

A close-up photograph of a brick wall. The bricks are a warm, orange-brown color with grey mortar joints. On the right side, a dark grey or black rectangular sign is mounted, featuring the words "HERE. NOW." in a bold, white, sans-serif font. Below the sign, a light blue electrical outlet is mounted on the wall. The overall composition is simple and direct, emphasizing the message on the sign.

HERE. NOW.

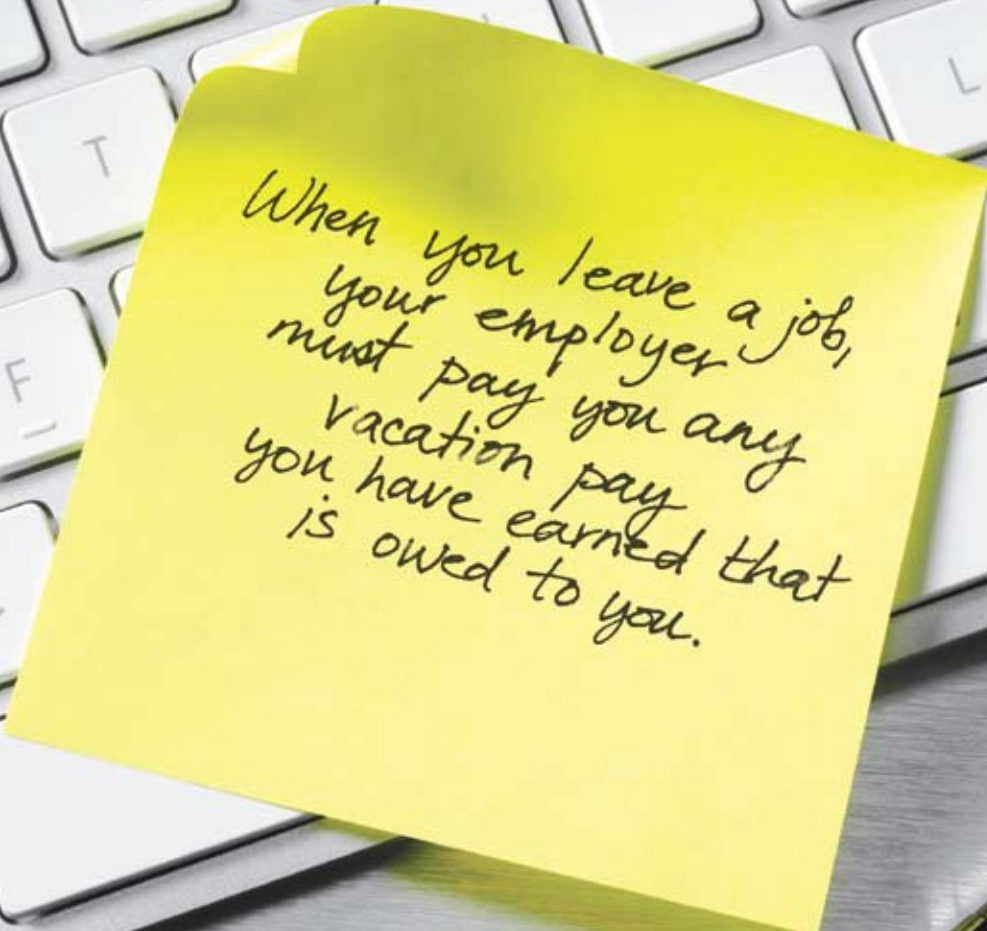
CLEO (Community Legal Education Ontario /
Éducation juridique communautaire Ontario)
2010-2011 Report on Reach

Not every resident of Ontario has meaningful access to the justice system. But everyone should.

CLEO (Community Legal Education Ontario / Éducation juridique communautaire Ontario) works with thousands of local agencies to bring critical legal information to people across the province.

Information people need, when and how they need it. We're helping to balance the scales and increase access to justice.

Here. Now.

A yellow sticky note is placed on a white computer keyboard. The note has handwritten text in black ink. The keyboard keys visible include 'F5', 'F6', '& 7', '* 8', '1 9', '0', 'P', '^ 6', '1', 'O', 'L', 'T', 'F', 'C', and '>'.


When you leave a job,
your employer
must pay you any
vacation pay
you have earned that
is owed to you.





*When parents
separate,
they need to
arrange how
they will
share the
parenting of
their child.*

*If they
cannot agree,
a judge or
arbitrator
might have to
decide.*

A wooden fence post stands in a green field. A yellow sign with black text is attached to the post. The sign reads: "AN INHERITANCE IS MONEY OR OTHER PROPERTY THAT YOU GET FROM SOMEONE WHO HAS DIED. GETTING AN INHERITANCE CAN AFFECT YOUR ELIGIBILITY FOR ONTARIO DISABILITY SUPPORT PROGRAM BENEFITS." The background shows a blurred landscape with a car and trees.

AN INHERITANCE IS MONEY OR OTHER PROPERTY THAT YOU GET FROM SOMEONE WHO HAS DIED. GETTING AN INHERITANCE CAN AFFECT YOUR ELIGIBILITY FOR ONTARIO DISABILITY SUPPORT PROGRAM BENEFITS.



IT IS AGAINST THE LAW FOR
YOUR LANDLORD TO FORCE YOU
TO MOVE OUT WITHOUT AN
ORDER FROM THE LANDLORD
AND TENANT BOARD.

Do you want to sponsor your family to join you in Canada?

You may be able to sponsor your family members who are outside Canada to come and live here as permanent residents if:

- you are a Canadian citizen or permanent resident, and
- you are 18 years or older.

Désirez-vous parrainer votre famille pour qu'elle vienne vous rejoindre au Canada?

Il est possible que vous puissiez parrainer les membres de votre famille qui se trouvent à l'étranger, afin qu'ils viennent habiter au Canada à titre de résidents permanents, si, à la fois :

- vous êtes un citoyen ou une citoyenne canadien(ne), ou vous êtes un résident ou une résidente permanent(e) au Canada,
- vous êtes âgé(e) d'au moins 18 ans.

Ma dooneeysa in aad qooyaskaaga soo kafaalaqaadid oo ay Canada kugu yimadaan?

Waad soo kafaalaqaadi kartaa xubno qooyaskaaga ka tirsan oo Canada dibeddeeda ku nool si ay halkaan u yimaadaan oo ugu noolaadaan si joogta ah haddii:

- aad tahay wadani Canadian ah ama aad haaysatid deganaansho joogta ah, iyo
- qof 18 sano jir ama ka weyn tahay.

¿Desea patrocinar a su familia para que se una a Ud. en Canadá?

Existe la posibilidad de patrocinar a miembros de la familia de uno que estén fuera de Canadá para que vengan y vivan aquí como residentes permanentes, siempre que:

- sea ciudadano o ciudadana canadiense o residente permanente, y
- tenga por lo menos 18 años de edad.

For close to 40 years, CLEO has been working to help people who have low incomes or face other barriers to meaningful participation in Ontario's justice system by providing them with the information they need to understand and exercise their legal rights.

Working with community partners, CLEO develops and delivers accessible, accurate, and practical legal rights education and information in a variety of languages and formats.

Who benefits

Our work is developed to help people with low incomes or other barriers, such as language or literacy, to understand and exercise their legal rights.

Our work

We produce reliable and accessible materials that provide practical information about critical legal rights including housing, social assistance, employment, immigration, spousal support, and child custody.

Our materials are designed to help people understand their rights and give them a basis on which to decide on next steps.

Our materials reach people in all parts of Ontario, through thousands of community and government access points, and through our CLEO and CLEONet websites.

Advancing public legal education

We conduct research on effective ways of developing and delivering legal rights education and information, carry out innovative pilot projects, and set up, support, and participate in public legal education partnerships.

How we do this

To develop our materials, our staff team collaborates in a myriad of ways with legal and community agencies across the province. And we benefit greatly from the community-based lawyers and legal workers who volunteer their time to review our information to ensure that it reflects how the law is being applied in real-life situations.

We are grateful for the funding we receive from **Legal Aid Ontario**, the **Department of Justice Canada**, and the **Law Foundation of Ontario**.

Board of Directors 2010-2011

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Here, Now.

Today, CLEO's reach is undeniable.

Our materials are available in multiple formats and languages and through numerous access points — that way people are most likely to find the information they need, when they need it.

The majority of our print materials are ordered and used by non-legal organizations that serve a diversity of clients and communities. The range of these organizations is vast — hospitals and doctors' offices, food banks, shelters, settlement agencies, police services, schools, courthouses, and government offices at all levels.

We design our publications so they can be used in a variety of ways. They serve as resource materials in workshops and as hand-outs to clients to supplement advice. They are used as self-education tools for agency staff and volunteers, and displayed at community fairs and local events.

The demand for our materials continues to climb. And along with steady demand for print, requests for our online tools and resources increased this year, including our English as a Second Language (ESL) kits for teachers, which are designed to be downloaded, printed off, and used in the classroom.

CLEO staff share their expertise in a number of ways. Julie Mathews, CLEO's executive director, served her third term as president of the Public Legal Education Association of Canada. This year, she addressed the National Pro Bono conference, speaking on developments in public legal education across Canada, and participated on an international panel at the Middle Income Access to Civil Justice Colloquium, commenting on the effectiveness of various models of legal services delivery.

Other highlights

Just a click away, Vancouver

A national conference on public legal education and technology where CLEO staff led sessions on delivering public legal information through social media and using technology to enhance access to justice.

Explaining the Law to Others: Message Received... and Understood!, Montreal

A conference sponsored by Éducaloi, CLEO's sister organization in Quebec, where CLEO staff presented on using plain language in the law.

3,000

community organizations ordered
CLEO publications

200

publications available

1,000,000

print copies ordered

174,000

text and audio materials ordered and downloaded
in languages other than English and French

140,000

orders filled for publications in our
family law series

160,000

orders filled for publications in our
housing law series

200,000

orders filled for publications in our
social assistance series

1,500,000

publications downloaded
from our website

Highlights from 2010

“CLEO materials are a remarkable self-education tool for vulnerable people experiencing poverty and homelessness...and also an excellent resource for service providers.”

Henry Eastabrook

Outreach/Advocate Worker
London InterCommunity Health Centre

Here. For the future.

CLEO Centre for Research & Innovation

CLEO's leadership role in public legal education stems from our unique, province-wide mandate. In 2010, the Law Foundation of Ontario granted funding that will allow us to continue and further advance our research, innovative projects, and partnership-building relating to community legal education.

The CLEO Centre for Research & Innovation will be conducting research and initiating projects to help build the capacity of the community sector to reach marginalized communities with effective legal information. The Centre's work will build on two partnership-based projects already underway: CLEONet and Connecting Communities.



CLEONet

CLEONet regularly updated its extensive collection of legal information, news, and events from organizations across the province and a highly successful social media strategy brought a growing number of users to the site. Feedback was overwhelmingly positive for the legal information webinars presented with community partners and extensive work was done on CLEONet's newest feature — a map of key legal and community services.

The fall of 2011 will see the launch of Your Legal Rights — the next phase of CLEONet, which will expand its reach beyond a primary audience of community workers to the general public. CLEONet is funded by the Law Foundation of Ontario.



Connecting Communities

Launched in 2010, Connecting Communities is a pilot project funded by the Law Foundation of Ontario to improve access to legal information and services for people who don't speak English or French or who live in rural and remote communities. Through innovative training projects and partnerships between legal and community organizations, Connecting Communities is strengthening connections and building the capacity of front-line workers to provide legal information and effective referrals.

A Training Committee, made up of agencies involved in community legal education across the province, advises on legal information training in general and on specific projects. In the first training project, settlement workers learned how to better help their newcomer clients understand their housing rights.



Looking ahead to 2011-2012

CLEO goes global: CLEO, as part of a consortium with the Canadian Bar Association and Legal Aid Ontario, will be working with organizations in three provinces in China to improve the delivery of legal aid and public legal education. Funded by the Canadian International Development Agency, planning work will start in the fall of 2011, and the project is expected to be fully underway in 2012.

Extending our reach online: Your Legal Rights www.yourlegalrights.on.ca will launch in November 2011 as a site for the public. CLEO's website www.cleo.on.ca will relaunch in early 2012 with an expanded collection of accessible online legal information and more interactive features.

Testing ourselves: A focus in the upcoming year will be more systematic usability testing to make sure that our materials speak to our readers in words they understand.

Speaking to new audiences: Partnering with the Schizophrenia Society of Ontario, we're producing a booklet for service providers who work with people with mental illness that talks about the potential immigration consequences for non-citizens who get involved with the criminal justice system.

"There are very few materials that I trust enough to give out to clients and to people attending workshops, but I know that I can count on the accuracy and accessibility of CLEO's publications. I rely on CLEO materials on an almost daily basis."

Jill McNall

Community Legal Worker
HIV & AIDS Legal Clinic Ontario (HALCO)



CLEO

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