

Acting as a Resource to the Community

CLIA provides legal information, education and resources to the community through presentations and workshops. This year, we did 37 presentations to 2,286 people. We also staffed displays at the World Elder Abuse Day, the Health Equity Forum, the East Prince Seniors' Initiative Wellness Expo, and various other well-attended events.

CLIA serves as a valued resource to community and government organizations. We took 255 calls from professionals seeking information and many clients disclosed that they were referred to us by other agencies.

Community Partnerships and Committees

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

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

Projects

Putting Your Affairs in Order Reprint Project: Funded by Seniors' Secretariat of PEI. Reprinting *Putting Your Affairs in Order* publications: "Wills", "Health Care Directives", "Powers of Attorney" and "Moving to a Community Care Facility or Nursing Home".

Respectful Relationships 2.0: Funded by the Interministerial Women's Secretariat. Various media forms to teach children and youth about healthy relationships.

Youth Justice Updates: Funded by Justice Canada. The *Youth Criminal Justice Act* was amended and the Federal Government provided funds to ensure PEI groups had accurate materials for clients. We created two new booklets and web media to replace the Youth Justice kits.

Farsi Family Violence Prevention Video: Funded by Premier's Action Committee on Family Violence.

Best Interests of the Children in Custody & Access: Funded by The United Way of PEI. The course provides parents who are going through a custody and access dispute with information about family justice. Clients learn about court costs, procedures and forms; alternative dispute resolution options; and the importance of the best interests of the children in these disputes.

Power of Attorney Kit: Funded by Seniors' Secretariat of PEI. Many seniors need help to deal with financial and legal matters, making them vulnerable to abuse. A properly written power of attorney document can protect seniors. CLIA is creating a legally viable and easy to use Power of Attorney kit.

Parenting Your Grandchildren/ Caregiver Manual: Funded by New Horizons for Seniors. In consultation with grandparents, CLIA is creating a resource booklet for grandparents who act as parents to their grandchildren.

Preparation for Family Violence Awareness Week Launch "Resistance & Resilience – Music for Victims" Song & Poetry project was funded by Justice Canada. CLIA hosted a musical event celebrating the strength of victims, resilient communities, and the services available to victims. Displays and spokespersons from different agencies, organizations, and community groups who specialize in supporting victims and preventing crime were present as local musicians and poets showcased the art they created on a theme of victims of crime.

Financial Information

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

Charitable Registration Number

#118870757RR0001



Community Legal Information Association of Prince Edward Island



CLIA's Grand Re-Opening at 40 Enman Crescent, Dec. 12, 2013. Left to right: David Daughton, Kelly Robinson, Hon. Janice Sherry, Minister of Environment, Labour and Justice and Attorney General, and Sgt. Barry Arsenault, President of CLIA.

Annual Report 2013 - 2014

www.cliapei.ca

Board of Directors

President:	Sgt. Barry Arsenault	
Vice-President:	Sarah Stewart Jackson	
Treasurer:	Blair Corkum	
Secretary:	Olive Bryanton	
Members-at-large:	Peter Ghiz	Michael Ramsay
	Cathy Chaisson	Lisa Dollar
	Sr. Norma Gallant	Paul Bender
	Warren Banks	Joanne MacKinnon
	Randy Currie	YiNan Chen
	Samantha Skakun	

Staff

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

Project & Support Staff

Best Interests of the Children:	Richelle Greathouse
Summer Student:	Lyndsay Hughes
Student Intern:	Jenny Gillis
Co-op Student:	Allie Reynolds
Bookkeeper:	Velma Ryan

Contract & Volunteer Workers

Program Consultants:	Donna Langille Ann Sherman Anne Nicholson
Contract Work:	Stephanie Douglas John Kelesi

CLIA is Funded by

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

Generous in-kind support is provided by the PEI Department of Environment, Labour and Justice

Project and other Funding was received from

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

President's Report

CLIA's President, Sgt. Barry Arsenault, has been on medical leave since June of 2013 with an injury that has still not healed. Barry has been unable to participate in Board meetings and so the Chairing has been handled on an interim basis by Vice-President, Sarah Stewart Jackson. Sergeant Barry hopes to be able to resume his volunteer work with CLIA once he has returned to work. He sends his best wishes and thanks to CLIA staff and to his fellow directors.

Executive Director Report

After over 25 years at the Sullivan Building, CLIA moved to our new location in May of 2013. We faced many challenges in adapting to a smaller office, but the switch to a space with air conditioning and windows has been positive. Numbers of clients accessing our service continued to climb, even though staffing shrank. This made for some tough decisions about what we could reasonably take on. As usual, a great deal of time and effort went into creating and submitting project proposals, many of which were approved. Best of all, the Law Foundation of PEI agreed to substantially increase their annual support to CLIA in 2014 and beyond. This increase makes us less vulnerable to "mission drift" and less pressured to cut core services – something that many of our sister organizations across the country have done over the past years. CLIA remains one of very few Public Legal Education and Information (PLEI) organizations to serve clients by telephone and in face-to-face meetings, as well via email and our high traffic website. We also served clients in both official languages and made significant efforts to provide a welcoming and helpful information hub for newcomers with limited ability to communicate in English and French.

During 2013-2014, two of CLIA's contract staff ended up in Intensive Care Units facing life threatening illnesses. This made for a very stressful time and we were all relieved when both Donna Langille and Stephanie Douglas were eventually well enough to leave hospital. With Donna finally retiring completely, CLIA's staffing succession project took on even greater urgency and I am happy to report that the collaborative training initiative negotiated with UPEI has received support from the Law Foundation of Ontario. Although the first trainees will not come on line until 2014-2015, the groundwork was all laid during the period covered by this report.

CLIA continued to make Youth Engagement a priority and we provided training and internship opportunities to students ranging in age from high school to law school. We launched a separate Youth Justice website that is optimized for access via hand-held devices. Of course, we also continued to serve large numbers of seniors, both as individual clients and through our outreach presentations.

Although a peaceful bunch, CLIA consistently "punched above our weight" in fulfilling our PLEI mandate. I want to express my gratitude to the staff, the Board of Directors, the Lawyer Referral Service participants, and the other volunteers whose commitment to Access to Justice keeps CLIA thriving as we approach our 30th anniversary.

Respectfully submitted, David Daughton.



Left to right: Lyndsay Hughes, Kelly Robinson, Richelle Greathouse, David Daughton, Noreen MacInnis, Donna Langille.

Core Programs

Inquiries – We received 3,508 inquiries via telephone, walk-in, e-mail and during the course of workshops and presentations. This is an increase of 465 clients over last year. Similar to other years, family law was the most common issue for clients, followed by wills, power of attorney and criminal law. 73% of clients contacted us by phone and 16% came directly to the office. We are encouraging more clients to contact us via email by highlighting that option on our website.

Lawyer Referral Service – We provided 1,040 referrals. Family law continues to be the area most in demand for the LRS, constituting 43% of lawyer referrals. All of us want to thank our volunteer lawyers for the many hours they provide to this service.

Website – We had 20,948 distinct visitors to our website who visited 35,069 times and downloaded 75,095 pieces of information. The most popular downloads included "Guide to Law for Non-profit Organizations in Atlantic Canada", "A Study of Self Represented Litigants in the Supreme Court of Prince Edward Island", and "Buying Property on PEI".

Social Media – 178 people liked us on Facebook; we have 132 followers on Twitter; our videos were viewed 141 times on YouTube.

Publications

We produced several new publications this year:

- Becoming a Parent
- Youth Justice on PEI
- La système de justice pénale pour les adolescents à l'Î-P-É
- Young People and the Law on PEI
- Les adolescents et la loi à l'Î-P-É
- Planning Ahead, Staying Safe: A Guide for Aboriginal Seniors

In this past year, 20,447 publications were distributed in hard copy and 75,095 were downloaded from our website, for a total distribution of 95,542 publications. Of these, 9,901 were in French.