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PEI Law Society
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New Horizons for Seniors Program, Human Resources and Skills Development Canada
PEI Senior’s Secretariat
Community Foundation of PEI
Rotary Club of Charlottetown Literacy Foundation
MCPEI Aboriginal Justice Program
PEI Interministerial Women’s Secretariat
PEI Rape and Sexual Assault Centre

President`s Report

My journey with CLIA started in June 2007 and I am now concluding my second term. Over the past four years, I have witnessed amazing progresses within the organization and the community that benefitted from the access to legal information. By providing user-friendly publications, CLIA has definitely contributed to the development of legal information awareness across PEI.

Therefore, I would like to thank all staff and contributors for their efforts and accomplishments. Also, I wish to thank all the board members for their work and commitment. Together everyone achieves more.

The website continues to be a strong communication tool and enables people to feel comfortable and to access at anytime the required information. Also this year, CLIA held a press release for the launch of the 9 new booklets as part of “The Abuse of Older Adults and the Law: What Islanders Need to Know”. This launch was followed by a series of symposia across the Island to present in further detail and engage the community as well as increasing their knowledge on the topics. Once again, congratulations!

CLIA is moving forward. Although I am stepping down from the board, I will continue to follow the growth of the organization. I wish to thank you for your vote of confidence during the last four years and for the opportunity to contribute. Best of luck!

Respectfully submitted,
Isabelle Dasylya-Gill

Executive Director`s Report

We have been very busy this year at CLIA – that’s nothing new, except it seems busier than ever before! We have experienced tremendous exposure and success with most of our activities this year. Requests for service have gone up in almost every area and the requests for presenters are coming in at twice the usual rate. The new Putting Your Affairs in Order material we have produced is responsible for some of that, but not all. In addition to the general public, our partnership and assistance is being sought by other NGO’s, by government and by the judiciary. It has been a satisfying year though it has often been challenging to meet all the demands.

This year, I finally did 3 radio and 2 television interviews without disaster; we held a Press Conference to launch the “Putting You Affairs in Order” series which resulted in several newspaper articles; Anne Nicholson has been writing a monthly column for the “Voice for Island Seniors”. We seem to have had more media exposure than the last 3 or 4 years. Perhaps that is why we are busier.

With mixed feelings, I have decided that it is now time for me to leave as Executive Director. Both Ann Sherman and I are retiring at the end of 2011. However, I hope to be back in April to work part-time on the inquiry line, trying to fill Ann Sherman’s big shoes and providing some continuity for CLIA and support for the new Executive Director. My position will be advertised September 1. It has been a great 17 years with CLIA and a rewarding 4 years as ED!

I must take this opportunity to express my heartfelt thanks to all the staff at CLIA and to all the Board members who have served during my time as ED – we have had a few difficult times and lots of great times – but you have always been a tremendous support to me and to CLIA, so a big thank you to all!!

Respectfully submitted,

Donna Langille

Core Programs

Inquiries – Last year we received over 1,600 inquiries via telephone, walk-ins, and email. Most of these were in family law with estate law and criminal law each coming in a distant second. Most callers came from Queens County and most were women.

Lawyer Referral Service – Last year we provided 1,236 referrals which was about 100 more than 2009-10. We carried out an evaluation of this service with Island lawyers and have made some changes based on this, with more changes coming July 1, 2011. People now get referred to one lawyer only and, on July 1, the cost and time increase to \$25 for 45 minutes. Also, referrals will now have an expiry date of 3 months after the date they were received.

Website – This has been an area of huge growth and success for CLIA. We have received a lot of positive feedback for our website and it is being used often. Sometimes people call or email us just to tell us how easy it is to find things and that we always have what they are looking for!

In 2010-11, we had 22,649 distinct visitors to our site, an increase of almost 5,000 people from the year before. They visited 36,004 times, an increase of almost 8,000 from the previous year. These visitors downloaded 22,288 publications, which is almost as many as we distributed in hard copy. It is not unusual now to receive inquiry calls in which the caller has already been to our website and gotten information but wants to talk to someone about what they read.

Facebook – we joined Facebook in November, 2010. We have had 412 wall views and 93 information views so far. 41 people have joined our page to date. We took this step so that young people, who use social networking sites almost exclusively, could find us or be directed to us for information.

Publications

This year, we produced 3 new publications, revised 7 family law pamphlets, and translated 15 publications.

New are:

- *Health and Safety Plan for Aboriginal Families*
- *Community Resources for Youth (for police)*
- *Resolving Conflict Outside of Court*

Translations were completed for:

- *Garde et accès*
- *La loi « Family Law Act » de l’Î.-P.-É.*
- *Les pensions alimentaires pour conjoint : Ce que vous devez savoir*
- *Votre avocat et vous*
- *Pension alimentaire pour enfants : Ce que vous devez savoir*
- *Résolution hors cour des conflits*

We have field-tested, revised, printed and translated 9 new booklets as part of “The Abuse of Older Adults and the Law: What Islanders Need to Know” project. These are very popular and are also available on our website. Booklets include:

- *Putting Your Affairs in Order At Any Age*
- *Healthy Relationships: Legal and Safety Concerns*
- *Powers of Attorney*
- *Wills*
- *Preventing Abuse and Neglect of Older Adults*
- *Moving to Community Care Facility or Nursing Home*
- *Consent to Treatment*
- *Health Care Directives*
- *You and Your Grandchildren*

Translations were also completed for:

- *Mettre ses affaires en ordre à tout âge*
- *Testaments*
- *Les mandats*
- *Consentement à un traitement*
- *Directives en matière de soins de santé*
- *Aller habiter dans un centre de soins communautaires ou dans un foyer de soins*
- *Nouvelles relations interpersonnelles : aspects juridiques et sécuritaires*
- *Prévenir la violence et la négligence envers les aînés*
- *Vos petits-enfants et vous*

This past year, we distributed 25,962 pamphlets in hard copy - 24,923 in English and 1,039 in French. A further 22,743 were downloaded from our website – 18,753 in English and 3990 in French. This totals 48,705 pieces of information.

A new video, “Putting Your Affairs in Order At Any Age” has been completed and is available on our website and on DVD as a loan from our office. Two other videos are presently in production. The 3 videos on our website currently were viewed more than 130 times last year.

Acting as a Resource to the Community

CLIA provides legal information, education and resources to the community in a variety of ways. This past year, we acted as resource to community groups, classes and expos on 53 specific occasions, as well as on an ongoing basis through plain-language editing of materials and acting as a resource on committees. This is almost twice as many as previous years.

- We provided nearly 5,000 individuals with information they did not previously have.
- In addition to this, the Executive Director did 2 television interviews and 3 radio interviews.
- We became partners on projects with several other community groups.
- We developed a pamphlet, poster and banner for Family Violence Prevention Week for use by the Premier’s Action Committee on Family Violence Prevention.

Community Partnerships

CLIA is a member of and/or contributes to the following networks and partnerships in the community:

- Victim Services Advisory Committee (Chair)
- PEI Child Sexual Abuse Advisory Committee (Treasurer)
- PEI Rape and Sexual Assault Centre (Board of Directors)
- Literacy Alliance of PEI
- NB-PEI Criminal Justice Association (Board Member)
- Atlantic Coordinating Committee on Crime Prevention and Community Safety
- Public Legal Education Association of Canada (Board member)
- Pro Bono Students Canada, UNB
- Law Foundation of PEI
- Law Society of PEI
- Charlottetown Chamber of Commerce
- PEI Business Women's Association
- PEI Advisory Council on the Status of Women (council member)
- Mi'kmaq Confederacy of PEI's 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 Citizen's Federation
- PEI Seniors' Secretariat
- PEI Interministerial Women's Secretariat
- PEI People First
- PEI Citizen Advocacy
- PEI Family Violence Prevention Services
- RCMP and municipal police services
- Justice Options for Women
- PEI Community Foundation

Clearly, community development is a big part of the work we do and our partnerships expand and grow each year.

Family Violence Prevention

The Premier's Action Committee, of which we are a member, continues with its new five-year mandate. We developed a pamphlet, poster and banner for PAC for Family Violence Prevention Week this year.

We continue to provide materials in this area and this year we distributed over 4,800 pieces of information on family violence in PEI. 1,922 of these were safety plan booklets.

Victims of Crime

CLIA's Executive Director chairs the Victim Services Advisory Committee and serves on the Child Sexual Abuse Advisory Committee. Several of our publications are useful to victims and widely used. In addition, we have materials in our office from other organizations that serve victims. We refer callers frequently to Victim Services.

Crime Prevention

CLIA continues to participate in the Atlantic Coordinating Committee on Crime Prevention and Community safety. We also provided resources for two emerging community partnerships in crime prevention – one in Charlottetown and one in Summerside.

This year, the PEI members of the ACC put on 2 workshops in PEI about working collaboratively for crime prevention.

Projects

New Horizons Project on Elder Abuse Prevention

This project is now almost complete. Nine new booklets have been created, translated, printed in both languages and put on our website. A video has been created on "Putting Your Affairs in Order At Any Age" and is now on our website. The "travelling road show" is in progress and we are getting lots of requests for these materials and for presentations. Two more videos are in progress.

Aboriginal Safety Plan

This project was funded by the Premier's Action Committee on Family Violence Prevention with help from the Rotary Literacy Foundation. Printing of the safety plan booklets was paid for by the MCPEI Aboriginal Justice Program. We have distributed 866 of the booklets and done some workshops on them as well. They have been very well received and are very popular.

Legal Information for Self-Represented Litigants

Work continued on this project even though the funds ran out in December 2010. We now have a draft ready to be divided up into packages for SRLs in custody and access applications and we have a pamphlet entitled "Defending Yourself in Criminal Court" that is almost ready for printing. The Supreme Court of PEI has approached us to work collaboratively as they are also producing materials to help SRLs with appeals. We are seeking more funding to continue with this work.

Publications Project

Money left in this project was used to translate several of our publications that had not yet been translated. It still contains a small sum of money that will be used for the same purpose.

Video Project

CLIA was awarded the Unrestricted Funds grant given by the Community Foundation of PEI to create a video about elder abuse prevention. The script has been written, the actors and director hired and filming will be done in May 2011.

Seniors' Symposia

This project was funded by the PEI Seniors Secretariat and the Community Foundation of PEI. It spans two fiscal years. Heather Irving was hired as Coordinator and has organized 4 day-long workshops for seniors and their families in Summerside, Montague, Wellington and Charlottetown. The information presented will be the New Horizons "Putting Your Affairs in Order" booklet topics, as well as other topics of interest to seniors such as "Frauds and Scams" and "Financial Issues as You Age". The workshops begin in April 2011.

Financial Information

CLIA is funded by the federal Department of Justice Canada, the PEI Law Foundation, the Law Society of PEI and private donations. Project funding is also required to meet financial obligations.

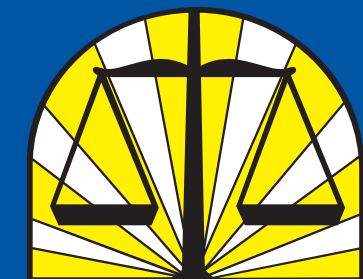
The PEI Department of Justice and Public Safety provides very generous in-kind support.

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

Community Legal Information Association of Prince Edward Island



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www.cliapei.ca