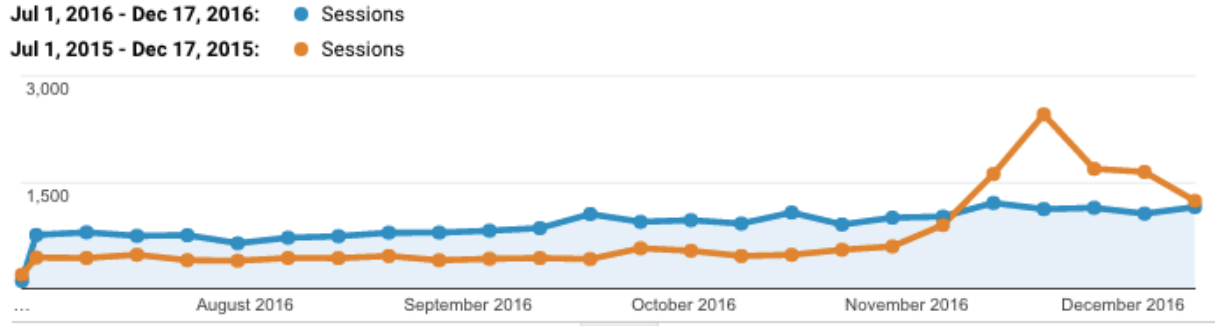
During this period we have taken steps to develop the sites further by

- Adding security updates
- Regularly contributing "News/ Actualités" feature to promote time-sensitive information or resources.
- Expanding the "Resources" menu to include Affidavit and Bed Bug Resources.
- Maintaining a current "Events" calendar and posted **10** events detailing workshops, public legal education sessions, conferences and other learning opportunities of interest to our partners.
- Updating the French site to ensure it is consistent with the English site.

Website Traffic

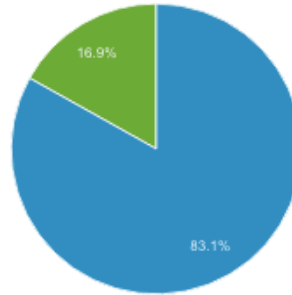
Google Analytics informs us that traffic to the sites continues to grow steadily. Our traffic for this year (blue) compares with data from the previous year (orange) and is displayed below.

ConnectingOttawa.com

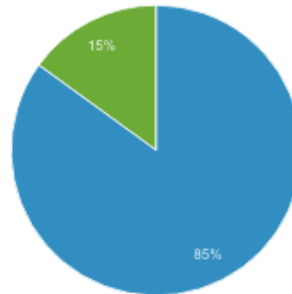


■ New Visitor ■ Returning Visitor

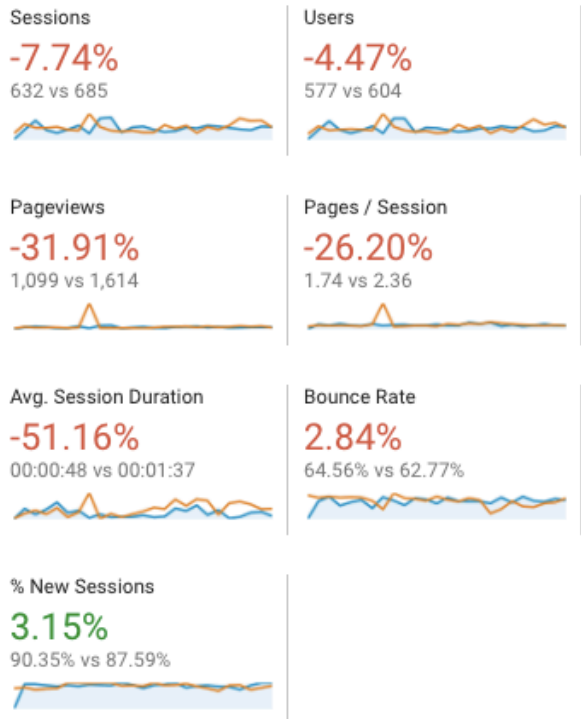
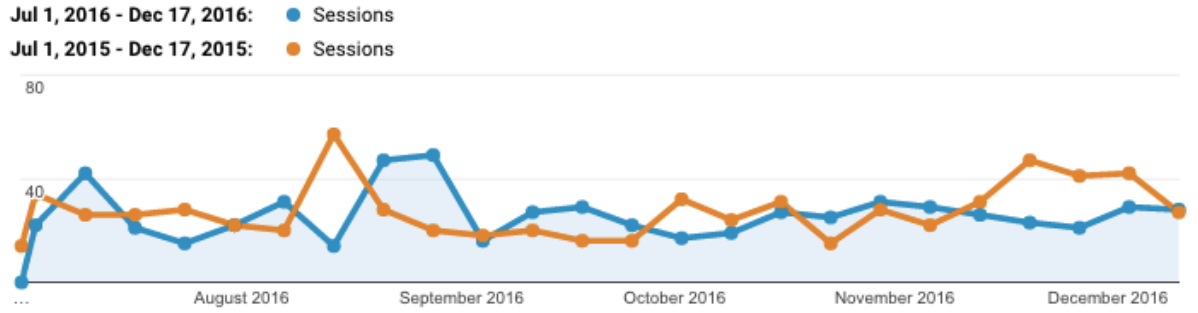
Jul 1, 2016 - Dec 17, 2016



Jul 1, 2015 - Dec 17, 2015

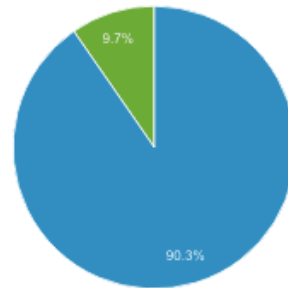


ConnexionOttawa.com (FR)

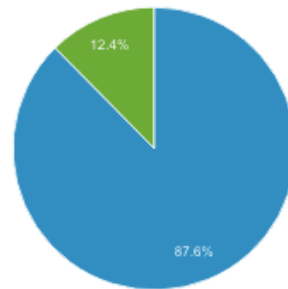


■ New Visitor ■ Returning Visitor

Jul 1, 2016 - Dec 17, 2016



Jul 1, 2015 - Dec 17, 2015

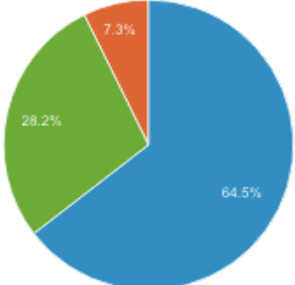
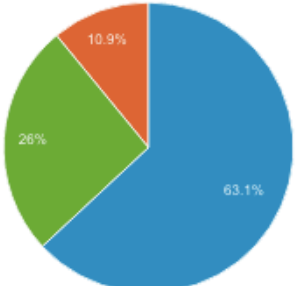


Number of Users

When compared to the previous time (July 1 2015 to December 30 2015), the number of users of the English web site has increased by 20% (18,608 from 15,582); the number of users on the French web site has remained stable with a slight decrease of 4.5%.

Mobile and Table Vs. Desktop Use of ConnectingOttawa.com

Mobile and tablet use continues to increase as compared to the previous time range. ConnectingOttawa.com was accessed by mobile smart phones and tablets for a combined total of 7,822 times as compared to only 6,668 times during the previous reporting period representing an increase of 15%.

Device Category	Sessions	Sessions	Contribution to total: Sessions
	22.08% ▲ 22,048 vs 18,060	22.08% ▲ 22,048 vs 18,060	
1. ■ desktop			Jul 1, 2016 - Dec 17, 2016
Jul 1, 2016 - Dec 17, 2016	14,226	64.52%	
Jul 1, 2015 - Dec 17, 2015	11,392	63.08%	
2. ■ mobile			Jul 1, 2015 - Dec 17, 2015
Jul 1, 2016 - Dec 17, 2016	6,208	28.16%	
Jul 1, 2015 - Dec 17, 2015	4,691	25.97%	
3. ■ tablet			
Jul 1, 2016 - Dec 17, 2016	1,614	7.32%	
Jul 1, 2015 - Dec 17, 2015	1,977	10.95%	

Top 10 Most Viewed Websites and Topics

Website / Topic	Number of Page Views (July 2016 - Dec 2016)
How to Help Syrian Refugees in Ottawa	4,627(11.13%)
Family Law Information Centre	2,484(5.97%)
About Connecting Ottawa	1,570(3.78%)
Legal Services - Partner Abuse	1,137(2.73%)
Contact us Connecting Ottawa	946(2.27%)
Resources Connecting Ottawa	821(1.97%)
Indian and Northern Affairs Canada	709(1.70%)
Office of the Public Guardian and Trustee [OPGT] - Ontario Ministry of the Attorney General	699(1.68%)
311 - Ottawa, City Operations	672(1.62%)
Men and Healing	657(1.58%)

It is worth noting the significant number of page views (4,627) of our Syrian Refugee Resource page, which has been available since November 2015.

Social Media

Connecting Ottawa's English and French web sites contain links to the project's presence on Twitter¹ and Facebook². Social media is another vehicle for the project to share news and information related to our focus populations, their access to services, and emerging legal issues, especially concerning immigration, poverty, and accessibility for persons with disabilities. At the beginning of July 2015, Connecting Ottawa had 390 "followers" on Twitter, which has since grown by 36% to 531 followers.

¹ <http://twitter.com/connectottawa>

² <https://www.facebook.com/ConnectingOttawa>

NEXT STEPS

During the first six months of 2017, Connecting Ottawa will:

- Continue to 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.
- Consider strategies to improve French website connexion.com and our social media presence

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 6 assignments to meet and assist clients and partner agencies
- One Facilitator Newsletter was distributed which featured common assignment scenarios, upcoming events and workshops as well as news from Connecting Ottawa

PROGRESS

Connecting Ottawa has continued to promote opportunities for multilingual persons to volunteer their time and experience to facilitate access to needed services by our focus populations. Our screening and orientation process includes 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. This 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.

Our Facilitators are a highly diverse group, ethnically, culturally, linguistically and in terms of their “Canadian experience” in the work force. Many have chosen to volunteer as another step in the process of finding meaningful paid employment where they can use their professional skills. We are always pleased to support the employment aspirations of our Facilitators and we

celebrate with them when those aspirations are realized, even though their success will deplete our volunteer pool. Some Facilitators have yet to receive their first assignment because their cultural and linguistic profiles do not match the needs of the client or because of their limited availability or because there has been a temporary decline in the number of referrals for Facilitator support. Other Facilitators have experienced many assignments and are now in a position to mentor newer recruits.

Currently there are 21 Facilitators available for assignments, with the capacity among them to speak 19 languages. We have continued to respond to referrals for facilitators to accompany clients to legal and non-legal service appointments and have also used two Association of Translators and Interpreters of Canada (ATIO) -certified Facilitators (English, French, Spanish, Arabic) as paid interpreters whenever appropriate. During the report period, Facilitators received 6 assignments to meet and assist clients and partner agencies. In addition, all Facilitators received one facilitator-specific newsletter, which featured common assignment scenarios, upcoming events and workshops as well as news from Connecting Ottawa.

NEXT STEPS

After four years of coordinating Volunteer Facilitators to support clients to access services across Ottawa, this reporting period offered much needed reflection on the capacity of Connecting Ottawa, namely, the capacity of the two full-time staff to manage the program. As indicated in previous LFO Activity Reports, the time required to coordinate the meeting of two strangers is intensive. Significantly, the regular challenge of locating and connecting facilitators with the right language skills to be available on an on-demand and urgent basis, as well as the administration and training coordination requirements can deplete the time available of the two staff.

During the first six months of 2017, Connecting Ottawa will:

- Maintain a pool of volunteer facilitators as trusted intermediaries able to connect clients to community and legal services to which they have been referred;
- Try a new approach to coordinating the Volunteer Facilitator Program. We will shift the program away from responsibilities of the two project staff, and onto the responsibility of the part-time Project Manager.

DEVELOP & SUPPORT VOLUNTEER FACILITATORS TO OUTREACH TO THEIR NETWORKS

OUR CHALLENGE

Many persons who are isolated from the mainstream Canadian experience because of cultural and language barriers; in consequence they are not only relatively unaware of common legal issues but also not connected to the many services that are part of our network. Additionally, Connecting Ottawa's volunteer facilitators are an underutilized resource. The primary role that has been ascribed to them has been enormously valuable but has not fully harnessed the experience, skills, and resourcefulness of these volunteers, many of whom were highly educated professionals in their home countries but are currently underemployed – and underappreciated – in this, their adopted country.

OUR INTENT

To recruit volunteers from our existing pool of facilitators, and train and equip them to most effectively communicate with their personal networks about legal issues and what can be done to address them. We will produce print materials (handouts, in up to 5 languages) to support this outreach by adapting and co-branding CLEO's multilingual resources to include local references.

HIGHLIGHTS

- 200 Rack Cards have been printed and distributed through Connecting Ottawa's network of legal and social service agencies
- Rack Cards that focus on Housing Law, Employment Law and Criminal Law have been designed

PROGRESS

During this reporting period, we have created additional rack cards that incorporates our Legal Health Check Up (LHCU) statements developed in the previous year, and paired the statements with Ottawa-based referral services and contact information. Each rack card focuses on our top LHCU legal topics: Immigration Law, Housing Law, Family Law, Criminal Law and Employment Law.

The first Connecting Ottawa rack card on Immigration Law was designed and produced in the top six languages spoken in Ottawa (Spanish, Farsi, Somali, Arabic, English and French). These rack cards were printed and distributed to our network partners in the previous year, with an additional 200 Immigration Rack Cards printed in Spanish and Arabic during the previous six months.


Three new rack cards have been designed and are ready to be translated and distributed. These rack cards focus on Family Law, Housing Law, and Employment Law and will be used by our staff and Volunteer Facilitators to distribute to clients, trusted intermediaries and during outreach events. The [Family Law Rack Card Draft](#) can be viewed in the appendix.

The full list of currently available Rack Cards can be accessed at ConnectingOttawa.com.

NEXT STEPS

In the first six months of 2017, Connecting Ottawa will:

- Translate, print and distribute new Rack Cards to partner agencies and Volunteer Facilitators.

ENGLISH FAMILY 

Have a family law issue?
Is communication difficult?

Connecting Ottawa can help connect you with services.

Do any of the following apply to your situation?

- "A teacher reported my child's bruises. Now the Children's Aid Society has called me to investigate."
- "My ex-partner is always late with or misses his/her child support payments."
- "I'm on social assistance and I'm worried that child support payments will affect my benefits."
- "My ex-partner keeps changing the time he/she will pick up our kids."
- "I'm worried about my child spending time alone with my ex-partner because he/she was abusive when we lived together."
- "I have to stay home to take care of our kids, but my ex-partner won't pay spousal support."
- "I was married in a religious ceremony in my home country but want to get a divorce so I can remarry in Canada."
- "I sponsored my partner to immigrate to Canada. Because we are not married and haven't lived together for over a year, the application was refused."

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 partners in the legal services sector 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

- Second Free Mobile Law Clinic in a suburban mall through partnership with University of Ottawa
- 12 presentations and collaborations with social and legal services groups including presentations to Somerset West Community Health Centre, Catholic Centre for Immigrants and Ottawa Community Immigrant Services Organization

PROGRESS

Connecting Ottawa is aware that our network contains a wealth of PLE resources. Our legal services partners have the mandate, experience and resources to present public legal education and information at events throughout Ottawa. During this reporting period, we have explored ways to direct PLE resources to effectively reach our focus populations and the trusted intermediaries with whom they connect.

During the previous six months, Connecting Ottawa maintained and strengthened our reputation of offering effective presentations and trainings to our network of partners. Of note, our key community partners have regularly requested that we offer PLE and capacity building workshops to their staff and frontline workers. For example, we have offered three PLE workshops for Somerset West Community Health Centre, which hosts Ottawa's recently established Newcomer Centre. Based on the success of our work with community health centres and other community-based partners, we aim to increase our promotion of PLE resources to community health and resource centres in the new year.

For the second time in a year, Connecting Ottawa also had an opportunity to collaborate with University of Ottawa law students in their free mobile law clinic in a suburban mall. Connecting Ottawa looks forward to continue this relationship with University of Ottawa in supporting similar outreach events.

In total, we have made 12 additional presentations and collaborated with other groups on complementary initiatives:

- Changes in Immigration Law - La Clinique juridique francophone de l'Est d'Ottawa
- Privacy Law and Forms - Somerset West Community Health Centre
- PLE Refugee Law – Catholic Centre for Immigrants
- PLE Ticket Defense Program - University of Ottawa
- Lunch and Learn - Somerset West Community Health Centre (twice)
- PLE Student Visa – Ottawa Community Immigrant Services Organization (OCISO)
- PLE Forms - Somerset West Community Health Centre
- PLE Forms - ACORN
- PLE Refugee Law - YMCA
- Staff Presentation - La Clinique juridique francophone de l'Est d'Ottawa
- Collaborated and supported the ReNoO Group (Refugee Network of Ottawa)
- Partage Vanier Community Event

NEXT STEPS

During the first six months of 2017, Connecting Ottawa will:

- Continue to 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
- Increase outreach, capacity-building and public legal education workshops focused towards Ottawa's community health and resource centres.

PROJECT COORDINATION

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.

PROGRESS

The project coordinator provides progress reports at every meeting of the Advisory Group, consults with project staff weekly, approves all project expenditures, works with the bookkeeper at South Ottawa Community Legal Services (SOCLS) to ensure the project’s financial health, and is always available for consultation about the many and varied issues that emerge.

The Advisory Group usually meets twice in a six-month period, however due to the availability of the Project Manager, the Advisory Group only met once, on 10th of November 2016. The contents of this Activity Report will be received when we meet again in February 2017. The current membership of the Advisory Group is as follows:

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)
Basia Mair	Immigrant	Ottawa Community Immigrant Services Organization (OCISO)
Christine Sharp	Community	CIC / 211
Gary Stein	Legal	South Ottawa Community Legal Services
Maria Theresa Garcia	Immigrant	Catholic Immigration Centre

NEXT STEPS

During the first six months of 2017, Connecting Ottawa will:

- Continue to coordinate meetings of the Advisory Group in order to approve program priorities and direction and monitor performance.
- Continue to develop and improve administrative systems required (role descriptions, program descriptions, eligibility requirements, work flow, invoicing and payments, records management and administration), and to provide the logistical and administrative support services necessary to build the overall capacity of Connecting Ottawa.
- Introduce the new Project Manager to Advisory Group in February of 2017

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

We will not only host an annual conference for network partners and interested stakeholders but also to 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. In addition, to further develop and inform our network of partners, the project will produce and electronically distribute a newsletter (the Communiqué) periodically.

HIGHLIGHTS

- Three presentations detailing Connecting Ottawa's approach and best practices

PROGRESS

Annual Conference

The planning process for Connecting Ottawa's 6th annual conference will begin within the first few months after the new Project Manager has been hired.

Sharing Best Practices

Connecting Ottawa seeks out conferences, symposia and other opportunities to make presentations, participate on panels, offer workshops, and promote lessons learned to audiences of our peers and colleagues in community services, especially legal services.

Connecting Ottawa continues to distribute our online newsletter that is distributed electronically to 357 email contacts (an 8% increase as compared to July 2016) representing our network partners, other service professionals, as well as attendees from our previous conferences and PLE workshops. Future newsletters will feature news, upcoming events and resources most beneficial to those supporting clients with communication barriers.

LAW FOUNDATION OF ONTARIO – CONNECTING REGION INITIATIVE

During this reporting period, we were asked to present our best practices during 3 presentations and collaborations:

- University of Ottawa Access to Justice Presentation
- Community Advocacy & Legal Centre (CALC) AGM
- Connect, Create, Communicate 2016 - Innovation and Access to Justice Conference

NEXT STEPS

During the first six months of 2017, Connecting Ottawa will:

- Continue to share the lessons learned from the program's development in order to build upon the strengths of the network in Ottawa and to support similar and complementary initiatives in other communities.
- Coordinate the Connecting Ottawa Annual Conference

Financial Report

CONNECTING OTTAWA		
STATEMENT OF OPERATIONS		
FOR THE FIVE MONTH PERIOD ENDED NOVEMBER 30, 2016		
	Budget	Actuals
REVENUE		
2.0 Law Foundation of Ontario		
412 Received During Year	256,560	128,280.00
412 Received During Year (Holdback Receivable)		
412 To Deferred Revenue (Current Year's Operating Surplus)		
	256,560	128,280.00
EXPENSES		
3.2 Website Hosting, Management and Administration		
595 Translation	-	-
625 Website Hosting, Management and Administration	7,500	2,907.44
	7,500	2,907.44
3.3 Facilitators to Connect Clients and Legal Services		
590 Training	400.00	-
620 Volunteer (IPL) Honoraria	1,500.00	390.20
550 Meeting Costs		-
595 Translation		-
510 Printing/Supplies		-
615 Travel		-
	1,900	390.20
3.4 Legal Worker/Social Worker Connection		
515 Accommodation	12,000.00	5,000.00
530 Cloud/Mobile Services	2,000.00	802.09
540 Equipment Purchases	400.00	-
545 Materials and Supplies	800.00	857.07
550 Meeting Costs	500.00	64.48
557 Professional Fees		-
56X Salaries and Benefits	161,660.00	48,359.14
562 Resource Development	300.00	616.30
585 Staffing Costs		-
590 Training/Professional Development	2,000.00	-
595 Translation/Interpretation		-
615 Travel	4,000.00	385.01
626 Web Communication/Social Media Support	300.00	-
699 Sundry		-
	183,960	56,084.09
3.6 Secretariat		
510 Administration		-
545 Materials and Supplies		-
550 Meeting Costs		50.29
560 Project Co-ordinator	50,000.00	16,666.66
595 Translation/Interpretation	2,500.00	348.40
620 Volunteer (IPL) Honoraria		-
615 Travel	400.00	-
	52,900	17,065.35
3.7 Shared Lessons Learned		
520 Annual Conference	2,500	-
545 Materials and Supplies		-
550 Conferences, etc		-
595 Translation/Interpretation		167.13
615 Travel	1,000	509.32
	3,500	676.45
3.8 Administration		
542 Lead Agency Stipend	5,000	5,000.00
527 Bookkeeping	1,000	259.85
525 Bank Charges		33.85
522 Auditing	800	-
699 Sundry		-
799 Contingency		-
	6,800	5,293.70
	256,560	82,417.23
Total Expenses		
	256,560	82,417.23
EXCESS OF REVENUE OVER EXPENSES		
(EXPENSES OVER REVENUE)	0.00	45,862.77

LAW FOUNDATION OF ONTARIO – CONNECTING REGION INITIATIVE

CONNECTING OTTAWA	
FINANCIAL POSITION AS AT NOVEMBER 30, 2016	
ASSETS	
110 Cash	48,211.32
115 Accounts Receivable	-
120 Due from General Fund	-
150 Prepaid Expenses	-
LIABILITIES	
120 Due to General Fund	(892.55)
210 Accounts Payable	(800.00)
230 Deferred Revenue	-
FUND BALANCE	<u>46,518.77</u>
Fund Balance, Beginning of Year	656.00
Prior Year Surplus Returned to Funder	-
	656.00
Excess of Revenue over Expenses for Current Period	<u>45,862.77</u>
Fund Balance, End of Period	<u>46,518.77</u>

NOTES

- The Lead Agency Stipend is paid to South Ottawa Community Legal Services (SOCLS) to compensate for their time sponsoring and supporting this project.
- As has been the case in previous years, the volunteer honoraria remains underused. We are currently exploring other ways to use the honoraria as a way to support outreach initiatives as well as volunteer assignments.
- We have covered the costs of printing additional multilingual Rack Cards and have gone over our expected budget.

Appendix

Case Studies

Case Study #1

Connecting Ottawa client, Mariella Dominguez (not her real name), is from Honduras. She came to Canada in November 2014. She was sponsored by her husband, Francisco Raul, whose source of income was ODSP. Mr. Raul is a Canadian citizen who is originally from Honduras as well, however he has been living in Canada for over 20 years. During their courtship everything seemed promising; it wasn't until Ms. Dominguez arrived in Canada that things began to deteriorate with Mr. Raul.

Ms. Dominguez had conditional permanent residence status, which means she had to cohabit with her sponsor for 2 years otherwise she would lose her permanent resident status and be obligated to return to Honduras.

From the moment Ms. Dominguez arrived in Canada she was subjected to verbal, emotional, financial sexual and physical abuse. She had to get food and clothing from community organizations that helped newcomers. Her food intake was carefully measured and she had to sleep on the floor. She was constantly threatened with dismemberment by husband and frequently told he would take away her permanent residence status or kill her anytime he wanted to get rid her.

Ms. Dominguez was isolated from everyone but permitted to enrol in a trade school in January 2015 so that, according to her husband, she could find a position with a good salary. Her husband would drive her to and from school everyday. On days he did not want to drive her she was not allowed to go by bus.

At school she met a woman who noticed she was not properly dressed for the cold winter. Ms. Dominguez explained to her classmate she needed help to pay her tuition and buy basic items such as sanitary napkins. The classmate convinced Ms. Dominguez to skip classes the following day and took her to see a Social Worker at the Vanier Community Services Centre (VCSC). She met with a social worker who recognized signs of abuse but could not fully understand Ms. Dominguez due to the language barrier. The social worker asked Connecting Ottawa's lawyer to come to her office (which is down the hall) at first just to quickly translate what Ms. Dominguez was saying. In translating the Social Worker and CO lawyer realized that Ms. Dominguez was in Canada by way of a 2-year conditional permanent residency.

At this point CO's lawyer took on the referral from VCSC and explained to Ms. Dominguez about her immigration status as well as her rights as victim of domestic violence. Ms. Dominguez insisted that she would endure the abuse (at that point she had not fully disclosed the extent of the abuse) and that she was only open to CO writing a letter of support to her school to ask for an extension of her deadline to pay tuition while she sorted out her immigration status. After picking up the support letter in March 2015 Ms. Dominguez was scheduled to return to Connecting Ottawa to follow up on her situation but she had no contact with us for several months.

She reappeared in the late summer 2016 with the situation having seriously deteriorated with her husband.

At that point, Ms. Dominguez was sent to an emergency shelter from Connecting Ottawa's office. An interpreter was obtained to facilitate integration into the shelter. Furthermore, with the assistance of CO's lawyer, the abuse was disclosed to Immigration, Refugees and Citizenship Canada's (IRCC) designated hotline and a verbal request was made to be exempted from the 2-year condition.

When the time came to refer Ms. Dominguez to the Clinique Juridique Francophone de l'est d'Ottawa, it was discovered that the legal clinic could not assist because of a conflict of interest situation. This resulted in a serious concern when Ms. Dominguez explained that a friend of her husband had seen her at VCSC and found out she had met with CO's lawyer. This was the cause of her disappearance months prior. It was subsequently discovered that Mr. Raul frequently visited VCSC and questioned staff he befriended on the whereabouts of his wife. Only CO's lawyer knew which shelter Ms. Dominguez fled to and CO took the precaution of not keeping records of her whereabouts. CO's lawyer met with the client outside of the office on three occasions to collect documents and to meet with witnesses.

Due to the short turnaround time of 45 days to gather and submit evidence of this situation to IRCC, the language barrier, the due to the conflict of interest and the limited availability of an immigration lawyer at another legal clinic, CO could not effectively refer this client.

Instead, Connecting Ottawa prepared two Statutory Declarations for Ms. Dominguez, detailing the domestic abuse. Connecting Ottawa also contacted multiple community organizations that had helped Ms. Dominguez with food, furniture and clothing to get copies of their records. CO also gave direction to the shelter about a support letter for Ms. Dominguez. CO also submitted copies of the lawyer's case notes of Ms. Dominguez' visits. Finally CO arranged for the VCSC social worker to write a support letter detailing the nature of Ms. Dominguez' visits.

A month after submitting all documents and records substantiating Ms. Dominguez' claims of domestic abuse, IRCC wrote to CO to inform the client that all conditions had been waived and that she could remain in Canada.

This case required the collaboration of many agency partners, including lawyers at the Clinique Juridique, social workers at VCSC, staff at a local women's shelter, staff at Le Carrefour Adult High School, interpreters from Immigrant Women Services Ottawa and staff at the emergency shelter and the Distress Centre.

Case Study #2

Reason for referral

The clients, Mr. and Mrs. Atmar and their three children, are recently arrived newcomers from Syria who were **sponsored by private “Sponsorship Agreement Holder”**. They were referred to Connecting Ottawa at our partner agency **Catholic Centre for Immigrants (CCI)** by Housing Support Service Worker, Halima Laaroubi.

A fire occurred in their town home on August 18, 2016. The family has current tenant’s insurance with **X Insurance Company**. The townhouse was leased from **Y Properties**. The fire happened when Ms. Atmar was home alone. The children were at summer camp and Mr. Atmar was at his apprenticeship. Ms. Atmar extinguished the fire. Y Properties attended at the scene to investigate the situation but due to a communication barrier Ms. Atmar could not explain what occurred in the unit prior to their arrival.

Subsequently, repairs were undertaken to repair the unit by the landlord, Y Properties. The clients received via written notice on September 06, 2015 the estimate cost of: **\$17,823.70 + emergency clean-up costs which were indicated to be “from \$3,000.00-\$5,000.00”** from Y Properties.

The client understood that they were expected to pay for the repairs despite the fact that they had tenant’s insurance. The family questioned the cost of the repairs (particularly since Mr. Atmar worked as in home repairs in Syria and felt the cost estimate was excessive). They were also concerned about the “investigation’s” findings and disputed the “findings”. Y Properties had contextualized the fire as a result of negligence rather than as an accident. They said in their letter, attached to the estimate, that they were “being held 100% responsible to pay damages” and that they were “negligent in causing the fire by leaving cooking materials unattended on the stove while the stove was on.”

The family did not agree with their assessment of the events. They came to CCI and Connecting Ottawa to seek out legal support in expressing their disagreement with this decision.

Communication Barrier/ Disability Issues:

The communication barrier results from Ms. Atmar not being able to speak or write English. Her first language is Arabic. While her husband is able to communicate quite effectively in English, she has not had the opportunity learn English yet. She speaks Arabic well and expresses herself comfortably her own language. She was the person who was home at the time of the fire. The family struggled to express the events of the fire in a concise and accurate way to their private sponsors, Y Properties, and X Insurance Company due to the language barrier. It was key that language support was provided via Connecting Ottawa’s Volunteer Facilitator Marwan, who is a certified interpreter. Ms. Atmar provided a statement that was translated (Arabic to English) by Marwan. This statement was submitted to X Insurance Company.

Legal issues

- *What does this family’s tenant’s insurance policy cover? Did the family report and fulfil their obligations under the requirements appropriately- i.e. notify in timely manner etc.*

- *What and when did Tenant do to notify X Insurance Company? What did the sponsorship agreement holder do on their behalf?*
- *Are there any exclusions in their coverage re: nature of the manner in which a fire takes place- i.e. negligence vs. accident?*
- *Why is Y Properties making this “finding” on what basis? Most particularly, where did Y acquire information that Ms. Atmar “left stove unattended” – there is no basis for this claim- Ms. Atmar strongly disputes this.*
- *Since there is valid tenant’s insurance- seems that the appropriate discussion should be between X and Y - why is this not taking place?*
- *Who gave Y Properties Contractor approval to proceed with the repairs? (Particularly at that high estimate cost)*

Bio-psycho-social Issues:

Ms. Atmar was pregnant at the time of the fire. The baby arrived in December. The family does not have significant social supports in the community. Ms Atmar would benefit from language/ talking circles to assist with her language barrier and activities for parents with young children. Ms. Atmar had had complications from her pregnancy. Fortunately, her primary care physician speaks Arabic but other supports would be beneficial. The fire and resulting insurance issues added to the stress she was experiencing from the pregnancy.

As such a social work case management plan was made to address these gaps including SEO Community Health Centre services which provides many services suitable for Arabic speaking families- I showed her the website (that is in Arabic). Halima will follow up further with this plan after the baby is born so that the family can connect with other Arabic speaking families and integrate more into the community.

Actions taken

Connecting Ottawa and Halima Laaroubi (CCI) met on several occasions with Mr. Atmar and subsequently Mr and Ms Atmar to gather the facts of the event. They were accompanied by a friend, also a newcomer from Syria (a Syrian lawyer).

1. Erin was in contact with Sponsorship Agreement Holder to gather facts and keep him informed
2. Clarified what had been communicated by Sponsorship Agreement Holder to X Insurance Company.
3. Inform the family of the need to comply with the terms of the X Insurance policy
4. Clarified how Y Properties had been in touch with considering privacy policies
5. Attempted to clarify who approved the work to be done in the home after the fire
6. Connecting Ottawa provided legal information re: Housing Law and Insurance Law

Attempted Resolution with Y Properties:

Connecting Ottawa contacted Y Properties’ insurance adjuster to try and work collaboratively with Y Properties to frame the event properly as an accident as oppose to negligence and to enquire as to why the event was determined to be a “negligent event.”

The contact from Connecting Ottawa that attempted resolution with Y Properties was not well received by Y Properties and as such further actions were required.

Final Resolution:

- Connecting Ottawa formulated a statement from Ms. Almar detailing the events of the day of the fire with the assistance of a volunteer facilitator
- Connecting Ottawa and Halima Laaroubi (CCI) and with Mr. Almar to formulate a response to Y Properties and X Insurance Company
- Partnered with X Insurance Company, Y Properties, and the private sponsor to be able to communicate the events effectively to all parties
- Connecting Ottawa inquired if and when an insurance claim was made/filed as per the insurance policy with X Insurance Company. Miles, a member of the private sponsor group, confirmed that the accidental fire was reported in a timely manner
- The fire had been reported to X Insurance Company by one of the other members of the Sponsorship Agreement Holder
- It was confirmed that a member of the private sponsorship group filed an insurance claim with X Insurance Company for the damages of the fire in a timely manner
- Connecting Ottawa and Halima Laaroubi (CCI) advocated for an effective resolution and ensured that the Almar family was not held financially responsible for any percentage of damages that took place in their unit
- Connecting Ottawa advocated that the X Insurance Company paid Y Properties directly for the damages caused to the unit
- Connecting Ottawa ensured that the Almar family's tenant insurance covered what it was intended to cover
- Connecting Ottawa and Halima Laaroubi (CCI) received assurances from the insurance adjuster that indeed it would cover the damages that were incurred by the accidental fire
- Connecting Ottawa was able to, in co-operation with Halima Laaroubi (CCI), resolve the dispute between Y Properties and the client, to the satisfaction of the client

Outcome:

X Insurance Company have agreed and confirmed (December 18, 2016 in writing) to cover 100% the costs of the repairs from the fire as per the Tenants Insurance.

As such, the family did not pay for any repair costs for the damages from this accidental fire. This resolution allowed the client to not have to respond directly to Y Properties' letter regarding the damages caused by the fire. Halima Laaroubi (CCI) speaks Arabic, French, and English and was the front line worker on the case. Her language skills greatly facilitated communication between all parties involved. Emails and verbal communication between all parties were done in French, English and Arabic in order to assist in making sure that everyone was current.

Challenges:

One of the primary challenges of the case was overcoming the communication barrier that Ms. Almar experiences because of inability to communicate in English. We addressed this challenge by utilizing one of our volunteer facilitators to assist with the translation of her statement, which was provided to X Insurance Company. Halima Laaroubi (CCI) also helped with ensuring that Connecting Ottawa and Mr. Almar understood each other precisely.


LAW FOUNDATION OF ONTARIO – CONNECTING REGION INITIATIVE

The Landlord, Y Properties, was particularly unhelpful and was not willing to work in a collaborative manner.

This was disappointing and created unnecessary work for staff and stress for this newly arrived family.

Family Law Rack Card Draft

ENGLISH

FAMILY 



Have a family law issue?

Is communication difficult?

Connecting Ottawa can help connect you with services.

Do any of the following apply to your situation?

- "A teacher reported my child's bruises. Now the Children's Aid Society has called me to investigate."
- "My ex-partner is always late with or misses his/her child support payments."
- "I'm on social assistance and I'm worried that child support payments will affect my benefits."
- "My ex-partner keeps changing the time he/she will pick up our kids."
- "I'm worried about my child spending time alone with my ex-partner because he/she was abusive when we lived together."
- "I have to stay home to take care of our kids, but my ex-partner won't pay spousal support."
- "I was married in a religious ceremony in my home country but want to get a divorce so I can remarry in Canada."
- "I sponsored my partner to immigrate to Canada. Because we are not married and haven't lived together for over a year, the application was refused."

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CONTACT

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211ontario.ca
Dial 2-1-1

**Family Law Education
for Women (FLEW)**
onefamilylaw.ca

JusticeNet
justicenet.ca/professions
1-866-919-3219

**Law Society Referral
Service**
lsrs.info
1-855-947-5255

Family Law Information Centre
attorneygeneral.jus.gov.on.ca
613-239-1274

Immigrant Women Services Ottawa
immigrantwomenservices.com
613-729-3145

University of Ottawa Community Legal Clinic
commonlaw.uottawa.ca/community-legal-clinic
613-562-5600

**Legal Aid Ontario
Client Service Centre**
legalaid.on.ca
1-800-668-8258

**Ottawa Legal
Information Centre**
legalinfocentre.ca
613-842-7462

**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

