



Helping Clients
with Public Legal
Education and
Information



Helping Clients with Public Legal Education and Information

Welcome to the PLE toolbox!

What is PLE?

Public legal education and information (PLE) covers a wide range of activities aimed at helping people understand the law and deal with legal issues that they may face. PLE contributes to a better knowledge of legal rights and the justice system, which in turn can empower people and communities by helping them deal with legal issues and get involved in the decisions that affect them.

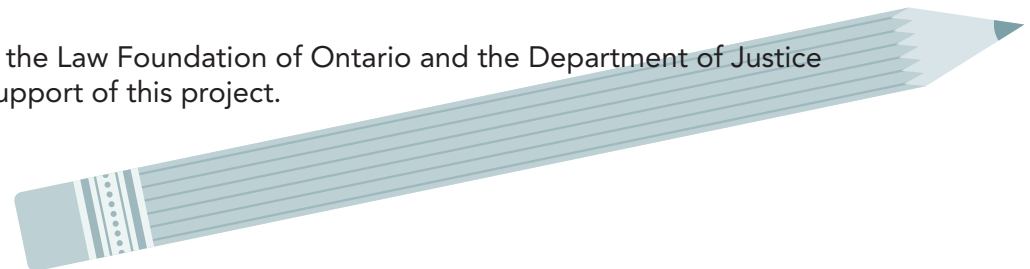
Why a PLE toolbox?

Our PLE Toolbox lets us create, gather and share information and resources about good PLE practices with input from PLE providers and front-line legal and community workers in one handy place.

We hope to make it easier for you to identify legal issues in your community, and prepare and share PLE in the ways that make most sense for the people you work with.

We are grateful to the Law Foundation of Ontario and the Department of Justice Canada for their support of this project.

March 2015





Helping Clients with Public Legal Education and Information



MODULE 1: How to help your clients

Introduction

Detecting legal issues

Giving basic legal information to your client

Helping your clients find reliable legal information

- Learning about legal jurisdiction
- Finding reliable online legal information

Legal information and referral resources

Helping your clients take next steps

Checklists for community workers and clients



MODULE 2: Developing print and online content

Clear language and design tips for print and online text

Focus on content first, design later

Tools for testing the usability of your information

Tips for preparing text for translation and working with translators

Tips for ensuring accuracy



MODULE 3: Using technology

Tips for using video content effectively

Tips for designing and using mobile apps effectively

Interactive online tools

Best practices for social networking





MODULE 4: Reaching people

Making PLE available where people are likely to find it
Community media – newspapers, radio
Identifying community access points for PLE delivery
How to inspire community action through PLE



MODULE 5: Needs assessments and evaluations

Identifying key components of PLE projects (needs, topics, audiences)
Choosing formats and language(s) for PLE materials
Evaluating PLE
Evaluation checklists



MODULE 6: Training community workers and leaders

Effective webinars and other online training
Adult education principles
Preparing for your training
Concrete information about in-person trainings (e.g. arranging space, providing refreshments and breaks, etc.)
Evaluating your training



MODULE 7: Organizing, social action and animation

Community organizing principles
How to get your message out there and inspire further action



MODULE 1: Introduction

As a community worker, you are often the first point of contact for people who have, or are at risk of having, a legal issue.

This module will provide you with tools to help you:

- detect the legal issues that your client might have
- give basic legal information to your client
- learn about legal jurisdiction so that you can look for help in the right places
- assess if online legal information is reliable
- refer your client to legal services and other information for help
- help your client prepare for the next steps they can take



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Education and
Information



MODULE 1: How to help your clients

Detecting legal issues

Sometimes requests for help from clients mask the existence of a legal issue. For example, a client may ask for help finding a place to live. This is not a legal issue in itself, but if you ask for more information - such as why they want to move - you may learn that there is an underlying legal issue. Your client may disclose that:

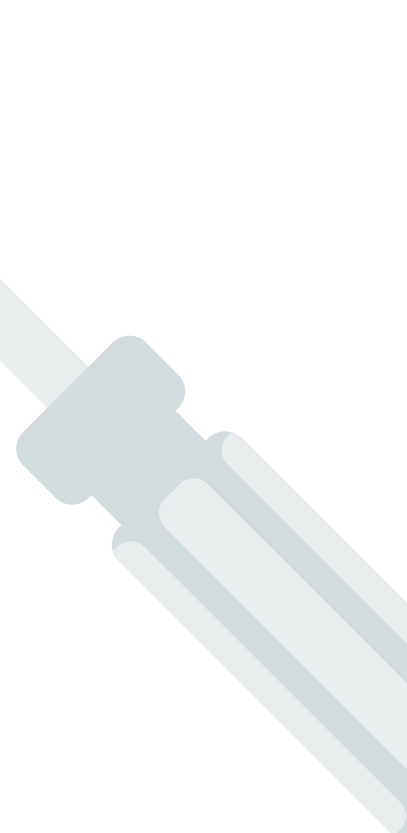
- their landlord threatened to evict them
- they cannot afford to pay rent any more because their social assistance was cut off
- they are worried that they won't be able to pay rent in the future because they are at risk of losing their job or being laid off

It's a good idea to ask questions that will help you determine if your client has a legal issue. This will give you a sense of what the current situation is and whether there is a need for immediate action.

The diagrams on the next two pages give examples of presenting issues, sample questions a community worker might ask to screen for legal issues, and the area of law and specific legal issue that might be revealed by a client's answers.



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Information





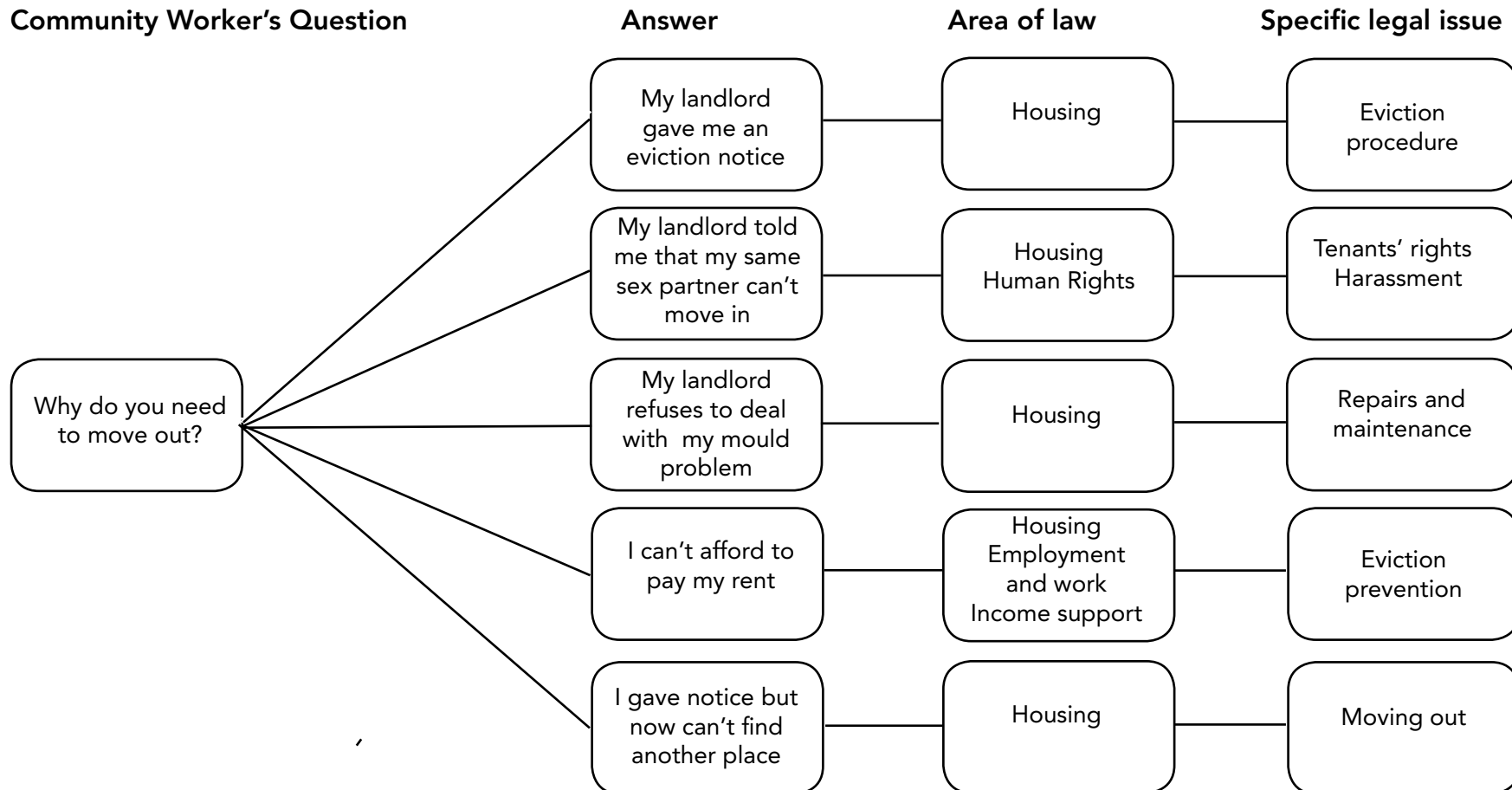
MODULE 1: How to help your clients



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Detecting legal issues: Housing law sample questions

Client's Presenting Issue: I need to move out of my apartment. What should I do?



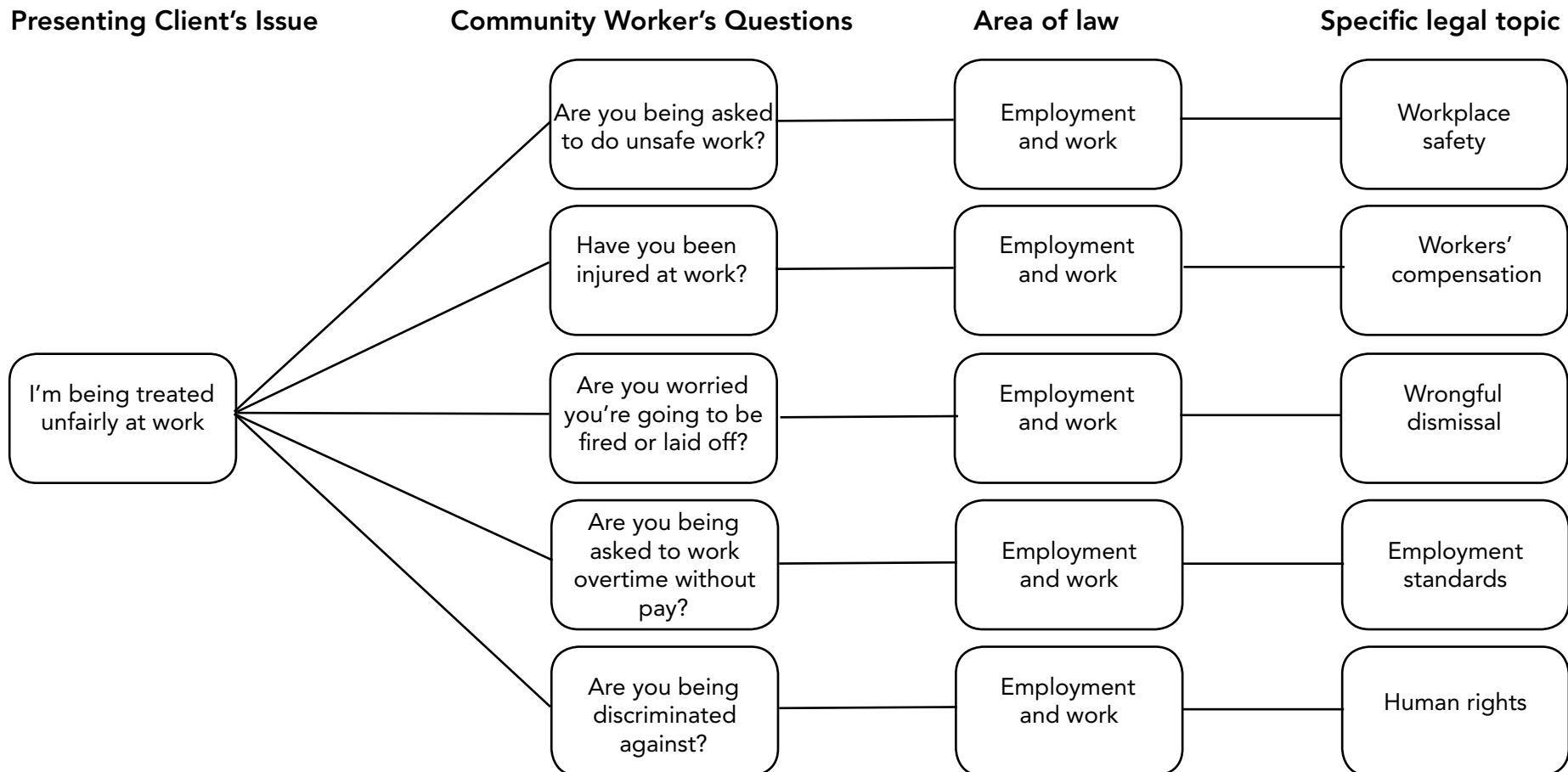


MODULE 1: How to help your clients

Detecting legal issues: Employment law sample questions



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MODULE 1: How to help your clients

Giving basic legal information to your client

Legal information is not the same as legal advice. Legal information can help people understand their legal rights, how legal processes work, and how to get more help. Here are some examples of the difference:



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Information

Legal Information	Legal Advice
<ul style="list-style-type: none">• does not address the full and specific set of circumstances faced by a client that may form part of their problem• can help a person understand when a problem is a legal problem• can discuss options and possible next steps, indicate when a person needs to get more help and advice, and how to find that help• is also called public legal education and information ("PLE") or legal rights information	<ul style="list-style-type: none">• interprets the law and applies legal rules and principles to a particular situation• is specific to an individual's particular situation; people's situations and circumstances are different even when facing the "same" legal problem• discusses the pros and cons of the person's legal options and the implications of those options, based on an assessment of how the law applies to their specific situation and what the person wants to achieve

Only certain people can provide legal advice in Ontario. These people are lawyers, licensed paralegals and some community legal workers at community legal clinics. People who are qualified to give legal advice usually ask detailed questions to make sure they have enough information about the situation.



MODULE 1: How to help your clients

Giving basic legal information to your client

What does the difference between legal information and legal advice look like in a community or clinical setting? Here's a snapshot:

A tenant renting a room in a house has received a notice of a 2.5% rent increase and wants to know if the landlord is allowed to raise the rent by that amount.	
Legal Information	Legal Advice
<p>A community worker can look up the current rent increase guideline for Ontario and provide general information on what types of rental housing are covered.</p> <p>This legal information helps the tenant understand the maximum rent increase set by the government for a particular year and whether this maximum may apply to their situation.</p>	<p>Depending on the details of the arrangement, the tenant renting a room in a house may not be covered by the Residential Tenancies Act, which regulates rent increases, or the tenant's landlord might be allowed to raise the rent higher than the guideline because of special circumstances.</p> <p>The tenant may need legal advice to know for sure if they must pay the rent increase the landlord asked for.</p>



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MODULE 1: How to help your clients

Giving basic legal information to your client

Still confused about the difference between legal information and legal advice? Here are some dos and don'ts for community workers.



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Legal Information	Legal Advice
<p>Community workers can:</p> <ul style="list-style-type: none">• help people identify a legal issue• show people online and print information that can help them with a legal issue• help people fill out basic forms that are not legal forms (such as an application for social assistance)• tell people about free legal workshops available to the public• tell people where they can go to ask for legal advice or help• make brief notes about what people have told them about their problems for them to take to a legal appointment	<p>Community workers can't:</p> <ul style="list-style-type: none">• tell people what they can expect a lawyer or judge to say about their problem• tell clients that they have a good case• tell clients how much money they can expect to get• tell clients that they need to see a mediator or that they need to go to court• tell clients what words to use when filling out a legal form (for example, a form to start a case in a tribunal or court)• help clients fill out a legal form• explain a lawyer's letter



MODULE 1: How to help your clients

Helping your clients find reliable legal information

The volume of legal information available can be overwhelming – especially online information. This section provides you with some tips you or your client will need to find reliable legal information quickly, including:

- which level of government has legal jurisdiction over the legal issue your client is facing
- how to assess the reliability of online legal information



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MODULE 1: How to help your clients

Helping your clients find reliable legal information

Learning about legal jurisdiction

In Canada, three different levels of government (federal, provincial and municipal) oversee different areas of law. This is known as “jurisdiction”. It can be helpful to know which level of government is responsible for the different areas of legal jurisdiction, not only for finding information, but also for assistance in certain cases.

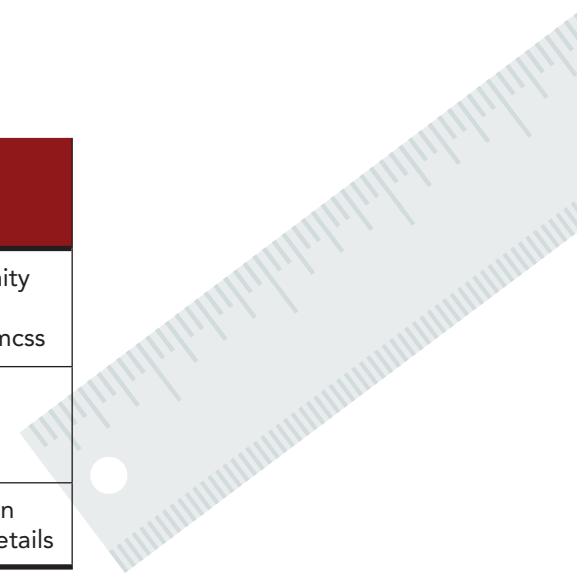
This table provides an overview of common legal issues that your clients might be facing and the government departments that deal with those areas.

Jurisdiction also applies to the province or country where the law is applied. Legal information found on a U.S. website will not apply in Canada. Similarly, legal information from an organization in British Columbia may not apply in Ontario.



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General area of law	Specific legal topic	Legal jurisdiction	Government department
Social assistance or income security	Ontario Works (OW) Ontario Disability Support Plan (ODSP)	Provincial (Ontario)	Ministry of Community and Social Services mcss.gov.on.ca/en/mcss
	Canada Pension Plan (CPP) Canada Pension Disability (CPP-D) Old Age Security (OAS)	Federal (Canada)	Service Canada servicecanada.gc.ca
	Other pensions and benefits (for example, private pensions)	Provincial (Ontario)	n/a – see the pension provider for more details





Learning about legal jurisdiction (continued)



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General area of law	Specific legal topic	Legal jurisdiction	Government department
Housing and tenants' rights	Repairs and maintenance	Municipal (city) – for inspections or public health and safety issues (e.g. mould) Provincial (Ontario) – (if landlord refuses to fix things)	Call your local 311 service to find out who is responsible for Property Standards or Public Health in your area
	Eviction Landlord invading privacy Rent and rental agreements Moving out Care homes	Provincial (Ontario)	Ministry of Municipal Affairs and Housing mah.gov.on.ca/index.htm
	Co-operative housing	Provincial (Ontario) in most cases (some co-operative housing is federal, however)	Provincial co-ops: Ministry of Municipal Affairs and Housing mah.gov.on.ca/index.htm Federal co-ops: Canadian Mortgage and Housing Corporation cmhc-schl.gc.ca



Learning about legal jurisdiction (continued)



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General area of law	Specific legal topic	Legal jurisdiction	Government department
Employment and work	Firings and layoffs Workers' Compensation and Workplace Safety (WSIB) Pay equity Parental, pregnancy and other leaves Employment standards	Provincial (Ontario)	Ontario Ministry of Labour labour.gov.on.ca
	Employment insurance (EI)	Federal (Canada)	Service Canada servicecanada.gc.ca
Family law	Spousal and child support Child access and custody Child protection Birth and adoption Marriage Common law relationships Property division	Provincial (Ontario)	Non-payment of child support: Family Responsibility Office mcss.gov.on.ca/en/mcss/programs/familyResponsibility All other issues: www.ontario.ca
	Divorce	Federal (Canada)	Department of Justice justice.gc.ca
Immigration and refugee law	Immigration Refugee claims Sponsorship issues Deportation	Federal (Canada)	Citizenship and Immigration Canada cic.gc.ca



MODULE 1: How to help your clients

Helping your clients find reliable legal information

Finding reliable online legal information

There is a lot of legal information available online – so much that sometimes it can be hard to tell what is reliable, relevant and accurate. When looking for legal information online, ask yourself the following questions:

Question 1: Where does the information apply?

Always check first to see where the piece of legal information or the website is produced. Even if legal information is clear and correct, if that law does not apply in your location, it is of no use to you.

Note that only information produced in **Canada** is relevant. It's also important to check which province the information was produced in. For example, if it was not produced in **Ontario**, it may not be relevant depending on which area of law it deals with.

Question 2: Is the information up to date?

Laws change often – whether because the legislation changes or because judges and courts have interpreted the existing law in a specific way. Legal information that is not up to date – or that does not have a date – is less likely to be reliable. If the information is marked with a date, it's easier to check whether the content is current.

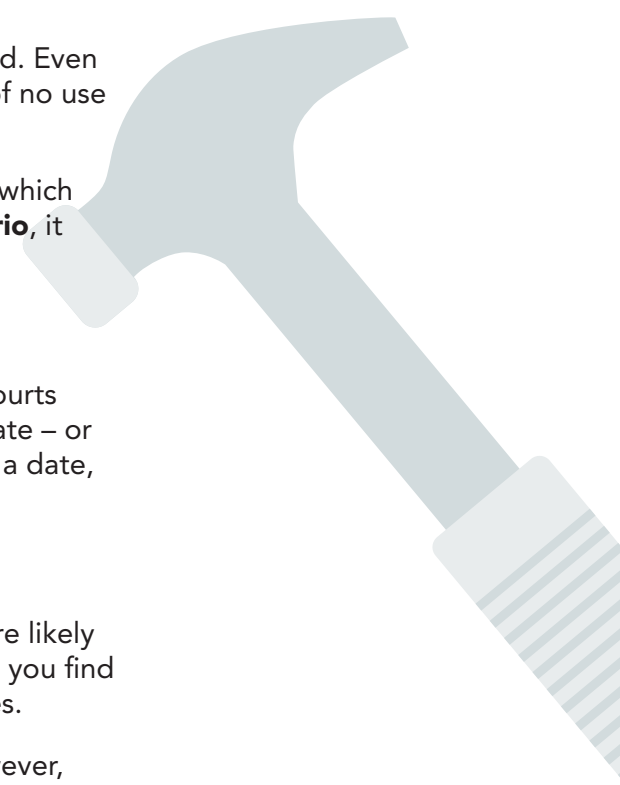
Question 3: Is the information from a trustworthy source?

A trustworthy source, such as a reputable non-profit or government organization, is more likely to provide reliable information. If you are on a website with advertising, the information you find there might be provided as an introduction to sell you more information or legal services.

This does not necessarily mean that the information on paid websites is unreliable. However, there are many free sources of trustworthy online information in Ontario - why pay for information when you can find credible and reliable information for free? Check out our section on "Legal Information and Referral Resources" below for sources of reliable legal information.



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Education and
Information





Finding reliable online legal information (continued)

Question 4: Does the website follow standard best practices in providing information to the public?

If providers of legal information are reputable, they will usually make themselves easy to find both in person and online. Providers that only give you one way to contact them for more information (for example, phone number or email address only) might not be reliable. Make sure the website lists the:

- organization name
- mailing address
- telephone number
- email address

The website should also have a clear privacy policy, especially if it makes you register or sign up to get information.

In most cases, a website following best practices in providing information will direct users to other sources for good information about the legal issue, and will try to make sure internal and external links on the website work.

For a checklist on reliable online legal information, please see “Checklists for community workers and clients” at the end of this module.

(adapted from “Is it reliable: 7 Clues to Good Legal Information Online – CPLEA, September 2012)



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Information



MODULE 1: How to help your clients

Legal information and referral resources

Online entry points for legal information

Legal information on a variety of topics

- **CLEO (Community Legal Education Ontario/ Éducation juridique communautaire Ontario)** produces clear, accurate and practical legal information on several legal topics. Most of CLEO's resources are available in French, and many are available in other languages. You can also order free printed brochures from CLEO through the website to distribute to your clients. cleo.on.ca
- **Your Legal Rights** is a website of legal information for people in Ontario. The site has free, easy-to-find legal information produced by hundreds of organizations across Ontario. The information is organized by legal topic. Visit yourlegalrights.on.ca
 - > See also the **Your Legal Rights Services Map** for an interactive online guide to key legal and social services across Ontario, which includes links to information about telephone hotline services for various legal areas. yourlegalrights.on.ca/find-services

Employment law information

- **CLEO (Community Legal Education Ontario/ Éducation juridique communautaire Ontario)** produces legal information in this area. cleo.on.ca/en/resources-and-publications/resources-topic
- **Ontario Ministry of Labour** provides online information on the Employment Standards Act and Health and Safety in a number of languages. labour.gov.on.ca/
- **Workers' Action Centre** provides online information on workers' rights issues in several languages. workersactioncentre.org/ information is organized by legal topic. Visit yourlegalrights.on.ca
 - > (Toronto only) the Workers' Rights Info Line provides information and support about workplace issues by telephone. Call 416-531-0778



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Education and
Information



Online entry points for legal information (continued)

Family law information

- **CLEO (Community Legal Education Ontario/ Éducation juridique communautaire Ontario)** produces legal information in this area. cleo.on.ca/en/resources-and-publications/resources-topic
- **FLEW (Family Law Education for Women)** provides free legal information on family law in 14 languages and in multiple formats. FLEW also shares specialized family law information for specific communities of women. onefamilylaw.ca
- **FLIP (Family Law Information Program)** is a free online resource for families and former spouses and partners hosted by Legal Aid Ontario. legalaid.on.ca/en/getting/flip.asp
- **The Ministry of the Attorney General** website has information on a range of legal issues that can be dealt with in a family court. attorneygeneral.jus.gov.on.ca/english/family/default.asp

Housing law information

- **ACTO (Advocacy Centre for Tenants Ontario)** is a specialty community legal clinic. Their site provides tip sheets for tenants about the Landlord and Tenant Board process. acto.ca/en/tenant-info.html
- **Centre for Equality Rights in Accommodation (CERA)** provides information about eviction prevention and human rights law and some casework services for people experiencing discrimination in housing. equalityrights.org/cera
- **CLEO (Community Legal Education Ontario/ Éducation juridique communautaire Ontario)** produces legal information in this area. cleo.on.ca/en/resources-and-publications/resources-topic



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with Public Legal
Education and
Information



Online entry points for legal information (continued)

- **FMTA (Federation of Metro Tenants' Associations)** is a non-profit tenants' rights advocacy organization. Their site provides fact sheets and resources for tenants in 22 different languages. torontotenants.org
 - > (Toronto only) The FMTA also operates a free Tenant Hotline which provides legal information for tenants living in Toronto. Call 416-921-9494

Human rights

- **HRLSC (Human Rights Legal Support Centre)** provides online information about human rights issues and making a claim at the Human Rights Tribunal. hrlsc.on.ca/en/publications-resources/self-help-materials-and-how-guides

Immigration and refugee law information

- **Refugee Rights in Ontario**, a website of CLEO, is a site for front-line workers who work with refugee claimants and others who have questions about their immigration status in Canada. The site contains legal information on various topics affecting refugees. refugee.cleo.on.ca/en/refugee-rights-ontario
- **settlement.org** provides online legal information and referral information for newcomers to Canada, as well as a great deal of practical information on other services for newcomers across Ontario. settlement.org/index.asp

Youth and the law

- **Justice for Children and Youth (JFCY)** provides legal information about issues affecting youth on their site, including education, interacting with police and leaving home. jfcy.org/en/you-have-rights/
- **Youth Criminal Law**, a website of CLEO, has information about the Youth Criminal Justice Act. youth.cleo.on.ca/en/



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Education and
Information



Entry points for in-person legal and social services

- **211 Ontario** is a telephone number and website available 24 hours a day, 7 days a week in multiple languages. It provides information about and referrals to more than 56,000 community and social services in Ontario, including legal services. Phone 211 or visit 211ontario.ca
- CLEO's **Your Legal Rights Services Map** is an interactive online guide to key legal and social services across Ontario. yourlegalrights.on.ca/find-services
- **Community legal clinics** provide free legal advice in several areas of law, including social assistance, housing, refugee and immigration, employment, human rights, workers' compensation and Canada Pension Plan issues. Clients should phone the clinic closest to them before going there. See the Legal Aid Ontario page legalaid.on.ca/en/contact/contact.asp?type=cl to search for the closest clinic, or see CLEO website's Getting Legal Help directory for more information. cleo.on.ca/en/publications/ontario
- **Family Law Information Centres (FLICs)** are located at various courthouses throughout Ontario. They provide legal information and (in some locations and some cases) legal advice. For more information or to check availability of services in your location: attorneygeneral.jus.gov.on.ca/english/family/infoctr.asp
- **JusticeNet** is a non-profit service that helps refer people who do not qualify for legal aid to lawyers, mediators and paralegals who charge reduced fees. justicenet.ca
- **Law Help Ontario**, a project of Pro Bono Law Ontario, helps children and youth, charities and people with low income who are suing or being sued in civil court. Their services include information, brief advice and help with filling in legal forms. For more information, visit lawhelpontario.org/ or (if your client lives more than 40 kilometres from Toronto or Ottawa) call 1 (855) 255-7256 to apply for services.
- **Law Society of Upper Canada** has various services to help people find a lawyer or paralegal, including their Lawyer Referral Service and Directory of Lawyers and Paralegals. lsuc.on.ca/find-a-lawyer-or-paralegal/



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Education and
Information



Entry points for in-person legal and social services (continued)

- **Legal Aid Ontario** provides a variety of legal services including toll-free telephone services for low-income people seeking help with a legal problem and duty counsel services for people appearing in court without a lawyer, including family law services. legalaid.on.ca/
- **Student Legal Aid Services Societies (SLASS) (Kingston, London, Toronto, Ottawa and Windsor)** are student-run legal clinics at Ontario law schools. Students who are supervised by lawyers provide legal advice and represent clients in minor criminal, civil and family law cases. For more information, visit legalaid.on.ca/en/contact and select “Student Legal Aid Services Societies”.

Key local resources

- **(Ottawa) Connecting Ottawa** provides referrals to legal information and legal services in the City of Ottawa in English and French. connectingottawa.com (English)
connexionottawa.com (French)
- **(Southeastern Ontario – Hastings, Prince Edward and Lennox & Addington Counties)** Community Advocacy & Legal Centre provides a comprehensive referral list for social and legal supports across southeastern Ontario. <http://www.communitylegalcentre.ca/referrals/docs/Where-Else-To-Go-For-Help.pdf>



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Education and
Information



MODULE 1: How to help your clients

Helping your clients take next steps

Do you think that your client has a legal problem? If so, your client has taken an important first step by talking to you. But the sooner your client starts to deal with their legal problem, the more likely they are to avoid a crisis.

As a community worker, there are some tips you can give your client that might help them take steps to deal with the problem – or to help them get organized so that they can take action with similar problems in the future. The tips you choose to share with your client will, of course, depend on your assessment of your client’s confidence, skills and experience. With this in mind, you can encourage your client to:

- Try talking with or writing to the person they’re having the problem with. If they have already called or written but not heard anything back, encourage them to follow up.e, etc.
 - > for some tips on mediation and negotiation strategy, check out this “Settlement Smarts” guide: <https://representingyourselfcanada.files.wordpress.com/2014/07/settlement-smarts-final.pdf>
- Try to find out who the best person is to speak to about their problem in the organization or business and start to deal with that person.
- Find out if there is a complaints process they have to follow.
- Write down what happened in the order that it happened, with dates.
- Start keeping a log of anything else that happens, for example, keep a dated record of any incidents, payments made, etc.
 - > an easy way for your client to do this is to make brief notes on a blank calendar page - you could help by printing off some calendar pages for them to use



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Information



Helping your clients take next steps (continued)

If your client needs legal advice for their specific situation, you can suggest they:

- Read any relevant legal information you've helped them find.
- Write out a list of the questions they want to ask the lawyer, paralegal or legal clinic.
- Gather all documents related to their situation that they need in advance of the appointment.
- Bring all documents related to their situation, identification and contact information to the appointment.

There are also steps you can take to help your clients deal with their legal problem. For starters, you can encourage them to learn more about their legal problem. You have shown them where to find legal information and have perhaps provided some print information or shown them online information.

If your client needs legal advice or other legal assistance, you can:

- Help them book an appointment with a lawyer, paralegal or legal clinic.
 - > if your client needs help with English, find out if the lawyer, paralegal or legal clinic can help them in their own language or if an interpreter is needed
- Make brief notes about what the client told you about their problems for them to take to their appointment. This will be especially helpful if your client has discussed the situation with you in detail, including dates that things happened to them.
- Make a list of the documents that you think your client should bring to the appointment. Also, encourage them to bring all the documents they have which might relate to the problem. Some examples:
 - > housing law problem: copy of the tenancy agreement, any rent receipts, any eviction notices or notices of hearing



Helping Clients
with Public Legal
Education and
Information

Helping your clients take next steps (continued)

- > employment law problem: copy of the employment agreement, copy of the Record of Employment if the client has been fired or laid off, copy of any documents related to their employment insurance claim
- > social assistance problem: copy of any letters or notices that your client has received from Ontario Works or the Ontario Disability Support Program
- > family law problem: copy of any court documents, support orders or agreements with their partner
- Help your client put their documents in the right order.
- With your client's permission, speak with a family member or other support person about your client's problem, with a view to establishing a clear picture of the facts.
- Speak with the lawyer, paralegal or legal clinic directly about your client's problem. The lawyer, paralegal or legal clinic will need written authorization from your client to allow them to speak to you.

These steps will go a long way in helping your client deal with their legal problem.

For a checklist for clients on next steps, please see "Checklists for community workers and clients" at the end of this module.





A checklist on reliable online legal information

Use this checklist to review a legal information website to help figure out if the content is reliable.

- Does the information apply?**
 - Was the information produced in Canada? Was it produced in Ontario?

- Is the information up to date?**
 - Is the information marked clearly with the month and date when produced or last reviewed?

- Is the information from a trustworthy source?**
 - Is the website produced by a reputable non-profit or government organization?
 - Is the website trying to sell you more information or legal services?

- Does the website follow standard best practices for providing information to the public?**
 - Does the website provide complete contact information including mailing address, telephone number and email address?
 - Does the website make you register or sign up to use it? If so, does the website have a clear privacy policy?
 - Does the website point you to other sources for similar information? If so, do the links on the website work?



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Next steps

Use this checklist to help you get organized to deal with your legal issue.

Communicate with others about the problem

- If possible, try talking with or writing to the person or business that you're having the problem with.**
 - If you have done this but had no response, try following up.
- If you're complaining about an organization or business, try to find out who the best person is to speak to about your problem in the organization or business.**
- Find out if there is a complaints process you have to follow and what steps you need to take.**

Make notes about the problem

- Write down what happened in the order that it happened, with dates.**
- Start keeping a log of anything else that might happen, for example, keep a dated record of any incidents, payments made, etc.**
 - An easy way to do this is to make brief notes on a calendar page.

Prepare for your appointment with a lawyer, paralegal or legal clinic

- Write out a list of the questions you want to ask.**
- Gather all documents related to your situation before the appointment.**
- Bring all documents related to your situation, your identification and your contact information to the appointment – some examples are:**
 - housing law problem: copy of the tenancy agreement, any rent receipts, any eviction notices or notices of hearing
 - employment law problem: copy of the employment agreement, the Record of Employment if you have been fired or laid off, or any documents relating to your employment insurance claim
 - social assistance problem: copy of any letters or notices that you have received from Ontario Works or the Ontario Disability Support Program
 - family law problem: copy of any court documents, support orders or agreements



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