



# Helping people with legal problems and finding reliable legal information

Skills Building Webinar  
May 25, 2023

# Land Acknowledgment

CLEO acknowledges that the land on which we live and work is the traditional territory of the Wendat, Anishinabek, the Chippewa, the Haudenosaunee Confederacy and most recently, the Mississaugas of the Credit River.

Today, this area of Tkaronto, now known as Toronto, is covered by Treaty #13 with the Mississaugas of the Credit River and is home to many diverse First Nations, Inuit and Métis peoples.

# What you can expect today

This is legal information, not legal advice. The information is current as of today's date, May 25, 2023.

Recording and slides will be sent out afterward.

Subtitles (closed captioning) has been enabled.

Put your questions in Q and A, not the chat, please.

# Today's workshop will help you:

- Recognize questions that may suggest a legal problem
- Identify reliable legal information
- Know when you can offer legal help and when you should make a referral
- Navigate CLEO's Steps to Justice

# CLEO Connect

**Supports community workers who assist people with law-related problems**

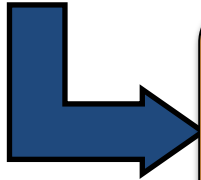
**We provide:**

- training about the law
- skills-building workshop
- tools and resources

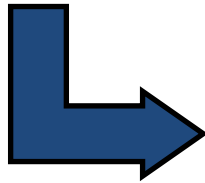


# 4-Step Process

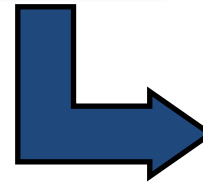
**1. Detecting  
legal problems**



**2. Finding reliable  
legal information**



**3. Giving legal  
information**



**4. Referring  
to legal  
services**



# Step 1:

## Detecting legal problems



## Why is it important to know if a problem has a legal aspect?

- To understand clients' rights and options
- To prevent a problem from becoming more serious
- To provide accurate legal information and helpful referrals



## A. Listen for significant “life events”

- moving
- having children
- relationship breakdown
- requiring income support
- losing a job, incidents at work
- having a disability, illness or injury
- being stopped by police

B. Look, listen for, and ask about documents that might have a legal aspect

What kinds of documents might you encounter?

## C. Listen for terms and language that flag legal problems

- Did you hear any life events?
- Did you see or hear about any law-related documents?
- Did you hear any legal terms or legal language?



## Matching exercise

Statements	Area of Law
<p>Are there shelters nearby? I have nowhere to go.</p>	
<p>I think I got scammed by my phone company.</p>	
<p>Is there a bank nearby? I was paid in cash and want to deposit it.</p>	
<p>My ex-partner isn't helping pay the bills.</p>	
<p>My caseworker cut me off – she found out I had a part-time job</p>	
<p>My spouse sponsored me but now our relationship is over.</p>	

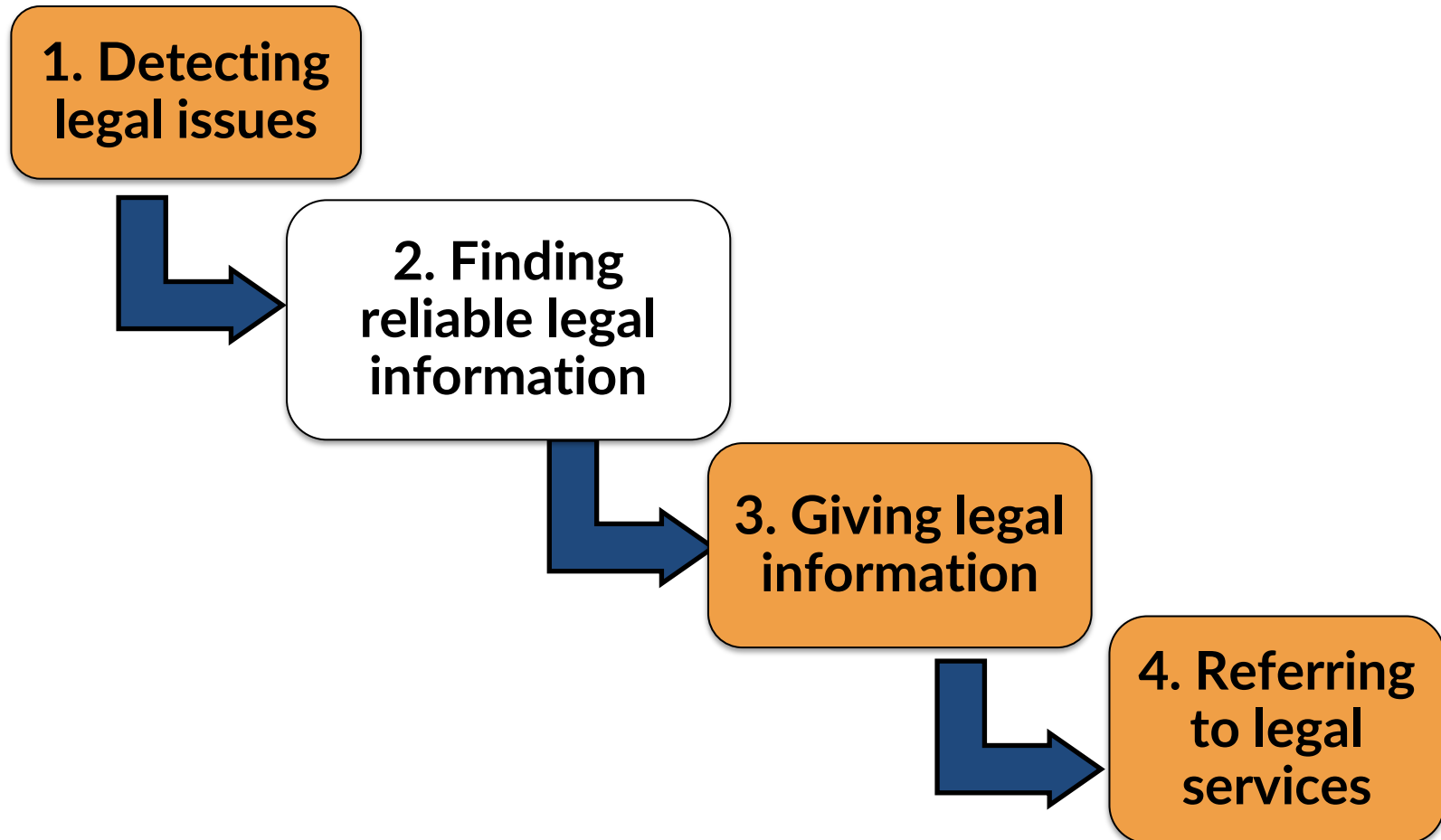


## Matching exercise - ANSWERS

Statements	Area of Law
Are there shelters nearby? I have nowhere to go.	Housing law/Woman Abuse
I think I got scammed by my phone company.	Consumer law
Is there a bank nearby? I was paid in cash and want to deposit it.	Employment law
My ex-partner isn't helping pay the bills.	Family law
My caseworker cut me off – she found out I had a part-time job	Income assistance
My spouse sponsored me but now our relationship is over.	Immigration law



# Step 2: Finding reliable legal information





## Indicators of reliable information



**Trustworthy source**



**Complete and unbiased**



**Applies to my location**



**Is current/up to date**



A partnership led by CLEO

Français

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



# What sources do you use?



Neighbourhood Legal Services (London & Middlesex) Inc. is a community based not-for-profit agency whose diverse team of caring professionals and volunteers provides legal services to low income individuals and communities to promote access to justice and to improve quality of life. We do this through summary advice and referral, representation, community development, law reform and public legal education.

As a non-profit corporation, NLSLM is governed by a Board of Directors. On October 26, 2020 we had our Annual General Meeting marking the thirty-fourth anniversary of NLSLM over ZOOM.

Annual General Meeting Materials: Coming Soon

**Overview**

Home // Overview

**About us**

**Our Services**

- Tenant Rights
- Ontario Disability Support Program (ODSP)
- Ontario Works (OW)
- Affidavits and Notary Services
- Canada Pension Plan
- Workers' Rights
- Criminal Injuries Compensation Board (CICB)

**Legal Health Check-up**

JUSTICE FOR CHILDREN AND YOUTH

ABOUT JFCY ASK A LAWYER DONATE FRANÇAIS

Search ...

**Legal services for young people under 18 and homeless youth under 25 in Ontario.**

**Legal Rights Wiki**

I am being **expelled**.  
The **police** stopped me.  
**YCJA Records** destruction.  
Help with **leaving home**.  
I'm in **child protection** court.  
I am a **victim**.  
**ticket**.

**Ask a Lawyer**

Free confidential legal advice for youth under 18 and homeless youth under 25 in Ontario.

**416-920-1633**  
**1-866-999-5329**

**Research & Resources**

Our **Cases & Decisions**  
Policy & **Position Papers**  
Download JFCY **Publications**  
Our **Blog** Postings  
YouTube **Videos**  
External **Resources**

English Français

**ARCH Disability Law Centre**

Services Initiatives

**Welcome to ARCH Disability Law Centre**

ARCH Disability Law Centre is a specialty legal clinic that practices exclusively in disability rights leader in disability rights advocacy and test case litigation. ARCH is dedicated to defending and fundamental freedoms and inclusion of persons with disabilities with low income in Ontario. A

ARCH provides a range of legal services directly to persons with disabilities. [Learn more about](#)

To help prevent the spread of COVID-19 in the community, protect our staff, and avoid overwh remotely until further notice. We are asking that anyone requiring our services not come to our email. We will not have access to our TTY. Our contact information is at [www.archdisabilitylaw.ca](http://www.archdisabilitylaw.ca).

**COVID-19 Related Resources and Up**

[Having issues viewing the form? Open it in a new tab with this link](#)

**SALCO**  
South Asian Legal Clinic of Ontario

SALCO is a legal clinic that supports low-income South Asian people in Ontario. We provide services in a number of areas of law including immigration, tenancy, employment, income supports, and other areas. Click on the Legal Services page of our website to see all of the areas that we can support you with. You can reach us at 416-487-6371. We can also give you advice and support from family law matters but if you need more advice or representation in family law, criminal, law and/or a refugee matter you can contact Legal Aid Ontario at 416-979-1446 or their website



**Ontario**  
Ministry of the Attorney General

HOME ABOUT THE MINISTRY NEWS FOR MEDIA CONTACT

**Doug Downey**  
Attorney General >

**The Ministry**

- Justice Ontario
  - How do I find a lawyer or a paralegal?
  - Family Law
  - Criminal Law
  - Lawsuits & Disputes
  - Human Rights
  - Wills & Estates
  - Tickets & Fines

Jury Duty Building a Stronger Justice System Court Add

**Tribunals Ontario**  
Tribunaux décisionnels Ontario

Skip to Content | Français

Search

HOME ABOUT ACCESSING OUR SERVICES LAWS, RULES, DECISIONS COVID-19 CONTACT

**Important Notice**  
January 12, 2021

Tribunals Ontario continues to provide services to the public. All in-person service counters are closed until further notice. Use email if possible, to contact our boards and tribunals. Learn more about our [COVID-19 operations](#).

Franglais

Search IRCC

Government of Canada / Gouvernement du Canada

MENU

[Canada.ca](https://Canada.ca)

## Immigration and citizenship

Apply to travel, study, work or immigrate to Canada, apply for citizenship, a permanent resident card or refugee protection, check the status of your application or find a form.

Follow:



Hide this page | Keep safe online and on your phone | Emergency services | Contact us

search here ...

Call us today: 905.728.0978  
1.866.516.3116

Donate via PayPal

Donate via CanadaHelps



- Home
- For women
- For service providers
- About us
- Get involved
- Legal information & news

Family law support and guidance on how to stay safer for abused women and their children



Keep safe online: here's how

### SUPPORT FOR WOMEN

We help women in Durham Region collect evidence, work with lawyers and understand the court process. [Learn more.](#)



NEWS EVENTS TRANSLATE INFORMATION

- Immigration & Citizenship
- Housing
- Health
- Employment

## Settlement.Org

INFORMATION NEWCOMERS CAN TRUST

My First Days >

Find Services Near Me >



Settlement.Org  
Online since 2000

Funded by: Immigration, Refugees and Citizenship Canada  
Financé par: Immigration, Réfugiés et Citoyenneté Canada



The Annual Rent Guideline Increase for 2023 is 2.5%  
Tenant Hotline: 416-921-9494



## Do you know your rights?

Read your rights

Report back from the International Union of Tenants Conference in Lisbon



# Housing Law

## Try these tools:



Watch [our videos](#) on housing law issues.



Use this [tenant repair request form](#) to ask your landlord to make repairs.

[Newest questions](#)

[Most visited questions](#)

[All questions](#)

## COVID-19

- I gave notice to end my tenancy. What happens if I want to stay?
- How is the LTB handling cases during the COVID-19 pandemic?
- Can my landlord charge interest or late fees?

[See all \(12\)](#)

## Renting a new place to live

- Can I hang decorations or paint the walls in my rental unit?
- Can my landlord charge interest or late fees?
- What should be in my rental agreement?

[See all \(19\)](#)

## Paying rent

- Can I get the Canada Housing Benefit top-up?
- I owe rent. Should I sign a payment agreement?
- Can my landlord charge interest or late fees?

## Repairs and maintenance

- Can I hang decorations or paint the walls in my rental unit?
- Can I change my lock or add

## Privacy and harassment

- My landlord is harassing me. What can I do?
- Can I change my lock or add a new lock?

## Human rights in housing

- I have mobility issues. Does my landlord have to make adjustments to the rental unit for me?

## Find Services

Select a subtopic ▾

## Guided Pathways



### Housing Law Guided Pathways

Use these tools to fill out tenant applications to the Landlord & Tenant Board



### Eviction Solution Explorer

Use this tool if your landlord is trying to evict you because of unpaid rent.



## Tools & Resources



Watch our videos on housing law issues  
CLEO



Print



Share



LIVE CHAT

## Workers' Action Centre


### Website

<http://workersactioncentre.org>



### Contact Information

Phone 416-531-0778

The [Workers' Action Centre](#)  gives workers free information and advice. Call them to get:

- information about your rights at work
- help figuring out how to deal with an employment problem

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## The Human Rights Legal Support Centre (HRLSC)

### Website

<http://www.hrlsc.on.ca/en/home>




### Contact Information

Phone 416-597-4900

Toll-free 1-866-625-5179

TTY 416-597-4903

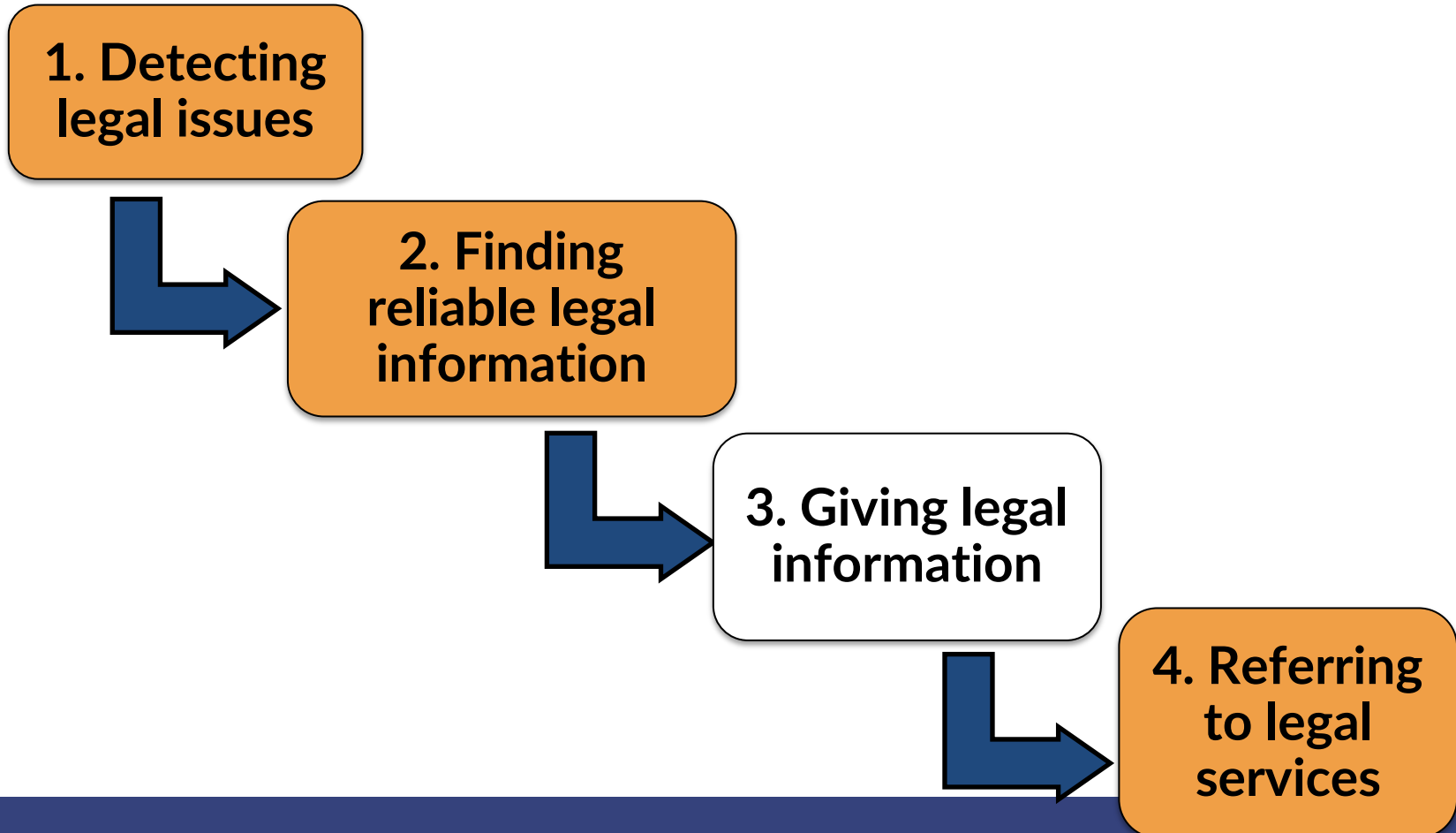
Toll-free TTY 1-866 612-8627

The [centre](#)  gives free legal information and advice to people who have experienced discrimination. If you're Indigenous, press 4 to reach the Indigenous Service intake staff. The centre can:

- help you fill out an application to the Human Rights Tribunal of Ontario
- give legal advice about how to deal with discrimination
- provide legal representation at mediations and hearings, in some situations



# Step 3: Giving good legal info & law-related help





# What do people want when they have a law-related problem?

- A practical solution
- Guidance
- “Not another referral!”



# Your knowledge base

Have you had some  
training on this  
issue/area of law?

Is your knowledge up-  
to-date?

Do you give this help  
on regular basis?

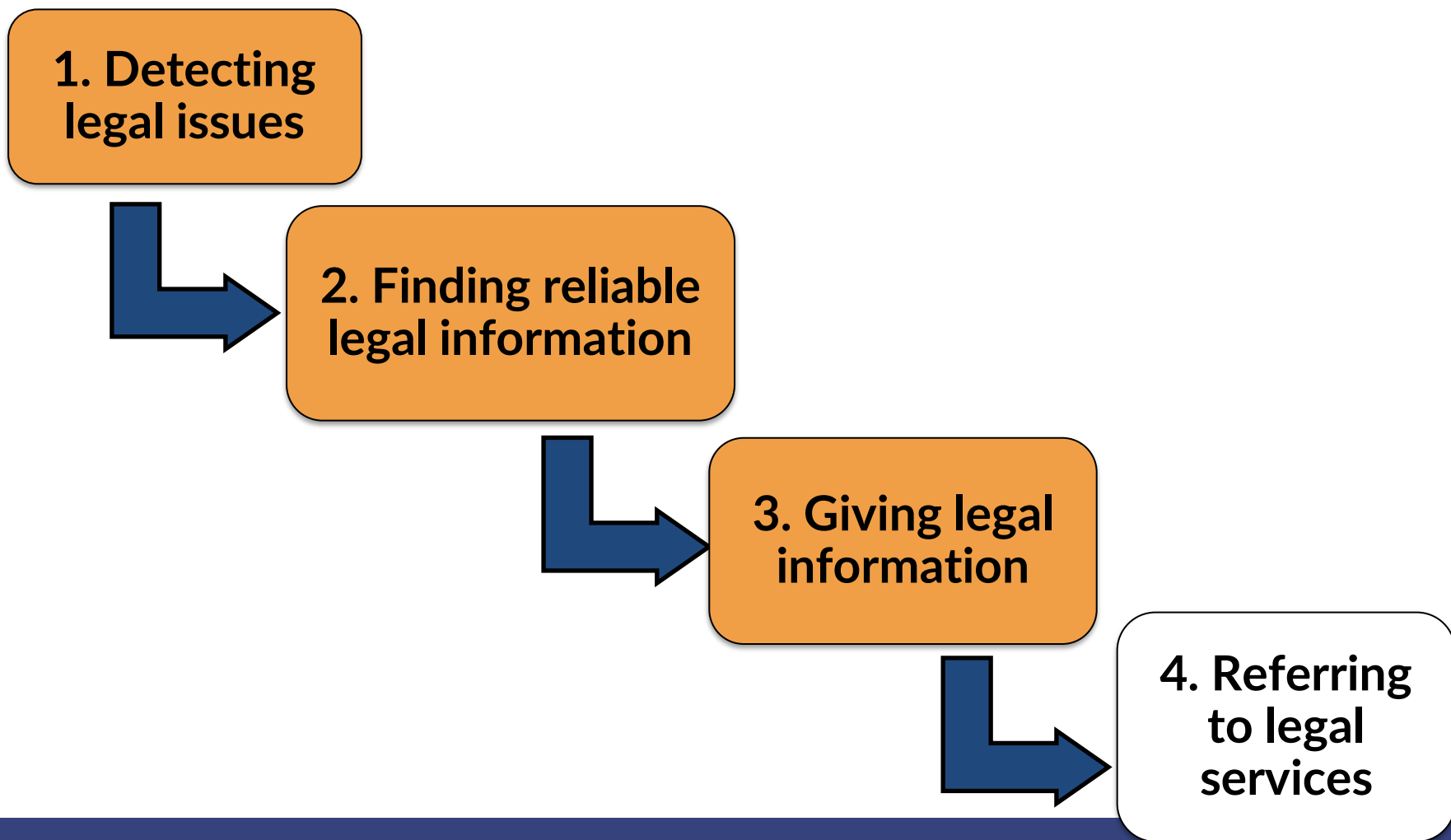


# Tips for giving legal help + information

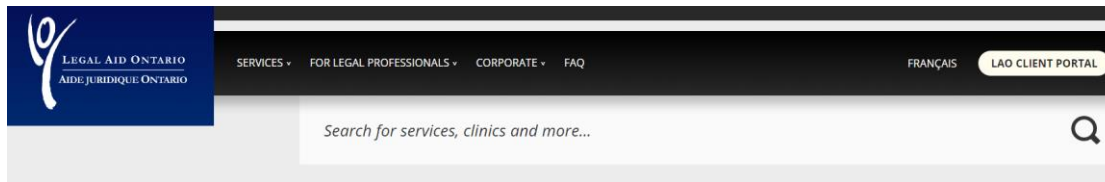
- Explain what you can help with
- Always give reliable legal information
- Make effective, “warm” referrals



# Step 4: Referring people to legal services



# Legal Aid Ontario



[legalaid.on.ca](http://legalaid.on.ca)

## Services:

- phone line for referrals & summary advice
- certificate program
- duty counsel

## Areas of law:

- family
- criminal
- domestic violence
- immigration & refugee

## Additional legal services

Pro Bono Ontario: [probonoontario.org](https://probonoontario.org)

Law Society Referral Service: [lsrs.lso.ca](https://lsrs.lso.ca)

JusticeNet: <https://www.justicenet.ca/>

# Questions?

# Navigating [stepstojustice.ca](https://stepstojustice.ca)



# How the website works

- legal topics and sub-topics
- gives step-by-step information on common legal questions
- includes illustrations, flow charts, letter writing tools, checklists and videos
- integrates referral information



# Ways to search

A partnership led by CLEO

HIDE THIS WEBSITE

français



Steps to Justice  
Your guide to law in Ontario

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

Updated information on paid COVID-19 sick days

CLEO's On the Radar: The end of paid sick days for COVID-19

Changes for refugees at the Canada-U.S. border

New information about tenant insurance



Print



Share

## Legal Topics



### COVID-19

Employment and Work

Income Assistance

Housing Law

See all



### Family Law

Decision-making and time with children

Separation and divorce

Child support

See all



### Employment and Work

Employment Insurance

Getting fired or laid off

Time off work

See all

LIVE CHAT



# Live chat

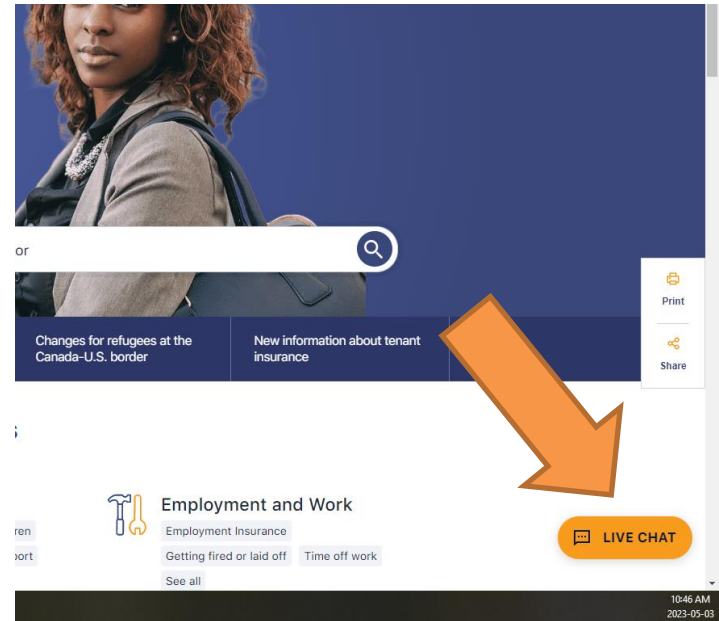
## ENGLISH

Monday to Friday

11:00 a.m. to 1:00 p.m. and 2:00 p.m. to 4:00 p.m.

## FRENCH

Du lundi au vendredi de 12h00 à 13h00



## Case scenario

Lena lost her job and fell behind on rent. She now has a new job but owes her landlord \$1,400. Her landlord sent her a text saying that if she doesn't pay by Friday, she has to be out of her apartment by the end of the week.



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Français



Legal Topics ^ Guided Pathways v Latest Updates



# Steps to Justice

## Step-by-step info about legal problems

Reliable, practical, and easy to understand.

- COVID-19
- Legal Topics A-Z
- Abuse and Family Violence
- Criminal Law
- Debt and Consumer Rights
- Education
- Employment and Work
- Family Law
- French Language Rights
- Health and Disability
- Help from Lawyers and Paralegals
- Housing Law**
- Human Rights
- Immigration Law
- Income Assistance
- Provincial Offences
- Refugee Law
- Tribunals and Courts
- Wills and Powers of Attorney



Tell us what you are looking for

Announcements

- New information about ODSP and Long COVID
- Use CLEO's Guided Pathways in Family Law to ask for an order in family court
- CLEO's On the Radar: Changes to EI sickness benefits
- Updated information about court fees

Print

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## Legal Topics



### COVID-19

- Employment and Work
- Income Assistance
- Housing Law
- See all



### Family Law

- Decision-making and time with children
- Separation and divorce
- Child support
- See all



### Employment and Work

- Employment Insurance
- Getting fired or laid off
- Time off work
- See all


LIVE CHAT



# Housing Law

## Try these tools:



Watch [our videos](#)  on housing law issues.



Use this [tenant repair request form](#)  to ask your landlord to make repairs.



[Newest questions](#)



[Most visited questions](#)




[All questions](#)

## COVID-19

- I gave notice to end my tenancy. What happens if I want to stay?
- How is the LTB handling cases during the COVID-19 pandemic?
- Can my landlord charge interest or late fees?

## Renting a new place to live

- Can I hang decorations or paint the walls in my rental unit?
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- What should be in my rental agreement?

[See all \(12\)](#) 

## Paying rent

- Can I get the Canada Housing Benefit top-up?
- I owe rent. Should I sign a payment agreement?
- Can my landlord charge interest or late fees?



[See all \(19\)](#) 



behind on rent



 **Questions & Next Steps**

**What can happen if I don't pay my rent on time?** Question

**Housing Law > Paying rent**

There are a few different things that your landlord can do if they think that you have not paid your **rent on** time. I...

**Can my landlord charge interest or late fees?** Question

**Housing Law > Paying rent**

... interest until you pay the money. Landlords are allowed to offer discounts for paying your **rent on** time. This type...

**What can my landlord do if I owe rent?** Question

**Housing Law > Paying rent**

... 7 days if you **rent** by the day or week. Make sure the landlord gives you a receipt for your payment. Your payment must also include ...

**How do I pay the rent?** Question

**Housing Law > Paying rent**

... if it is convenient for you. If you and your landlord can't agree **on** how you should pay, then you have the right to pay the

**1. Learn how OW can pay someone from your OW money** Next Step

## What can happen if I don't pay my rent on time?

### NEXT STEPS

- Talk to your landlord >
- Get help paying the rent >
- Respond to any papers from your landlord >
- Check your credit record >

There are a few different things that your landlord can do if they think that you have not paid your rent on time.

### If you owe rent

If your rent is late by even one day, your landlord can try to **evict** you. But they must follow certain steps.

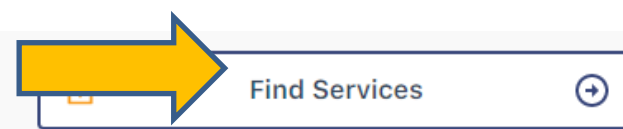
First, your landlord must give you a [Notice to End your Tenancy Early for Non-payment of Rent \(Form N4\)](#). This **notice** must include details about the amount of rent your landlord says you owe.

You have 14 days to cancel the Form N4 by paying all the rent that you owe if you rent by the month or year. You must pay within 7 days if you rent by the day or week. Make sure the landlord gives you a receipt for your payment.

Your payment must also include any rent that comes due after the date on the notice.

If you don't pay everything that you owe by the deadline, your landlord can [apply to the Landlord and Tenant Board \(LTB\) to evict you](#).

After that, you will have other chances to stop the eviction by paying, making an agreement with your landlord, or winning your case at the LTB.



Find Services



### Related Questions

Can I stop the eviction by paying what I owe?

What should I do to prepare for an eviction hearing?

I can't pay my rent. Will this affect my credit?

Can my landlord charge interest or late fees?

I owe rent. Should I sign a payment agreement?

### Guided Pathways



#### Eviction Solution Explorer

Use this tool if your landlord is trying to evict you because of unpaid rent.

### Tools & Resources

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



Watch this video to learn what can happen when you owe rent  
CLEO



Credit repair  
CLEO

# Activity — Myth Busting



If Sheyat's refugee claim is denied, she can still get social assistance from Ontario Works.



# 4 areas:



CLEO Connect



Steps to Justice




Guided Pathways



Brochures & Fact Sheets

## Embedding Steps to Justice

- Content “lives” on your site
- Automatically updated
- The “brand”-  Steps to Justice  
Your guide to law in Ontario
- Flexible options: language, content, size, colour
- Free and available to gov’t and NGO’s



## Guided Pathways Fill Out Your Legal Forms.

Use CLEO's free online interviews to fill out legal forms, draft letters, and identify your next steps.

The Guided Pathways ask you questions and then use your answers to fill in the forms and letters you need. When you are done, you can save and print your papers.



Print



Share



LIVE CHAT



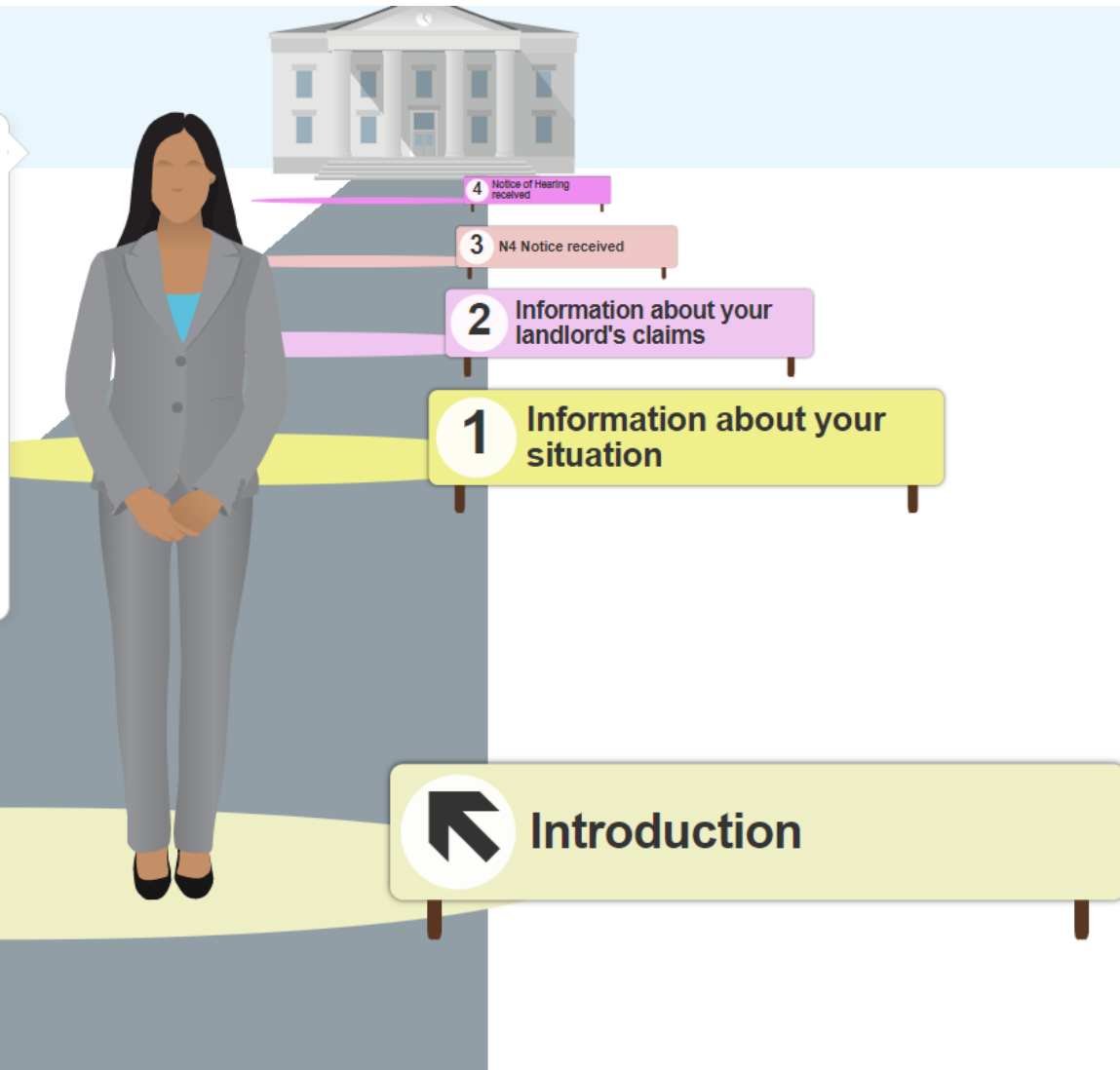
**Depending on your situation, the pathway can help you:**

- find general legal information about next steps
- think about a [payment plan](#) for rent you owe
- draft letters to your [landlord](#) or the [Landlord and Tenant Board \(LTB\)](#) to document important facts
- draft [speaking notes](#) that you can use at an [eviction hearing](#)
- fill out LTB forms for raising problems about your rental unit
- fill out LTB forms to make a payment plan
- fill out LTB forms to end your tenancy properly by making an agreement with your landlord

**It cannot:**

- give you legal advice about your situation
- submit the completed forms to the LTB
- send letters or emails to your landlord or the LTB

Continue



→ [stepstojustice.ca/guided-pathways](https://stepstojustice.ca/guided-pathways)

## Suggestions for the future

- use [Steps to Justice](#) to help clients and share with colleagues
- [order](#) CLEO's free publications
- stay connected, subscribe to [CLEO Connect](#)
- find your [community legal clinic](#)
- sign up for our contact list

# Questions?

## Community legal clinics - General

geographic catchment

financial criteria

Use the [Legal Clinic  
finder](#)

**Legal services in:**

Housing

Income assistance

Employment

Human rights

(Immigration)

# Community legal clinics - Specialty

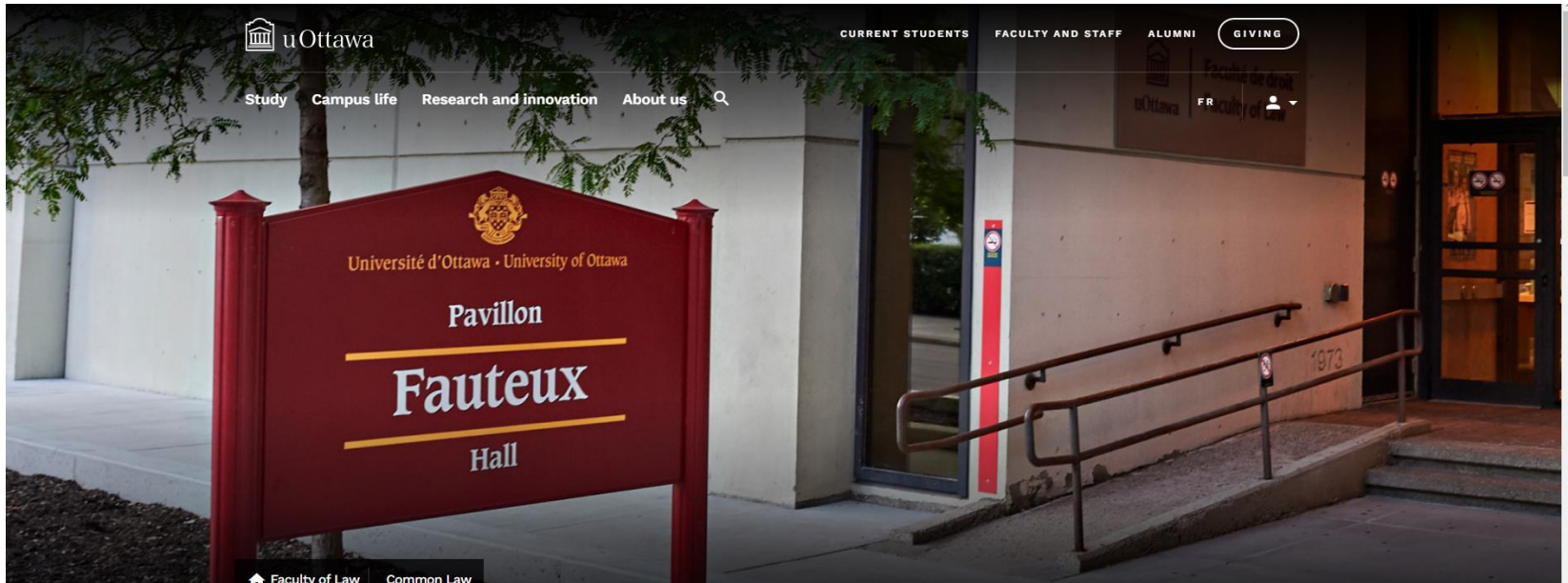
provincial mandate  
financial criteria

See list of all [specialty  
clinics](#)

## **Legal Services for:**

Specific groups (e.g.  
elderly, youth)  
demographic groups  
(e.g. South Asian  
community, Aboriginal  
Legal Services, Black  
Legal Action Centre)  
areas of law that affect  
many people

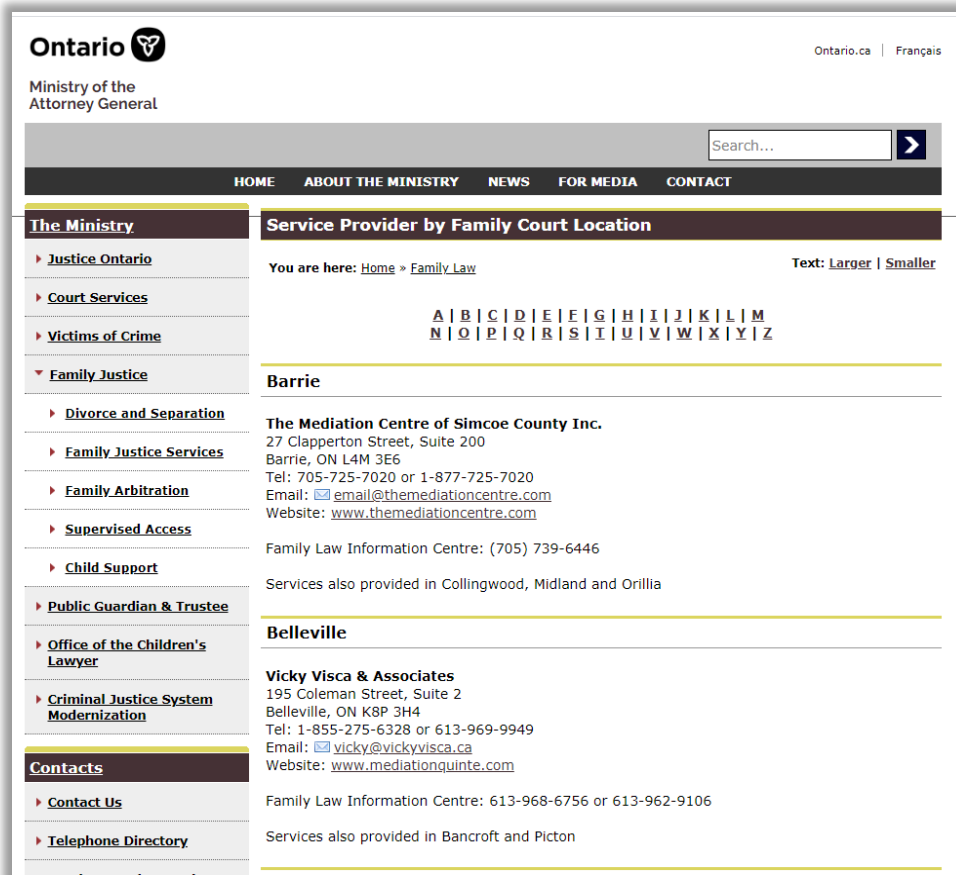
# Student Legal Service Organizations (SLSO)



## Legal Services + Public Legal Education workshops

- Criminal
- Family
- Housing

# Family Law Information Centres (in family courts)



**Ontario** Ministry of the Attorney General

Ontario.ca | Français

Search...

HOME ABOUT THE MINISTRY NEWS FOR MEDIA CONTACT

**The Ministry**

- Justice Ontario
- Court Services
- Victims of Crime
- Family Justice**
  - Divorce and Separation
  - Family Justice Services
  - Family Arbitration
  - Supervised Access
  - Child Support
  - Public Guardian & Trustee
  - Office of the Children's Lawyer
  - Criminal Justice System Modernization
- Contacts
  - Contact Us
  - Telephone Directory

**Service Provider by Family Court Location**

You are here: [Home](#) » [Family Law](#) Text: [Larger](#) | [Smaller](#)

A | B | C | D | E | F | G | H | I | J | K | L | M  
N | O | P | Q | R | S | T | U | V | W | X | Y | Z

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**Barrie**

**The Mediation Centre of Simcoe County Inc.**  
27 Clapperton Street, Suite 200  
Barrie, ON L4M 3E6  
Tel: 705-725-7020 or 1-877-725-7020  
Email: [email@themediationcentre.com](mailto:email@themediationcentre.com)  
Website: [www.themediationcentre.com](http://www.themediationcentre.com)

Family Law Information Centre: (705) 739-6446

Services also provided in Collingwood, Midland and Orillia

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**Belleville**

**Vicky Visca & Associates**  
195 Coleman Street, Suite 2  
Belleville, ON K8P 3H4  
Tel: 1-855-275-6328 or 613-969-9949  
Email: [vicky@vickyvisca.ca](mailto:vicky@vickyvisca.ca)  
Website: [www.mediationquinte.com](http://www.mediationquinte.com)

Family Law Information Centre: 613-968-6756 or 613-962-9106

Services also provided in Bancroft and Picton

## Services:

- Information and Referral Coordinators
- Legal Aid Ontario Advice Lawyers
- \* Go early!



[Get Help](#)



**Sexual Harassment isn't  
always easy to see in  
the workplace**



<https://shapeyourworkplace.ca/>



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

# Pro Bono Ontario

ABOUT PBO GET LEGAL HELP VOLUNTEER MEDIA BLOG COVID-19

CONTACT US DONATE #100PERCENTA2]

[No Title] About PBO



Pro Bono Ontario is here to help Ontarians who have essential legal needs but can't afford a lawyer.

## Legal Advice Hotline

- consumer
- education
- employment
- housing
- sexual harassment
- powers of attorney



# JusticeNet

## Welcome to JusticeNet!

JusticeNet is a not-for-profit service helping people in need of legal expertise, whose income is too high to access legal aid and too low to afford standard legal fees.

The professionals found on this site have agreed to devote a portion of their practice to qualifying clients at reduced fees. Participating professionals include licensed lawyers, mediators and paralegals.

*Please select a profession to continue.*



Lawyers



Mediators



Paralegals

**Participating lawyers** offer a wide range of legal services covering almost all areas of law at reduced fees.

**Paralegals** are licensed to offer a limited set of legal services, such as client representation in small claims court, traffic violations, landlord-tenant disputes, and minor criminal offenses. Reduced fees are below those of participating lawyers.

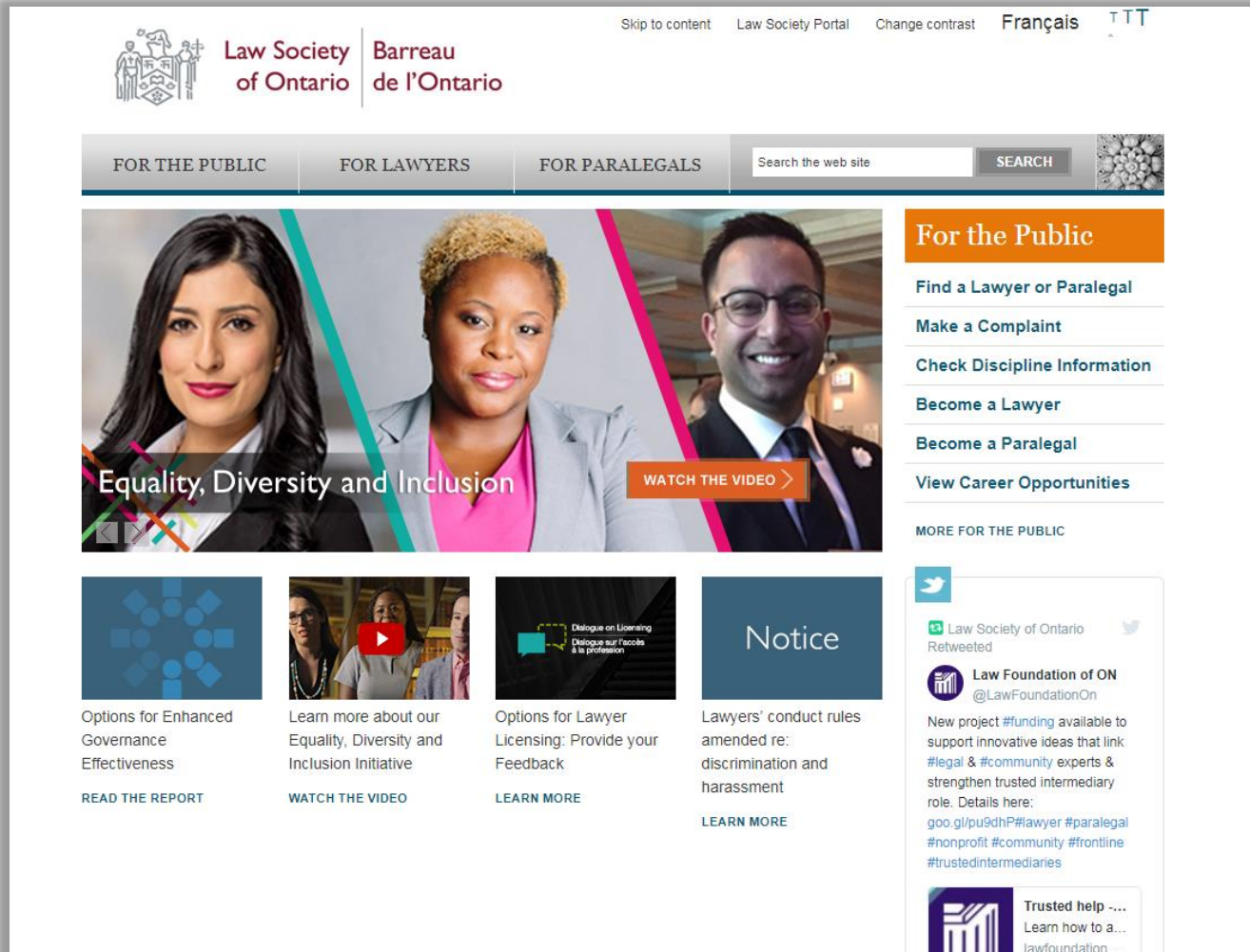
**Mediators** offer an alternative method of dispute resolution for parties who wish to avoid court-based litigation. Taking no sides, the mediator guides negotiation that allows the parties to create a tailor-made agreement.

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## Lawyers, paralegals and mediators

- discounted rates for those who qualify

# Law Society of Ontario



The screenshot shows the Law Society of Ontario website. At the top, there is a navigation bar with links for 'Skip to content', 'Law Society Portal', 'Change contrast', and 'Français'. The main header features the Law Society of Ontario logo and the text 'Law Society of Ontario' and 'Barreau de l'Ontario'. Below the header is a navigation menu with tabs for 'FOR THE PUBLIC', 'FOR LAWYERS', and 'FOR PARALEGALS', along with a search bar. The main content area is divided into several sections: a large banner for 'Equality, Diversity and Inclusion' with a 'WATCH THE VIDEO' button; a 'For the Public' section with links to 'Find a Lawyer or Paralegal', 'Make a Complaint', 'Check Discipline Information', 'Become a Lawyer', 'Become a Paralegal', and 'View Career Opportunities'; a 'MORE FOR THE PUBLIC' section with a tweet from the Law Foundation of ON; and four smaller content blocks: 'Options for Enhanced Governance Effectiveness', 'Learn more about our Equality, Diversity and Inclusion Initiative', 'Options for Lawyer Licensing: Provide your Feedback', and 'Lawyers' conduct rules amended re: discrimination and harassment'. The footer is a solid orange bar.

## Services:

- Law Society Referral Service
- 30 min. free
- Directory of private bar lawyers and paralegals

# Thank you for joining us!

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