



Clinique juridique
MILE END
Legal Clinic

ANNUAL REPORT

2018 - 2019

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MESSAGE FROM THE PRESIDENT



It has been a busy, fruitful twelve months at the clinics. Here's a partial list of recent developments

A new ED – We have a new Executive Director, Mre Sophie Lefebvre, a lawyer with training in family law, who lives around the corner from the Mile End Mission and ran a flower shop before studying law. It has been a pleasure to getting to know Sophie since she joined us in May 2019 and I am amazed by how much she has contributed in such a short time. She instinctively grasps what we are doing and the importance of our mission. I believe that it resonates with her: the law and the legal system are compromised when so many people do not have access to it, so we are going to do our part and help those who come to our clinics access the system.

A new board member – The Honourable Danielle Grenier, who sat as a judge of the Quebec Superior Court for 26 years (1989-2015), accepted our invitation to join the board in spring 2019. We are delighted to have her as part of the team. Justice Grenier's understanding of the legal system and court room dynamics is invaluable. But what has touched me most is her profound humanity and empathy. She has met with clients at the clinic and, despite years on the bench, it is obvious that she can see things from a litigant's point of view. Her vision is not tunneled like it could be: Justice Grenier sees the whole, the far-ranging effects of judicial decisions and access issues. We are lucky to have her.

New digs – In December 2020, our administrative offices will move to the Monastery's Community Service Centre on Saint-Hubert Street, just south of Mont-Royal. Built in 1929, the building once housed the Père du Très-Sacrement. In 1998, the building was transferred to the Corporation du Centre de services communautaires du Monastère in exchange for a commitment to house members of the religious community on the upper floors of the building and to offer the remaining 30,000 square feet to non-profit organizations.

As such, space is leased to non-profit organizations in Montreal at reasonable rates. Our new neighbours include Resto-Plateau, Comité logement du Plateau-Mont-Royal, Projet changement, Autisme Montréal, L'Hirondelle and several other organizations offering a variety of services to the area's population. We will occupy three closed rooms, have access to a conference room for group meetings and legal workshops and a view of the mountain! The initiative is a good example of solid public policy: a

large, centrally located, building is now being used by organizations working for the public good, instead of purely private interests, thereby contributing to civil society.

This is some of the good news. The bad news is that we continue to struggle with core funding issues. Thanks to donations from individuals, charitable foundations and a handful of few law firms, we have been able to offer legal services from our original clinic at the Mile End Mission for over a decade. This funding is secure and recurring.

The issue that we are now facing has to do with our clinics in Park-Extension and at the Tydnale Saint-Georges Community Center in Little Burgundy. It was thanks to grants from the Law Foundation of Ontario (LFO) and Québec's Fonds d'accès à la justice (FAJ), that we opened our Park Ex clinic in 2017. It has been a great success. The need for free legal services in Park-Ex is overwhelming: 38,4% of residents live below the poverty line and 56% are recent arrivals in Canada who are easy targets for opportunistic landlords, abusive employers and others. There are often line-ups at our Park-Ex clinic and we have had to turn clients away.

Yet, the Park-Ex clinic's existence beyond 2021 remains uncertain. LFO and FAJ funding is not recurring and core-funding is hard to come by. The challenge we are facing has to do with the emphasis on project-based funding in recent years. So many donors and most government programs require an innovative, new project that addresses a specific social ill. What we do is more broad-based: we offer legal information, help, advice and accompaniment to those who need it by mobilizing law students and members of the legal community who care. This bitter irony is that this work alleviates many of the specific social ills for which project-based funding is offered, but our broad mandate makes us ineligible for targeted grants.

Thus, in the year to come, our challenge is to secure long-term funding for our Park-Ex and Little Burgundy clinics. I am proud of the work that is being done there and am hopeful in this regard. Hope springs eternal. Sophie and Justice Grenier came to the clinic. Individual donations flooded in when we put out the call. I am Poly-Anna at heart. One has to be to continue doing this work in 2020.

M^E GEETA NARANG

BOARD OF DIRECTORS

M^e Geeta Narang

(President & Founder)

M^e Aisha Topsakal

(Vice-President)

M^e Allen Mendelsohn

(Treasurer)

M^e Caroline Moreau

(Secretary)

Valérie Gascon**M^e Michèle Moreau****M^e Marek Nitoslawski****M^e Olga Redko****M^e Alexandre Ricci****The Honourable Danielle****Grenier**

MESSAGES FROM THE EXECUTIVE

A MESSAGE FROM THE EXECUTIVE DIRECTOR

I joined the Clinic's team in May 2019 as Executive Director. My arrival coincided with the beginning of the socio-legal accompaniment project, which is directly in line with the recommendations of the report on the MELC produced as part of the Access to Law and Justice (ADAJ) research partnership. At the same time, we welcomed an expanded team of law students for the summer of 2019 in order to meet the challenge of increasing traffic at our various points of service.

This reality, not surprisingly, was nonetheless an awareness of the population's desperate need for free and accessible legal services. Consequently, the importance of ensuring the sustainability of our services to these people became a priority.

In 2018-2019, in order to continually improve our practices and our impact with this vulnerable clientele, the MELC team implemented the recommendations of the ADAJ report by involving social workers and thus offering our clientele more comprehensive support. The reflection on our service offering in relation to client support is ongoing and we measure the impact of our services on a daily basis.

However, much remains to be done to achieve equity in the justice system, and we are working on it. It is thanks to the involvement of volunteer lawyers and the generous contributions of our donors who believe in our mission and the positive impact of our work that we are able to achieve this. Without this dedication and determination, many litigants would fall through the still far too wide net of the legal system

In order to navigate through the legal system and assert their rights, litigants face challenges: initiating the process, seeking help to understand their rights, but also pursuing their claims in a coherent manner. The MELC is on the front line in welcoming these people during weekly consultations. However, very often more than one meeting is necessary and it is for this reason that we also offer follow-ups of files so that they do not find themselves without a life jacket after a consultation.

Therefore, over the next year, we will continue to work to ensure personalized quality services that meet the needs of our clientele, notably by consolidating our achievements in terms of follow-up and socio-legal support and by developing the necessary tools to support our work.



A blue ink handwritten signature, appearing to be 'S. Lefebvre', written over a white rectangular background.

M^e SOPHIE LEFEBVRE

A MESSAGE FROM THE COORDINATING LAWYER

(Acting Executive Director, February 2018 - April, 2019; Accompaniment Project Coordinator since May 2019)

One of the Clinic's great undeniable strengths is our stability in the neighbourhood. The residents of the neighbourhood and surrounding areas know which door to knock on when they find themselves with a legal problem and don't know where to start, how to act or react. Thus, the stability of the Clinic allows them to know that they can come to understand their situation clearly and that they can come back to ensure that they take their steps accordingly.

The fact that the Clinic is a reliable and stable place allows them to reduce the stress caused by the situation, knowing that they will be able to get answers to their questions and support regarding a cumbersome and unfamiliar process.

In addition to this legal support, a law student now accompanies them through the process. This type of support is one of the services most appreciated by our clients, who are no longer left alone during the hearing. Our students also benefit from unparalleled field experience, allowing them to understand the reality of litigants who must represent themselves alone. Thanks to the grant received by the Department of Justice in 2019, we have the opportunity to create an accompaniment program and to analyze the

process with a research team in order to develop best practices in this area.

Despite public education services, for the ordinary citizen, the law and the law remain as complex as ever to understand and apply. Government legal aid is still inaccessible to a large part of the population, who are otherwise unable to afford private legal services, thus jeopardizing their safety. In this context, our services remain essential and our mission remains as relevant as ever.



M^E ANNE THIBAUT



A MESSAGE FROM THE COORDINATING LAWYER OF PARK EXTENSION

(Acting Legal Director February 2018-April 2019; Park Extension Coordinator since April 2019)

Over the past year, several users have shared their testimonials on how the Legal Clinic has improved their living conditions through our personalized legal services. Their precarious economic and social situations very often lead them to accumulate various legal problems. The accumulation of these legal complications exacerbates problems they are already facing, also causing stress and anxiety. This situation hinders their ability to integrate permanently into society and also into the labour market.

The Parc Extension district has a contemporary mission to welcome a population with an immigrant background. These new arrivals face problems in a context of cultural disorientation (culture shock).

The isolation and marginalisation experienced by these residents limits their access to existing public service structures. Although there are various organizations in Montreal that offer legal information services, these organizations require people to present themselves in person at their offices (often at the City Centre). This causes problems of access to justice, requiring travel away from their neighbour-

hoods, and presents significant limits to the understanding of often complex legal concepts.

Parc Extension's point of service has been able to create community-based justice by maintaining free and accessible legal services in the neighbourhood. This is why we work in close collaboration with the interveners of various organizations, particularly in the regularization of the legal status of newcomers and their access to social services in Quebec and Canada. The needs of the residents of Parc-Extension are very real and have impacts that cannot be ignored.

At the present time, justice should be a priority for everyone in the fight against poverty and social integration.




M^E OLIVIER ALDAMA



OUR TEAM

◀ EXECUTIVE ▶

M^e Sophie Lefebvre (Executive Director)
M^e Anne Thibault (Coordinating Lawyer)
M^e Olivier Aldama (Coordinating Lawyer Parc-Extension)

◀ ADMINISTRATIVE SUPPORT ▶

Anik Isabelle (Bookkeeping)

◀ STUDENT INTERNS ▶

Annabelle Bergeron Gendron	Ailsa Miller
Simon Lacoste	Tomas Rojas Vazquez
Jean-François Demers	Audrey Berteau
Nadim Elkommos	Maryna Polataiko
Josph Akl	Marc-Antoine Gignac
Carmen Hojabri	Noémie Pante
Laurence Clavet	
Rafaella Arapovic	
Shu Nan Zhao Gao	

◀ STUDENT VOLUNTEERS ▶

Kyle Best	Ophélie Boisvert
Alexandre B. Romano	Marilou Bayard Trépanier
Lauriane Palardy-Desrosiers	

◀ SOCIAL WORKERS ▶

Mireille Valton, student intern, UQAM
Michelle Bhandal-Maninder, student intern, UQAM
Sylvie Cameron, Social worker, Volunteer

◀ VOLUNTEER LAWYERS ▶

M ^e Aude Bastien	M ^e Alain Deschamps	M ^e Joanie Lapalme	M ^e Max Silverman
M ^e Daniel Baum	M ^e Julien Dion	M ^e Maryse Lapointe	M ^e Natasha Sivret
M ^e Hugo Beaulieu	M ^e Laurence Dubé-Proulx	M ^e Félix Larose	M ^e Ari Sorek
M ^e Marie-Hélène Bélanger	M ^e Jos El Debs	M ^e Gabriela Machico	M ^e Nicholas Teasdale
M ^e Coline Bellefleur	M ^e David Éthier	M ^e Reynaldo Marquez	M ^e Gretchen Timmins
M ^e Fernando Belton	M ^e Renaud Gauthier	M ^e Alexandre McCormack	M ^e Dominique Turcotte
M ^e Martin Bergeron	M ^e Yoann Gauthier	M ^e Andres Miguel Pareja	M ^e Ariane Vanasse
M ^e Alex Boudreau Leclerc	M ^e Magalie Gingras	M ^e Benjamin Prud'homme	
M ^e Annabel Busbridge	M ^e Geneviève Griffin	M ^e Vincent Ranger	
M ^e Natacha Calixte	M ^e Mike Grodinsky	M ^e Alexandre Ricci	
M ^e Vincent Cérat Lagana	M ^e Matthew Hamerman	M ^e Éva Richard	
M ^e Laura Damecour	M ^e Molly Krishtalka	M ^e Elsa Rizkallah	
M ^e Pierre-Richard Deshommes	M ^e Gene Kruger	M ^e Andrei Roman (notaire)	
M ^e Hugo Collin-Desrosiers	M ^e Camille Lachance Gaboury	M ^e Farah Rousseau	
M ^e Julien Delangie	M ^e Jean-Marc Lacoursière	M ^e Nicholas Scheib	
M ^e Stéphanie Delisle	M ^e Daniel Laine	M ^e Catherine Sénéchal	

THE CLINIC IN A NUTSHELL



OUR VISION We aspire to a world in which all people have access to the legal system regardless of their means, and which our community clinics play a key role in ensuring equal access, are a model for others, and serve as many neighbourhoods as possible



OUR MISSION Promoting access to justice by providing legal assistance to those in need and engaging the legal community in this goal.



OUR STUDENTS We train future lawyers and jurists by providing hands-on professional and academic internships to law students.



OUR NETWORK OF LAWYERS We recruit volunteer lawyers and notaries with a diverse range of expertise to provide free legal information and advice to our clients. The lawyers also contribute to training our students.



OUR DROP-IN CLINICS

MILE END: Wednesdays, 4pm-7pm at the Mile End Community Mission at 99 Bernard Street West

PARK EXTENSION: Mondays, 3pm-6pm at the *Comité d'action de Parc-Extension (CAPE)* at 419 St-Roch Street, room SS.04

LITTLE BURGUNDY: Mondays, 6pm-7pm at the *Tyndale St-Georges Community Center* at 870 Richmond Square



OUR SERVICES

OUR CLINICS: We offer legal information, advice and accompaniment at three service points to individuals who are not eligible for governmental legal aid and who cannot afford to pay for private legal services

DEVELOPMENT OF PSYCHOSOCIAL SUPPORT: Psychosocial workers and social work students work in collaboration with our lawyers and law students to help them interact appropriately with vulnerable individuals and find coherent solutions to their legal issues.

ACCOMPANIMENT: According to the person's needs, a client can be accompanied by a student to their hearing, during mediation, to make a complaint at the police station, to go to the legal aid office, or to file documents at court. Although this is strictly social support, it often makes an important difference in the outcome.

LEGAL SUPPORT: Following a consultation, individuals are guided in their legal proceedings according to their unique needs. This assistance can include helping to write a demand letter, to write a legal proceeding at court, or prepare for a mediation session or hearing.

LEGAL INFORMATION WORKSHOPS: Workshops are developed according to the needs identified by community organizers in the neighborhoods we serve.



MILE END LEGAL CLINIC

WEDNESDAYS FROM 4PM TO 7PM (IN PARTNERSHIP WITH THE MILE END COMMUNITY MISSION)

Population: 103,995
Single-Parent Families: 33.1%
Immigrants: 24%
Visible Minorities: 17.4%
Low-income individuals: 25.3%
People 15 & older without a diploma or degree: 7.8%

Source: Statistics Canada, 2016

Number of Clients

313

Drop-in Sessions

37

In-person Consultations

60



Partnered with the Mile End Legal Clinic since 2002, the Mile End Community Mission is a charitable non-profit organization that empowers and assists disadvantaged, socially excluded individuals and families living in the Mile End and surrounding areas. The Mission has grown tremendously, having started as a soup kitchen serving 20 meals a week, to providing 14,000 meals, 8,000 food bags and numerous emergency food packages annually.



VOLUNTEER LAWYERS

M^e Julien Delangie
 M^e Ariane Vanasse

M^e Pierre-Richard Deshommes
 M^e Ari Sorek

M^e Gretchen Timmins
 M^e Dominique Turcotte

Founded in 2008 by the late Colin Irving Ad.E.

TYNDALE ST-GEORGES LEGAL CLINIC

MONDAYS FROM 6PM TO 7PM (IN PARTNERSHIP WITH TYNDALE ST-GEORGES COMMUNITY CENTRE)

Population: 15,650
Single-Parent Families: 45.3%
Immigrants: 34.4%
Visible Minorities: 52.5%
Low-income individuals: 31%
People 15 & older without a diploma or degree: 12.1%

Source : Statistics Canada, 2016

Number of Clients

66

Drop-in Sessions

34

In-person Consultations

130



Since 1927, the Tyndale St-Georges Community Centre has offered educational programs for Little Burgundy residents, from birth to adulthood. The Centre offers programs such as early literacy for children from 0 to 5 years of age to adult vocational training.



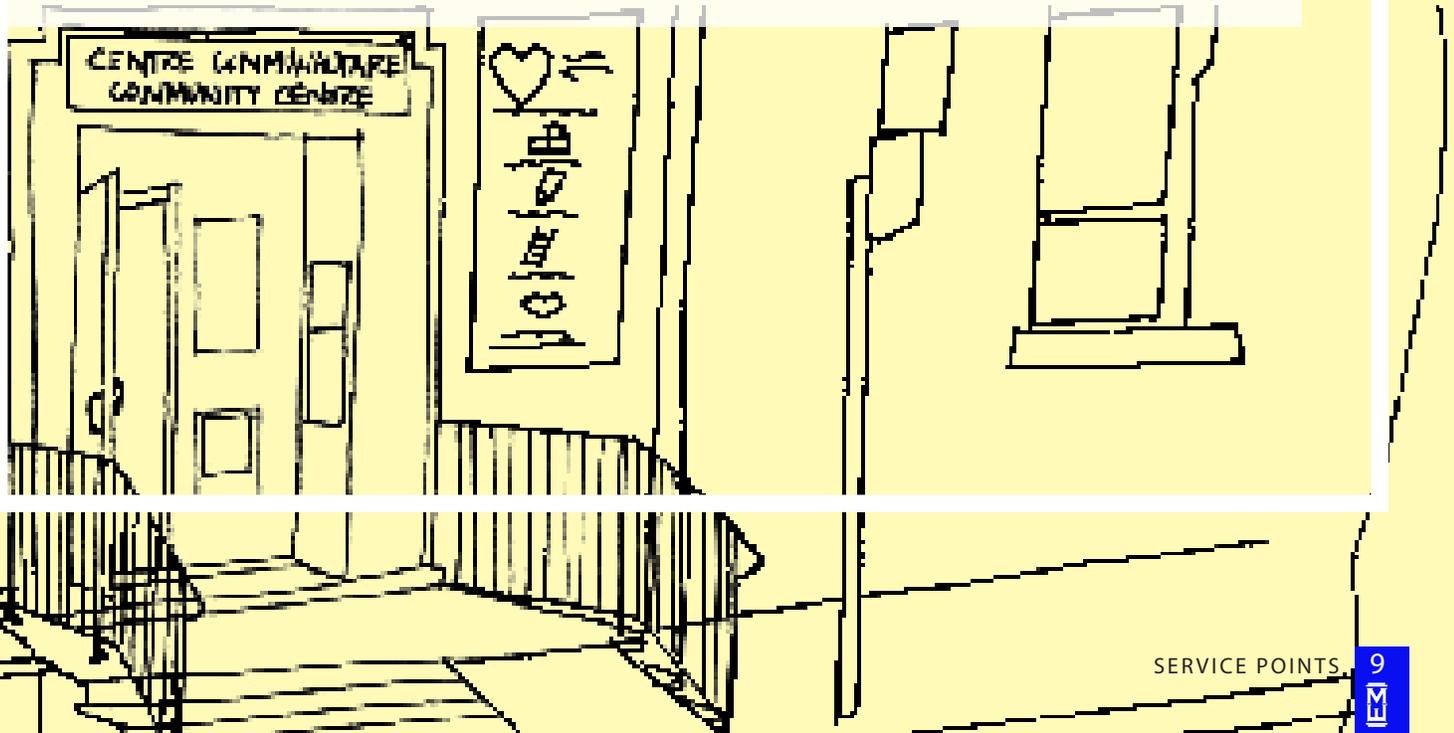
L TO R : Mathew Hammeman, Audrey Berteau

VOLUNTEER LAWYERS

M^e Annabel Busbridge
M^e Molly Krishtelka

M^e Matthew Hamerman
M^e Éva Richard

M^e Alexandre Ricci



◀ PARK-EXTENSION LEGAL CLINIC

MONDAY 3PM TO 6PM (IN PARTNERSHIP WITH THE COMITÉ D'ACTION DE PARC-EXTENSION)

Population: 29,425
Single-Parent Families :31.6 %
Immigrants: 56.5 %
Visible Minorities: 63.5 %
Low-income individuals:38.4 %
People 15 & older without a diploma or degree: 33.5 %
People who have moved in the last 5 years: 43 %

Source : Statistics Canada, 2016

Number of Clients

315

Drop-in Sessions

34

In-person Consultations

74

COMITÉ D'ACTION
DE
PARC EXTENSION



Comité d'action de Parc Extension

Le Comité d'action de Parc-Extension (CAPE) works improve the living conditions of the most vulnerable tenants residing in Park Extension. To empower tenants to defend their rights and improve their living conditions, the CAPE offers a variety of free information and support on tenant rights and responsibilities, contractual obligations when signing a lease, and legal recourses, both by phone and in-person.



L to R: Aissatouh Bah, Joanna, Marti, Monique Léger, Sophie Lefebvre

Ressource Action-Alimentation de Parc-Extension

The **Ressource Action-Alimentation de Parc-Extension** is a non-profit organization whose mission is to offer food aid and social support in order to improve the quality of life of the neighbourhood's underprivileged people.

The MELC works closely with the Ressource Action-Alimentation de Parc-Extension team since the clientele of this organization is often faced with legal problems in addition to the social challenges they face. In addition, members of the team offer their support in translation when language becomes an obstacle to help these people legally.



Dashmeet Kaur

VOLUNTEER LAWYERS

M^e Julien Dion
M^e Maryse Lapointe

M^e Gretchen Timmins
M^e Reynaldo Marquez



PARK-EXTENSION CHALLENGES

The district has a very old mission of welcoming the immigrant population.

These new arrivals live in a context of 'cultural' disorientation (culture shock) and most of the time, in order to understand and help them, it is essential for the PELC to consider the simultaneous presence of different social and legal problems with which they deal on a daily basis.

Their psychosocial situations very often lead them to accumulate various legal problems (immigration, administrative, labour, criminal and penal law, debt collection) and often face problems related to vital issues (e.g., housing and family law).

The accumulation of these legal complications exacerbates problems they already face such as stress and anxiety, difficulties in concentration, communication and adaptation.

This also accentuates their ability to integrate permanently into society and the labour market.

Geographical location

Park-Extension is located west of the borough of Villeray-Saint-Michel-Parc-Extension.

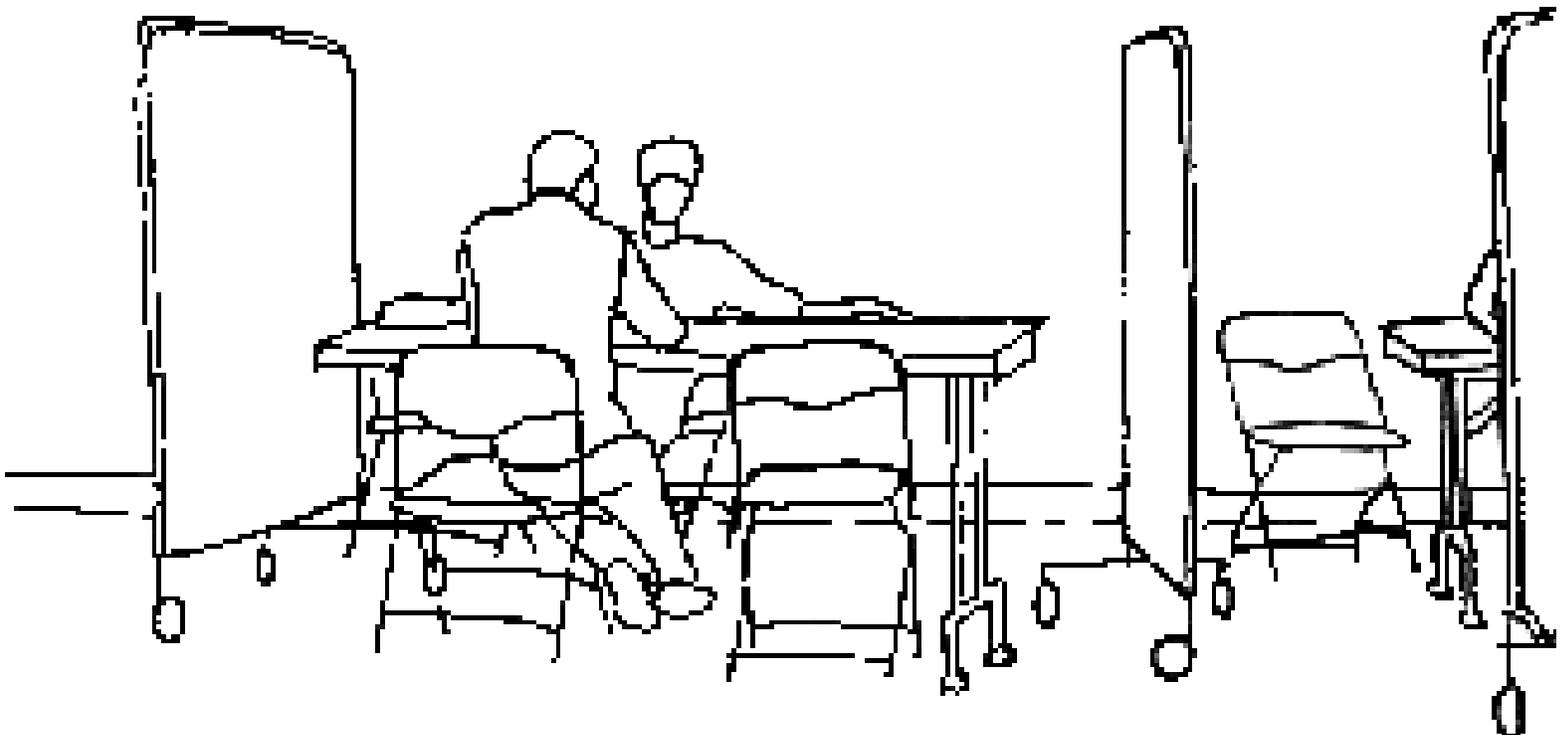
The Park-Extension neighbourhood is bounded to the north by Crémazie Boulevard, to the south and east by the Canadian Pacific Railway, and to the west by de l'Acadie Boulevard.

It is a narrow neighbourhood, surrounded on all sides by road and rail infrastructures, and the most densely populated in the borough and in Montreal.

Languages

Due to the multitude of mother tongues of the users, the search for qualified interpreters capable of popularizing sometimes complex legal concepts has been a major challenge. A collaboration with the McGill University Law Students' Association has made it possible to establish partnerships with members of different cultural communities to solicit the participation of volunteer interpreters.

- At Park-Extension, people whose mother tongue is not French or English are in the majority: they represent 80% of the neighbourhood's population.
- There are approximately 40 mother tongues other than French or English.
- The most common are the South Asian languages (19%): Punjabi, Tamil, Bengali, Gujarati, Urdu.



2018-2019 HIGHLIGHTS

Autumn 2018

AUGUST
2018

The CAIJ offers library cards to the Clinic's trainees and the possibility of receiving training.

August 31 - Training of the Clinic's 2018-2019 trainees - Interview technique - note-taking - legal tools

SEPTEMBER
2018

September 5 - Participation of Me Anne Thibault at the UQAM Pro Bono evening. The Clinic receives students as part of the program for the year 2018-2019. - Beginning of the Fall Clinics and first year that the Clinic welcomes a social work student from UQAM and a volunteer social worker.

September 7 - Training Course aux salles at the Palais de justice de Montréal
September 12 - Me Anne Thibault participates in a round table discussion on "Alternative Careers" as part of the Pro Bono program of the Faculty of Law at McGill University.

OCTOBER
2018

October 5 - Legal research training offered by the CAIJ to the Clinic's trainees and visit of the CAIJ archives

October 14 - Immigration Law Workshop - Asylum Seekers, Refugees and Humanitarian and Compassionate Grounds. The PELC is offering a legal education and information workshop dealing with the legal journey of an immigrant person as an asylum seeker, refugee and humanitarian claimant. This workshop deals with the legal criteria and administrative procedures for the admissibility of a claim for asylum, the burden of proof in order to be recognized as a person in need of protection, the procedure at a hearing at the IRB, and the remedies in the event that a claim is rejected.

October 17 - Me Olivier Aldama and Me Anne Thibault participate as speakers in the Intensive Training Program for Chinese Judges 2018 organized by the Faculty of Law of the Université de Montréal. The overall objective is to train participating judges and share knowledge in order to increase China's capacity to carry out its reform process for better governance, respect for human rights and the development of the democratic process. The program consists of an introduction to Canadian law and the administration of justice focused on a specific theme each year. In 2017, the theme was the legal protection of vulnerable persons. This year's theme is "The Function of the Courts and the Role of the Quasi-Judiciary in Social Governance".

October 24 - Me Olivier Aldama and Me Anne Thibault participate in the event "Clarity 2018 - Éducaloi", an international conference on plain language in law. Me Aldama is a speaker at a round table on legal literacy needs: "How can the development of better legal and civic literacy support people's legal and civic action?"

October 25 - participation of our volunteer social worker and social work intern in the « Grand Rassemblement : TISSER LE PLATEAU : RÊVER, RÉFLÉCHIR ET AGIR ENSEMBLE » day.
October 31st: Mile End Haunted House Fundraiser: People are invited to visit our haunted house and make a donation to support our activities.

NOVEMBER
2018

November 12 - Immigration Law Workshop - Temporary Resident and Sponsorship. The PELC granted a legal education workshop dealing with the legal journey as a temporary resident or through sponsorship. This workshop covered such topics as the visitor visa, the super visa for parents and grandparents, work and study permits, working holiday permits, the skilled worker and agricultural program, as well as all sponsorship applications.

November 22 - participation of Me Olivier Aldama and Me Anne Thibault in the training on disability insurance rights in the context of work stoppage and employment insurance.

DÉCEMBER
2018

December 1st - Participation of two interns and Me Anne Thibault at an information booth at the Christmas bazaar at the Tyndale St-Georges Community Centre.

December 12 - participation of Me Olivier Aldama and Me Anne Thibault at the Tyndale St-Georges Community Centre Christmas dinner.

December 13 - Me Olivier Aldama participates in a round table organized by the TCRI (Table de concertation des organismes au service des personnes réfugiées et immigrantes) and the Refugee Committee on the precarious situation experienced by asylum seekers, more specifically on how to intervene in cases of illegal practice by interpreters and immigration consultants.

December 14 - participation of Me Anne Thibault in the training of Legal Clinics on Elder Law offered by Pro bono Québec

2018-2019 HIGHLIGHTS

winter/summer 2019

JANUARY
2019

January 15 - Setting up of a coalition to fight against illegal practice. The CJPE wants to work with the community to discuss issues and develop possible solutions related to human trafficking, human smuggling and the illegal practice of immigration law. The CJPE is working in collaboration with the Comité d'aide aux Réfugiés and the TCRI (Table de concertation des organismes au service des personnes réfugiées et immigrantes) to coordinate the organization of these meetings. The investigation and prosecution sector of the Barreau du Montréal, Legal Aid - Immigration Law Office, AQAADI, SHERPA University Institute and Maison Bleue are among the organizations and institutions actively participating in this initiative.

January 30 - The Clinic welcomes an intern from UQAM's Master's degree in Social Work for the Parc-Extension neighbourhood.

FEBRUARY
2019

February 2019 - for Justice Month, the Clinic participates through our volunteer social worker and social work intern, who supports people in difficulty at the Clinic in the Juripop metro (every Monday in February) and helps plan the February 28, 2019 symposium;

February 28 - Me Anne Thibault is invited as moderator for the conference on law students, McKenzie friends and paralegals as part of Juripop's Colloquium for Justice Month.

MARCH
2019

March 11- Legal workshop on the different statutes and applicable legal criteria. The CJPE worked closely with the TCRI on a project funded by BINAM and Centraide, which consists in giving fairly exhaustive training (one full day) to stakeholders from non-TCRI member organizations (family organizations, food security, etc.) in order to equip them with the statutes and services. The CJPE works in conjunction with the TCRI to provide these trainings free of charge in Parc-Extension agencies.

APRIL
2019

April 3 - Meeting day on the situation of asylum seekers - Me Olivier Aldama participates in the event organized by the TCRI and addressed to the intervener of disputes in Montreal neighbourhoods about the situation of asylum seekers and good practices around the most pressing issues (access to daycare, health care and legal accompaniment).

MAY
2019

May 6 - Our new Executive Director, Me Sophie Lefebvre, begins her tenure.

May 7 - Training weeks with students/legal information officers hired with the help of the Canada Summer Jobs Grant in three neighbourhoods: Parc-Extension, Mile-End and Little Burgundy.

May 8 - Student training offered by the UQAM master's student on diversity in the context of Legal Clinic and Social Intervention, offered in the premises of the Park Extension Youth Organization;

May 9 - Clinical training: Interview technique - note-taking - legal tools;

May 10 - "Cours aux salles" training offered to students at the Montreal Courthouse;

JUNE
2019

June 14- the big ADAJ meeting. Me Thibault gives a presentation on ADAJ's accompaniment project.

JULY
2019

July 29 - Last week of the Summer Clinic

AUGUST
2019

August 20: Me Sophie Lefebvre participated as a volunteer in the "Magasin-partage" day at the Centre Communautaire William Hingston (Parc Extension) in collaboration with the organization Ressource-Action alimentation.

August 22: Executive Director Sophie Lefebvre participated in the first meeting of the Justice Education Network, an initiative established to create a community of sharing among organizations that use and deliver justice education to the public.

ACCOMPANIMENT PROJECT



The socio-legal accompaniment project is subsidized by the Fonds Accès Justice

In January 2019, the Clinic received a grant from the Fonds accès justice of the Ministère de la justice du Québec to develop a project to accompany people who represent themselves in a judicial process.

Accompaniment at the Clinic is social support offered to self-represented litigants helping them to find their way through the judicial system, notably by guiding them to the appropriate legal resources such as legal aid, court registries, docket information, or by accompanying them to a mediation or a hearing.

This first stage of the project aimed to develop guides and to perfect the training developed in terms of accompaniment through research and analysis of the accompaniment services already offered at the Clinic to date.

The project began in May 2019. In order to support our efforts to document our work in the field, a request for research funding is being made to the Canadian Council for the Humanities and Social Sciences, to ensure that our research collaborators at UQAM, Professor Emmanuelle Berneheim and Alexandra Bahary, will be paid to carry out the research part of this work, in collaboration with the Clinic. This request was finally accepted for the one-year period from September 2019 to September 2020.

During the summer of 2019, the students of the Clinic accompanied the students to various courts, to legal aid, to the local employment centre, to the Ministry of Immigration, and to Service Canada in order to support them in their efforts. These accompaniments will then be analyzed by our researchers in the fall of 2020.



On June 14, 2019, during the Main ADAJ meeting, Me Thibault made a presentation of the accompaniment project that is taking place at the MELC. In particular, the reason for such a project and the impact of accompaniment on those individuals in court.



LA COURSE AUX SALLES!



The **“Course aux salles”** is practical training offered to the students of the Clinic, aimed at enabling the trainees to put themselves in the shoes of a person who must represent themselves, particularly inside a courtroom, but also who must go through the entire administration of the justice system.

Developed during the summer of 2018, we have seen the enthusiasm of students for this training. In addition to focusing on observations of the justice system, this exercise allows students to forge links among themselves, develop collaborative reflexes and immerse them in a concrete but often unknown world of law.

In the form of a rally, students must answer a wide range of questions based on the needs of the Clinic’s users. As an example:

- Request a form from the court clerk
- Search for information in the computers of the Palais de justice de Montréal
- Taking the steps to request access to the file
- Request audio from a hearing
- Requesting services from an organization located at the palace or municipal court
- etc.

In addition, during this training activity, they are required to make observations in civil, criminal and penal courtrooms. Not only does this give them the tools they need to explain the conduct of a hearing to the litigants, but it also makes them aware of the stress and anxiety often experienced in the courtroom by unrepresented litigants.

In 2019, this race to the courtroom was evaluated by researchers Emmanuelle Bernheim and Alexandra Bahary, in order to allow us to perfect it, according to the needs and suggestions reported by former interns and current students at the Clinic. Thus, in 2020, we will be in a position to adjust the training and add additional components.

PSYCHOSOCIAL SUPPORT

The Mile End Legal Clinic and psychosocial support

The solidification of psychosocial support in our legal services

The Clinic continues to develop a psychosocial support project in support of law students and lawyers who interact with vulnerable people, in order to enable them to identify coherent solutions that take into account the social dimensions of the person. This support was not only requested by the students and lawyers, but is also part of the recommendations made by the researchers of the ADAJ Consortium in the research report on the Mile End Legal Clinic.

Our counsellors have helped us improve and develop the following services and tools:

References

Social workers/intern provide appropriate referrals to community and institutional services. We are working on the creation of a reference directory that will allow us to quickly and consistently identify complementary organizations or services that can support people in need.

Training in human relations and mental health

We continue to develop training for our lawyers and law students who work with vulnerable people in order to support them and provide them with the tools they need to intervene.

Active Listening

Our counsellors offer listening and support to students, lawyers and supervisors. Their expertise often allows us to calm down and establish a climate of trust that is conducive to our legal interventions.

Sociolegal solutions

The interveners offer an enriching collaboration to our team of lawyers and law students, allowing us to find solutions, both legal and social.

During the winter of 2019, we welcomed two interns from UQAM's social work program, Mireille Valton and Michelle Bhandal-Maninder. Their presence was beneficial for the team as well as for the users who found support and a global vision in the helping relationships we offer.

PSYCHOSOCIAL SUPPORT



In September 2018, I fell in love with the mission of the Mile End Legal Clinic and decided to do my one-year internship in social work (UQAM). Passionate about advocacy and motivated to develop the psychosocial component of the Clinic. With the help of my colleague Sylvie Charbonneau and Michelle Bhandal Maninder (Social Worker and intern), we have structured and developed a psychosocial expertise that is now essential for the Clinic. We have further contributed to meet a non-legal need for improved social functioning and to support law students, lawyers and employees in their social skills.

The articling experience allowed me to solidify my professional identity. It was important to clearly define our role as a stakeholder in a legal environment. Our profession is defined by working with individuals, groups and communities to create conditions that encourage the development of their power to act and the realization of their potential and ambitions. We believe in the intrinsic value of the individual, his or her right to self-determination and autonomy. The goal of social work practice is to achieve a balance between the needs of an individual or community and the capacity of the environment to meet those needs. We focus not only on the individual, but on the person in situation as a social being and as a social subject. (Definition of the professional activities of social workers - OPTSQ).

In the legal field, our primary focus was to understand and highlight the complexity of the interactions that exist between a person and his or her different environments. Hence the importance of understanding how the person put him or herself in a vulnerable situation and to understand all the factors and their dynamics that must be taken into account. We have always had a vision of restoring the balance desired by the person in the situation, while consi-

dering the importance of the work done by lawyers and law students. Mr. Turcotte, a volunteer lawyer, said that “it complemented well and was in keeping with a new approach to collaborative law. I found the support of the social workers very useful“. Indirectly, we made front-line interventions, we worked to help establish or continue the dialogue between the lawyers and the client and the client’s family and community.

Proud of the progress made in the psychosocial aspect of our work, our practice in this area is constantly progressing and improving services. I have had the opportunity to create beautiful partnerships with various organizations and to build strong ties with the community network. We have seen the importance of creating close collaborations with different organizations and, as a result, have personalized our intervention. We are proud to say that our interventions have come a long way and now many legal organizations are asking to have interveners in their communities.

Finally, I would like to acknowledge the dedication of the law students, volunteer lawyers and employees who are part of this great success and who make a difference in the lives of many individuals and families. A team and an engaging clientele!



Mireille Valton
Social Worker
Intern student 2018-2019

TESTIMONIALS

STUDENTS/VOLUNTEERS

For me, this internship was finally an opportunity to be active in my community, while putting into practice my knowledge and academic background. It is through real-life encounters that we can see the flaws and difficulties of our access to justice system and grasp the extent of our impact on people's lives.

MARC-ANTOINE GIGNAC
UDM-L.L.B.'19



L TO R Simon & Marc-Antoine

In my opinion, community-based justice is an excellent way to restore faith in the administration of justice among the population and to give constructive power back to citizens through their communities. Some organizations, such as the MELC, are very much involved in this collective effort. Thus, I am proud to have had the opportunity to play a role through my involvement at the Clinic. The pleasure of working there has transformed my vision of law when put in a cooperative, multidisciplinary and multicultural context. I would repeat the experience at any time.

SIMON LACOSTE
UDM-L.L.B.'20

As a volunteer at the Clinic, I was able to witness the profound impact that the efforts of students and lawyers have on people's lives. Above all, access to justice is an issue that affects individuals, and legal clinics deal with justice at an individual level, in a concrete and direct way. I have had the honour of volunteering with the Mile End Legal Clinic to contribute to their venerable mission of promoting access to justice.

KYLE BEST
McGill student
New York Bar
Volunteer



L TO R: Shu Nan & Noémie Plante

I had the opportunity to do a co-op internship in the summer of 2019 at the Mile End Legal Clinic. During this internship, I had the opportunity to serve the clientele of the three clinics (Parc-Extension, Tyndale and Mile-End). I was able to see the difficulty that access to justice creates, especially in immigration law cases. I also noted the recognition shown by the clinic's participants and the trust they place in the Clinic. I find it important, as a future professional, to take the time to get involved in this environment in order to better understand the reality of access to justice.

ANNABELLE BERGERON GENDRON
U. OTTAWA- LL.B. '20



ME DOMINIQUE TURCOTTE
VOLUNTEER LAWYER

The nature of our role as lawyers is to take on our client's problems, finding solutions and doing whatever is necessary to solve them.

Working with the Clinic offers a different challenge, counselling on rights which may take you out of your comfort zone, but especially in educating and providing the tools which the community needs to attain legal literacy and autonomy.

I take pride in knowing that when client leave the clinic they know more about their rights and responsibilities, know what they need to do and what they need to avoid in order to meet their objectives and resolve their issues.

The Clinic offers me and you the unique challenge of empowering the community with the tools and resources which it needs, providing accessibility to justice in its most efficient and honourable form.



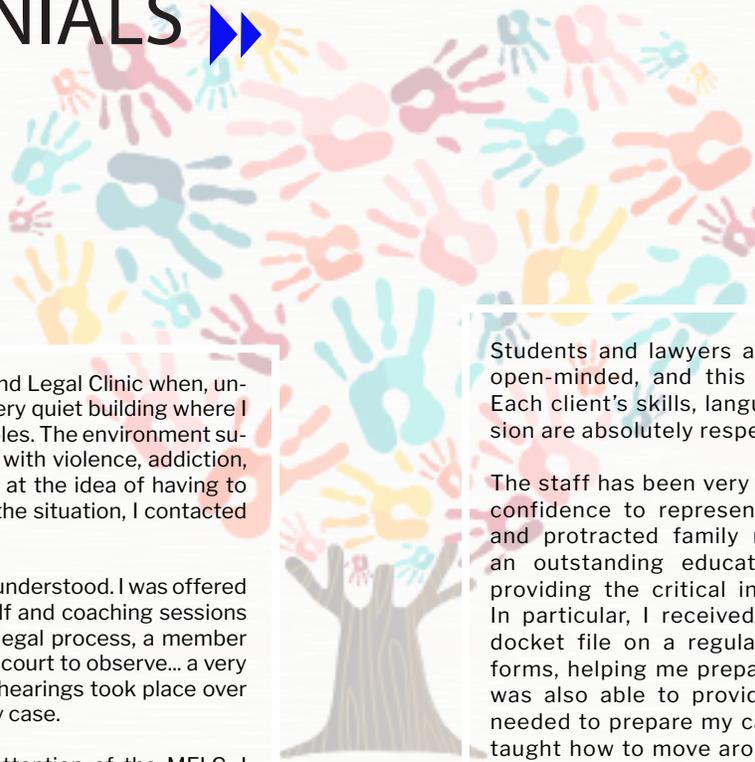
L TO R.: Annabelle & Carmen

Simply put, my experience working for the MELC was the first time I felt that my struggles at university were worthwhile. At last I found my place within the legal community, one where my contributions felt respected, valuable and at times, crucial. Having worked for various legal organisation across Montreal, I am confident saying that the service we provide to our community is a unique one. The clients, team and atmosphere were both stimulating and enjoyable. It is a privilege to have attended law school and I am proud to contribute to giving a voice to those who weren't given the same opportunities.

CARMEN HOJABRI
UDM-LL.B. '19

TESTIMONIALS

CLIENTS



I used the services of the Mile End Legal Clinic when, unbeknownst to the tenants, the very quiet building where I had lived for 16 years changed roles. The environment suddenly changed: we had to deal with violence, addiction, psychiatric problems. Panicking at the idea of having to defend myself alone to change the situation, I contacted the MELC

I was welcomed, listened to and understood. I was offered a plan to better represent myself and coaching sessions to prepare me. Throughout my legal process, a member of the team accompanied me to court to observe... a very reassuring presence. The court hearings took place over a 12-month period. And I won my case.

Without the help, advice and attention of the MELC, I would not have had the same credibility with the judge. And today, because the judgment is not respected by the opposing party, the MELC is still there to follow it up.

Thank you to the entire team at the Clinic for its professionalism, its dedication, its concern to always do the right thing. It has my full confidence and I want to offer all my gratitude.

Mr. CLAUDE GRAVEL

Students and lawyers are remarkably respectful and open-minded, and this for a wide range of clients. Each client's skills, language preferences and confession are absolutely respected and taken into account.

The staff has been very helpful in helping me gain the confidence to represent myself alone in a complex and protracted family matter. The clinic has taken an outstanding educational leadership position in providing the critical information my case required. In particular, I received assistance in accessing the docket file on a regular basis, and other important forms, helping me prepare for my trial, etc. The clinic was also able to provide me with the information I needed to prepare my case for trial. In addition, I was taught how to move around the courthouse, including some administrative areas on the first floor.

During the accompaniments, I received a lot of moral support and encouragement. This gave me courage. The presence of the various students was always relevant and reassuring.

Thank you to the entire team at the Clinic for its professionalism, its dedication, its concern to always do the right thing. «It has my full confidence and I want to offer all my gratitude

Mrs. FRIEDMAN

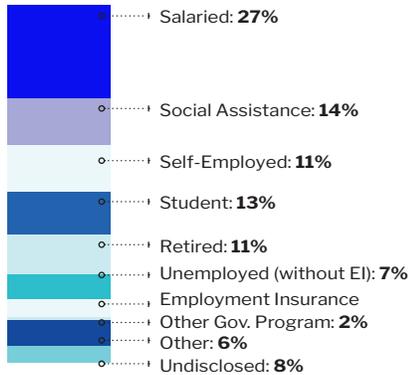


L to R: Olivier Aldama, Simon Lacoste, Noémie Plante, Audrey Berteau, Kyle Best, Tomas Royas Vazquez, Anne Thibault, Carmen Hojabri

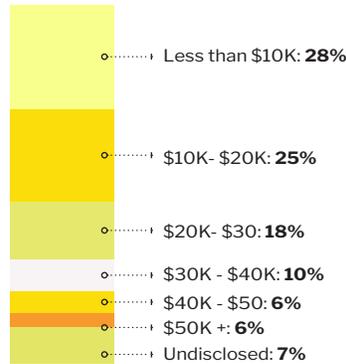
CLIENT STATISTIC

Périod: October 1, 2018 to September 30, 2019

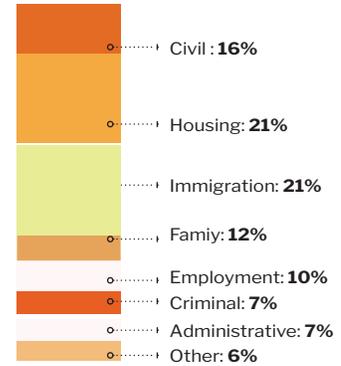
OCCUPATION



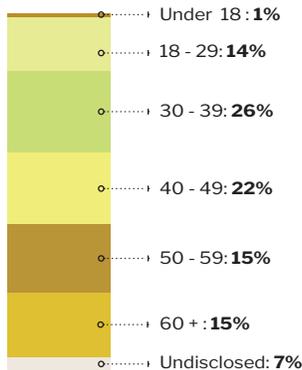
INCOME



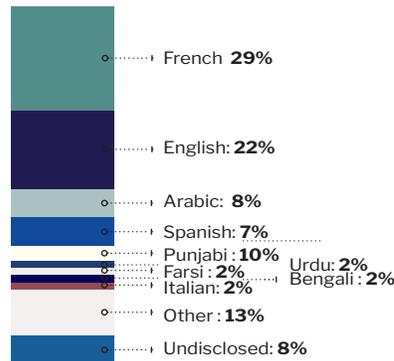
AREA OF LAW



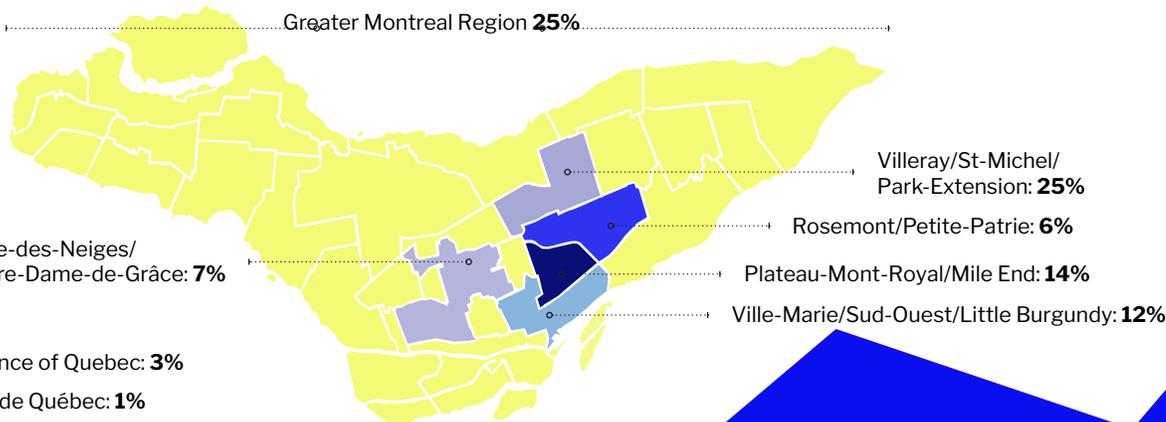
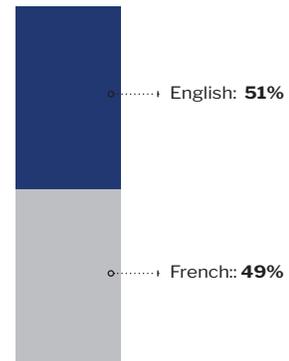
AGE



FIRST LANGUAGE



CONSULTATION LANGUAGE



IN-PERSON CONSULTATIONS

This figure represents the number of individual consultations between a client and a student, staff or volunteer lawyer at the Clinic (a client may benefit from more than one consultation).

DROP-IN SESSIONS

This figure represents the total number of consultation sessions for the three points of service.

NEW CLIENTS

This figure represents the total number of people who received services from the Clinic for the first time this year.

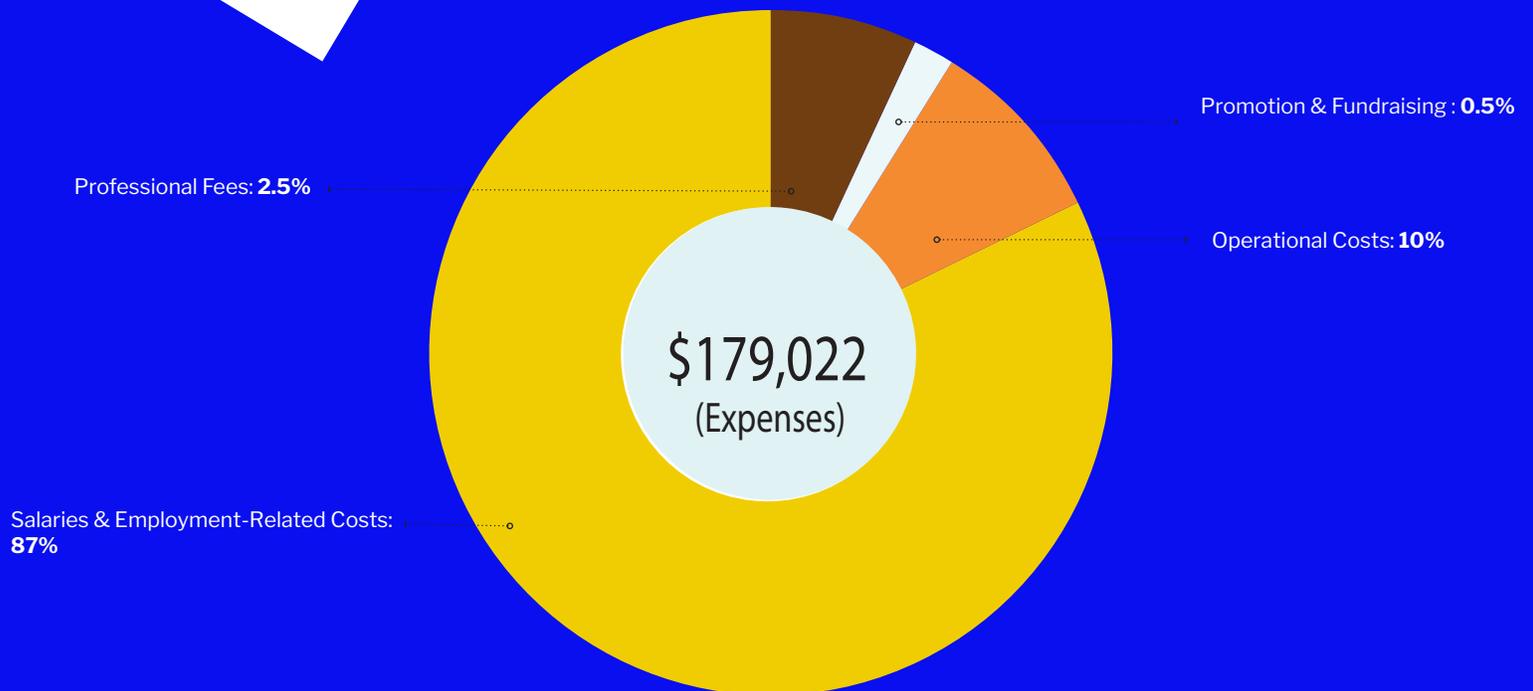
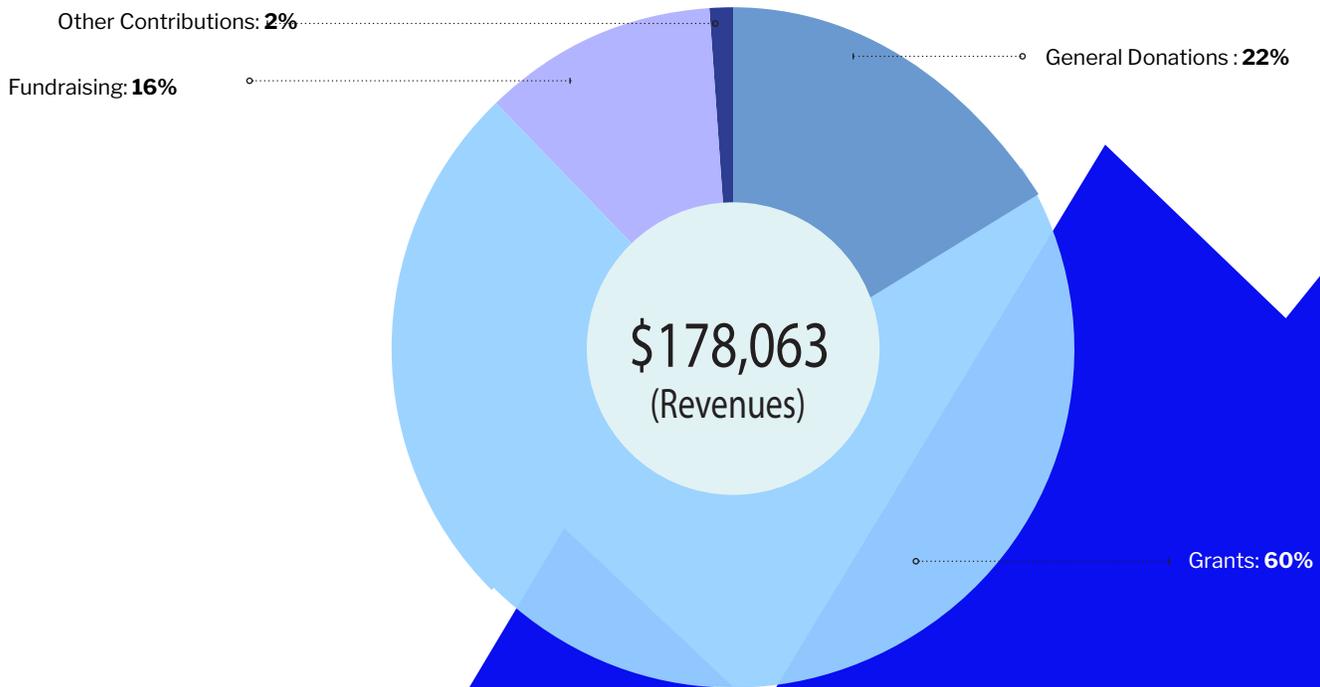
724

105

1534

FINANCES

Based on audited financial statements as of
September 30, 2019



THANK YOU TO OUR DONORS

Grants



Major Donors (\$10,000 +)

FASKEN

The George Hogg
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Bannerman
Foundation

Donors and Supporters (less than \$10,000)



We would like to thank all of our supporters,
donors, for their individual donations to the
Clinic, including the people who participated in our fun-
draiser

THE HAUNTED HOUSE IN THE MILE END!



Our partners:

CAIJ, Université de Montréal, McGill University, Université du Québec à Montréal,
University of Ottawa, ADAJ



◀ SUPPORT US ▶

Donate online at:

justicemontreal.org/donate

Cheques payable to “Mile End Legal Clinic”:
4450 Saint-Hubert Street, room 424
Montreal, Québec, H2J 2W9

Tax receipts are available for donations of more than \$25. Please include your full email and mailing address with your donation so that we can send you a receipt.

◀ FREE DROP-IN CONSULTATIONS ▶

PARK-EXTENSION LEGAL CLINIC

Mondays, 3pm-6pm
at the *Comité d'action de Parc-Extension (CAPE)*
419 St-Roch Street, room SS.04

MILE END LEGAL CLINIC

Wednesdays, 4pm-7pm
at the *Mile End Community Mission*
99 Bernard Street West

TYNDALE ST-GEORGES LEGAL CLINIC

Mondays, 6pm-7pm
at the *Tyndale St-Georges Community Centre*
870 Richmond Square

For admisibility to our drop-in consultations, chek our website for more details
www.justicemontreal.org



