



**CLEO**

Community Legal Education Ontario  
Éducation juridique communautaire Ontario

# Become a Steps to Justice expert!

Using CLEO's  
**Steps to Justice website**  
to find legal information, supports and referrals

Presented by: **Deb Bourk**  
**Project Manager, Community Outreach & Communications**  
August 17, 2021

The Law  
Foundation  
of Ontario  
*Advancing access to justice*



# Welcome!

If you can see this welcome screen, you are logged in to the webinar.

To access the listen-only audio, please use your computer speakers and/or headphones. If you cannot hear the audio through your computer, you can join by telephone.

Instructions to call in are accessible next to the icon of the microphone on the black bar on your screen.

If you are experiencing technical difficulties, please send a message through the “Chat” feature on your screen and we will try to assist you.



## A few quick tips before we begin

There will be time for Q&A in the middle and at the end of the webinar. Please ask your questions using the Q&A feature not the chat. We will read the questions aloud. We may not get to all the questions but we will do our best to get to as many as possible.

You can send your question anonymously so it will only be seen by the presenters and not other participants.



## Recording the webinar

Please note that we are recording this webinar for those who were unable to join us today. We will make an archived recording along with a PDF version of the presentation slides available to you on the CLEO Connect website in the coming days. We will notify you by email when this is available.

Since we are starting the recording, I will read the introductory slide again now.



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# **Become a Steps to Justice expert!**

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referrals

August 17, 2021



# Land Acknowledgement

We acknowledge that since time immemorial the land on which we live and work has been the home and traditional territory of Indigenous Peoples, including the Mississaugas of the Credit, Haudenosaunee and Wyandot, and is now home to many diverse First Nations, Inuit, and Métis relatives. CLEO's work is also carried out across the many traditional territories of this land that is also known as Ontario. We acknowledge our privilege as well as our role in the systems of colonization.

CLEO staff are learning to be better allies by participating in training about the systemic nature of anti-Indigenous racism in Canada. We are strengthening ties to Indigenous-serving organizations in order to produce information and resources that reflect the experience of Indigenous Peoples, and develop training that is more relevant for and accessible to Indigenous Peoples.



# Outline

1. Introduction to CLEO and StepstoJustice.ca
2. Navigating Steps to Justice using case scenarios
3. Where to send someone to find legal information or legal support
4. Your questions/scenarios

# What does CLEO do?

## **Produces and disseminates free legal information**

- focuses on needs of low-income and marginalized communities
- practical and reflects people's real-world circumstances
- legally accurate and up-to-date
- plain language and clear design



**CLEO**

Community Legal Education Ontario  
Éducation juridique communautaire Ontario

Google™ Custom Search

About

Resources and  
Publications

Training and tools for  
community workers

What's New

Donate

Order Publications



Visit [stepstojustice.ca](http://stepstojustice.ca) for legal information



### CLEO Webinars: COVID-19 and the law

CLEO is hosting legal information webinars for community workers on COVID-19 topics.

Read more ▶

Subscribe to CLEO's email list 

### What's New

#### On the Radar

How community workers and protest organizers can help protesters stay safe

Read more

### CLEO Resources and Publications

CLEO produces clear, accurate and practical legal information to help people understand and exercise their legal rights.

Legal Resources Catalogue 



Browse all Resources  
and Publications



Browse by language



Abuse and Family  
Violence



Criminal Law



Debt and Consumer  
Rights



Employment and  
Work

[www.cleo.on.ca](http://www.cleo.on.ca)

## CLEO also...

**Supports community and legal workers in helping people with legal problems by providing:**

- training
- tools and resources
- community of practice

COVID-19: Get updates on the law and legal services on Steps to Justice



**CLEO Connect** | Training and tools  
for community workers

Share  

Subscribe for updates 

Search



Home

Training & webinars >

Tools & tips >

Lesson plans >

CLEO legal information >

About us >



## CLEO Webinars: COVID-19 and the law

Check out our legal information webinars for community workers on COVID-19. The webinars feature legal clinic lawyers and other experts.

[View CLEO COVID-19 webinars](#)

Ontario's home for legal information training, tools, and resources



### Learn about the law

Find training and resources to help you answer questions from your clients



### Create good legal information

Learn about best practices in producing clear legal information



### Use CLEO's activity kits

Help adult learners improve literacy skills while learning about legal rights



### Find research

Learn about CLEO's community justice help research and selected research by others

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HIDE THIS WEBSITE

Legal Topics ▾

Guided Pathways ▾

Latest Updates ▾



# Steps to Justice

## Step-by-step information about legal problems.

Reliable, practical, and easy to understand.

Tell us what you are looking for



### Announcements

COVID-19: Updates on the law and benefits

New information about what a tenant's rights are when their...

New interactive family court illustrations >

## Legal Topics

COVID-19



COVID-19 Abuse and Family Violence

COVID-19 Criminal Law

COVID-19 Debt and Consumer Rights

COVID-19 Education

COVID-19 Employment and Work

COVID-19 Family Law

COVID-19 Health and Disability

COVID-19 Housing Law

COVID-19 Immigration and Refugee

COVID-19 Income Assistance

COVID-19 Provincial Offences

COVID-19 Tribunals and Courts

COVID-19 Wills and Powers of Attorney

[Newest questions](#) [Most visited questions](#) [All questions](#)

**COVID-19 Abuse and Family Violence**

- What can I do if I'm self isolating with an abusive partner?
- What can I do if my abusive partner won't return my child during COVID-19?
- What can I do if supervised access centres are closed during COVID-19?

[See all \(4\)](#)

**COVID-19 Criminal Law**

- Do I have to answer police questions when I'm outdoors during COVID-19?
- What happens to my criminal court case during COVID-19?
- How do bail hearings work during COVID-19?

[See all \(6\)](#)

**COVID-19 Debt and Consumer Rights**

- I can't pay my rent because of COVID-19. Will this affect my credit?
- I need a payday loan to cover my bills because of COVID-19. What should I know?
- A caller asked for a donation in exchange for masks. Is this a scam?

[See all \(6\)](#)

**COVID-19 Education**

- Is the government giving \$400 per child to all parents?
- Does my child have to go to school during COVID-19?
- My child is home because they're sick. When can they go back to school?

[See all \(30\)](#)

**COVID-19 Employment and Work**

- The CERB has ended. Will I be able to get EI?
- I got the CERB but did not qualify. What can I do?
- How will getting the CERB affect how much income tax I have to pay?

[See all \(30\)](#)

**COVID-19 Family Law**

- What can I do if I'm self isolating with an abusive partner?
- How do I swear an affidavit during COVID-19?
- I have a family court date in the Ontario Court of Justice. What should I do?

[See all \(14\)](#)

**Find Services**

Select a subtopic ▾

**Tools & Resources**

[See all \(134\)](#)

**Superior Court of Justice - COVID-19 Small Claims Court Notice**  
Superior Court of Justice

**Continued suspension of Small Claims Court operations due to COVID-19**  
The Superior Court of Justice

**COVID-19 Recovery Benefits**  
CLEO  
Learn about new benefits for people who don't qualify for EI

**COVID-19 EI Benefits**  
CLEO  
Learn about temporary changes to EI



## Giving good legal information and support

- offer help and information in areas you are knowledgeable about
- help them understand their options within and outside of legal system
- explain legal processes
- help them find other resources, legal experts and community services



## Case scenario #1

Lena: I live in an apartment building. Recently, I've been waking up really itchy and have a rash. My doctor thought I might have bedbugs. I haven't seen any but she warned me that bedbugs are very small and good at hiding!

I'm too ashamed to tell my landlord. I'm worried they'll think I don't keep a clean home. I've bought some bedbug spray, but it doesn't work.

And now my kitchen sink isn't draining so well. I think my landlord already knows about this problem. They had a plumber in my neighbour's unit yesterday.



## Case scenario #1 - Questions

1. What maintenance problems do you see here?
2. What can this tenant do if the landlord doesn't fix the problems?
3. What help is available?



## Questions?

**Please ask your questions using the Q&A feature not the chat.**



## Case scenario #2

Jesse asks: I lost my job due to restructuring and I haven't received my ROE. Isn't my employer supposed to give me a copy? I am waiting for it to apply for EI.



## Case scenario #2 - Questions

1. What is Jesse's overarching legal problem?
2. How soon should he apply for EI?
3. How can he get his ROE?
4. How long do you wait for EI?
5. What if Jesse needs money sooner?
6. Where can he get more help?



## Questions?

**Please ask your questions using the Q&A feature not the chat.**



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# Find where to send someone for legal information and support

# Live Chat – to find legal information

The screenshot shows a web browser window with the URL [stepstojustice.ca/steps/paying-rent/1-find-out-if-you're-covered-guideline/](https://stepstojustice.ca/steps/paying-rent/1-find-out-if-you're-covered-guideline/). The page header includes the Steps to Justice logo, navigation links for Legal Topics, Guided Pathways, and Latest Updates, and a search icon. The main content area contains text explaining the rent increase guideline, including links to Form N1 and Form N2. Below the text is a feedback form with a 'Question & Answer' button and a 'Next step: 2. Check if your increase is within the guideline' button. The feedback form asks 'Was this information helpful?' with 'Yes' and 'No' buttons, and includes a text area for comments and a 'Submit' button. A 'Steps to Justice Support' sidebar on the right provides live chat availability information and a 'Send message' button.

stepstojustice.ca/steps/paying-rent/1-find-out-if-you're-covered-guideline/

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Your guide to law in Ontario

Legal Topics ▾ Guided Pathways ▾ Latest Updates ▾ 🔍

If your landlord has given you a Notice of Rent Increase, check to see if it is on a [Form N1](#) or [Form N2](#). A Form N2 means your landlord believes you are not covered by the guideline. The form does not require the landlord to say why they think you are not covered, so you should ask them if you are not sure of the reason.

If you are not sure if you are covered or if your landlord has used the right form, check with a lawyer or legal clinic.

If you are **not** covered by the guideline you will have to pay the new rent unless you can get your landlord to agree to a lower amount.

Reviewed: January 5, 2021

Question & Answer Next step: 2. Check if your increase is within the guideline

Was this information helpful?

Yes  No

Tell us why or why not

Email Address

Provide your email address in case we need to contact you (optional).

Comment or message \*

Please send only general feedback or questions. Don't ask questions about your personal situation.

By submitting this form, you accept the [Privacy statement](#).

Submit

**Steps to Justice Support**

Live chat is available at:

- Mondays, Tuesdays, Wednesdays and Fridays from 11:00 a.m. to 1:00 p.m. and 2:00 p.m. to 4:00 p.m.
- Thursdays from 11:00 a.m. to 1:00 p.m. and 7:00 p.m. to 9:00 p.m.

You can send us a question in the form below, and we will reply by email within 2 days.

Live chat can help you find legal information on the Steps to Justice website. We can also refer you to other services that may be able to help.

We can't give you legal advice or answer specific questions about your legal problem.

**Name**

zendesk Send message

# Guided Pathways – to help fill out forms in family law, housing, and wills and POAs

The screenshot shows the Steps to Justice website interface. At the top, the browser address bar displays 'stepstojustice.ca/legal-topic/housing-law/'. The website header includes the logo 'Steps to Justice - Your guide to law in Ontario', navigation menus for 'Legal Topics', 'Guided Pathways', and 'Latest Updates', and a search icon. A breadcrumb trail reads 'Home > Legal Topic > Housing Law'. The main content area is titled 'Housing Law' and features a sidebar on the left with categories like 'COVID-19', 'Renting a new place to live', 'Paying rent', 'Repairs and maintenance', 'Privacy and harassment', 'Human rights in housing', 'Moving out', 'Eviction', and 'Eviction process at the Landlord and Tenant Board'. The main content area has three tabs: 'Newest questions', 'Most visited questions', and 'All questions'. Two columns of questions are visible: 'COVID-19' and 'Renting a new'. A large yellow arrow points to the 'Renting a new' column. The 'COVID-19' column lists questions such as 'Can I be evicted during COVID-19?' and 'Can I cancel my lease because of the pandemic?'. The 'Renting a new' column lists questions like 'What should be in my rental agreement?' and 'How can I get my landlord to use the standard lease form?'. On the right side, there are two panels: 'Find Services' with a dropdown menu and 'Guided Pathways' with a 'LIVE CHAT' button and a 'Print' button.

stepstojustice.ca/legal-topic/housing-law/

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Legal Topics ▾ Guided Pathways ▾ Latest Updates ▾

Home > Legal Topic > Housing Law

Housing Law

COVID-19

Renting a new place to live

Paying rent

Repairs and maintenance

Privacy and harassment

Human rights in housing

Moving out

Eviction

Eviction process at the Landlord and Tenant Board

Tenant applications to the Landlord and Tenant Board

Housing Law

Newest questions Most visited questions All questions

COVID-19

- Can I be evicted during COVID-19?
- Can I cancel my lease because of the pandemic?
- Are LTB hearings going ahead in the COVID-19 pandemic?

See all (16)

Renting a new

- What should be in my rental agreement?
- How can I get my landlord to use the standard lease form?
- What information can a landlord ask me for when I apply for a place?

See all (10)

Find Services

Select a subtopic

Guided Pathways

Housing Law Guided Pathways

Use these tools to out tenant applications to the L and T Board

Print

Share

LIVE CHAT

# Guided Pathways – to help fill out forms

stepstojustice.ca/guided-pathways/housing-law/

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Your guide to law in Ontario

Legal Topics ▾ Guided Pathways ▾ Latest Updates ▾

Home > [Guided Pathways](#) > About Housing Law Guided Pathways

## About Housing Law Guided Pathways

CLEO's Housing Law Guided Pathways are a series of online interviews that help you fill out forms you need for your housing law matter. The pathways ask you questions and then put your answers into the required forms. Each question includes information that explains what is needed. The pathways are free to use.

If you already have an account, you can access your saved work here:

[Login](#)

The pathway you use depends on what you're asking the Landlord and Tenant Board for. You can use one or more of the following pathways:

### Housing Law Guided Pathways

- [Housing Law Guided Pathways](#)
- [Return of money the landlord owes](#)
- [Maintenance or repair problems](#)

### CLEO's Guided Pathways

- [About Guided Pathways](#)
- [Family Law](#)
- [Housing Law](#)
- [Wills and Powers of Attorney](#)

Print

Share

[LIVE CHAT](#)

# Find Services – for legal support + more

The screenshot shows the website [stepstojustice.ca/legal-topic/family-law/](http://stepstojustice.ca/legal-topic/family-law/). The page is titled "Family Law" and features a navigation menu with "Legal Topics", "Guided Pathways", and "Latest Updates". A sidebar on the left lists various family law topics. The main content area displays two columns of questions under "COVID-19" and "Birth and adoption". A yellow arrow points to the "All questions" link. A "Find Services" sidebar on the right provides a dropdown menu for subtopics and includes a "Live chat" button.

Family Law

COVID-19

Birth and adoption

Marriage and common-law relationships

Separation and divorce

Decision-making and time with children

Child support

Spousal support

Property and debts - married couples

Property and debts - common-law couples

Child protection

**Family Law**

[Newest questions](#) [Most visited questions](#) [All questions](#)

**COVID-19**

- What can I do if I'm self isolating with an abusive partner?
- How do I swear an affidavit during COVID-19?
- I have a family court date in the Ontario Court of Justice. What should I do?

[See all \(14\)](#)

**Birth and adoption**

- Can I have contact with my child if CAS puts them for public adoption?
- What does it mean to place a child for adoption?
- How do I adopt a child in Ontario?

[See all \(9\)](#)

**Find Services**

Select a subtopic

- COVID-19
- Birth and adoption
- Marriage and common-law relationships
- Separation and divorce**
- Decision-making and time with children

Use these tools to out family law court forms

[Print](#)

[Share](#)

**Tools & F**

**Live chat**

[See all \(152\)](#)

# Find Services – for legal support + more

The screenshot shows a web browser window with the URL [stepstojustice.ca/legal-topic/family-law/separation-and-divorce/services/](http://stepstojustice.ca/legal-topic/family-law/separation-and-divorce/services/). The page header includes the Steps to Justice logo, navigation menus for Legal Topics, Guided Pathways, and Latest Updates, and a search icon. The main content area is titled "Services in Ontario - Separation and divorce" and features a sub-section for "Legal Aid Ontario (LAO) – Family Law Services". This section includes a box with website and contact information, and a list of services provided by LAO. On the right side, there is a search and topic selection interface with a "211 Ontario" logo, a search bar, and a "Topics" button. At the bottom right, there is a "Live chat" button.

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## Services in Ontario - Separation and divorce

Find help in your community

Enter the type of program or service you're looking for and your location in the boxes below.

**211 Ontario**

Enter a topic or organization

Search Topics

Q Enter a topic or organization

📍 Enter a location

SHOW OPTIONS ▾ Search

Print

Share

🗨 Live chat

### Legal Aid Ontario (LAO) – Family Law Services

**Website**  
<http://www.legalaid.on.ca/en/getting/typesofhelp.asp>

**Contact Information**  
Phone 416-979-1446  
Toll-free 1-800-668-8258

LAO has [services](#) for people with low incomes who have family law problems. This includes:

- family [duty counsel](#) who can give you free legal advice if you don't have a lawyer on the day of your hearing
- a free telephone line that lets you talk to a lawyer for up to 20 minutes to get information and general advice
- a legal aid certificate program if you have a [low income](#) and if your legal issue is one that LAO covers

### Legal Aid Ontario (LAO) – Legal aid certificates



# Suggestions for going forward

- use [Steps to Justice](#) to help clients and share with colleagues
- stay connected to CLEO [cleoconnect.ca/subscribe/](https://cleoconnect.ca/subscribe/)
- connect with your community legal clinic <https://www.legalaid.on.ca/services/legal-clinics/>



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## Questions?

### Contact:

**Deb Bourk**

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**[deb.bourk@cleo.on.ca](mailto:deb.bourk@cleo.on.ca)**

Thank you!