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CONNECTING REGION INITIATIVE PHASE 2

INTERIM ACTIVITY REPORT #2

Submitted to the
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On behalf of the
CONNECTING OTTAWA NETWORK

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INTRODUCTION

This is the second Activity Report describing the implementation and outcomes of the Connecting Ottawa/*Connexion Ottawa* project, funded by the Law Foundation of Ontario under the Connecting Region Initiative of the Access to Justice Fund. The report covers the second six-month period, 1 January 2013 to 30 June 2013. Our focus has been the continued implementation of the planned activities, recruitment, training and assignment of trusted intermediaries, sharing our lessons learned by hosting a conference and reaching out to our peers via presentations and workshops, and creating a learning environment for two students on placement from Carleton University School of Social Work and the University of Ottawa

We have been fortunate to hire two excellent staff – a social worker and a lawyer – to support implementation of the project. By and large, we succeeded in implementing our ambitious Year 1 [work plan](#) although not always in accordance with the proposed schedule; we on track with all of our activities. We have operated well within the approved budget and anticipate that we will end the year with about \$50,000 in excess revenues over expenditures. (Note we have attached a [financial statement](#) that is for just 11 months (to 30 June 2013); we will be forwarding a Year End Statement at the end of July.) We are not requesting any amendments to our Agreement but have proposed a number of adjustments to the [budget](#) for Year 2. Our rationales for budget reallocations are provided in the budget notes that end each of the Activity Reports.

The project has been careful to maintain a close focus on the primary objectives and identified populations despite some enticements to broaden our interests and influence beyond the defined scope of the project. Our partners provide services to extraordinary populations with complex needs and have approached us for support, consultation and advice concerning clients that do not necessarily have issues with communication – or at least not according to our definition; we have assisted, while coaching our partners about the scope of project and the priority populations. Our partners and other stakeholders have identified policy and practice issues of great concern and have asked the project to bring leadership to advocacy efforts. This has been challenging for us. While we share these concerns, the project has neither the mandate nor the resources to conduct advocacy campaigns to bring about policy changes. We have taken the position that we will support the advocacy strategies of others and facilitate effective communication and information flow on advocacy issues and solutions. Finally, although the project description (see the [Logic Model](#)) implies a role regarding PLEI, we have articulated no explicitly stated objectives. Nevertheless, the project is committed to PLEI activities, in partnership with organizations in the network and has been developing resource materials that can build the capacity of our partners.

We are reminded daily that we are engaged in an iterative process. We plan our activities; we do them to the best of our abilities; we stop and reflect about what we have just done and then either celebrate our success or rethink about what we need to do differently to achieve the success we seek; we implement the revised plan and then begin the cycle of activity, review, and revision all over again. Each of these Interim Activity Reports is an opportunity to share what we have learned, *so far*. We can report that *so far, so good*. The issues that most preoccupy us as we begin Year 2 are as follows:

- We continue to explore the ways in which legal services and non-legal services can work together in new ways to address clients' complex issues holistically. Our plan has focused on *consultation* as the primary means, that is providing information and advice to service providers so that social workers would have greater capacity to refer to legal services and legal workers would have greater capacity to refer to social services, health services, housing and other non-legal services. Our engagement would not extend to case management. We are currently reassessing this approach. Service providers find clients from our priority populations to be particularly challenging because of the communication difficulties and their case management resources often

do not extend to the point that a holistic response can be even planned, much less executed. We have found it difficult to gain traction with some organizations because what we are offering (*consultation*) does not coincide with their most urgent need (support for *case management*). We have learned that although service providers may welcome our suggestions or advice about how a client would be better served, they may not have the resources (or expertise) to follow through. Accordingly, we are reconsidering the role of the social worker to include some case management. We will lack sufficient resources to *carry* such complex cases but we can contribute by assuming a more active role in case planning and undertaking to connect clients with the social services and other supports that they need in order to most effectively focus on and resolve their legal issue. Our role will end when there is a case plan and a case manager in place.

- We are both heartened and dismayed by the size and strength of the service provider network that we have created in support of this project. All our partners have renewed their interest – and their Partnership Agreements. Our challenge now is finding ways to ensure that these partnerships go beyond an Agreement to become meaningful relationships. We will need continuing contact to remain relevant as an intervention; we will need a strategy that acknowledges that referrals to legal services may not be the highest strategic priority for some partners, especially those with limited resources. We need a communications strategy that will build synergy within the network without exhausting our colleagues in the other organizations.
- Our web sites are an important system navigation tool, but it is only as good as the service providers who know how to use it well. We need to continue our social media and other efforts to raise awareness of the site and facilitate its effective use, encourage cross-links with the sites of our partners within the network, post to intranets where they exist, and upgrade the web site with a video that demonstrates its functionality and usefulness.
- We need to further invest in promotional materials that will help us to maintain a daily “presence” with the service providers who are most closely in contact with our priority populations. Our print media includes business cards, rack cards, poster boards, promotional post-it notes and hand-outs but not yet brochures, posters or display materials.
- This is a time-limited project; we have just two more years remaining to demonstrate what works and what does not. We are already thinking about sustainability. How can we ensure that “what works” can be sustained after the project has wound down? If we successfully demonstrate that the work of community legal clinics can be enhanced by the addition of a social services worker, or that an immigrant serving or rehabilitation organization can benefit from interdisciplinary work with a legal worker, what steps can be taken *now* to facilitate this? We plan to document best practices so that motivated partners will be in a better position to build their case for a potentially different staffing mix. We plan to describe appropriate roles for law students and social work students interested in interdisciplinary practice so that partners can more readily benefit from the energy, fresh perspectives and additional output that so often results from the mutual learning opportunity that a good student practicum experience invariably provides.

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

ACTIVITY REPORTS

CENTRALIZED HUB FOR INFORMATION, ASSESSMENT AND REFERRAL

OUR CHALLENGE

To ensure that the first point of service for our focus populations becomes a “trusted intermediary” that *always* has the capacity to communicate with the client, assess the problem presented, provide comprehensive information about all facets of the problem presented, and take immediate steps to refer and connect the client to legal and other services that will resolve the problem.

OUR INTENT

To support and promote *211 Eastern Ontario* (delivered by a partner, the Community Information Centre of Ottawa - CICO) as a centralized hub for information, assessment and referral (IAR) services for all partners

To reach out to our partners to build awareness of *211* as not just another IAR resource but as the *default* source of information and referral services for issues that have a legal component

To augment the already very comprehensive *211* database as necessary, to be assured that *all* local legal services have been described using the *211* taxonomy.

To train CICO’s IAR professionals and partners’ front-line staff who have responsibility for assessment, information and referral services regarding the range of community legal services available, the ways and means to appropriately access them, and the ways and means that our focus populations can be supported to communicate their issues at every step of the referral and service delivery process.

PROGRESS

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

- Promoted *211 Eastern Ontario* as the default IAR resource in all project communications, materials and activities.
- Periodically tested the capabilities of CICO’s IAR professionals to assess and refer persons who contact them with an issue that could be addressed by a legal service.
- Implemented a training program for CICO staff to strengthen capabilities regarding legal services information, assessment and referral. To date we have provided two training sessions to two groups of staff.
- Ensured that 130 legal services and other local services that directly support access to justice have been added to the CICO database, expanding their capacity for referrals to local services.
- Integrated a feed of the CICO database to the Connecting Ottawa/*Connexion Ottawa* web sites.

Note that to date there has been limited progress regarding our intent to survey our network of partners in order to assess their current awareness and use of the services provided by *211*. During this period our primary focus has been reconciling the taxonomies used by the CICO and *211 Eastern Ontario* databases with the taxonomy of the Connecting Ottawa/*Connexion Ottawa* web site.

CICO remains committed to our shared objective to assess and raise awareness of our partners; however, an executive leadership change (parental leave) necessitated the rescheduling of survey implementation. We are only now beginning a process to develop and administer an appropriate survey tool with a view to reviewing results in September 2013. CICO/211 Eastern Ontario and Connecting Ottawa will then jointly develop an awareness strategy that will not only promote the services and resources available to our partners through the project but also will emphasize the importance of timely and accurate information, assessment and referral to legal services. To advance this strategy, each of our partners has been asked to schedule an opportunity for Connecting Ottawa to meet with service providers during the Fall.

BUDGET NOTES

There were no expenditures related to this activity during Year 1.

In Year 2 the proposed allocation for this activity will be \$2,100, a 53% reduction. Planned expenditures relate to the purchase of promotional materials and mitigation of travel costs by trainers and presenters. In Year 3 we may require additional allocation to address potential additional expenses related to outcome evaluation.

DEVELOP AND MAINTAIN A WEB SITE

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.

PROGRESS

We have established web sites in both English and French. The [English site](#) was launched as a beta on 17 December 2012 and then relaunched on 9 January 2013. The [French site](#) was launched on 19 February 2013. The domains have been registered until September 2015.

Traffic to the sites has been modest, as one might expect given the very small intended audience; the site has been designed as a resource for front line service providers at the [43 organizations](#) in Ottawa that have signed Partnership Agreements to support the project. Google Analytics reported as follows (16 June 2013):

connectingottawa.com

- 270 unique visitors since 15 February 2013 via 584 visits.
- 340 visits were from “returning” visitors;
- 42% of traffic is New Visits.
- 69.2% were “direct traffic”, 3.3% “search” traffic, remainder were “referred” via YLR or in response to a Tweet.
- 1,933 page views; 35% “bounce rate”; primarily seeing *About*; 87 page views related to services (6%).
- Averaging 6-7 New Visits daily.

connexionottawa.com

- 22 unique visitors to site since 19 February 2013 via 73 visits.
- 30% of traffic is New Visits.
- 56% were “direct traffic”, remainder were “referred” from connectingottawa.com.
- 155 page views; 57% “bounce rate”.

As we expected, the largest traffic to the sites immediately followed our [Conference](#) at which we demonstrated the site’s features and invited participants to explore the functionality and provide us with feedback. Given our investment in this important system navigation tool we will take every opportunity to promote the sites at our presentations and other interactions with partners.

Each of the sites contains links to the project’s presence on [Twitter](#) and [Facebook](#). Our intent is to use social media as another vehicle 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. In addition, we anticipate that social media will continue to drive users to our sites. Twitter and Facebook are both “broadcast” media and it has been difficult for us to assess our impact aside from crude measures related to “follows”, “retweets”, “likes”, etc. Although we have been active contributors to the Twitter feed, the only posts to Facebook have been generated from that feed. Between 1 April and 27 June 2013, Connecting Ottawa composed 449 tweets that triggered 147 interactions (includes retweets). 246 persons or organizations are following us each day; we are following 138 persons and organizations. 23 persons or organizations have “liked” our Facebook, which means that our posts also automatically display on their Facebook pages.

The screenshot shows the homepage of Connecting Ottawa. At the top, there is a navigation bar with 'Home' and 'About' buttons, a search bar, and social media icons for RSS, Facebook, Twitter, and LinkedIn. The main content area is divided into a sidebar on the left and a main section on the right. The sidebar, titled 'TOPICS', lists various legal and social issues such as 'Aboriginal Issues', 'Abuse and Family Violence', 'Consumer Law', 'Criminal Law', 'Education Law', 'Employment and Work', 'Environmental Law', 'Family Law', 'Health and Disability', 'Housing Law', 'Human Rights', 'Immigration and Refugee Law', and 'Legal System', each with a plus sign to expand it. The main section features an 'About' heading followed by text explaining the project's funding and mission. A right-hand sidebar contains links for 'Our Services', 'Newsletter Signup', 'Frequently Asked Questions', 'Our Partners', and 'Links'. The URL 'http://connectingottawa.com/about' is visible at the bottom left of the screenshot.

To further promote our web site and social media activity we will be reaching out to our partners to ensure that their web sites link to Connecting Ottawa/*Connexion Ottawa*. Although our sites do contain links to each of our partners this information is currently embedded in a downloadable document. We will take steps to make this information more visible and so be in a better position to reciprocate linking with partners.

Connecting Ottawa has contracted with [Agentic Digital Media](#) to update and maintain the sites and to advise us about social media strategies.

BUDGET NOTES

Expenditures related to this activity during Year 1 exceeded the budgeted allocation by 7%. This is attributed to the additional costs associated with entering content to the web site templates and the previously referenced challenges of taxonomy reconciliation.

In Year 2 the proposed allocation for this activity will be \$6,200, a 53% reduction. Planned expenditures relate to maintenance services and web site improvements contracted with Agentic and French language translation for changes at [connexionottawa.com](#).

DEVELOP A POOL OF FACILITATORS AS INFORMED AND TRUSTED INTERMEDIARIES TO CONNECT CLIENTS

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

Although Connecting Ottawa originally planned to contract with [Catholic Centre for Immigrants](#) (CCI) to administer a program that would recruit, train, and pay honoraria to a pool of volunteer facilitators, it transpired that project staff have been directly receiving the referrals from partners and then matching facilitators with clients on the basis of gender, culture, languages spoken, and availability. CCI remains a committed and valuable partner by assisting facilitator recruitment and training, but funding and service cuts prevents them from meeting the original intent.

PROGRESS

With CCI support, Connecting Ottawa advertised opportunities for multilingual persons to volunteer their time and experience to facilitate access to needed services by our focus populations. 36 persons expressed initial interest in the role; 22 women and 14 men, including 14 foreign-trained lawyers and 3 foreign-trained physicians. Connecting Ottawa hosted 3 information sessions, with 29 prospective facilitators in total participating and agreeing to a screening process (including a report from Ottawa Police Service indicating a positive Record Check appropriate for volunteers working with vulnerable populations in community non-profit agencies).

All facilitator prospects were required to participate in one full day of training prior to assignment with a client; the purpose of training was not only to animate a shared learning experience re: active listening, problem solving, cultural competencies, privacy and confidentiality, maintaining personal boundaries, roles and responsibilities, etc., but also to

create an opportunity for project staff to assess the capacities and capabilities of prospective facilitators before committing to a first client assignment. Subsequently, 27 persons participated in one of two days of training and signed a Volunteer Agreement that describes the expected relationship between facilitators and Connecting Ottawa. The project developed policies and procedures designed to appropriately manage risk associated with this activity; for example, facilitators will not be allowed to use personally owned vehicles to transport clients.

Following their training in January 2013, 3 facilitators have since withdrawn and 5 others have yet to clear the screening process. Connecting Ottawa has had an active pool of 19 facilitators available for assignment to support clients since mid-March 2013. 17 different languages are spoken; notably, the project still lacks a capacity in Chinese and Somali although this can be mitigated via our partnerships with the [Ottawa Chinese Community Service Centre](#) and the [Somali Centre for Family Services](#) respectively.

To date, there have been 8 facilitator assignments; one remains active. This is very close to our projected year-end service target (10 assignments). It has become clear that this service is very attractive to our partners and their clients. A flood of referrals immediately followed our presentation at the Conference on 20 February 2013 and we initially feared that we would rapidly outstrip our resources. However, the volume of referrals has slowed recently. From this we have learned that referrals increase with awareness and that the facilitator program will need continuing promotion. Further, our Conference Kits contained Facilitator Referral forms; an easy and transparent referral process will be important.

Assignments have varied; for example, facilitators have

- Supported an Arabic-speaking client to attend an information session re: the transition from ODSP to OAS and to complete the paperwork necessary to complete the transition
- Supported a Swahili-speaking client to obtain a restraining order against her ex-husband
- Enabled an Arabic-speaking client to obtain the necessary supporting documentation for Canadian passports for his family
- Supported a Swahili-speaking client to find affordable housing

Our facilitator pool lacks depth; to date Connecting Ottawa has recruited facilitators from Ottawa's allophone population and our focus has been to provide support to persons who cannot communicate effectively in English or French. In Year 2 we will recruit, screen and train prospective facilitators who will be able to support persons with disabilities or sensory impairments that impact communication. In addition, we are aware that although our facilitators are willing and motivated volunteers, almost without exception they are seeking entry into the paid labour force. Attrition will be inevitable; we will need to continually replenish our pool of facilitators if we are to meet the anticipated service demand. We propose to schedule an event for facilitators during the summer to recognize their contributions and to learn from their experiences with the program to date. This event will also provide us with an opportunity to gauge the attrition rate.

Connecting Ottawa has been impressed by the high levels of education, experience and motivation exhibited by our facilitators. We would like to explore expanded roles for some facilitators:

- Cultural interpretation services (for facilitators who are CLISAT certified)
- Outreach to ethnic and multicultural communities to identify and support indigenous "trusted intermediaries"

BUDGET NOTES

Expenditures related to this activity during Year 1 were 33% of the budgeted allocation. Not all volunteers have elected to accept the offered honorarium.

We are proposing to increase this allocation by 127% to \$4,600 in Year 2. This will enable us to increase service volume to 40 assignments, increase volunteer honoraria where necessary and appropriate, and plan 3 recruitment and training opportunities throughout the year.

CONNECT LEGAL SERVICES AND SOCIAL SERVICES

OUR CHALLENGE

The challenge was set by Thomson and Kohl:

- Develop a multi-sectoral 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-sectoral 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 original intent was 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.

PROGRESS

Connecting Ottawa has

- Expanded the [network of partners](#) to include 44 organizations, with active outreach to additional organizations that will be important to ensure successful outcomes for the project. To date, the network includes 17 community service agencies, 10 agencies serving immigrants, 9 organizations providing legal services, 7 agencies serving people with disabilities, and 1 agency providing interpretation and translation services. Our intent has always been to grow the network to include any organization that can be a resource to our focus populations as they seek access to justice. However, we are learning that for the network to function as intended Connecting Ottawa will need to maintain a meaningful relationship with each of our partners and that this will require care and focused effort.
- Purchased office accommodations and human resources services from [Centre de services communautaires de 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 Natalie Drolet, LLB, MA and Marian Green, BSW, RSW and so manages payroll and benefits administration, provides the security of mature personnel policies and other human resources infrastructure, and provides office accommodations in return for a modest “allocated admin” fee.

- Recruited and retained a social worker and a lawyer who are both fluently bilingual in English and French.
- Reached out to our partners to
 - Understand the client population, especially the extent to which they experience barriers to communication
 - Share best practices when responding to issues raised by these populations
 - Understand partners' prior history and experience when referring to legal services
 - Explore ways that the project can improve this experience
 - Explore training opportunities
 - Determine the most effective ways to maintain productive liaison with partners and other stakeholders
 - Solicit invitations for the project to meet with staff groups to raise awareness and promote use of project services.
- Provided case consultation and advice to network partners. To date staff have primarily reacted to requests for services although our lawyer now acts proactively by scheduling regular consultation hours weekly at the Ottawa Community Immigrant Services Organization ([OCISO](#)). We have developed a data collection system to try and evaluate this work; this is new and still relatively untested; not all data is complete and there may be some reliability issues. During this reporting period (January to June 2013) we have recorded 18 organizations that referred to Connecting Ottawa and 33 new cases opened by staff.
 - The cases presented a full range of legal issues – immigrant and refugee (8), civil law (6), criminal law (5), poverty law (3), family law (3), housing (2), and employment (1). In addition, staff provided information about tax-related issues, motor vehicle offences, missing persons, and identity theft.
 - The predominant social issues related to poverty and access to social benefits, employment, housing, gendered violence, school bullying, social isolation, and disability.
 - 13 clients were female; 16 were male.
 - 24 clients presented with barriers to communication (73%). Where language was a barrier, Spanish, Vietnamese, Mandarin, Arabic and Somali were identified. Where disability was a barrier, hearing and vision impaired, aphasia, acquired brain injury, and quadriplegia were noted.
 - 2 clients required interpretation or augmentation, provided by the project.
 - Where the source of income was noted, 6 clients received ODSP, 3 received OW benefits, 1 received OAS.

(See three [case studies](#) for examples of the services delivered.)

- Added two students to the project: a social work student (BSW) from Carleton University (52 hours practicum, commenced 1 May 2013) and a student from the Faculty of Law at Ottawa University (352 hours placement, commenced 5 June 2013). Each student will allocate $\frac{2}{3}$ of their placement experience to consultation support to clients and service providers within the Connecting Ottawa network. For the remaining $\frac{1}{3}$ of their time the students will collaborate on an independent research project related to an access to justice issue; an exploration of the intersection of community legal services and social services and the ways in which collaborative practice can facilitate access to justice.
- Participated in learning opportunities, workshops and conferences:

- "Health Skills Health Smart" (Vanier CSC)
 - "Disability, Sexuality and the Body"
 - National Metropolis Conference
 - Human Trafficking, PACT
 - Basis of Claim Forms, Canadian Council for Refugees
 - Canadian Association of Refugee Lawyers Conference
 - "Leaving ODSP and Applying for OAS"
 - CBA Envisioning Equal Justice Summit
 - Linking Theory to Practice (Carleton University SSW)
 - Eastern Region CLC Spring Training
 - uOttawa Refugee Assistance Project - Hearing Preparation
 - Recent Changes to Refugee Law for Those Working with the Homeless
 - Managing Conflict (Carleton University SSW)
 - Community Dialogue on gendered violence, Amethyst Women's Addiction Centre
 - Access Awareness Symposium
 - OPICCO Community Organizing Forum
 - Biennial Conference of the Society for Community
 - Research and Action (SCRA)
- Collaborated with other organizations in support of complementary projects
 - With the Community Advocacy and Legal Centre, Halton Community Legal Services, Northumberland Community Legal Centre, Legal Clinic of Guelph and Wellington County, ARCH Disability Law Centre, Canadian Environmental Law Association, HIV & AIDS Legal Clinic Ontario, Community Legal Education Ontario, Legal Aid Ontario Client Service Centre, and Legal Aid Ontario's Mental Health Strategy; a project to develop a holistic global assessment tool to be used by intake workers and other legal and non-legal service providers, peers, and trusted intermediaries to identify when a legal issue is present and to make appropriate referrals to legal and social services.
 - [Ethno-Racial People with Disabilities Coalition of Ontario](#) Round Table
 - With ARCH to deliver a workshop on "Navigating the Legal System for Clients with Disabilities" to staff at [211 Eastern Ontario](#);
 - With [Pro Bono Law](#) in a presentation to West End Legal Services, Ottawa;
 - With regular contributions to the work of the [Ottawa Coalition to End Violence Against Women](#) (OCTEVAW) Justice Committee;
 - With regular contributions to the work of the [Connecting on Disability & Abuse Working Group](#) (CODA);
 - Regular contributions to the work of the Ontario Works Working Group (City of Ottawa)
 - Via learning exchanges with [Communication Disabilities Access Canada \(CDAC\) A2J Project](#);
 - Via learning exchanges with [Genesis Legal Services Pilot Project](#).
 - Developed resources to build the capacity of network partners to serve the project's focus populations.
 - [Communication Accessibility Resource List](#)
 - [Cultural Interpretation and Translation Resource List](#)
 - [Mental Health Resources for Refugees and Claimants](#)

- Set goals for the next 3 months (to 30 September 2013)
 - Develop a workshop re: navigating the legal system, including a guide & other support materials;
 - Complete the development of a holistic global assessment tool and engage an action group to test its use;
 - Further explore opportunities to provide logistical and other supports to third party training partners (e.g. CDAC initiative) to provide training re: strategies and resources to communicate with persons with disabilities;
 - Develop a “lunch & Learn” series for staff in community legal services re: social determinants and clients’ hierarchy of needs.

BUDGET NOTES

Expenditures related to this activity during Year 1 were 62% of the budgeted allocation. Staff was engaged in Month 3 so we have not experienced the full annualized impact of the salary and benefits costs that are the greatest proportion of the budget for this activity.

65% of the total project budget has been allocated to this activity. The total allocation for Year 2 will be essentially unchanged from Year 1 despite the following changes: a realignment of salaries to reflect the hire of a BSW social worker instead of a MSW social worker and the hire of a lawyer instead of a community legal worker/paralegal, provision for reimbursement to staff for professional fees, reduced allocation for the purchase of equipment, a consolidation of planned expenditures for interpretation (to the *Overcoming Barriers* activity budget), and increases to the travel and training allocations.

SUBSIDIZE COSTS OF CONNECTING CLIENTS WITH LEGAL SERVICES

OUR CHALLENGE

Because our focus populations are invariably living with incomes below the poverty level (LICO), their access to justice is limited not only by their relative inability to communicate their issues and navigate the legal service system, but also by the costs of actually accessing affordable legal services and translation/interpretation services, and even public transit fares and child care.

OUR INTENT

To advocate for measures that will ensure the affordability of legal services for all persons accessing justice, and to manage a modest fund that could purchase interpretation and translation services that are not eligible for LAO subsidy; sign language interpretation, assisted and augmentative communication services for people with disabilities, and language translation and interpretation services for allophones that are just beginning their navigation of the system (often via contact with a community health or social service partner organization).

PROGRESS

There has been little activity related to this; given that our resource allocation to this activity is very limited and that access to the project fund is intended as an option of “last resort”, this has probably been a good thing. The only

expenses to date relate to the purchase of bus tickets to facilitate client transit to appointments. However, in Year 2 we have increased the allocation and will be more proactive in this activity.

BUDGET NOTES

It was our original intent to purchase the services of a network partner, [Community Interpretation Services for Our Community](#) (CISOC) at the preferred rate of \$35/hour. However, we have subsequently learned that the contracted rate will be \$67/hour. Although we will continue to use CISOC when necessary we will also explore other options, including the purchase of service from our Facilitators who are also certified as interpreters. The project has strengthened our connection with our network partners that provide services to persons with disability and we now have increased awareness of the high costs of interpreters, interveners and other augmentative communication services required by this population. Our projections for Year 2 expenditures have reflected this.

COORDINATE ALL ACTIVITIES, MANAGE PROGRAMS, EVALUATE OUTCOMES

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 Advisory Group has renewed its contract with *communitas consulting* to provide project management and secretariat services for Year 2. The project coordinator provides progress reports at every meeting of the Advisory Group, meets with project staff each week, approves all project expenditures, works with the bookkeeper (at South Ottawa CLS) to ensure the project’s financial health, and is always available for consultation about the many and varied issues that have emerged during this implementation phase of the project.

- During this reporting period, the Advisory Group met on 13 January 2013, 17 April 2013 and 20 June 2013 (at which the contents of this Activity Report were received). It will meet again during the first week of September 2013.
- Work has continued 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 the network.
- The Partnership Agreement was revised. The initial Agreement (which expressed support for a proposal to the Law Foundation) expired on 31 March 2013. All existing partners and 3 new partners have signed a new [Partnership Agreement](#) until 1 October 2015. (Although LFO funding is currently scheduled only until 20 June 2015, we have anticipated the need for a sustainability plan beyond this date, if some activities can continue.)

BUDGET NOTES

Secretariat services have been contracted at a fixed price for deliverables, with a 4% reduction in expenses projected in Year 2.

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.

PROGRESS

- We hosted our second annual conference, all day on 20 February 2013 at Centre Richelieu-Vanier, Ottawa with the following objectives:
 - Renew commitment to the network
 - Update the network on the progress of the project
 - Solicit feedback from partners and stakeholders
 - Encourage cross-sectoral collaboration and knowledge-sharing
 - Showcase the web site resource
 - Explore issues of common interest and concern

No fee was charged to the 65 participants from 43 different organizations. The program was delivered primarily in English although casual interpretation into French was available. Communication Access Realtime Translation (CART) was provided throughout the day. Some afternoon discussion groups were provided in French and an ASL interpreter supported one of the groups.

The program included two plenary presentations followed by panel and plenary discussions:

- Jamie Liew, a refugee lawyer and Assistant Professor at University of Ottawa, Faculty of Common Law presented “Becoming Curious George: Cultivating Innovative Approaches to Canada’s New Immigration System”. The panel comprised Emily Bates (Director of the University of Ottawa [Refugee Assistance Project](#)), Sarah Caspi (Assistant Executive Director, [Jewish Family Services](#)), Jean Lash (senior staff lawyer, [South Ottawa CLS](#)), and Megan Williams (family physician at [Somerset West Community Health Centre](#)).
- Ayshia Musleh, Project Coordinator at the [Ethno-Racial People with Disabilities Coalition of Ontario](#) (ERDCO) presented “Perspectives on Accessible Justice”. The panel comprised Laurie Alphonse (an

advocate for the rights of people with disabilities and Ontario Coordinator of the *In Focus* project of the [DisAbleD Women's Network Canada](#) - DAWN), Michel David (Executive Director, [Canadian Hearing Society](#) – Ottawa) and Yedia Zalik (Community Outreach Coordinator, [ARCH Disability Law Centre](#)).

Concurrent working groups in the afternoon discussed the following topics:

- Understanding barriers to communication
- Compliance with the Accessibility for Ontarians with Disability Act (AODA)
- “I don’t understand” – interpretation options
- Mental health as a barrier to communication
- *Le renforcement des capacités au sein du réseau*
- Building capacity within the network
- Speaking out – the role of advocacy
- Information, assessment and referral – best practices

The project team also animated a plenary discussion about our governance, services, and progress made with implementation to date. The web site was introduced and demonstrated.

Participants were surveyed following the conference for their feedback; there were 34 respondents (52% response rate). 82% of respondents indicated that the plenary sessions were *very good* or *excellent*. Feedback on the discussion group activities was more mixed: 11 respondents did not participate, indicating possible meeting fatigue by mid-afternoon. The quality of the venue and the food provided was considered to be *good* to *very good*. Overall 84% of participants indicated that the conference *met their expectations*. 58% indicated that they had visited the web site and found it useful.

There were lessons learned from the conference:

- We will explore alternative catering services and ensure that conference venue is fully accessible to persons with disabilities affecting mobility.
 - We will budget appropriately to ensure full accessibility for persons with disabilities affecting communication, especially hearing differences.
 - We will ensure that the focus of the conference is more effectively communicated (some participants believed that there would be a broader focus on access to justice rather than just immigration issues).
 - We will ensure that small group discussions are closely related to the experienced realities of service providers.
 - We will follow up on recommendations to
 - Consider outreach to ethnic communities, perhaps as an expansion of the Facilitator role;
 - Explore ways to build capacity of natural helping networks and clients themselves and not just the capacity of our network partners;
 - Review and assess DAWN’s inclusion tool and promote its use (after determining any costs involved);
 - Follow up with the City of Ottawa to determine opportunities for partnership.
- During this reporting period, staff made a number of presentations about the project and our lessons learned to date, not only to network partners but also to:
- Carleton University Agency Fair
 - Social Workers in Aging and Gerontology (SWAG) Conference

- Eastern Region CLCs - Executive Directors
 - National Metropolis Conference
 - Jewish Family Services – Conference
 - Specialty Community Legal Clinics - Executive Directors
 - Association of Community Legal Clinics of Ontario (ACLCO) – AGM
 - Connecting Communities Advisory Committee
 - Canadian Bar Association Envisaging Equal Justice Summit
 - PLE Learning Exchange Symposium
 - Biennial Conference of the Society for Community Research and Action (SCRA)
- The Connecting Ottawa team has developed a Prezi to support our presentations. This introduces the project and our services in the context of the A2J consultation papers prepared by Thompson and Kohl. [The Prezi can be downloaded [here](#).]

BUDGET NOTES

Expenditures related to this activity during Year 1 were 105% of the budgeted allocation, with expenses related to our conference over budget by almost 100% because of the unanticipated additional costs of CART interpretation services. The proposed Year 2 budget has added \$3,500 to this activity to cover registration and transportation costs to present at conferences and to cover interpretation requirements of our 2014 Conference.

FINANCIAL REPORT

[1 JULY 2012 TO
31 MAY 2013:
11 MONTHS ONLY]

CONNECTING OTTAWA		2520			
STATEMENT OF OPERATIONS FOR THE ELEVEN MONTH PERIOD FROM JULY 1 TO MAY 31, 2013					
	Budget	Actuals (9 Months)	Actuals (2 Month)	Actuals (11 MonthS)	
REVENUE					
2.0 Law Foundation of Ontario					
414 Received During Year	271,008	242,143.20		242,143.20	
414 From Deferred Revenue				-	
414 To Deferred Revenue				-	
	271,008	242,143.20		- 242,143.20	
EXPENSES					
3.1 Promotion 211/Training					
540 Equipment	800	-	-	-	
545 Materials and Supplies	500	-	-	-	
615 Travel	1,200	-	-	-	
555 Training/Professional Development	2,000	-	-	-	
	4,500	-	-	-	
3.2 Website Hosting, Management and Administration					
535 Database Development	6,500	10,100.37		10,100.37	
565 Translation	800	489.75		489.75	
625 Website Hosting, Management and Administration	6,000	2,051.79	1,549.67	3,601.46	
	13,300	12,641.91	1,549.67	14,191.58	
3.3 Facilitators to Connect Clients and Legal Services					
545 Materials and Supplies	-	22.85		22.85	
555 Training	300	437.93		437.93	
620 Volunteer (IPL) Honoraria	1,500	-	100.00	100.00	
615 Travel	-	72.80		72.80	
510 Administration	225	-	36.21	36.21	
	2,025	533.58	136.21	669.79	
3.4 Legal Worker/Social Worker Connection					
515 Allocated Administration	10,000	7,500.00		7,500.00	
530 Cloud/Mobile Services	2,000	2,101.32	553.23	2,654.55	
540 Equipment Purchases	3,000	2,419.94		2,419.94	
545 Materials and Supplies	1,200	1,370.64	85.19	1,455.83	
550 Meeting Costs	600	103.77	7.97	111.74	
565 Salaries: Legal Worker	60,000	34,384.58	4,615.38	38,999.96	
566 Salaries: Social Worker	65,000	34,384.58	4,615.38	38,999.96	
580 Employee Benefits	25,000	10,126.24	2,949.65	13,075.89	
585 Staffing Costs	-	534.25		534.25	
590 Training/Professional Development	2,000	796.97	1,526.54	2,323.51	
595 Translation/Interpretation	4,000	-		-	
615 Travel	4,800	1,711.24	794.96	2,506.20	
	177,600	95,433.53	15,148.30	110,581.83	
3.5 Overcoming Barriers to Accessibility					
545 Materials and Supplies		-		-	
595 Translation/Interpretation	2,000	-		-	
610 Transspotation/Child Care, Etc	1,000	-		-	
	3,000	-	-	-	
3.6 Secretariat					
550 Meeting Costs	250	-		-	
560 Purchases Services	50,000	28,063.80	9,354.60	37,418.40	
590 Training/Professional Development	1,500	-		-	
615 Travel	1,500	477.61	61.63	539.24	
525 Sundry: Bank Charges	-	32.75	11.50	44.25	
527 Sundry: Bookkeeping	-	779.55		779.55	
542 Sundry: Lead Agency Stipend	-	5,000.00		5,000.00	
	53,250	34,353.71	9,427.73	43,781.44	
3.7 Shared Lessons Learned					
520 Annual Conference	2,500	2,173.66	110.86	2,284.52	
550 Meeting Costs	-	-		-	
615 Travel	2,000	-	1,218.14	1,218.14	
	4,500	2,173.66	1,329.00	3,502.66	
3.8 Cotingency					
540 Equipment Purchases		-		-	
	12,833.00	-	-	-	
Total Expenses	271,008.00	145,136.39	27,590.91	172,727.30	
EXCESS OF REVENUE OVER EXPENSES	0.00	97,006.81	(27,590.91)	69,415.90	
CONNECTING OTTAWA BALANCE SHEET AS AT MAY 31, 2013					
ASSETS					
110 Cash				63,277.12	
115 Accounts Receivable				-	
120 Due from General Fund				6,158.78	
LIABILITIES					
120 Due to General Fund				-	
210 Accounts Payable				(20.00)	
230 Deferred Revenue				-	
FUND BALANCE (Surplus)				69,415.90	

BUDGET – YEAR 2

	1/07/2012- 30/06/2013	1/07/2013- 30/06/2014	[CHANGE]
3.1 Promote 211/Training re: IAR			
Equipment	\$800.00	\$0.00	-\$800.00
Materials/Supplies	\$500.00	\$500.00	\$0.00
Travel	\$1,200.00	\$600.00	-\$600.00
Training/Prof Development	\$2,000.00	\$1,000.00	-\$1,000.00
SubTotal	\$4,500.00	\$2,100.00	-\$2,400.00
3.2 Website Hosting, Management, Administration			
Database Development	\$6,500.00	\$0.00	-\$6,500.00
Translation (Eng-Fr)	\$800.00	\$200.00	-\$600.00
Website Hosting, Management & Administration	\$6,000.00	\$6,000.00	\$0.00
Subtotal	\$13,300.00	\$6,200.00	-\$7,100.00
3.3 "Facilitators" to Connect Clients & Legal Services			
Training	\$300.00	\$900.00	\$600.00
Volunteer honoraria	\$1,500.00	\$2,700.00	\$1,200.00
Travel	\$225.00	\$1,000.00	\$775.00
Subtotal	\$2,025.00	\$4,600.00	\$2,575.00
3.4 Legal Worker/Social Worker Connection			
Salaries: Lawyer	\$60,000.00	\$64,500.00	\$4,500.00
Salaries: Social Worker	\$65,000.00	\$61,500.00	-\$3,500.00
Benefits (@ 20%)	\$25,000.00	\$24,600.00	-\$400.00
Professional Fees	\$0.00	\$1,500.00	\$1,500.00
Equipment	\$3,000.00	\$1,500.00	-\$1,500.00
Materials/Supplies	\$1,200.00	\$1,200.00	\$0.00
Meeting Expenses	\$600.00	\$600.00	\$0.00
Cloud/Mobile Services	\$2,000.00	\$2,000.00	\$0.00
Translation/Interpretation	\$4,000.00	\$2,000.00	-\$2,000.00
Travel	\$4,800.00	\$5,000.00	\$200.00
Training/Prof Development	\$2,000.00	\$2,500.00	\$500.00
Allocated Admin	\$10,000.00	\$10,000.00	\$0.00
Subtotal	\$177,600.00	\$176,900.00	-\$700.00
3.5 Overcoming Barriers to Accessibility			
Interpretation/Translation	\$2,000.00	\$6,000.00	\$4,000.00
Transportation/Child Care, etc.	\$1,000.00	\$1,000.00	\$0.00
Subtotal	\$3,000.00	\$7,000.00	\$4,000.00

3.6 Secretariat

Purchased Services	\$50,000.00	\$50,000.00	\$0.00
Meeting Expenses	\$250.00	\$250.00	\$0.00
Travel	\$1,500.00	\$1,000.00	-\$500.00
Training/Prof Development	\$1,500.00	\$0.00	-\$1,500.00
Subtotal	\$53,250.00	\$51,250.00	-\$2,000.00

3.7 Share Lessons Learned

Annual Conference	\$2,500.00	\$4,000.00	\$1,500.00
Travel	\$2,000.00	\$2,500.00	\$500.00
Conferences, etc	\$0.00	\$1,500.00	\$1,500.00
Subtotal	\$4,500.00	\$8,000.00	\$3,500.00

3.8 Administration

Lead Agency Stipend	\$0.00	\$5,000.00	\$5,000.00
Bookkeeping	\$0.00	\$1,000.00	\$1,000.00
Bank Charges	\$0.00	\$50.00	\$50.00
Audit	\$0.00	\$800.00	\$800.00
Subtotal	\$0.00	\$6,850.00	\$6,850.00

	SUBTOTAL	\$258,175.00	\$262,900.00	\$4,725.00
Contingency		\$12,833.00	\$8,108.00	-\$4,725.00
	FINAL TOTAL	\$271,008.00	\$271,008.00	\$0.00

APPENDIX 1

THE LOGIC MODEL

Connecting Ottawa will demonstrate ways and means that networks of organizations can better support the focus populations to access justice. Our plan requires a clarity of purpose and a clear articulation of the resources available, the assumptions upon which we propose to act, and why we believe that our proposed activities will achieve the desired outcomes. Our logic model is a versatile tool that can support project development, implementation, and evaluation. When combined with a detailed work plan, we have a roadmap for our program, highlighting how it is expected to work, what activities need to come before others, and how desired outcomes can be achieved. It provides a framework that will enable us to reflect upon the impact of our activities and reassess our direction and process.

Many of our activities are innovative; they are based on assumptions and a theory of change that will be tested as the project unfolds over time. As we learn from our experience and share what we have learned with others that may be interested in doing what we have done, we need a model that articulates the plan and can inform future changes to the plan that will improve outcomes.

The logic model that follows has value and relevance for our ...

- Planning - It helps us to think through program strategy and helps clarify where we are and where we want to be;
- Management – It connects the dots between resources, activities, and outcomes to serve as a foundation for creating budgets and work plans and managing results;
- Communication – It shows our partners how activities link to what we want to achieve;
- Consensus Building – It builds common understanding and promotes buy-in by the full network of partners;
- Resource Development – It demonstrates to funders that we have purposefully identified what the CR/O project will do, what it hopes to achieve, and what resources it will need to succeed.
-

An effective demonstration will depend on our evaluation strategy – which begins with this logic model. Further refinement of the model will define outcomes in measureable terms. Our experience to date suggests that there is little by way of “baseline data” against which we can measure the impact of our activities. Accordingly, we will devise an evaluation strategy that will include process measures (number of events associated with an activity, number of clients and trusted intermediaries impacted, etc.), qualitative data collected from clients and front-line staff (anecdotal evidence of impact, collected via surveys and interviews), and case studies. The evaluation plan will be completed by month 6 of Phase 2 implementation.

CONNECTING REGION/OTTAWA Logic Model

PROBLEM STATEMENT

Build capacity within Ottawa's community health and social services sectors to identify legal issues and provide basic legal information and timely referral to legal services for our focus populations; persons who speak neither English nor French and for persons who have a significant communication difficulty as the result of a sensory impairment or a speech or language disorder.

PROGRAM GOALS

1. Provide information that will help the focus populations (and those who act as trusted intermediaries) understand their legal rights, and provide information about the legal services available to help them to exercise those rights.
2. Ensure that "every door is the right door" to legal services by training and supporting assessment/information/referral (AIR) professionals and other front-line service providers to identify when a client from the focus populations requires a legal service and then to connect the client to the appropriate legal service.
3. Ensure that the focus populations have timely and appropriate access to interpretation and translation services and/or augmentative communication devices and services by systematically removing barriers to access.
4. Support legal services organizations to provide services to the focus populations within a framework that acknowledges issue complexity.
5. Demonstrate a collaborative model that is cross-sectoral, interdisciplinary and effective; evaluate; share lessons learned with interested others in Canada.

WHAT RESOURCES ARE AVAILABLE?

- Network of Ottawa community health/social/legal services organizations - 35 partnership agreements.
- Designation as a "Connecting Region" by Law Foundation (Access to Justice Fund). Funding required for plan implementation/sustainability.
- Interim funding support for project coordination & website development (LAO Poverty Law Client Services Coordination Fund).

RATIONALE - Theory of Change	ASSUMPTIONS
<ul style="list-style-type: none"> • Focus populations are unaware that complex issues may have a legal component that would benefit from a legal service. • Access to interpretation/translation services will enable their communication re: these issues. • Trusted intermediaries can facilitate communication & assist with system navigation when appropriately resourced. • System change is possible when motivated organizations share resources and collaborate using a client-centred approach. 	<ul style="list-style-type: none"> • Trusted intermediaries (incl. agency staff) need access to information & resources to assist successful navigation of legal system to justice by focus populations . • Even if focus populations know how to access the desired legal service there are often affordability, language/communication and related accessibility barriers to overcome. • Community health/social/legal service agencies are committed to change processes to improve system navigation & service outcomes for diverse linguistic minority populations.

ACTIVITIES	OUTPUTS	SHORT TERM OUTCOMES	INTERMEDIATE OUTCOMES	LONG TERM OUTCOMES
[1] Promote 211 as coordinated hub for AIR services	211 is an effective IAR resource for legal services	Increased use of 211 by partners as default referral resource	211 recognized by partners as the centralized hub for referral services for focus populations	<p>A network of diverse community agencies collaborate to demonstrate new & effective ways to improve the experience of accessing justice for our focus populations;</p> <p>Our focus populations have been supported by informed and resourceful "trusted intermediaries" to understand and exercise their legal rights;</p> <p>All barriers to timely, appropriate & affordable access to community legal services have been removed;</p> <p>The CR/O model is widely acknowledged as a successful multi sectoral initiative that will stimulate further innovations in system navigation by marginalized populations..</p>
[2] Promote & sustain CR/O website	Website is a reliable resource to access local legal services	Website is stable, regularly updated, secure, & maintained Website is a source of comprehensive information	Website is used as the portal to Ottawa legal services for our partners & clients from focus populations	
[3] Develop pool of informed "trusted intermediaries" to connect clients	Train & support staff & foreign-trained legal professionals as trusted intermediaries	Staff & volunteers will be skilled & trusted intermediaries for focus population	Referred clients will actually connect to the legal services to which they have been referred	
[4] Connect legal services & social services	Employ 1 legal worker & 1 social worker as team to be collocated at partner site	Legal services & social services work closely together using a holistic response to complex issues	Focus populations with complex social/legal issues appreciate a more comprehensive & coordinated services; Intersectoral collaboration grows	
[5] Manage a fund allocation that can offset costs of connecting client with legal services	Subsidize interpretation, translation, and transportation for low income clients	Low income clients can afford transit; partners can access interpretation to communicate with focus populations	Financial barriers to accessing legal services will be lowered	
[6] Coordinate all CR/O activities; manage programs; evaluate outcomes	A secretariat resource supports all planning & service coordination activities	Partners remain meaningfully engaged; activities proceed; goals achieved	A sustainable CR/O Network performs well and meets its objectives	
[7] Share lessons learned	Annual conference for partners; post web news; CR/O experience is shared at workshops/ conferences locally & provincially	Other legal services and agencies serving focus populations are aware of strengths/ weaknesses of CR/O model	The best features/ functions of CR/O model are replicated in other communities.	

APPENDIX 2

WORK PLAN (YEAR 1 – REVIEW)

	2012-13	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
	MONTH #	1	2	3	4	5	6	7	8	9	10	11	12
ACCOUNTABILITY													
Sign funding agreement with LFO		✓											
Approve/Review work plan & operating budget		✓											
Report to Advisory Group				✓		✓		✓			✓		✓
Report to LFO													
PROMOTE 211 AS A COORDINATED HUB FOR IAR SERVICES													
Negotiate service agreement with CICO										✓			
Augment CICO/211 database re: legal services							✓						
Develop/test survey tool re: awareness of 211													
Train CICO re: IAR for legal services					✓							✓	
Administer survey to partners					✓								
Train partners re: 211 as default IAR resource													
LAUNCH, PROMOTE, MAINTAIN CONNECTING OTTAWA WEB SITE - connectingottawa.com													
Convert taxonomy to machine-read													
Contract web hosting/maintenance services					✓								
Beta Launch; confirm functionality; approve							✓						
Public launch; announcements								✓					
Promote web site as IAR tool with partners									✓				
Updates to content										✓			
DEVELOP POOL OF "TRUSTED INTERMEDIARIES" TO CONNECT CLIENTS													
Negotiate service agreement with CCI				✓									
Recruit, train facilitators							✓						
Determine pool admin procedures				✓									
"Trusted Intermediaries" available to deploy										✓			
"Trusted intermediaries" matched & deployed											✓		
Review; evaluate impact												✓	✓
CONNECT LEGAL SERVICES & SOCIAL SERVICES													
Finalize job descriptions		✓											
Negotiate office space			✓										
Recruit legal/socservice personnel				✓									
Orientation/training of personnel					✓								
Negotiate scheduling with partners									✓				
Deploy personnel to partners; supervise													
Negotiate student learning opportunities							✓						
Review; evaluate impact													
MANAGE A FUND ALLOCATION THAT CAN OFFSET COSTS OF CONNECTING CLIENT WITH LEGAL SERVICES													
Consult; establish admin procedures			✓										
Fund available					✓								
Review; evaluate impact													✓
COORDINATE ALL ACTIVITIES; MANAGE PROGRAMS; EVALUATE OUTCOMES													
Contract Secretariat services		✓											
Develop & deploy evaluation tools										✓			
Coordinate activities; manage programs													✓
SHARE LESSONS LEARNED													
Distribute "Communique" newsletter			✓		✓		✓	✓	✓				
Presentations to conferences, etc.													
Plan Conference for Partners							✓						
Host Conference for Partners									✓				

WORK PLAN (YEAR 2)

WORK PLAN 2013-14

2013-14	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
MONTH #	13	14	15	16	17	18	19	20	21	22	23	24
ACCOUNTABILITY												
Approve/Review work plan & operating budget												
Report to Advisory Group												
Report to LFO												
INFORMATION ASSESSMENT & REFERRAL												
Augment CICO/211 database re: legal services												
Develop/test survey tool re: awareness of 211												
Train CICO re: IAR for legal services												
Administer survey to partners												
Analyse survey outcomes												
Raise awareness re: 211 as IAR resource												
PROMOTE & MAINTAIN WEB SITES												
Promote web site as IAR tool with partners												
Updates to website content												
DEVELOP POOL OF "TRUSTED INTERMEDIARIES" TO CONNECT CLIENTS												
Recruit, train facilitators												
Deploy "Trusted Intermediaries"												
Review; evaluate impact												
CONNECT LEGAL SERVICES & SOCIAL SERVICES												
Deploy personnel to partners; supervise												
Manage student learning opportunities												
Review; evaluate impact												
SUBSIDIZE COSTS OF CONNECTING CLIENT WITH LEGAL SERVICES												
Fund available & managed												
Review; evaluate impact												
COORDINATE ALL ACTIVITIES; MANAGE PROGRAMS; EVALUATE OUTCOMES												
Coordinate activities; manage programs												
SHARE LESSONS LEARNED												
Distribute "Communique" newsletter												
Presentations to conferences, etc.												
Plan Conference for Partners												
Host Conference for Partners												

APPENDIX 3

CASE STUDIES

Kevin

FACTS

South Ottawa CLS contacted Connecting Ottawa regarding “Kevin”, who had sought information about his legal options when he failed to receive an anticipated GST refund from CRA. In addition, he has consumer complaints regarding Rogers Communications (he has been unable to terminate their services) and Bell Canada (a billing issue) that he cannot resolve. Kevin had a stroke which resulted in aphasia. His speech is impaired; telephone communication is very challenging and social anxiety and “embarrassment” about his speech has meant that he is socially isolated and without service supports.

INTERPRETATION/ ACCESSIBILITY NEEDS

- Kevin has aphasia

AREA OF THE LAW

- Consumer Affairs
- Federal Taxes

REFERRAL

- Aphasia Centre
- South-East Ottawa CHC – Community Support Services
- City of Ottawa Home Support Services

ACTIONS TAKEN

Marian (social worker) visited Kevin in his home to further assess the situation since telephone communication was a barrier. With Kevin’s consent, a referral was made to the Aphasia Centre; a social worker and speech therapist made home visits to assess Kevin’s capabilities. Further services from the Aphasia Centre will be available to Kevin only on site, but staff and volunteers will assist him to resolve his consumer service issues and communicate with CRA. When Kevin complained that home support worker services had been discontinued, Marian reestablished a service from South-East Ottawa CHC and arranged for a referral to the City of Ottawa’s Home Support Services. South-East Ottawa CHC will maintain contact with Kevin and follow up further if he does not access Aphasia Centre’s services and supports.

OTHER COMMENTS

Although Kevin’s issues do not require legal services at this point, he nevertheless requires an advocate because of his communication challenges. Telephone communication is impossible because he cannot make himself readily understood and social embarrassment means that he avoids face-to-face communication whenever possible. Without family or friends to act as trusted intermediaries, he is easily frustrated as a dissatisfied consumer. If the Aphasia Centre is unable to meaningfully engage Kevin via their group activities and drop-in services, Connecting Ottawa can assign a Facilitator as a trusted intermediary pending other referrals to network partners.

Tim

FACTS

A 211 Ontario agent contacted Connecting Ottawa regarding “Tim”, an elderly man who has been diagnosed with cancer and who wanted to take legal action against the hospital because they has not yet set a for surgery to remove a tumor. Tim’s oncologist has told him that he does not need surgery at this time and his family physician “just orders more tests”.

INTERPRETATION/ ACCESSIBILITY NEEDS

- Anxiety
- Social isolation

REFERRAL

- Nurse/family physician’s office
- Department of Patient Advocacy, The Ottawa Hospital
- Maplesoft Centre, Ottawa Regional Cancer Foundation
- Social Worker, Cancer Centre, The Ottawa Hospital

- **ACTIONS TAKEN**

- Since Tim has a poor understanding of his diagnosis and the treatment options available to him, Marian (social worker) encouraged Tim to seek support from the Patient Advocacy Department at The Ottawa Hospital and to meet with the social worker at the Cancer Centre at his next oncology appointment. Tim was coached to enlist the support of the nurse at his family physician’s office to support him in better communicating his needs and concerns to the physician. Tim was advised to attend all health care appointments related to his cancer accompanied by a family member or a friend; someone who can also hear the health information being shared and the treatment options being discussed and then be a resource to him after the event. If Tim has no natural helping supports available, he can obtain support from a trusted intermediary assigned by a Community Support Service volunteer program. Marian also referred Tim to the Ottawa Regional Cancer Foundation’s Maplehurst Centre cancer coaching program for health coaching, information about treatment outcomes and options, counseling support and peer support group opportunities.

- **OTHER COMMENTS**

- This case highlighted the fact that issues appear insurmountable for clients whenever they lack information. Tim is understandably worried about his diagnosis and health outcomes, but the anxiety has been exacerbated by service providers who have failed in their responsibility to provide him with timely information in a manner that he can absorb. Tim speaks and understands his mother tongue, English, well and has no sensory impairment or mental illness that affects his ability to communication; technically he does not fall within Connecting Ottawa’s target demographic. Nevertheless, here is clearly a failure to communicate. It is incumbent upon service organizations (legal, health, social services, public services, and immigration and settlement services,) to find effective ways to communicate complex information, especially when that information has an emotional impact.

Maisha

FACTS

Le Conseil Économique et Social d'Ottawa Carleton (CÉSOC), an agency that promotes the integration and economic development of ethnocultural minority Francophones, contacted Natalie (Lawyer) and Marian (Social Worker) at Connecting Ottawa regarding “Maisha”, a Kenyan woman who came to Canada in 2011 as a live-in caregiver employed by an Embassy. Maisha complained to her employer about long working hours, non-payment of wages, the fact that she was not allowed to leave the workplace except to be escorted to church on Sunday, and the fact that she was disallowed contact with anyone outside the workplace. When she asked for a copy of her employment contract, her employer refused and took her passport. Maisha’s passport was returned with her visa “cancelled without prejudice” by the Ministry for Foreign Affairs. Since she left the employer’s residence, she has been homeless, residing at Shepherds of Good Hope shelter; her only income is a Personal Needs Allowance (\$4/day). She currently has no legal status in Canada.

INTERPRETATION/ ACCESSIBILITY NEEDS

- First language is Swahili; limited English

REFERRALS

- Legal Aid Ontario Duty Counsel
- Law Help Ontario
- Lawyer (Immigration Law)
- Cornerstone Housing for Women
- St. Joe’s Women’s Centre
- The Well/La Source
- Housing Help
- Pinecrest-Queensway Community Health Centre – Employment Services

ACTIONS TAKEN

Marian and Natalie escorted Maisha to LAO Duty Counsel for information and legal advice about her immediate and longer term options. Once it became clear that she had not entered Canada under the live-in caregiver program, Maisha was also connected with an immigration lawyer who commenced a refugee claim. Because Maisha experienced safety and security issues at the Shepherds of Good Hope (SOGH) shelter, she was supported to relocate to a specialized women’s shelter downtown. From here she found temporary lodging in a rooming house in Bells Corners. An assigned Facilitator accompanied her to referrals to Housing Help to locate affordable housing closer to employment opportunities, and to women’s drop-in programs where she opened an email account and had access to other resources. When Maisha asked for help to find a job, she was referred to Pinecrest-Queensway CHC. She was provided with bus tickets to enable her to navigate the city to various appointments accompanied by a Swahili-speaking Facilitator.

Maisha requested assistance to claim for unpaid wages against her previous employer. Natalie researched legal options available via Small Claims Court and the Ontario Ministry of Labour as well as the possibility that Maisha had been a victim of human trafficking. For ESA action, Maisha would need to establish that her workplace was in Ontario, not part of an embassy. Law Help Ontario agreed to file a motion in Superior Court for an interim injunction preventing the employer from leaving the country, and to draft a statement of claim. The volunteer lawyer asked for copies of all of the relevant documents. With Maisha, Natalie began assembling the facts to support these motions: evidence of her stay at the homeless shelter, bank records, statements of income tax, description of a

typical day at work and of a typical day when she accompanied her employer to the bank, and evidence that the employer is ending his post and leaving Canada soon.

At this point, Law Help Ontario is waiting for Maisha to review and sign the statement of claim. However, she is not responding to emails or telephone calls and the Facilitator has been unable to reconnect.

OTHER COMMENTS

Even though Connecting Ottawa has successfully connected an allophone newcomer to appropriate legal services and an action has been commenced to seek redress of her legal issues, without our continued commitment to also respond to Maisha's serious social issues (lack of employment, limited income, need for affordable and safe housing, social and cultural isolation, and communication challenges, etc.), her immigration status and well-being in Canada will remain precarious. This case also illustrates challenges associated with accessing low-income and/or casually housed clients who are without phone or email.

APPENDIX 4

CULTURAL INTERPRETATION AND TRANSLATION RESOURCES



CULTURAL INTERPRETATION AND TRANSLATION RESOURCES

This resource was developed by the Connecting Ottawa Project, which aims to improve access to justice for people who are not proficient in English or French, or who face communication challenges due to a disability or sensory impairment. This resource is intended for frontline workers and community organizations. The purpose of this resource is to improve services and referrals for clients who may need interpretation to communicate effectively. The resource has two sections : « Cultural Interpretation and Translation Services, » which provides information about interpretation services that may be arranged for clients on a fee for service or complimentary basis, and « Organizations that offer Free Interpretation Services, » with information about legal and other organizations that currently contract with interpretation services to serve clients who are not proficient in English or French.

This resource will be updated regularly and is available at :

<http://connectingottawa.com>

<http://connexionottawa.com>

CULTURAL INTERPRETATION AND TRANSLATION SERVICES	
CISOC (Cultural Interpretation Services for Our Community)	
Description	CISOC is a registered charitable organization that provides 24/7 interpretation and translation services on-site and by telephone in more than 60 languages and dialects. CISOC also offers interpretation certification training and testing, and intercultural training.
Phone	613-237-0502 after hours 613-261-7834
E-mail	cisoc@cisoc.net
Website	www.cisoc.net
Immigrant Women Services Ottawa (IWSO)	
Description	IWSO is a non-profit agency that strives to ensure accurate communication between Ottawa's legal, social, health and community agencies and their multilingual clients. Offers on-site and telephone interpretation, translation and a Core Training Program once a year for interpreters associated with

	IWSO's Violence Against Women Prevention Initiative. Interpretation services are free for clients who are victims of domestic violence, sexual violence or human trafficking.
Phone	613-729-3145
Website	www.immigrantwomenservices.com
Languages of Life Inc.	
Description	Languages of Life Inc. is a non-profit, charitable interpretation and translation agency that offers services 24/7 in over 100 languages and dialects.
Phone	613-232-9770
E-mail	lol@bellnet.ca
Website	www.languagesoflife.org
MCIS Language Service	
Description	MCIS Language Service is a social service enterprise that offers services 24/7 in language interpretation, translation, skills testing and training. Interpretation services are available in over 200 languages in person or by internet or telephone.
Phone	1-888-990-9014 24/7 Emergency Line 416-422-5984
E-mail	intake@mcis.on.ca
Website	www.mcislanguages.com
ORGANIZATIONS THAT OFFER FREE INTERPRETATION SERVICES	
COMMUNITY, HEALTH, SETTLEMENT AND SOCIAL SERVICES	
Some health, community, settlement and social services offer free interpretation for their services. Please call ahead to confirm the availability of interpretation.	
LEGAL ORGANIZATIONS AND SERVICES	
Community Legal Services Ottawa Centre	
Description	Offers free legal services for people with a low income within its catchment area (north of the Queensway and east of Fisher Avenue). Specializes in matters relating to immigration and refugee law, landlord and tenant law, and social benefits. Services are available in over 200 languages.
Phone	613-241-7008
Website	www.clsoc.ca

Clinique juridique francophone de l'est d'Ottawa	
Description	Offers free legal services for francophones with a low income within its catchment area (east of the Rideau River). Specializes in matters relating to immigration and refugee law, landlord and tenant law, social benefits, human rights and criminal injuries compensation. Services are available in over 200 languages.
Phone	613-744-2892
Website	www.cscvanier.com
Family Court Support Worker Program	
Description	Provides information on the family court process, assistance documenting the history of abuse for family court proceedings, referral to specialized services and supports in the community, safety planning, and court accompaniment to proceedings when appropriate. Interpretation is available.
Phone	613-741-6025
TTY	613-741-3556
E-mail	info@eorc-gloucester.ca
Website	www.eorc-gloucester.ca
Human Rights Legal Support Centre	
Description	The Human Rights Legal Support Centre offers human rights legal services to individuals throughout Ontario who have experienced discrimination contrary to the <i>Ontario Human Rights Code</i> . Services are available in over 140 languages.
Phone	1-866-625-5179
TTY	1-866-612-8627
Website	http://www.hrlsc.on.ca
Law Society Referral Service	
Description	Provides the name of a lawyer or licensed paralegal who will provide a free consultation for up to 30 minutes. Interpretation is available.
Phone	1-800-268-8326
TTY	1-416-644-4886
Website	http://www.lsuc.on.ca/faq.aspx?id=2147486372

Legal Aid Ontario Client Service Centre	
Description	Provides information and referrals for people with a low income to legal aid services, up to 20 minutes of summary legal advice over the phone for criminal and family law matters, and applications for the certificate program. Services are available in 52 languages.
Phone	1-800-668-8258
TTY	1-866-641-8867
Website	http://www.legalaid.on.ca/en/getting/callus.asp
Legal Aid Ontario Integrated Legal Services Office	
Description	Provides services for people with a low income in immigration and refugee law and family law matters through the Legal Aid Ontario Certificate Program. Services are available in 52 languages.
Phone	613-238-7931
TTY	1-866-641-8867
Website	http://www.legalaid.on.ca/en/contact/about.asp?place=100400
Ministry of the Attorney General	
Description	The Ministry of the Attorney General provides court interpretation services in over 100 languages for any matter relating to criminal law or child protection. It also provides interpretation in civil, family, and Small Claims court matters if the litigant qualifies for the Court Services Division fee waiver.
Phone	416-326-6500
E-mail	MAG.InterpreterServices@ontario.ca
Website	http://www.attorneygeneral.jus.gov.on.ca/english/courts/interpreters/
South Ottawa Community Legal Services	
Description	Offers free legal services for people with a low income within its catchment area (south of the Queensway and east of Fisher Avenue and Prince of Wales Drive). Specializes in matters relating to immigration and refugee law, landlord and tenant law, and social benefits. Services are available in over 200 languages.
Phone	613-733-0140
TTY	613-733-4113
Website	www.socls.org

University of Ottawa Community Legal Clinic	
Description	Offers free legal services for people with a low income in the City of Ottawa and to students of the University of Ottawa and Carleton University. Specializes in matters relating to criminal law, tenant law and criminal injuries compensation. Services are available in over 200 languages.
Phone	613-562-5600
Website	http://uoclc.uottawa.ca
West End Legal Services	
Description	Offers free legal services for people with a low income within its catchment area (west of Holland and Fisher Avenues and extends to the westernmost boundary of the city). Specializes in matters relating to immigration and refugee law, landlord and tenant law, and social benefits. Services are available in over 200 languages.
Phone	613-596-1641
Website	www.westendlegal.ca
TELEPHONE HELP LINES THAT OFFER INTERPRETATION	
211 – Community Information Centre of Ottawa (CICO)	
Description	211 is an information and referral service that provides the people of Ontario with reliable information on community and social services. Services are available in over 150 languages.
Phone	211
TTY	1-866-540-0565 after hours 1-888-340-1001
E-mail	info@cominfo-ottawa.org
Website	www.cominfo-ottawa.org
Assaulted Women’s Helpline	
Description	The Assaulted Women’s Helpline is a free, anonymous and confidential 24-hour telephone and TTY crisis telephone line to all women in the province of Ontario who have experienced any form of abuse. Services are available in 154 languages.
Phone	1-866-863-0511
TTY	1-866-863-7868
Website	http://www.awhl.org

Chrysalis House Crisis Line	
Description	Chrysalis House is a shelter in the west end of Ottawa that offers women and children protection from violence and abuse. The Crisis Line is available 24/7 and interpretation is available.
Phone	613-591-5901
Website	http://www.wocrc.ca/en/programs-services/violence-against-women-services/chrysalis-house.aspx
Elder Abuse Senior Safety Line	
Description	Free confidential support line for seniors suffering abuse including physical, mental, sexual, neglect, and financial. Help is available in 150 languages
Phone	1-866-299-1011
Website	http://www.onpea.org/
Interval House of Ottawa Crisis Line	
Description	Interval House of Ottawa strives to eliminate violence against women and children through a diverse set of programs that educate, integrate and generate change. The Crisis Line is available 24/7 and interpretation is available.
Phone	613-234-5181
Website	http://intervalhouseottawa.org/
Nelson House Crisis Line	
Description	Nelson House is a temporary shelter for abused women and their children. The Crisis Line is available 24/7 and responds to the needs of women in crisis by providing support and information on safety planning, access to community services, and advocating for women to find a safe place to stay. Interpretation is available.
Phone	613-225-3129
Website	www.nelsonhouse.on.ca
Ottawa Rape Crisis Centre Line	
Description	The crisis line provides 24/7 service to survivors of sexual violence, supporters, family and friends of survivors. The crisis line volunteer counsellors provide crisis intervention on issues that range from childhood sexual abuse, recent sexual assault, flashbacks and suicide prevention. In addition, counsellors provide information on community resources and services, and accompaniment to police stations and to the Sexual Assault partner care program at the Civic campus of the Ottawa Hospital. Interpretation is available.

Phone	613-562-2333
Website	http://orcc.net/

APPENDIX 5

COMMUNICATION ACCESSIBILITY RESOURCES

About this resource:

This resource was developed by the Connecting Ottawa Project, which aims to improve access to justice for people who are not proficient in English or French, or who face communication challenges due to a disability or sensory impairment. This resource is intended for frontline workers and community organizations. The purpose of this resource is to improve services for clients who may need accommodations due to a disability or sensory impairment. This resource provides a directory of sign language interpretation services, deafblind intervenors, and other communication supports, including information about accessible formats and technologies. For individuals and organizations who may wish to further their learning on communication accessibility options and requirements under the Accessibility for Ontarians with Disabilities Act (AODA), information about accessibility consulting services and training are also included.

This resource will be updated regularly and is available at :

<http://connectingottawa.com>

<http://connexionottawa.com>

ASL, LSQ, AND DI INTERPRETATION SERVICES

In Canada, the sign languages used by Deaf individuals are ASL (American Sign Language) and LSQ (Langue des Signes Québécoise). Deaf Interpreters (DI) are skilled at communicating information to Deaf individuals who do not speak ASL or LSQ. DIs use gestures and other communication strategies, and usually work with hearing interpreters.

FEE FOR SERVICE

All Languages Limited

Description	Offers limited ASL interpreting services. Not all interpreters are certified.
Phone	613-667-2062
E-mail	Interpreters@AllLanguages.com
Website	http://alllanguages.com

Immigrant Women Services Ottawa (IWSO)

Description	Offers ASL interpretation services. Services are offered free of charge for clients who are victims of domestic violence, sexual violence or human trafficking.
Phone	613-729-3145
Website	http://www.immigrantwomenservices.com
Languages of Life Inc.	
Description	Languages of Life is a non-profit, charitable interpretation and translation agency that offers ASL interpretation services 24/7.
Phone	613-232-9770
E-mail	lol@bellnet.ca
Website	www.languagesoflife.org
MCIS Language Service	
Description	MCIS Language Service is a social service enterprise that offers ASL interpretation services 24/7.
Phone	1-888-990-9014 24/7 Emergency Line 416-422-5984
E-mail	intake@mcis.on.ca
Website	www.mcislanguages.com
Ontario Interpreting Services (Canadian Hearing Society)	
Description	ASL and LSQ interpreting services are available on site or through video remote interpreting (VRI). Deaf Interpreters are also available. Interpreters are pre-screened, including a skills test.
Phone	1 866 256 5142
TTY	1 866 831 4657
E-mail	oisinfo@chs.ca vri@chs.ca
Website	http://www.chs.ca
Service régional d'interprétation visuelle de l'outaouais (SRIVO)	
Description	Offers ASL, LSQ, tactile interpretation, and French oralist interpretation services in the Outaouais region, and in Ottawa if the client lives in the Outaouais.
Phone	819-771-7273
ATS	819-771-6270

E-mail	srivo@srivo.ca
Sign Language Interpreting Associates Ottawa Inc.	
Description	Offers ASL and DI interpretation services. All Interpreters are members of the Association of Visual Language Interpreters of Canada (AVLIC).
Phone	613-521-6720
E-mail	Asl.interpreting@sliao.ca
Website	www.sliao.ca

FREELANCE INTERPRETERS

Association of Visual Language Interpreters of Canada

Description	AVLIC is a professional association for interpreters and the only certifying body for ASL Interpreters in Canada. The OASLI is an affiliate chapter of AVLIC. A list of interpreters for ASL, LSQ and Deaf Interpreters is available in their online directory.
Phone	604-617-8502
E-mail	avlic@avlic.ca
Website	http://www.avlic.ca/about/members-directory

Ontario Association for Sign Language Interpreters

Description	OASLI is the main professional association of ASL interpreters in Ontario. A list of interpreters is available in their online directory. Publishes the "Directory of Interpreters (2012-2013)", which is available on the website (http://goo.gl/iz1S5).
E-mail	contactus@oasli.on.ca
Website	http://oasli.on.ca

DEAFBLIND INTERVENERS

Interveners are professionals who provide Intervention to an individual who is deafblind. The Intervener mediates between the person who is deafblind and his or her environment to enable him or her to communicate effectively.

CNIB

Phone	613-563-4021
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E-mail	info@cnib.ca
Website	www.cnib.ca
COMMUNICATION SUPPORT FOR PEOPLE WITH APHASIA	
Provides communication support for people with aphasia.	
Aphasia Centre of Ottawa	
Phone	613-567-1119
E-mail	gillian@aphasiaottawa.org
Website	www.aphasiaottawa.org
ALTERNATIVE/ ACCESSIBLE FORMATS	
Accessible PDF Conversion	
Standard PDFs are not compatible with assistive technology such as screen readers. Accessible PDFs make use of accessibility features to function properly with assistive technology and considers the needs of blind and partially sighted users. Provides conversion of a standard document from any form into a fully accessible PDF version.	
T-Base Communications	
Phone	613-236-0866
E-mail	info@tbase.com
Website	www.tbase.com

Audio Accessible Textbook and DAISY Talking Book (DTB) Production

For people who are blind or partially sighted, audio accessible textbooks remove the challenge of interpreting computer files that contain graphics, have multiple columns, and other complicated design components that are unfriendly to screen reading devices. The audio accessible book typically uses a professional narrator to read text heard on a CD. Users navigate through sections of the audio using index tones.

DAISY (Digital Accessible Information System) is an advanced multimedia platform for reading and listening to print material. DAISY audible books integrate both text and audio into one extremely versatile format, allowing the user to listen to material without the limitations of a regular audio book. A DAISY book player is required to play a DTB properly. T-Base currently offers two kinds of DTBs to accommodate all users' needs: Full Audio/Full Text (Synthetic Voice) and Full Audio/Partial Text (Human Voice).

T-Base Communications

Phone 613-236-0866

E-mail info@tbase.com

Website www.tbase.com

Braille Transcription

Offers Braille transcription of documents, statements and textbooks in uncontracted and contracted Braille. Also offers Braille business cards.

T-Base Communications

Phone 613-236-0866

E-mail info@tbase.com

Website www.tbase.com

Large Format Printing Services

Converts standard documents into large print versions. Large format print publications can use enlarged graphics while maintaining the same contrast, clarity, and colour as the original version. Also offers conversion to large print PDF, known most commonly as AccessOne, an accessible PDF fully tagged and structured with the additional large print feature.

T-Base Communications

Phone 613-236-0866

E-mail info@tbase.com

Website	www.tbase.com
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ASSISTIVE/ ADAPTIVE TECHNOLOGIES

The technologies listed below are some of the most popular technologies used by people with sensory impairments or who are facing other communication challenges. Some individuals may be eligible for subsidies for communication devices, hearing devices and visual aids through the Assistive Devices Program (ADP). **A-Tech Microsystems** is the only authorized vendor for the ADP in Ottawa. For more information on the ADP, see <http://www.health.gov.on.ca/en/public/programs/adp/>.

The vendors listed below are included because they are Ottawa-based; however, the products may also be purchased online from vendors located outside of the National Capital. Some of these websites are:

www.aroga.com

www.frontiercomputing.on.ca

www.humanware.com

www.microscience.on.ca

www.optelec.com

FOR PEOPLE WHO ARE DEAF, DEAFENED OR HARD OF HEARING

Assisted Listening Systems

Assistive listening systems include FM, Infrared and loop systems. They are designed to connect sound from a main speaker, sound system or other audio source and send the signal directly to wireless receivers worn by people with a hearing loss. Assistive Listening Systems can be portable and/or permanently installed.

Canadian Hearing Society (CHS) eStore

Phone	1-800-465-4327
TTY	1-800-537-6030
E-mail	CDP@chs.ca
Website	http://goo.gl/IMgY0

A-Tech Microsystems

Phone	613-850-2270
E-mail	info@atechmicro.com

CART Services (Communication Access Realtime Translation)

Live, word-for-word transcription service. Provides Deaf and hard of hearing individuals with full access to the spoken word.

Canadian Hearing Society (CHS)

Phone	1-800-465-4327
TTY	1-800-537-6030
E-Mail	CART@chs.ca
Website	http://goo.gl/Cyh8P

Soundfield Systems

Soundfield systems are portable sounds systems which clearly amplify a presenter’s voice. Consisting of one or more microphones and one or more loudspeakers, Soundfield Systems provide even sound coverage within a room.

Canadian Hearing Society (CHS) eStore

Phone	1-800-465-4327
TTY	1-800-537-6030
E-mail	CDP@chs.ca
Website	http://goo.gl/IMgY0

Text-to-Text Communications Systems

Text-to-text communication systems are interactive face-to-face communication tools that enable people who are Deaf or have hearing loss to communicate face-to-face instantly.

Canadian Hearing Society (CHS) eStore

Phone	1-800-465-4327
TTY	1-800-537-6030
E-mail	CDP@chs.ca
Website	http://goo.gl/IMgY0

TTY Communication Systems

Enables calls to be made and answered directly from a computer station. An internet based solution integrates the telephone network, the data network, and the internet to provide fully accessible text (TTY) communication.

Canadian Hearing Society (CHS) eStore

Phone	1-800-465-4327
TTY	1-800-537-6030
E-mail	CDP@chs.ca
Website	http://goo.gl/IMgY0

A-Tech Microsystems

Phone	613-850-2270
E-mail	info@atechmicro.com

FOR PEOPLE WHO ARE BLIND OR PARTIALLY SIGHTED

Accessibility and Computer Operating Systems

Accessible Digital Office Document (ADOD) Project

Description	This site is a guide to accessible office documents and accessible office applications. The guidance is based primarily on WCAG 2.0 (Web Content Accessibility Guidelines), which is the standard of AODA.
Website	http://adod.idrc.ocad.ca

Braille Display

A braille display is a device with pins that pop up and down to reveal a line of braille text, showing whatever you are reading or writing electronically.

CNIB Webstore

Phone	1-866-659-1843
E-mail	store@cnib.ca
Website	http://webstore.cnib.ca/home.aspx

A-Tech Microsystems

Phone	613-850-2270
E-mail	info@atechmicro.com
CCTV	
<p>Closed Circuit Televisions (CCTVs) allow users to magnify anything placed under a camera unit. A monitor will display a greatly enhanced image of what the camera picks up. Some CCTVs are large, stationary machines. The next generation of CCTV machines involves smaller, pocket-sized devices called video magnifiers, which act as a miniaturized version of a CCTV. There are also "hybrid" CCTVs available that offer something in between the stationary and portable options.</p>	
CNIB Webstore	
Phone	1-866-659-1843
E-mail	store@cnib.ca
Website	http://webstore.cnib.ca/home.aspx
A-Tech Microsystems	
Phone	613-850-2270
E-mail	info@atechmicro.com
DAISY	
<p>DAISY (Digital Accessible Information SYstem) readers are either portable, stand-alone devices or software programs that can be used on a computer. Depending on what device you have, DAISY books can either be read on a CD or downloaded from the Internet. DAISY is a global standard for audiobooks for people with vision loss. It allows users to listen to specially formatted DAISY talking books so they can have a reading experience that's much closer to the way that sighted people access reading materials.</p>	
CNIB Webstore	
Phone	1-866-659-1843
E-mail	store@cnib.ca
Website	http://webstore.cnib.ca/home.aspx
OCR (Optical Character Recognition)	
<p>OCR systems translate handwritten, typewritten or printed text (usually captured by a scanner) into synthesized speech or machine-editable text. OCR systems can be standalone, desk-top units or software programs that run on a computer and connect to any high-quality document scanner.</p>	

CNIB Webstore	
Phone	1-866-659-1843
E-mail	store@cnib.ca
Website	http://webstore.cnib.ca/home.aspx
A-Tech Microsystems	
Phone	613-850-2270
E-mail	info@atechmicro.com

Screen Magnification Software	
<p>These programs make everything on your computer screen larger for easier viewing. Usually a program will allow you to choose from a number of enlargement sizes according to your needs.</p>	
CNIB Webstore	
Phone	1-866-659-1843
E-mail	store@cnib.ca
Website	http://webstore.cnib.ca/home.aspx
A-Tech Microsystems	
Phone	613-850-2270
E-mail	info@atechmicro.com
Screen Reading Software	
<p>Screen reading software converts on-screen text - whatever you are writing or reading - into synthesized speech.</p>	
CNIB Webstore	
Phone	1-866-659-1843
E-mail	store@cnib.ca
Website	http://webstore.cnib.ca/home.aspx
A-Tech Microsystems	

Phone	613-850-2270
E-mail	info@atechmicro.com
Speech Recognition Software	
Speech recognition software lets you talk to your computer, which then turns your speech into on-screen text.	
CNIB Webstore	
Phone	1-866-659-1843
E-mail	store@cnib.ca
Website	http://webstore.cnib.ca/home.aspx
A-Tech Microsystems	
Phone	613-850-2270
E-mail	info@atechmicro.com
FOR PEOPLE FACING OTHER BARRIERS TO COMMUNICATION	
This section includes individuals who are facing a variety of barriers to communication due to developmental or acquired speech or language difficulties. Individuals who are facing barriers to communication are in no way a homogenous group and may use a variety of different assistive communication devices, or none at all. All of the devices listed below may be purchased in Ottawa at A-Tech Microsystems .	
Alternative Keyboards	
There are a variety of alternative keyboards available, including those with larger or smaller than standard keys, alternative key configurations and keyboards for use with one hand.	
Alternative Mouse Systems	
Mouse alternatives are devices that may let a person move the computer cursor more easily with his or her hand, or by not using hands at all. They include trackballs, joysticks, touchscreens, headpointers, and touchpads. Some voice input systems can also be used to control the cursor.	
Communication Boards	
These low-technology communication displays consist of photographs, symbols, words/phrases or a combination of all three.	
On-Screen Keyboards	

An on-screen keyboard is a software and/or hardware component that allows a user to enter characters through an input device.

Switches

A switch replaces the need to use a computer keyboard or mouse.

Voice Amplifiers

Amplifies an individual’s natural speech, so that they can be heard more easily.

Voice Output Communication Aids

Voice Output Communication Aids (VOCA)/ Speech Generating Devices (SGD) are electronic devices that are able to generate printed and/or spoken text. VOCA aid individuals who are unable to use natural speech to meet all of their communication needs.

Word Prediction Software

Allows the user to select a desired word from an on-screen list located in the prediction window. This list, generated by the computer, predicts words from the first one or two letters typed by the user. The word can then be selected from the list and inserted into the text by typing a number, clicking the mouse, or scanning with a switch.

ACCESSIBILITY CONSULTING SERVICES

Canadian Hearing Society (CHS)

Offers website accessibility, workplace accommodation, technology, and facility assessments.

Phone	613-521-0509
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TTY	1-888-697-3650
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Website	http://www.chs.ca
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CNIB

Offers digital accessibility consulting services, including accessible design, development and programming. Also offers accessible website audits.

Phone	1800-563-2642, ext. 4222
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E-mail	webaccess@cnib.ca
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Website	http://www.cnib.ca
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T-Base Communications	
Offers accessible website audits.	
Phone	613-236-0866
E-mail	info@tbase.com
Website	www.tbase.com

ACCESSIBILITY TRAINING

AODA Compliance Training

There are a variety of organizations and private companies offering AODA compliance training and this list is by no means exhaustive. It is the policy of the Ministry of Community and Social Services to not endorse any AODA accessibility consultants or services.

AODA Customer Service E-Learning Course

CNIB

Phone	1-800-563-2642, ext. 4222
E-mail	webaccess@cnib.ca
Website	www.aodatraining.org

Accessible PDF by Design Course

T-Base Communications

Phone	613-236-0866
E-mail	info@tbase.com
Website	www.tbase.com

Web Accessibility Matters Course

T-Base Communications

Phone	613-236-0866
E-mail	info@tbase.com
Website	www.tbase.com

Communication Strategies	
Aphasia Centre of Ottawa	
Provides workshops to teach service providers communication strategies and techniques for clients with Aphasia. The skills learned are often transferable to communication with clients facing other communication challenges.	
Phone	613-567-1119
E-mail	gillian@aphasiaottawa.org
Website	www.aphasiaottawa.org
Brain Injury Association of Ottawa Valley	
Provides “Brain Basics” Training Program for service providers who work with clients who have an acquired brain injury.	
Phone	613-233-8303
E-mail	braininjuryottawavalley@bellnet.ca
Website	www.biaov.org
Canadian Hearing Society (CHS)	
Provides education and training workshops on communication strategies when working with clients who are Deaf, deafened or hard of hearing.	
Phone	613-521-0509
TTY	1-888-697-3650
Website	http://goo.gl/z7smU
Digital Accessibility Training	
CNIB	
Offers customized courses, seminars and workshops on digital accessibility.	
Phone	1-800-563-2642, ext. 8345
E-mail	webaccess@cnib.ca
Website	http://goo.gl/xR2Xx

TTY/ Textnet Training	
Canadian Hearing Society (CHS)	
Phone	613-521-0509
TTY	1-888-697-3650
Website	http://goo.gl/4wugX

APPENDIX 6

MENTAL HEALTH RESOURCE LIST FOR REFUGEES & REFUGEE CLAIMANTS

24/7 Telephone

A source of information, assessment and referral. The following resources are offered in both French and English, and have access to third party interpretation services 24 hours a day, 7 days a week. These resources serve clients regardless of status in Canada.

Name	Phone	Web
Mental Health Helpline	1-866-531-2600	www.mentalhealthhelpline.ca
211 Community Information Centre of Ottawa	2-1-1	www.easternontario.cioc.ca
311 Ottawa, City Operations	3-1-1	www.ottawa.ca

Crisis Support

Short term assistance and emotional support, as well as information about and referral to resources in the community. When a woman has experienced abuse or sexual assault in Ottawa, interpretation is provided free-of-charge through the Immigrant Women's Services of Ottawa. These resources serve clients regardless of status in Canada.

FR: Francophone service provider

Name	Phone	Web	Bilingual	Interpretation
Distress Centre of Ottawa and Region	(613)238-3311	www.dcottawa.on.ca	Y	N
Mental Health Crisis Line	(613)722-6914 1(866)996-0991	www.crisisline.ca	Y	N
Ottawa Victim Services	(613)238-2762	www.vasoc.com	Y	Y
Immigrant Womens Services of Ottawa	(613)729-3145	www.immigrantwomenservices.com	Y	Y
Tel-Aide Outaouais	(613)741-6433	Tel-aide-outaouais.org	FR	N

Sexual Assault Support

Telephone support, crisis intervention, accompaniment as well as counselling, groups and referrals for persons who have experienced recent or past sexual assault. When a woman has experienced abuse or sexual assault in Ottawa, interpretation is provided free-of-charge through the Immigrant Women’s Services of Ottawa. These resources serve clients regardless of status in Canada.

FR: Francophone service provider

Name	Phone	Web	Bilingual
Ottawa Rape Crisis Centre	(613)562-2333	www.orcc.net	N
Sexual Assault Support Centre of Ottawa (SASC)	(613)234-2266	www.sascottawa.org	Y
Assaulted Women’s Helpline	1-866-863-7868 TTY: 1-866-863-7868	www.sascottawa.org	Y
Centre d’aide et de lutte contre les agressions a caractere sexuel (CALACS)	(613)789-9117	www.calacs.ca	FR
Fem’Aide	1-877-336-2433 ATS: 1-866-860-7082	www.femaide.ca	FR
Tel-Aide Outaouais	(613)741-6433	www.tel-aide-outaouais.org	FR

Domestic Violence Telephone Line

Short term emotional support, as well as Information and referral to resources for persons experiencing domestic violence. When a woman has experienced abuse or sexual assault in Ottawa, interpretation is provided free-of-charge through the Immigrant Women’s Services of Ottawa. These resources serve clients regardless of status in Canada.

FR: Francophone service provider

LAW FOUNDATION OF ONTARIO – CONNECTING REGION INITIATIVE – PHASE 2

Name	Phone	Web	Bilingual
Assaulted Women's Helpline	1-866-863-7868 TTY: 1-866-863-7868	www.sascottawa.org	Y
Fem'Aide	1-877-336-2433 ATS: 1-866-860-7082	www.femaide.ca	FR
Tel-Aide Outaouais	(613)741-6433	www.tel-aide-outaouais.org	FR

Counselling

Short or long term therapeutic, clinical and/or solution-based counselling by a certified counsellor. The following are resources where clients can access counselling charged on a sliding fee scale or free of charge.

* These resources serve clients regardless of status in Canada

FR: Francophone service provider

Name	Phone	Web	Bilingual	Interpretation	Multilingual Counsellors
Catholic Family Services	(613)233-8478	www.cfssfc-ottawa.org	Y	Y	Y
Family Services of Ottawa	(613)725-3601 x117	www.familyservicesottawa.org	N	N	N
Immigrant Women's Services of Ottawa (IWSO)	(613)729-1119	Immigrantwomenservices.com	Y	Y	Y
* The Counselling Group - Jewish Family Services	(613)722-2225 x414	www.jfsottawa.com/TheCounsellingGroup/site/	Y	N	Y
* Ottawa Community Immigrant Services Organization (OCISO)	(613)725-5671	www.ociso.org	Y	Y	Y
*Catholic Centre for Immigrants	(613)232-9634 X386	www.cic.ca	N	Y	Y
Somali Centre for Family Services	(613)526-2075	www.somalifamilyservices.org	Y	N	Y

LAW FOUNDATION OF ONTARIO – CONNECTING REGION INITIATIVE – PHASE 2

*Ottawa Chinese Community Services Centre	(613)235-4875	www.occcsc.org	N	N	Y
Lebanese and Arab Social Services Organization (LASSA)	(613)236-0003 (613)236-6886	www.lassa.ca	Y	N	Y
Sexual Assault Support Centre	(613)234-2266	www.sascottawa.org	Y	Y	Y
Sexual Assault Support Centre, Women and War	(613)234-2266	www.sascottawa.org	Y	Y	N

Community Based Mental Health Support & Case Management

The following resources offer mental health support, case management and/or support groups for people living with mental health challenges. These resources are not geared towards acute crisis management.

* These resources serve clients regardless of status in Canada

FR: Francophone service provider

Name	Phone	Web	Bilingual	Interpretation
Canadian Mental Health Association	(613)737-7791	www.cmhaottawa.ca	Y	N
Royal Ottawa Hospital	(613)722-6521	www.theroyal.ca	Y	Y
Montfort Renaissance	(613)789-5144	www.montfortrenaissance.ca	FR	N

Community Health, Service and Resource Centres

Community Health and resource centres do not necessarily have cultural interpreters on staff, but will use interpretation services for primary care, or in crisis situations. Community Health and Resource Centres provide a variety of programs and services for people who are part of certain communities, or who live in specific geographical catchment areas.

LAW FOUNDATION OF ONTARIO – CONNECTING REGION INITIATIVE – PHASE 2

* These agencies have programs which serve clients regardless of status in Canada			
Name	Phone	Web	Bilingual
* Carlington Community Health Centre	(613)722-4000	www.carlington.ochc.org	Y
* Centretown Community Health Centre	(613)233-4443	www.centretownchc.org	Y
* Cumberland (Orleans) Community Resource Centre	(613)830-4357	www.crcoc.ca	Y
* Eastern Ottawa Resource Centre	(613)741-6025	www.eorc-gloucester.ca	Y
Lebanese and Arab Social Services	(613)236-0003 (613)236-6886	www.lassa.ca	Y
* Lowertown Community Resource Centre	(613) 789-3930	www.crbv.ca	Y
* Osgoode-Rideau Nepean Community Resource Centre	(613)596-5626	www.nrocrc.org	Y
* Ottawa-Chinese Community Service Centre	(613)235-4875	www.occsc.org	N
* Pinecrest Queensway Community Health Centre	(613)820-4922	www.pqchc.com	Y
* Rideau Rockliffe Community Resource Centre	(613)745-9292	www.crcrr.org	Y
* Sandy Hill Community Health Centre	(613)789-6309	www.sandyhillchcon.ca	Y
* Somali Centre for Family Services	(613)526-2075	www.somalifamilyservices.org	Y
* Somerset West Community Health Centre	(613)238-1220	www.swchc.on.ca	Y
* South East Ottawa Community Health Centre	(613)737-5115	www.seochc.on.ca	Y
* Vanier Community Resource Centre	(613)744-2892 (613)742-4400	www.cscvanier.com	Y
* Western Ottawa Community	(613)591-3686	www.wocrc.ca	N

LAW FOUNDATION OF ONTARIO – CONNECTING REGION INITIATIVE – PHASE 2

Resource Centre			
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Temporary shelter for Refugee Claimants or Government Assisted Refugees					
Name	Phone	Web	Bilingual	Interpretation	Multilingual Staff/Volunteers
Matthew House	(613)212-1499	www.matthewhouseottawa.org	N	N	Y
Sophia House (government sponsored refugees and claimants)	(613)789-4338	www.cic.ca	Y	Government Sponsored Refugees	Y

Emergency Shelter				
Emergency shelters offer short term accommodation for persons who do not have housing, or are fleeing abuse. These resources serve clients regardless of status in Canada.				
Name	Phone	Web	Bilingual	Interpretation
City of Ottawa - Department of Housing and Social Services	(613)560-6000 After hours: 3-1-1	www.ottawa.ca/efa	Y	Y
Cornerstone Shelter for Women	(613)237-4669	www.Ottawa.anglican.ca/cornerstone	Y	N
Shepherds of Good Hope	(613)789-4179 (women) (613)241-6494 (men)	www.shepherdsogoodhope.com	Y	N
The Ottawa Mission	(613)234-1144	www.ottawamission.com	Y	N
The Salvation Army	(613)241-1573	www.salvationarmy.ca	Y	N

Women’s Emergency Shelter

Women’s emergency shelters offer short term accommodation for persons who do not have housing, or are fleeing abuse. While ongoing cultural interpretation and translation is not provided by emergency shelters on this list, all shelters working with women who have experienced violence or domestic abuse have access to short term interpretation services. These resources serve clients regardless of status in Canada.

FR: Francophone service provider

Name	Phone	Web	Bilingual
City of Ottawa - Department of Housing and Social Services	(613)560-6000 After hours: 3-1-1	www.ottawa.ca/efa	Y
Cornerstone Shelter for Women	(613)237-4669	www.cornerstonewomen.ca	Y
Shepherds of Good Hope	(613)789-4179 (women) (613)241-6494 (men)	www.shepherdsofgoodhope.com	Y
Chrysalis House (women and children)	(613)591-5901	www.wocrc.ca	N
Interval House (women and children)	(613)234-5181	www.intervalhouseottawa.org	N
La Presence	(613)234-5181	n/a	FR
Maison D’Amitie	(613)747-9136	www.maisondamitie.ca	FR
Nelson House (women and children)	(613)225-3129 (crisis)	www.nelsonhouse.on.ca	Y

APPENDIX 7

PARTNERSHIP AGREEMENT (RENEWAL 2013-2015)

Preamble

The Connecting Ottawa initiative has been undertaken to develop and sustain a network of legal agencies and other community service organizations, and is specifically focused on improving the local delivery of legal information, referrals and services to Ottawa residents who speak neither English nor French or who have difficulty accessing justice because of communication impairment. This project has been funded as an initiative of the Law Foundation of Ontario, a grant-making organization that promotes and enhances justice for Ontarians in a multi-lingual, multi-cultural, multi-ethnic, fully accessible and inclusive legal services environment.

This agreement (the “Agreement”) outlines the terms of partnership for the following purposes:

- Building capacity within the community health and social services sectors to identify legal issues and provide basic legal information and timely referral for persons who speak neither English nor French and for persons who have a significant communication difficulty as the result of a sensory impairment or a speech or language disorder.
- Promoting collaboration among legal services and other community health and social service organizations.
- Improving opportunities for sharing and exchange.
- Supporting and fostering strong community-based partnerships.

Partners

Until March 31, 2013, the organizations named in “Table 1” have previously agreed to be a “Partner” (collectively referred to as the “Partners” or “the Partnership”) of Connecting Ottawa. It is acknowledged that Connecting Ottawa will invite additional interested organizations to become Partners on a case by case basis.

Timeframe

This Agreement applies from 1 March 2013 to 1 October 2015. It is acknowledged that any Partner to this Agreement may develop other partnership agreements during or after this time for the purposes of other projects with similar or complementary purposes.

Principles Underlying the Partnership

1. Respect, good will, and openness are the principles on which this Partnership is based. We acknowledge that each Partner is important to the success of Connecting Ottawa. We agree that we will approach the Partnership, and each other, on the understanding that we are each participating in good will, and we are committed to sharing ideas and discussing issues in a respectful and open manner.

TABLE 1

COMMUNITY SERVICES	Ottawa Community Immigrant Services Organization (OCISO)
211/Community Information Centre of Ottawa	Ottawa Public Library /Immigrant Settlement Partnership
Action-logement	Ottawa Chinese Community Service Centre
Carlington Community Health Centre	Somali Centre for Family Services
Centretown Community Health Centre	Sexual Assault Support Centre of Ottawa / Women & War
Distress Centre Ottawa & Region	INTERPRETATION & TRANSLATION SERVICES
Eastern Ottawa Resource Centre	Cultural Interpretation Services for Our Community (CISOC)
Housing Help	LEGAL SERVICES
Nepean Rideau & Osgoode Community Resource Centre	ARCH Disability Law Centre
Orleans-Cumberland Community Resource Centre	Centre for Equality Rights in Accommodation (CERA)
Pinecrest-Queensway Community Health Centre	La Clinique juridique francophone de l'Est d'Ottawa
Rideau-Rockcliffe Community Resource Centre	Community Legal Services Ottawa Centre
Sandy Hill Community Health Centre	Legal Aid Ontario (Ottawa District Office)
Social Planning Council	Reach Canada
Somerset West Community Health Centre	South Ottawa Community Legal Services
South-East Ottawa Community Health Centre	University of Ottawa Community Legal Clinic
Vanier Community Service Centre (CSCV)	West End Legal Services
Western Ottawa Community Resource Centre	SERVICES FOR DISABLED PERSONS
IMMIGRANT SERVICES	Aphasia Centre of Ottawa
Catholic Immigration Centre	Canadian Hearing Society
Conseil Économique et Social d'Ottawa-Carleton (CESOC)	Citizen Advocacy
Immigrant Women Services Ottawa	CMHA (Ottawa)

Jewish Family Services	The In Community
Newcomer Information Centre, YM-YWCA	The Ottawa Hospital Rehabilitation Centre
	Stroke Survivors Association

2. In the event of a disagreement or conflict that arises between Partners regarding the terms of this Agreement, we are each committed to working together to find a solution that is acceptable to us individually and to all of other Partners to this Agreement through open and respectful discussion.
3. It is agreed and understood that **South Ottawa Community Legal Services** is the “Lead Partner” for Connecting Ottawa, as the organization that will be accountable under agreements signed with the Law Foundation of Ontario (for funding). It is further agreed and understood that South Ottawa Community Legal Services has the capacity, expertise and commitment to establish and sustain Connecting Ottawa during the term of this Agreement.
4. Notwithstanding the responsibilities ascribed to the Lead Partner, it is agreed and understood that leadership of Connecting Ottawa will be balanced among all participating Partners through the use of self-organizing action groups that will be supported by a Connecting Ottawa “Secretariat.”
5. It is agreed and understood that the Partners are community non-profit organizations that are committed to public interest goals and provide community health, legal and/or social services to communities in the Ottawa region and that these services require, on occasion and as necessary, the timely provision of legal information and referral to legal services for people who are challenged for reasons of language or communication disorder.
6. As Partners, we agree to bring the resources of our respective organizations and commit the time necessary to meet the requirements of Connecting Ottawa, as agreed by all parties, and to be available and responsive to communications from our other Partners. It is expected that it will be necessary for the Partners to meet periodically to discuss progress of Connecting Ottawa and next steps.

Management and Administration of Funds received from the Law Foundation of Ontario

1. South Ottawa Community Legal Services is authorized to sign any required letter of agreement to enter into contractual relationships with the Law Foundation of Ontario (LFO) and will receive and administer the funds for Connecting Ottawa, in accordance with budgets submitted to and approved by the LFO (the “Budget”).
2. South Ottawa Community Legal Services will assume responsibility for financial reporting and administration and all other reporting to the LFO with respect to Connecting Ottawa.
3. South Ottawa Community Legal Services will be responsible for contracting for any services required for Connecting Ottawa, including Secretariat services.
4. All expenses committed to or incurred will be in accordance with the Budget. Partners will not incur expenses for which they expect reimbursement from Connecting Ottawa funds, without approval in advance of the Lead Partner. Invoices for Connecting Ottawa expenses will be submitted to South Ottawa Community Legal Services for payment.

5. South Ottawa Community Legal Services will hold the funds in a general account but maintain separate accounting records for Connecting Ottawa, in which revenues and expenditures will be duly recorded.
6. To reflect the administrative services provided, South Ottawa Community Legal Services will receive a project administration fee that will not exceed 5% of the operating budget.

Roles and Responsibilities of Partners

1. We agree that these aspects of Connecting Ottawa will be conducted in consultation with all Partners:
 - Determining the strategic directions and priorities of Connecting Ottawa.
 - Determining the scope of Connecting Ottawa activities and the timelines for implementing the activities.
 - Setting the goals to be achieved by Connecting Ottawa and approving the indicators for successful goal achievement.
 - Determining the membership of the “Advisory Group”.
 - Determining the resources required for successful goal achievement.
 - Periodically reviewing the progress of Connecting Ottawa implementation and outcomes.
 - Participating in the periodic evaluation of Connecting Ottawa and providing data and feedback as required for this evaluation.
2. Partners may pursue self-interests by taking the initiative to lead and/or participate in self-organizing action groups to further develop Connecting Ottawa implementation strategies. Action group activities will be supported by the Connecting Ottawa Secretariat.
3. Generally, Partners from the Legal Services sector are responsible for providing and presenting the legal information content for Connecting Ottawa.
4. Generally, Partners from the Community Services and Immigration Services sectors are responsible for determining when a person who speaks neither English nor French has an issue with a legal component and referring to a legal service.
5. Generally, Partners from Services to the Disabled Community are responsible for determining when a person who has a significant communication difficulty as the result of a sensory impairment or a speech or language disorder has an issue with a legal component and referring to a legal service. Generally, these same Partners are responsible for supporting access to augmentative devices, interpreters and other communication supports for such persons.
6. Generally, Partners from the Interpretation and Translation sector are responsible for cultural translation and interpretation for persons who speak neither English nor French.

Advisory Group

1. Connecting Ottawa will be supported by an Advisory Group, the primary responsibility of which is stewardship. The Advisory Group members will act as stewards of the public interest and the work that is being undertaken by the Partnership and will not be expected to act as representatives of their organization's interests. The Advisory Group is accountable to the Connecting Ottawa Partners.
2. The composition of the Advisory Group may change over time, as members join or depart according to Connecting Ottawa's cycle and with the expertise required by each stage of Connecting Ottawa. However,
 - a. The Advisory Group will be composed of no fewer than seven (7) persons who will be representative of Partner organizations and of the sectors that provide community services, legal services, immigrant services, interpretation and translation services, and services to disabled persons.
 - b. Partner organizations can propose persons for membership at any time; they may be appointed to the Advisory Group at any time by the Chair. Members would normally be expected to commit to the Advisory Group for at least two years; the Advisory Group shall poll its members at least every two years to confirm their intent to renew their commitment to continued service.
 - c. Membership shall be endorsed annually by Partners, by poll.
3. The Advisory Group will play a key role in overseeing all aspects of Connecting Ottawa implementation, monitoring the progress of projects undertaken, and ensuring that all Partner organizations are appropriately informed about matters that require their active involvement or consultation. Generally, the Connecting Ottawa Advisory Group is responsible for:
 - a. Ensuring that Connecting Ottawa remains focused on its primary purpose and meets the criteria as approved by the funder, the Law Foundation of Ontario.
 - b. Ensuring that Connecting Ottawa makes the best use of its limited assets.
 - c. Assisting with the resolution of issues as they arise.
 - d. Approving or rejecting any changes to Connecting Ottawa that will have a high impact on timelines and budget.
 - e. Assessing Connecting Ottawa progress against the work plan and approved milestones.
 - f. Providing timely advice and guidance to the Connecting Ottawa Secretariat.
 - g. Generally implementing and assisting Connecting Ottawa to achieve its outcomes.

Connecting Ottawa Secretariat

Connecting Ottawa will be coordinated and supported by a Secretariat, a third party intermediary staffed by a person or persons who are familiar with the collaborative work required to achieve the Connecting Ottawa goals but who is not a "Partner". The responsibility of the Secretariat is to support the process of collaboration by guiding planning processes, facilitating meetings, supporting the development of new action groups, seeking funds for joint initiatives, mediating conflict, helping information to flow, and providing administrative support services necessary to build upon the overall capacity of the Partners to work towards successful goal attainment. It is

understood that the Partners will focus on contributing content to Connecting Ottawa and the Secretariat will focus on the collaborative processes that will drive Connecting Ottawa forward.

Conflict Resolution

In the event that any dispute arises in connection with Connecting Ottawa,

- We, as Partners, agree in the first instance to work together in good faith to attempt to negotiate a resolution to the dispute.
- If we are unable to negotiate a resolution, a meeting of the Advisory Group will be convened to determine a process to resolve the dispute.
- The ultimate accountability for the resolution of the disagreement resides with the Lead Partner in consultation with the Connecting Ottawa Secretariat.

Termination

Any Partner is entitled to terminate this Agreement at any time and for any reason by providing notice to the Lead Partner.

Signature

By signing below, we agree to become a Partner in Connecting Ottawa.

Name of Signatory

Name of Partnering Organization

Position

Date

*Gary Stein, Chair, Advisory Group
South Ottawa CLS*

Date