

CONNECTING REGION INITIATIVE

ACTIVITY REPORT #18

Submitted to the
Law Foundation of Ontario
Access to Justice Fund

On behalf of

CONNECTING OTTAWA

June 30, 2021

(Submitted: August 15, 2021)



Contents

Introduction	2
Highlights.....	4
Activity Reports.....	6
Connect Community Legal Services & Community Health & Social Services.....	6
Promote the Use of Electronic and other Resources by Trusted Intermediaries	13
Public Outreach and Education	19
Share Lessons Learned.....	21
Project Management and Review	24
Financial Report	28
LFO Reporting Statistics	29
Appendix.....	31

INTRODUCTION

This is the eighteenth Activity Report describing the implementation and outcomes of the Connecting Ottawa/Connexion Ottawa project, funded by the Law Foundation of Ontario (LFO) under the Connecting Region Initiative of the Access to Justice Fund.

The report describes our activities and performance milestones for the twelve-month period July 1, 2020 to June 30, 2021.

As per our 2020-21 funding agreement, our key objectives for the project were to:

- Connect community legal services and community health and social services.
- Promote the use of electronic and other resources among trusted intermediaries.
- Conduct public outreach and education.
- Share lessons learned.
- Manage project coordination and review.

To achieve the above, our core activities for 2020-21 were to:

- Maintain and grow our partnership network and maintain regular communication with them;
- Through consultation with our front-line professionals, connect community legal services and community health and social services in ways that will strengthen the network's capacity to respond to the complex issues often presented by our focus populations;
- Provide capacity building opportunities on legal issues relevant to our target populations to trusted intermediaries and our network of partners through Lunch and Learn workshops, Connecting Ottawa co-hosted workshops with other organizations, educational presentations delivered upon request at partner agencies' on-site locations, and webinars;
- Provide capacity building on social issues relevant to our target populations to our network of legal partners through direct one-on-one support and consultation opportunities;
- Host the Connecting Ottawa annual conference;
- Promote the use of resources developed by Connecting Ottawa and other resources posted on our website to trusted intermediaries, including staff and volunteers of partner organizations;
- Relaunch, maintain and expand the updated Connecting Ottawa website.
- Explore opportunities to work with paralegal schools to work with trusted intermediaries to connect clients to community and legal services to which they have been referred;
- Direct the existing PLEI resources of our legal services partners to most effectively reach our focus populations and the trusted intermediaries with whom they connect, by providing logistical support for regularly scheduled PLEI events at fixed locations accessible to our focus populations;
- Work with our legal services partner organizations and community service organizations to help "fill the gaps" of legal services available to our target populations via providing workshops, seminars and clinics;

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For the period of this report, we have made progress in most core activities; however we have adapted some activities due to ongoing COVID-19 closures and safety protocols. Activities receiving increased focus over the past year were:

- Continuing our capacity building of the social services and legal services sector to increase access to justice for individuals with communication barriers via an expanded education program;
- Facilitating case consultations for front-line workers to assist them to provide appropriate legal information and referrals for clients with communication barriers;
- Expanding our services to include more partner agencies;
- Maintaining and regularly communicating with our partnership network;
- Re-developing our website;
- Hosting our annual conference; and
- Continuing to effectively manage and administer the project.

In summary:

- Our support and development of capacity among Ottawa's community service and legal sectors regarding access to justice for our target populations remains strong and highly regarded;
- We have increased our partnerships and collaborations with other organizations serving our target populations;
- We have provided timely information and support on COVID-19 issues for front-line social service and legal workers in our partnership network; and
- Our education sessions have been extremely well attended and our work has been recognized provincially by other similar organizations.

Below, please find a summary of project highlights and a detailed overview of our activities for each strategic objective as well as Connecting Ottawa's LFO reporting numbers and financial report to June 30, 2021.

Once again, we thank the Law Foundation of Ontario for their continued and strong support for this project and for our efforts to improve access to justice for those with communication barriers in Ottawa.

HIGHLIGHTS OF ACTIVITIES

CONNECT COMMUNITY LEGAL SERVICES AND COMMUNITY HEALTH AND SOCIAL SERVICES

- Expanded, maintained, and supported the partnership network of 55 agencies.
- Explored new opportunities to work with existing and new partner agencies.
- Based on 250 case consultations, we built the capacity of trusted intermediaries 246 times and served 274 individual clients through joint consultation with partner agency staff members and their clients.
- Offered 25 on-line training/education sessions to 815 Ottawa front line workers on social and legal services issues.
- Invited 15 partners and/or independent bar lawyers to participate in/lead our on-line training/education sessions as guest speakers to expand our training capacity and breadth of expertise.
- Led 2 CLEO provincial webinars to more than 775 front-line workers on issues of COVID-19 benefits.
- Led 1 Reach Canada webinar to more than 65 young lawyers on trauma Informed lawyering.
- Conducted 3 training/education sessions at the request of individual partner agencies for their staff related to social service and legal issues affecting clients with communication barriers.
- Explored new partnerships to fill gaps in legal support for individuals with communication barriers.

PROMOTE THE USE OF ELECTRONIC AND OTHER RESOURCES BY TRUSTED INTERMEDIARIES

- Maintained and increased a list of social and legal resources on the Connecting Ottawa/Connexion Ottawa websites.
- Prepared 35 COVID-19 information sheets and updates for distribution to our network partners and online.
- Promoted relevant CLEO, *Steps to Justice* and other partner/legal resources via Connecting Ottawa Communique, website, and social media.
- Launched the new Connecting Ottawa/Connection Ottawa website.
- Maintained and updated the Connecting Ottawa and Connexion Ottawa websites as required.
- Increased followers to Connecting Ottawa Twitter and Facebook social media feeds.

PUBLIC OUTREACH AND EDUCATION

- Presented 14 individual public legal education sessions in collaboration with partner agencies on issues of social and legal services related to those with a communication barrier, reaching 199 individuals and 59 front-line workers.
- Participated as a panel member on the Ontario Community Agencies Serving Immigrants (OCASI) and Immigrant Women's Services Ottawa (IWO) Roundtable on COVID-19 and Gender Based Violence on immigrant women.
- Supported outreach activities related to our target populations.

SHARE LESSONS LEARNED

- Published 25 issues of Connecting Ottawa *Partner Communique*.
- Participated in the “Law and Community in 2020” Conference organized by Ontario Justice Education Network (OJEN).
- Presented at the Canadian Institute for the Administration of Justice Workshop.
- Participated in the CRO/SLASS Conference and ACLCO Clinic Staff Training Conference.
- Participated in several sector tables/organizations.
- Hosted the 2021 Connecting Ottawa Conference.

PROJECT MANAGEMENT AND REVIEW

- Maintained effective and efficient management of operations and administrative requirements.
- Held regular staff meetings to coordinate activities.
- Instituted and communicated process for consultations.
- Project Manager regularly met with Advisory Group Chair to review operations.
- Held three Advisory Group meetings.
- Prepared funding renewal application for 2021-22.
- Prepared Catalyst Grant application for 2022.

ACTIVITY REPORTS

CONNECT COMMUNITY LEGAL SERVICES & COMMUNITY HEALTH & SOCIAL SERVICES

OUR CHALLENGE

The challenge was set by Thomson and Kohl:

- Develop a multi-sectorial network of organizations with the potential to build sufficient capacity for legal services to work in closer cooperation with community health and social services, local agencies serving immigrants, and services for disabled persons with a view to ensuring a more integrated service response for clients from the our focus populations, and
- Build the capacity to advocate at a systemic level whenever the system itself has created barriers to accessible legal services.

OUR INTENT

At an inaugural conference in Ottawa in January 2011, Connecting Ottawa developed a multi-sectorial network of local service organizations committed to finding new ways of working to ensure access to justice for our focus populations. They endorsed a plan that would add staff resources to the network: a social services worker and a legal services worker that would be available to advise and consult with front-line providers of information, assessment and referral services to people with issues that would benefit from legal services. The intent of Connecting Ottawa is not to relieve the overflow of demand for case management services, but to strengthen the existing capacity for competent case management among our partners and, where appropriate, support advocacy efforts for system-level changes.

ACHIEVEMENTS

- Expanded, maintained, and supported the partnership network of 55 agencies.
- Explored new opportunities to work with existing and new partner agencies.
- Based on 250 case consultations, we built the capacity of trusted intermediaries 246 times and served 274 individual clients through joint consultation with partner agency staff members and their clients.
- Offered 25 on-line training/education sessions to 815 Ottawa front line workers on social and legal services issues.
- Invited 15 partners and/or independent bar lawyers to participate in/lead our on-line training/education sessions as guest speakers to expand our training capacity and breadth of expertise.
- Led 2 CLEO provincial webinars to more than 775 front-line workers on issues of COVID-19 benefits.
- Led 1 Reach Canada webinar to more than 65 young lawyers on trauma Informed lawyering.
- Conducted 3 training/education sessions at the request of individual partner agencies for their staff related to social service and legal issues affecting clients with communication barriers.
- Explored new partnerships to fill gaps in legal support for individuals with communication barriers.

ACTIVITIES:

The Connecting Ottawa network of partners currently includes 55 organizations. This network includes 20 community service agencies, 17 agencies serving immigrants, 10 organizations providing legal services, 7 agencies serving people with disabilities, and 1 organization providing interpretation and translation services. During the reporting period we welcomed two new organizations to the partnership network: AIDS Committee of Ottawa and EBO Financial Education Centre.

We are maintaining engagement with our partnership network through regular communiques and telephone and/or zoom meetings to discuss ways to assist their efforts during COVID. We also encourage organizations to reach out with any questions or issues.

During the period, and in response to COVID-19, we kept in regular contact with our Tier 1 partners, or those who have large numbers of clientele who align with our target populations. Regular communication with these partner agencies helped to identify ways to best adapt in-house hours for one-on-one case consultation and upcoming education and consultation needs moving forward.



Connecting Ottawa developed deeper connections with some of our legal partners in an effort to ensure that information received by our front-line social service partners on key issues related to COVID-19 was consistent and maximized available legal resources. Of note was our closer relationship with Reach Canada, the Ontario Legal Information Centre, the University of Ottawa Community Legal Clinic and the new COVID-19 Employment Legal Clinic that was opened temporarily in Ottawa.

In the fall of 2020, Connecting Ottawa was honoured with the Community Navigation of Eastern Ontario “Partnership Award” in recognition of our close relationship with this organization and our efforts to inform and educate around issues of legal information and referrals related to COVID-19.

Capacity building via one-on-one case consultation

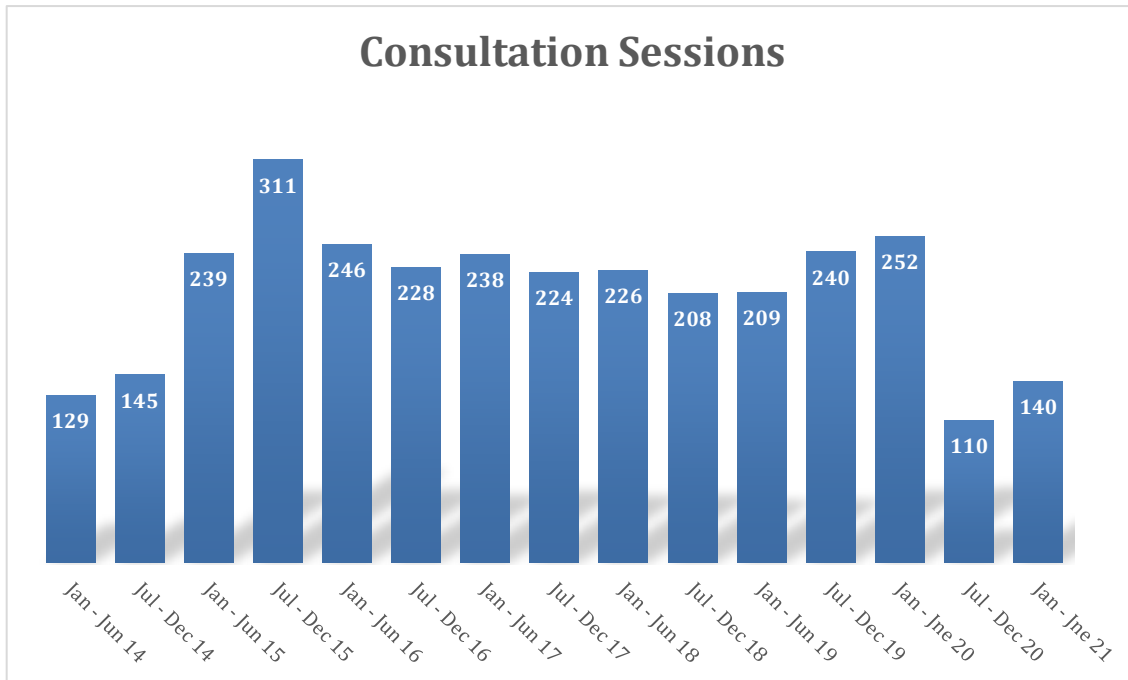
Prior to COVID-19, most of our legal team’s work involved one-on-one consultations with front-line agency staff to address the legal needs of our target populations. The consultations provided front-line staff with needed information and advice, helped them to assess the legal issues and communication challenges at play, and helped them to connect their clients with needed information and services while at the same time increasing their knowledge and capacity to provide similar information and referrals in the future. For extremely complicated cases, we would meet with both the worker and the client to more effectively help the worker provide appropriate information and referrals. Our intent is not to increase the legal services available in the community; instead, we view case consultation as an opportunity to build the referring

organization's capacity to better respond to the needs of our focus populations, and to provide support to partner agencies whose clients fall into gaps existing within the current legal aid system.

Throughout the COVID-19 emergency, we have encouraged front-line workers of our partner agencies to reach out for one-on-one case consultations with our legal team. We formalized this process by developing an "Intake sheet" and dedicated email for case consultations during the reporting period, which is working well. In late summer of 2020, we re-instituted virtual in-house case consultations for two partner agencies that have a large number of clients in our target populations: CCI and OCISO. These virtual hours have been well received. In the spring of 2021 we tried to expand these virtual inhouse consultations to two additional organizations; however, it was determined that workers from these organizations preferred to coordinate consultations on a more ad hoc basis through the system that has been set up.

All consultation activities are logged, with source and reasons for referral, legal and communication issues tracked, and summary of support provided. The extent of our involvement varies greatly: in some instances we are consulted without clients being identified; sometimes we are briefly consulted to affirm a course of action; or, in many other instances our staff is extensively involved in researching a legal issue, determining appropriate connections to services and other time-intensive support activities. During the reporting period, there were 250 individual case consultations offered, representing 246 trusted intermediary capacity-building sessions and 274 individual clients (some consultations included multiple clients).

The chart below shows the trend in our case consultations for the past seven years. The reduced number of interactions for the current reporting period reflects the impact of COVID-19 and the changing work circumstances of our partner agencies. Across our partnership network, organizations have been forced to cancel or move activities online, which have reduced client interactions. The closing of the border to immigrants and refugees has also impacted the number of new clients identifying in our target populations being served by our partner agencies. It is important to note we continue to be concerned that COVID-based closures and changes in support programs has resulted in many clients being unable to access needed services and that, once these organizations reopen, client numbers will increase significantly, with many individuals being in very serious situations. Hence, we expect that this aspect of our programming will increase as partner agencies re-open when the pandemic ends.



Capacity building via education

In addition to one-on-one case consultations, Connecting Ottawa develops access to justice capacity within our network through education. During the reporting period, Connecting Ottawa offered 25 online training/education sessions to over 815 Ottawa front-line workers on issues related to social and legal services during COVID-19; was the guest presenter at 2 CLEO online training/education session to over 775 Ontario trusted intermediaries, on issues related to social and legal services during COVID-19; was the guest presenter at 1 Reach Canada online training/education session to over 65 young lawyers; and conducted 3 online in-house training/education sessions at the request of partner agencies, for 100 staff related to issues of immigration and COVID-19. The response to our education sessions has been extremely strong during COVID-19 and the following testimonial illustrates value of the timely information being shared with front-line workers:

“A low-income, senior couple recently contacted our legal clinic. Their public housing provider had deemed them to be “overhoused” and the couple had rejected the housing provider’s single offer for a rent-geared-to-income (“RGI”) unit, due to medical reasons and in part due to a linguistic barrier and general confusion. Thankfully, that same week, Connecting Ottawa, in conjunction with REACH, was hosting a webinar entitled “The Impacts of the Single Offer of RGI and What We Can Do To Better Support Our Clients”. This very timely event helped me to better understand the actors involved in RGI decisions, how to navigate the process and the current situation in Ottawa. It also allowed me to ask questions of more experienced caseworkers and to connect to others who could be helpful resources. Thanks to Connecting Ottawa’s PLE, I will be able to represent the tenants with more confidence.”

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The topics of the partner education sessions held during the period were:

July 16:	Consumer Scams and Safety
July 22:	Housing and Tenant Issues during COVID 19
August 19:	Sponsorship in the Era of COVID
August 20:	Returning to Work and COVID
August 27:	COVID-19 & Children Returning to School
September 4:	Humanitarian & Compassionate Applications
October 1:	Income Benefits Update for Front-line Workers (via CLEO)
October 15:	Income Benefits Update for Front-Line Workers
October 27:	Housing and Tenant Issues Update
November 17:	Employment Rights During COVID
December 17:	Helping Clients Make Complaints under the ESA
January 14:	Federal and Provincial Benefits Update
January 21:	CLSO Areas of Law and Referring Clients
January 26:	Settlement, Youth and the Law
February 4:	Federal and Provincial Income Benefits (via CLEO)
February 11:	Evictions & Housing Update
February 17:	Connecting Ottawa Website
February 23:	Legal Information vs Legal Advice
February 26:	COVID-19 and Legal Supports (French)
March 11:	Wills and POA Guided Pathways
April 8:	Taxation Referrals
April 14:	Changes to the Divorce Act
April 27:	Housing and LTB Update
April 29:	Trauma Informed Lawyering (via Reach Canada)
April 29:	Mental Health Issues and COVID-19
May 18:	Bankruptcy
May 27:	Unconscious Bias: Supporting Clients with Sensor Impairments
June 2:	RGI and First Offer
June 9:	Supporting Clients with Small Claims issues
June 29:	Provincial and Federal Benefits Refresher

Connecting Ottawa developed the May 27 session specifically for legal workers to assist them in supporting clients with communication barriers as a result of sensory impairment. Connecting Ottawa received approval to have this session count towards the Law Society of Ontario's professional development credits for legal workers; over 70 legal professionals attended the session.

Fifteen of the events featured guest speakers from partner organizations or private practice. That is a positive development which also responds to a recommendation from the 2018 evaluation report that we partner with other agencies to present on topics that extend beyond our staff members' expertise.

Connecting Ottawa staff also conducted 3 professional development information sessions with specific partner agencies. These sessions allow us to tailor information to the specific agency's staff and/or client issues. Together, more than 100 partner agency staff attended these workshops. For example, we presented to City of Ottawa staff about the intersection of immigration processes and the Ontario Works program.

Connecting Ottawa has also been active in promoting partner organization education sessions. Specifically, during the reporting period, we promoted sessions held by Reach Canada, the Ontario Legal Information Centre, ARCH Disability Law Centre and Community Legal Education Ontario.

Video education sessions

Over the past year, Connecting Ottawa has been exploring opportunities to develop and post online video education sessions for easy access by partners. During the reporting period we purchased a subscription to an online video recording platform, tested the platform and developed a plan to roll out 4-6 sessions by the end of the reporting period. Due to capacity issues, this project was not completed. We hope to complete this issue in the 2021-22 funding period.

Connecting partners and resources to fill gaps

ID Clinic

In 2019-20, Connecting Ottawa initiated a partnership with Pro-Bono Students Canada (PBSC) to host a series of newcomer ID clinics to help individuals replace missing or stolen permanent resident or citizenship documentation. The partnership emerged from several settlement partners indicating that this support was unavailable in Ottawa. PBSC works under the direction of lawyers from Borden, Ladner & Gervais law firm; Connecting Ottawa arranges for the location and promotion of the clinic. However, due to COVID-19 and the University of Ottawa moving to online learning for the school year, we have not been able to offer these clinics during the reporting period.

Commissioning and Notarizing of Documents

Early in COVID-19, we were advised by a number of our partners that regular avenues for commissioning documents were no longer available for clients. Connecting Ottawa dedicated summer student capacity to researching and identifying where clients could have documents notarized during COVID-19, and released an information sheet and two updates to the partnership network over the reporting period.

Education Law

Discussions at a 2019 Lunch and Learn session that Community Legal Services of Ottawa (CLSO) arranged with a lawyer from the Justice for Children and Youth legal clinic (JFCY) identified a gap in education law services in Ottawa. CLSO and Connecting Ottawa then held further discussions with JFCY and with Parents for Diversity (P4D), a new group in Ottawa, to explore opportunities to increase JFCY's services in Ottawa. Connecting Ottawa and CLSO facilitated conversations among the two groups and introduced them to stakeholders in our partnership networks. In September, 2020 Connecting Ottawa and CLSO then hosted an education law session for Ottawa

front-line workers, with guest speakers from JFCY and P4D, about “COVID-19 and Returning to School.” We plan to continue finding ways to increase JFCY’s presence in Ottawa.

Powers of Attorney & Wills

In 2019-20, two agency partners approached Connecting Ottawa for support and resources to assist their clients with wills and powers of attorney. Ottawa’s legal clinics do not offer these services and many individuals within our target populations were identified as falling through the cracks. As a result, in January of 2020, Connecting Ottawa invited lawyer Gina Rea of the Renfrew County Legal Clinic to present a Powers of Attorney & Wills information session to the Canadian Hearing Society staff members and clients. We also started to explore opportunities to host occasional clinics on these issues, staffed by pro bono private bar lawyers, but we suspended this activity due to a lack of time and COVID-19. However, the demand for this information has escalated due to COVID-19 health concerns among our target populations. In response, Connecting Ottawa partnered in May, 2020 with REACH Canada and Nelligan Law to present an informational workshop for front-line workers; and we arranged for CLEO to offer a training session in March, 2021 for front-line workers on their “Simple Wills and POA” guided pathways tools. We continue to promote this resource to front-line workers.

GOALS FOR 2021-22

- Maintain and grow the Connecting Ottawa partnership network.
- Continue one-on-one consultation with front-line workers and, where relevant, their clients to develop capacity and help them assist with the information and referral needs of their clients.
- When safe to do so, resume in-house consultation hours for front-line workers and their clients at Tier 1 partner agencies.
- Continue to develop capacity in the partnership network through educational sessions including:
 - Connecting Ottawa education/training sessions.
 - Partner agency professional development sessions for staff and clients.
 - Collaboration with other organizations to provide training and education sessions on issues relevant to our target populations.
- Continue with the ID Clinics, where possible.
- Continue to explore ways to fill the gaps in Education Law and Powers of Attorney & Wills support and any other emerging issue for vulnerable populations.

PROMOTE THE USE OF ELECTRONIC AND OTHER RESOURCES BY TRUSTED INTERMEDIARIES

OUR CHALLENGE

There are excellent public legal education and information (PLEI) resources available, especially given the leadership of Community Legal Education Ontario (CLEO) and their web site initiative Steps to Justice. However, the fact remains that navigation of the legal system remains challenging for many front-line service providers in Ottawa.

OUR INTENT

Develop a local web site and electronic resources that includes comprehensive and current information about local legal services, and promote its use and the use of other PLEI resources to project partners to ensure access to justice by for focus populations.

ACHIEVEMENTS

- Maintained and increased a list of social and legal resources on the Connecting Ottawa/Connexion Ottawa websites.
- Prepared 35 COVID-19 information sheets and updates for distribution to our network partners and online.
- Promoted relevant CLEO, *Steps to Justice* and other partner/legal resources via Connecting Ottawa Communique, website, and social media.
- Launched the new Connecting Ottawa/Connection Ottawa website.
- Maintained and updated the Connecting Ottawa and Connexion Ottawa websites as required.
- Increased followers to Connecting Ottawa Twitter and Facebook social media feeds.

ACTIVITIES:

Promote current information about local legal and social services

Connecting Ottawa publishes a bi-weekly Communique, distributed via email to partner agency members (please also see information below under “Share Lessons Learned”). In each issue, new legal information resources that are available on-line or via hardcopy are shared with our partnership network. We also periodically share information about local legal and social services via Facebook and Twitter.

Throughout the COVID-19 pandemic, we have repeatedly heard from network partner agencies that this information has been essential to them appropriately supporting their clients.

COVID-19 resources

Since the initial COVID-19 state of emergency declaration, Connecting Ottawa has distributed 35 information sheets or updates to assist front-line workers on legal issues related to COVID-19 and to support their clients accordingly. Over the reporting period, Connecting Ottawa prepared or updated 23 resources, including:

- Infectious Disease Emergency Leave Update - French (June 30)
- Canada Recovery Caregiving Benefit Update - French (June 30)
- CERB Reimbursement Information Sheet (June 28)
- Infectious Disease Emergency Leave Update (May 31)
- Provincial Paid Sick Leave (May 31)
- Sensory Impairment Resource Sheet (May 27)
- Infectious Disease Emergency Leave Update (April 30)
- COVID-19 Vaccine Resources (April 19)
- Canada Recovery Caregiving Benefit Update (March 24)
- Commissioning Documents during COVID-19 Update (March 2)
- CERB & Taxation Information (February 27)
- Resource Sheet: Housing & COVID 19 (February 10)
- COVID-19 Benefits & Taxation (February 9)
- Immigration & COVID Update (January 28)
- Canada Recovery Caregiving Benefit (January 28)
- Commissioning Documents during COVID-19 Update (January 21)
- Infectious Disease Emergency Leave Update (January 11)
- EI Benefits During COVID (November 10).
- Infectious Disease Emergency Leave (October 8).
- Federal Benefits (September 9).
- Permanent Resident Status and Humanitarian & Compassionate Application (August 28).
- Immigration & COVID (August 26).
- Commissioning Documents during COVID-19 (August 13).

These resources were distributed via our Communique and distribution lists and shared on social media platforms. Many of our partners shared them across their networks, and organizations from across Ontario contacted us for permission to use them.

In addition, Connecting Ottawa shared many resources from across the province, including:

- CLSO's Denial of Social Assistance & Immigration Infographic
- Action Logement's N12 and N13 Registry
- Ontario's Multilingual guides for a standard rental lease
- HALCO's New Pathways for Permanent Residency for Essential Workers and International Students
- CLSO's Eviction Ban Infographic
- Refugee 613's Stay at Home Order Information videos/graphics

- CLEO’s Legal Rights Literacy Kit
- ACTO’s Tenants and Rent Regulation Infosheet
- Refugee 613’s (& partners) Multilingual Vaccine Bulletins (x 5 issues)
- CLSO’s Suspension of Eviction Enforcement Infographic
- The CBA’s Checklists for Relationships, Separation and Divorce
- CLEO’s Steps to Justice COVID-19 Resources and Updates.
- CLSO’s Tenant Tip Sheet.
- Durham Community Legal Clinic’s Housing Issues Flow Charts.
- Renfrew County Legal Clinic’s COVID-19 Programs/Benefits Summary.
- Refugee 613’s Multi-lingual Videos on COVID-19 restrictions in Ottawa.
- West Scarborough Community Legal Services’ CERB Multilingual videos and information.
- Action Logement/Housing Help’s Tenant Tip Sheet.
- Department of Justice’s Multilingual Fact Sheets on Divorce.

Connecting Ottawa website

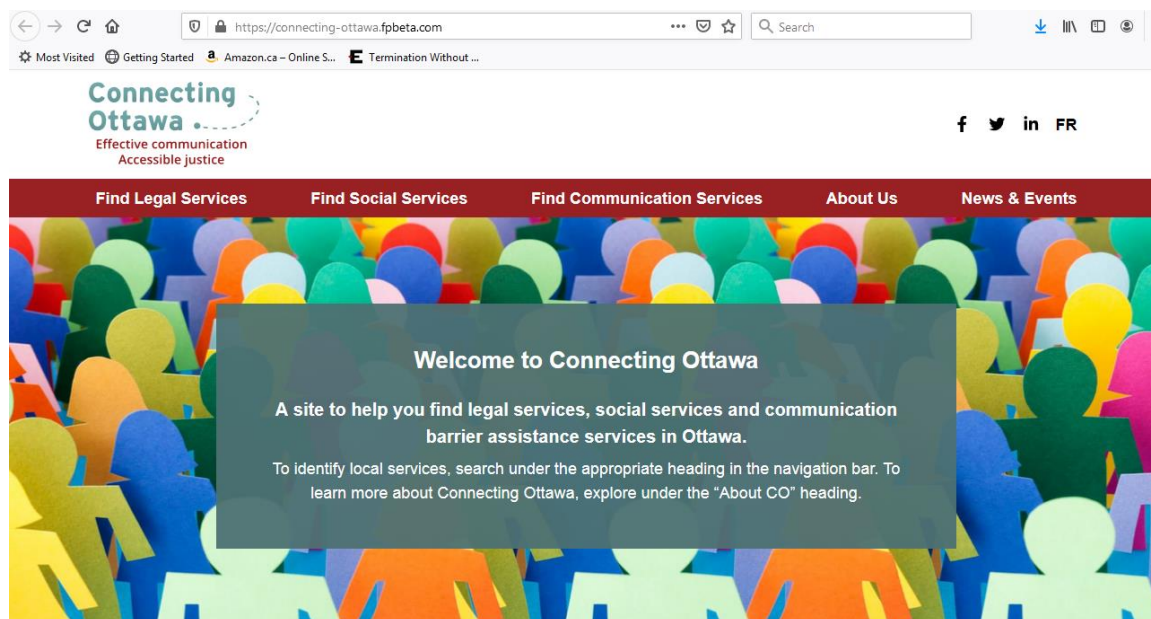
Connecting Ottawa’s website is available in both English (connectingottawa.com) and French (connexionottawa.com). The domain registrations have been extended until April 2022 and we have arranged for hosting services .

Our websites are our primary means for sharing information about local legal and social services to partner agencies, community groups and the public. The 2018 Law Foundation of Ontario evaluation reported how well-regarded and utilized our site was by local social service and legal professionals to help them identify information and services for their clients. A key element of the site is the portal to the Community Navigation of Eastern Ontario (CNEO) 211 data base and the ease of access to the legal and social services resources found there.

In addition, Connecting Ottawa promotes and integrates the following resources via our website and social media efforts:

- Connecting Ottawa’s Legal Health Check Up (“What the clients may say”).
- Steps to Justice portals.
- CLEO Connect resources.
- Connecting Ottawa’s multi-lingual rack cards on legal issues.
- Various tools/resources on immigration and refugee processes.
- Various tools/resources specific to assisting those with disabilities.
- Resources developed by Connecting Ottawa for front-line workers.
- Upcoming Connecting Ottawa events.
- Upcoming partner events.

Mid-way through the reporting period, we launched our newly designed website. We initiated the website redesign in 2019-20 because the platform we were using would no longer be supported. The new website maintains the feed of the CNEO/211 databases, increases accessibility and translation, and better promotes our mandate and activities. The site has been live since January, 2021 and has been well received.



Website traffic

Statistics related to website traffic to the new site is below. The numbers show a significant decrease in website traffic; however, upon further analysis our website developers identified that the google analytics code for the site had not been correctly set up. We are currently fixing the problem.

The number of sessions on the connectingottawa.com website for the twelve month reporting period was 35,570 as compared to 82,938 in the previous period. When compared to the previous period, the number of users to the connectingottawa.com site was 29,790 compared to 68,351 in the previous period. Page views on the connectingottawa.com website decreased to 65,559 as compared to 147,928 in the previous period.

The following analytics illustrate the trends identified over the reporting period; however, the website traffic has not been accurately tracked since the launch of the new site in January, 2021.

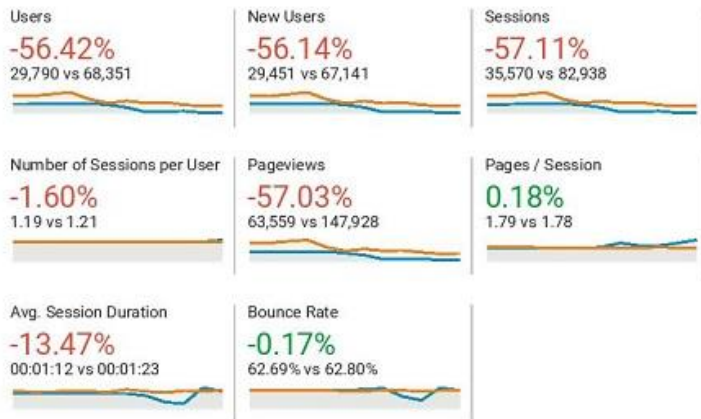
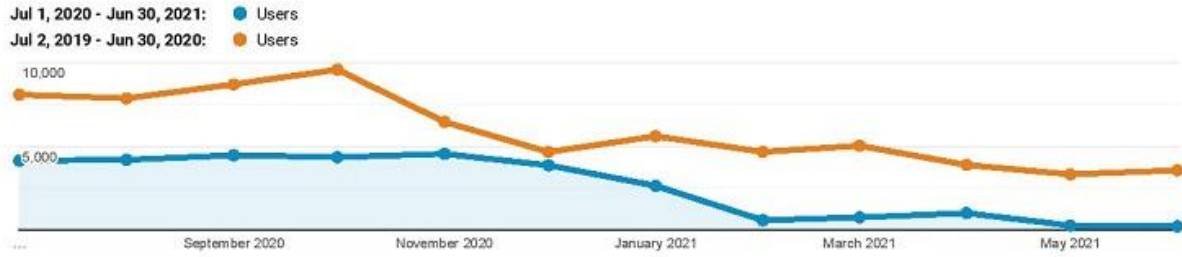
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Audience Overview

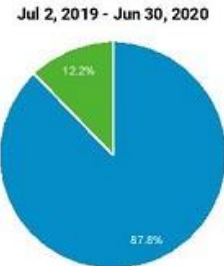
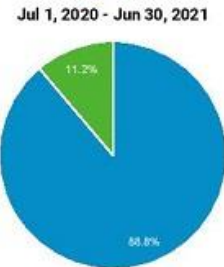


Jul 1, 2020 - Jun 30, 2021
Compare to: Jul 2, 2019 - Jun 30, 2020

Overview



■ New Visitor ■ Returning Visitor



Social Media

Connecting Ottawa maintains a Twitter and Facebook feed to share news and information related to our partnership network, our focus populations, access to services, and emerging legal issues. Over the reporting period we maintained regular activity resulting increasing our “followers” on twitter by from 673 to 680 and our “page likes” on Facebook increasing to 489.



GOALS FOR 2021-22

- Promote Connecting Ottawa website and fix audience reporting issue.
- Prepare and update COVID-19 and other resources as required.
- Maintain existing and add new up-to-date and relevant resources on the Connecting Ottawa/Connexion Ottawa website.
- Promote website resources through network communication.
- Regularly promote Connecting Ottawa resources to partnership network.
- Continue to promote Connecting Ottawa and partner activities and issues through social media.
- Grow social media networks to connect with more individuals in the community that provide legal information to our target populations.

PUBLIC OUTREACH AND EDUCATION

OUR CHALLENGE

Our legal services partners have the mandate, experience, and resources to present public legal education and information at events throughout Ottawa. PLE materials have already been developed on a number of legal issues. However, PLE resources are not often directed to our focus populations in regularly accessed locations such as libraries, community centres, newcomer centres, rehabilitation centres and peer support groups for persons with disabilities.

OUR INTENT

Work with our partnership network to provide outreach and education opportunities to effectively reach our focus populations and the trusted intermediaries with whom they connect. Connecting Ottawa will become the local clearinghouse for PLE events that target linguistic minorities, a convener, and provider of logistical supports (when necessary) to enable regularly scheduled events at accessible locations.

ACHIEVEMENTS

- Presented 14 individual public legal education sessions in collaboration with partner agencies on issues of social and legal services related to those with a communication barrier, reaching 199 individuals and 59 front-line workers.
- Participated as a panel member on the Ontario Community Agencies Serving Immigrants (OCASI) and Immigrant Women's Services Ottawa (IWO) Roundtable on COVID-19 and Gender Based Violence on immigrant women.
- Supported outreach activities related to our target populations.

ACTIVITIES:

Public Legal Education sessions

During the reporting period Connecting Ottawa partnered with the YMCA Ottawa Newcomer Information Centre to provide sessions related to immigration and refugee status in Canada. Our criteria for participating in public legal education sessions is that the hosting partner must commit to having staff in attendance so that we can, in addition to providing public legal education, develop the capacity of their front-line workers.

The PLE sessions with YMCA reached 199 clients and 59 front-line workers during 14 individual sessions. The sessions were offered in both English and French and explained the immigration regulations and restrictions during COVID-19 and the new pathways for immigration.

In addition to the YMCA sessions, Connecting Ottawa staff members participated in a roundtable discussion about the intersections of COVID-19, gender-based violence and non-status, immigrant and refugee women. The Ontario Council of Agencies Serving Immigrants hosted the event, and many individuals within our network also attended.

Outreach activities

During the reporting period, Connecting Ottawa continued its participation in a working group to develop an online database of COVID-19 resources available to newcomers and refugees in Ottawa. Spearheaded by Refugee 613, Connecting Ottawa reviewed beta sites and contributed material to the database.

GOALS FOR 2021-22:

- Continue to provide PLE sessions at the request of partner agencies, provided that there is an element of network capacity building.
- Explore ways to increase collaboration around public PLE sessions.
- Continue to participate, as appropriate, as a member/contributor to community organizations/projects that serve Connecting Ottawa target populations.
- Identify new opportunities to partner with provincial and national organizations to help achieve goals that will advance access to justice for our target populations.

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

- Host an annual conference for network partners and interested stakeholders.
- 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.
- Share information and news with our network of partners.

ACHIEVEMENTS

- Published 25 issues of Connecting Ottawa *Partner Communique*.
- Participated in the “Law and Community in 2020” Conference organized by Ontario Justice Education Network (OJEN).
- Presented at the Canadian Institute for the Administration of Justice Workshop.
- Participated in the CRO/SLASS Conference and ACLCO Clinic Staff Training Conference.
- Participated in several sector tables/organizations.
- Hosted the 2021 Connecting Ottawa Conference.

ACTIVITIES

Connecting Ottawa Communique

Connecting Ottawa’s newsletter *Communique* is distributed electronically to members of our partnership network, other service professionals, as well as, periodically, attendees from our previous conferences and education workshops. Network partners are encouraged to distribute the newsletter to front-line workers each month. Newsletters include pertinent news and information relevant to access to justice for linguistic minorities and those with communication barriers, upcoming events, and resources most beneficial to those supporting clients with communication barriers. Due to the increased information available for distribution as a result of COVID-19, we increased the Communique’s publication from monthly to bi-weekly in April, 2020. For the reporting period, 25 issues of the *Communique* were distributed.

Requests to be added to the newsletter distribution has grown significantly over the reporting period. As Google email limits the number of emails that can be sent we will be setting up distribution via an email marketing platform in the coming year.

Conference Presentations and Attendance

Connecting Ottawa staff were invited to present or participated at numerous industry and sector meetings that connect with serving our target populations. At these meetings we seek to share information on our project and approach as well as use the opportunity to learn from other organizations serving similar populations

Our team presented at or attended the following conferences during the reporting period:

- Ontario Justice Education Network’s “Law and Community in 2020” Conference (2 staff attended)
- Canadian Institute for the Administration of Justice Workshop (Advisory Chair attended and presented about the Connecting Ottawa project)
- Clinic Resource Office Training Workshops (1 staff attended)
- ACLCO Clinic Staff Training Conference (2 staff attended)
- Immigration Law Summit (1 staff attended)
- Community Legal Services of Ottawa Annual General Meeting (1 staff attended)
- Community Navigation of Eastern Ontario Annual General Meeting (1 staff attended)

Participation in Sector Tables/Organizations

In 2020-21, Connecting Ottawa was a member or regular participant of several different sector tables/organizations addressing issues related to our target populations. These include:

- Refugee Network of Ottawa (ReNoO)
- Connecting on Disability and Abuse (CODA)
- Ottawa Local Immigration Partnership (OLIP)
- Refugee 613 Stakeholders Table
- Refugee 613 Executive (Project Manager appointed)
- Refugee 613 Housing Table
- Refugee Hub Sponsorship Partnership Program
- Steering Committee on Social Assistance
- Workers’ Rights Action Group
- CLEO Training Community Workers Advisory Group

Participation in these meetings allows our staff to understand the best practices and issues of our partners and professional associations so that we can incorporate this information into our interactions with front line staff as well as share our learnings with other organizations.

Annual Conference

In November, 2020, Connecting Ottawa surveyed its partnership network to explore interest in a virtual conference. The overwhelming response was “yes”. Connecting Ottawa staff members chose the topic “COVID-19 Vaccines” and invited speakers to address the issue from a health, employment and immigration/travel perspective. We partnered with CLEO to assist with the technical platform requirements. Over 120 individuals registered and more than 80 individuals participated in the 3-hour event. The feedback was extremely positive, with 95% indicating the

event was helpful or very helpful for their work. A copy of the evaluation summary is included in the appendix.

Video copies of the presentations were posted to our YouTube site to be made available to individuals that could not attend the conference.

GOALS FOR 2021-22

- Host a 2022 Conference for our partnership network.
- Set up email marketing platform for *Communique* distribution.
- Distribute bi-weekly *Communique* newsletters to our partnership network.
- Maintain participation in Sector Tables/Organizations to share and receive lessons learned.
- Where appropriate, share our knowledge and lessons via conference presentations, attendance and research.

PROJECT MANAGEMENT AND REVIEW

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.

ACHIEVEMENTS

- Maintained effective and efficient management of operations and administrative requirements.
- Held regular staff meetings to coordinate activities.
- Instituted and communicated process for consultations.
- Project Manager regularly met with Advisory Group Chair to review operations.
- Held three Advisory Group meetings.
- Prepared funding renewal application for 2021-22.
- Prepared Catalyst Grant application for 2022.

ACTIVITIES

Staffing

During the period, Connecting Ottawa maintained its staffing of 2.5 professional staff to support its mandate and project goals. We also mentored a student through Pro Bono Students Canada (PBSC) for 8 months and hired the same student for summer employment.

For the reporting period, we employed two lawyers: Alexandra-Marjorie Derisier and Liz Majic. Ms. Derisier has an extensive background in labour relations, human rights, and refugee law and has been actively involved, personally and professionally, with the settlement and immigration sector in Ottawa. Ms. Derisier is seeking other employment for the next term. Ms. Majic brings a depth of knowledge in landlord and tenant law, social assistance, and employment law drawing on an extensive background working with vulnerable populations and complex human rights issues. She previously worked at three community law clinics, Canada Without Poverty, and the Feminist Alliance for International Action. She also has strong education and PLE abilities with experience both as a University lecturer and in offering seminars to front-line workers and clients.

Gina Grosenick is an independent consultant under contract for 2.5 days per week to provide project management services and coordination. Dr. Grosenick holds a Ph.D. in (non-profit) communication and has an extensive background managing and communicating about community based programs and networks.

Drawing on our partnership with the University of Ottawa, Connecting Ottawa mentored a second-year student, Aneka Oh, in the Pro Bono Students Canada (PBSC) program from September, 2020 to March of 2021. Aneka provided research support to our lawyers and assisted in the development of education sessions and resources. We offered Ms. Oh a part time student position for May – September of 2021 and she is currently continuing these activities on a paid basis.

Office accommodations and human resources services continue to be provided by our partner agency Centre de services communaires de Vanier, a community resource centre. CSC Vanier is the “employer of record” for project staff, manages payroll and benefits administration, provides personnel policies and other human resources infrastructure, and provides office accommodations. Following the City of Ottawa’s Public Health Unit recommendations for COVID-19, Connecting Ottawa staff were re-located to home offices and all in-person activities ceased. We have maintained most of our activities remotely and continue to follow public health protocols for when we may be able to resume in-person services.

Operations and Administration

The project manager coordinates and maintains the effective and efficient management of the project. She coordinates the project, liaises with the Advisory Group, oversees project staff and activities, approves all project expenditures, works with the bookkeeper to ensure the project’s financial health, and coordinates all project communication and planning.

Regular staff meetings and semi-regular meetings with the Advisory Group Chair are held to ensure effective communication and coordination of activities. During the reporting period, the project manager met bi-weekly to monthly with each staff member to discuss issues of workload, sharing of information, reporting, and activities moving forward. Meetings with the Advisory Group Chair were held on an as needed basis and addressed issues related to funding, finances, staffing, project manager oversight, and Advisory Group planning.

During the period, Connecting Ottawa worked to formalize and clarify our front-line consultation process. We communicated process requirements to the organizations that we provide regularly scheduled virtual consultations to and developed an information/intake sheet for front-line works to complete and send prior to any consultation. These processes have helped to clarify the role of Connecting Ottawa vis-à-vis clients with front-line workers and allow for better research and planning for consultations.

Advisory Group

The Advisory Group met three times during the reporting period and is an essential resource to ensure that the programs and activities of the project meet the needs of the various groups within our partnership network.

LAW FOUNDATION OF ONTARIO – CONNECTING REGION INITIATIVE

The current membership of the Advisory Group is:

NAME	SERVICES SECTOR	PARTNERING ORGANIZATION
Lois McIntyre	Community	Canadian Hearing Society
Mohamoud Hagi-Aden	Community	South East Ottawa Community Health Centre
Leah Landry	Legal	Community Legal Services of Ottawa
Nimo Farah	Community	Somerset West Community Health Centre
Mirela Tihon	Immigrant	The Economic and Social Council of Ottawa-Carleton (CESOC)
Christine Sharp	Community	Eastern Ottawa Community Resource Centre
Rosetta Foti	Community	Pinecrest Queensway Community Health Centre
Julie Lavergne	Community	Community Information Centre of Ottawa / 211
Gary Stein	Legal	Community Legal Services of Ottawa
Sarah Caspi	Immigrant	Jewish Family Services - Ottawa
Arber Zaplluzha	Immigrant	Catholic Centre for Immigrants – Ottawa
Basia Mair	Immigrant	Ottawa Community Immigrant Settlement Organization

Project Review and Direction

In 2018, the Law Foundation released an evaluation about Connecting Ottawa. During the reporting period, we continue to look for ways to integrate the report’s recommendations . In November, 2020 we held a staff planning session to establish our goals and objectives, including a key recommendation to expand the topics and speakers for our education sessions. Over the past year Connecting Ottawa held 26 education sessions open to our full partnership network, including 15 that involved speakers from other organizations.

During the reporting period, we also submitted our funding application for 2021-22, which the Law Foundation approved; and we submitted an application to the LFO’s Catalyst Fund for longer-term funding.

We very much value our relationship with the Law Foundation of Ontario and we gratefully thank David Kinsman, Helen Tewolde and Lisa Cirillo for their ongoing support and direction.

Financial Report

The financial report to June 30, 2021 is below. As indicated in our 2021-22 funding proposal, the budget prepared for 2020-21 had anticipated a return to pre-COVID activities early in the reporting period but several budgeted activities could not be carried out due to the ongoing pandemic. As a result, we did not incur expenses for in-person meetings and conferences, travel, and professional development. We also did not utilize the planned salary for a part time student for the full reporting period. The LFO has approved a \$15,000 roll-over of funds from 2020-21 to our 2021-22 funding.

GOALS FOR 2021-22

- Identify needs and replace 2nd legal worker position.
- Mentor a paid student for the 2021-22 year.
- Maintain effective staffing and operations management.
- Hold 3-4 advisory committee meetings.
- Continue to review and incorporate evaluation recommendations into practice.
- Transition to Catalyst Funding, if our application is approved.
- Identify and formalize policies and processes, as required, for effective operation of the project.

FINANCIAL REPORT

CONNECTING OTTAWA		
STATEMENT OF OPERATIONS		
FOR THE YEAR ENDED JUN 30, 2021		
	<u>Budget</u>	<u>Actuals</u>
REVENUE		
Law Foundation of Ontario		
Received During Year		139,875.00
Received During Year	111,900	
Add back Holdback	<u>27,975</u>	139,875.00
Received During Year - Deferred from 2019-20		<u>15,000.00</u>
Total LFO	294,750	294,750.00
Registration Fees	-	<u>175.00</u>
	Total Revenue	294,925.00
	<u>294,750</u>	<u>294,925.00</u>
EXPENSES		
Website Hosting, Management and Administration		
Translation		1,315.00
Website Hosting, Management and Administration	5,000	<u>3,862.92</u>
	<u>5,000</u>	<u>5,177.92</u>
Education Sessions on New Areas of Law		
Training and Meeting Exoenses	300	281.63
Honoraria	750	750.00
	<u>1,050</u>	<u>1,031.63</u>
Legal Services/Social Services Collaboration		
Salaries and Benefits	194,400	162,153.39
Equipment Purchases	750	768.45
Printing/Supplies	1,000	955.91
Translation/Interpretation	1,250	1,395.50
Meeting Costs	500	283.30
Cloud/Mobile Services	2,200	2,042.16
Travel	2,500	-
Training/Professional Development	2,000	103.94
Office and Accommodation	14,500	15,210.35
	<u>219,100</u>	<u>182,913.00</u>
Shared Lessons Learned		
Annual Conference	3,000	1,830.00
Travel	750	-
Rack Cards/Resource Development	500	-
	<u>4,250</u>	<u>1,830.00</u>
Administration		
Project Co-ordinator and Administration Costs	56,650	54,373.30
Lead Agency Stipend	6,000	6,000.00
Accounting and Audit Expenses	2,700	2,700.04
Bank Charges		<u>68.00</u>
	<u>65,350</u>	<u>63,141.34</u>
	Total Expenses	254,093.89
	<u>294,750</u>	<u>254,093.89</u>
EXCESS OF REVENUE OVER EXPENSES		
(EXPENSES OVER REVENUE)	0	40,831.11
	<u>0</u>	<u>40,831.11</u>

LFO REPORTING STATISTICS – July 1, 2020 – June 30, 2021

Organization: Connecting Ottawa	Grant file #: CONRE-09-20
Project title: THE CONNECTING REGION -- CONNECTING OTTAWA	

	Total #	Notes or comments
PLEI		
# of print resources produced, updated	23	
# of online text resources produced, updated	*note B	CO website is continually updated and used as a resource within the community
# of video or audio resources produced, updated	3	Conference webinar posted on YouTube Site
# of PLEI training sessions	14 3 28 1	PLE Sessions Partner training sessions Online training education/sessions Annual Conference
# of people with legal needs or members of the public trained	199	Via PLE training
# of trusted intermediaries and / or front-line workers trained	1755 246 95	Via training/education sessions & PLE Via consultations with front-line staff Via conference
# of sessions / page views	35,570/65,559	See comments in report re: issues with reporting
# of print resources distributed	100	rack cards
# of online text resources downloaded	*note B	
# of video or audio resources viewed, downloaded or distributed	*note B	
Legal Services		
# of clients served	274	
# of clients provided legal advice or brief services	274	Our mandate is not to represent clients but to provide advice, education and limited services
# of clients represented	0	
# of services to support people through legal processes (e.g. court navigator)	0	
Pro bono		
# of students engaged in pro bono work	1	
# of paralegals engaged in pro bono work	0	
# of lawyers engaged in pro bono work	2	
# of pro bono hours volunteered by lawyers	0	
# of pro bono hours volunteered by students	0	

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# of pro bono hours volunteered by paralegals	0	
Growing the non-profit justice sector		
# of books, reports, oral histories or other significant legal research or policy work	0	
# of staff employed in the sector (full-time)	2	
# of staff employed in the sector (part-time)	1	
# of students employed in the sector	1	
# of professional development and learning events	0	
Building a culture of law and understanding of rights		
# of training events to build awareness of law, democracy and rights	See above	
# of participants in events to build awareness of law, democracy and rights	See above	
# of student/youth participants	*note B	
# of adult participants	*note B	
Encouraging partnerships and collaboration		
# of organizations you partnered with	75	55 partner organizations 20 sector organization and potential partner organizations

- Note A: We are unable to report specific numbers at this time.
- Note B: We have no means to collect this information at this time.

APPENDIX**CONNECTING OTTAWA
2021 CONFERENCE EVALUATION
FEEDBACK****Did we achieve our conference goals?**

	No	Yes
Help you understand the status of vaccines and some of the issues and myths around vaccines	0	24
Help you understand some of the legal issues related to immigration and travel and vaccines	0	24
Help you understand some of the legal issues related to employment and vaccines	1	22
Offer resources to draw on when providing information	1	23

How satisfied were you with the conference overall? (24 responses)

Value	Count
1 – did not meet my expectations	0
2	0
3	1 (4.2%)
4	4 (16.7%)
5 – very satisfied	19 (79.2%)

How helpful do you think it was for your work? (24 responses)

Value	Count
1 – not very helpful	0
2	0
3	1 (4.2%)
4	6 (25%)
5 – very helpful	17 (70.8%)

How would you rate each session?

	Poor	Satisfactory	Good	Excellent
Drs. Meb Rashid & Isaac Bogoch (Vaccine Status)	0	0	9	15
Nadine Edirmanasinghe	0	0	7	17

(Immigration & Travel)
 Tatha Swann & Daniel Chodos 0 1 9 13
 (Employment)

What was your favourite part of the conference? (17 responses)

- All of it. I have been attending webinars all year at least once a week and this webinar was one of the best.
- Vaccine in details
- The conference as a whole
- All 3 parts were great
- Immigration & Travel
- The knowledge and professionalism with which the sessions were conducted.
- All parts were very well organized. I liked part 1 and 3 the most.
- Learning from Dr. Rashid and Dr. Bogoch re: Vaccines
- Some of the myths that lead to vaccine hesitancy, the side effects, what is the federal sick leave plan and who is eligible for it
- Myths
- When the lawyers discussed the legal issues re. employers and employees
- Questions from the attendees
- The possibilities of vaccines affecting our lives in the future
- Vaccine
- It was all fantastic and very relevant!
- Immigration and Travel
- Vaccine Status

For future conferences, provided health restrictions allow, what presentation formats would you consider participating via?

	Preferred participation format	Would consider participating	Would not participate
In-person conference	5	11	5
Hybrid conference (some participants and speakers in person, some via online platform)	5	16	2
Online/virtual conference	16	7	0

Do you have any other feedback or comments for how to change or improve the conference? (15 responses)

- No was great
- Keep up the good work
- My only comment is about the rights to get vaccinated without an immigration status, I am getting clients vaccinated without an OHIP but questions about their immigration situation in Canada are always there and I think if someone is already in Canada (since the chances for tourist's vaccination are so slim, given the travel restrictions right now) we should get the vaccine to everybody for the sake of them and all of us. Thank you so much for these very informative sessions! Best Regards.
- Excellent conference
- Well-designed and conducted – Thank you.
- Very well organized and great speakers! Good Job Gina, Alex and Liz!!!
- Thank you for hosting this very educational and informative conference on a very relevant topic!
- No
- The webinar was very informative, thank you!
- The conference was very well done. It ran smoothly and efficiently with relevant information that wasn't the same that we hear on the news. I really liked the 20-minute break. There is nothing that I think needs improvement.
- You did great
- It was great information
- Great conference, well organized and great speakers!
- Thank you so much for this informative conference!
- It was a very good conference.

Capacity Building and Public Legal Education

What sector do you most identify with? (24 responses)

Health services	6 (25%)
Legal services	6 (25%)
Immigration / Settlement	8 (33.3%)
Disability services	1 (4.2%)
Governmental services	0
Mental Health and Counselling Services	1 (4.2%)
Social services	2 (8.3%)
Private Business	0

What training topics or resources could help you and your colleague better support people with communication barriers? (13 responses)

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- Mental health issues
- Law changes in divorce in Canada and family separation
- The rights to free interpretation services in all governmental offices that serve multilingual clients.
- Connecting Ottawa has offered a wide range of topics and resources to help me better support my clients. I can't think of any training topics to be added on to an impressive list of topics already offered.
- Always those training that try to identify and address service delivery gaps
- Immigration (changes and improvements in requirements)
- Resisting Anti-Black/Anti-Asian Racism, Mental Health during COVID-19
- Technology support
- If this question is wide open – I would say proper Zoom training for residents with language barriers would be very beneficial, especially for the multicultural senior population.
- Vulnerable population
- How to reach those without access to technology during COVID.
- Financial, legal, and language literacy.
- Healthcare spectrum

Any other suggestions for how Connecting Ottawa can best build your capacity to support clients with communication barriers? (8 responses)

- I appreciate the wonderful work you're doing
- None
- That is very much it.
- Thank you!
- Providing translation services in Arabic, Farsi or others
- Just technology training and it doesn't need to be high tech, it can be simple as what all the icons mean and can do on zoom. Thanks again for a very well organized and well thought through conference, I was pleasantly surprised as I anticipated the same old information and drawn out presentations.
- More topics of concern
- Workshops are a great way to help us enhance our capacity to support our clients. Thank you.

