

20TH
ANNIVERSARY YEAR



ANNUAL REPORT 2009-2010



Public Legal Education
and Information Service
of New Brunswick

MISSION STATEMENT



Helping New Brunswickers Know the Law!

PLEIS-NB is a non-profit organization and a registered charity. Our mandate is to develop bilingual educational products and services about the law for the general public in order to promote access to the legal system. Our goal is to assist the public in identifying and understanding their legal rights and responsibilities, and attaining self-help skills where appropriate, to improve their ability to deal with legal issues.



To meet the diverse information needs of New Brunswickers, PLEIS-NB has adopted the following objectives:

- (i) To respond to individual and community requests for information about the law, the legal system, sources of legal assistance and law reform;
- (ii) To increase the availability of easily understood general information about the law, as well as law-related information on specific topics;
- (iii) To promote a greater understanding of how the law affects everyday activities and to facilitate self-help skills; and,
- (iv) To act as a clearinghouse for information about the law by promoting awareness of and access to legal resources in the community, while encouraging the coordination of public legal education initiatives.

Public Legal Education and Information Service of New Brunswick

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**Public Legal Education
and Information Service
of New Brunswick**

June 2010

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EXECUTIVE DIRECTOR'S REPORT



This year marked our 20th Anniversary. Having been involved since the inception of PLEIS-NB, I can truly say that our accomplishments over the past two decades have been amazing. From a single office without any publications, PLEIS-NB has evolved into a dynamic agency that has created dozens of bilingual publications on a range of legal topics and provided high calibre legal educational resources to schools, libraries, law firms, courts, community agencies, government, crisis organizations, youth serving agencies, senior's groups and others. We have also responded on an annual basis to the law information needs of thousands of individuals from all walks of life and very corner of our province. We have met these needs through our publication program, our website, special events and by making all of our materials available in libraries across the Province.



This past fiscal year we undertook many exciting projects that involved working collaboratively with community stakeholders, the legal community and government. Of particular note were the following initiatives. With funding from Canada Revenue Agency, we developed a DVD and resources for board, staff and volunteers of charitable and non-profit organizations across Canada. Project funding from Justice Canada supported the creation of a NB family law website and resources for self-represented family law litigants, including for the first time ever, annotated, fillable family law forms. We also received Justice Canada funding to work collaboratively with senior's groups and government to create resources for preventing senior abuse.

On the provincial front, we worked collaboratively with the Office of Child and Youth Advocate to publish a booklet for youth in care. We also completed and evaluated a two year collaborative project with the Department of Public Safety, Victim Services, creating additional resources for the award winning DVD called **You are not alone** which is intended for teen victims of crime. This included a facilitator's guide and tips for teens pamphlet. As well, we worked in partnership with Public Safety to create a publication on youth, drugs and the law.

Our efforts to educate the public and create access to the justice system is made possible by the support of our "core funders", namely, the New Brunswick Law Foundation, the New Brunswick Office of the Attorney General, and Justice Canada. We thank them for twenty years of unwavering support and encouragement. It is also with deep appreciation that I thank all the dedicated individuals who have served on the PLEIS Board for the past twenty years, our talented and hardworking staff, countless volunteers from the legal community and elsewhere who have contributed their time and expertise, and finally, the many law students who have contributed to our success.

Thanks to everyone.

Deborah Doherty, Ph.D.
Executive Director

PEOPLE

BOARD OF DIRECTORS - 2009-2010

Judith Keating (President)
Chief Legislative Counsel,
Legislative Services
Office of the Attorney General

Janet Cameron (Vice-President)
Department of Tourism and Parks

Suzanne Bonnell Burley
Assistant Deputy Minister, Justice Services,
Department of Justice and Consumer Affairs

Robert LeBlanc
Faculté de droit, Université de Moncton
Moncton

Chief Barry McKnight
Fredericton City Police Force

Clea Ward
Faculty of Law,
University of New Brunswick
Fredericton

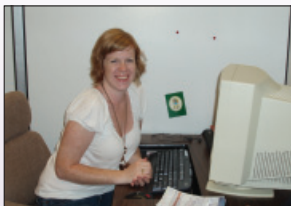
Jason Dempsey
Ellsworth Johnson Phillips
Moncton

STAFF - 2009-2010

Deborah Doherty, Executive Director
Stacey Brown, Project Manager
Emily Bell, Legal Research Coordinator
JD Blizzard, Law Line Operator/Admin Assistant*
Eli Taylor, Bookkeeper

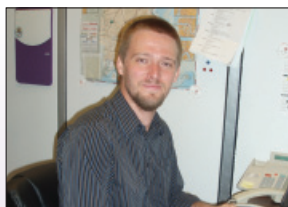
Legal Researchers

Wendy Miller
Melodie Legace



Project Assistants

Nicole Smith
Annick Noel

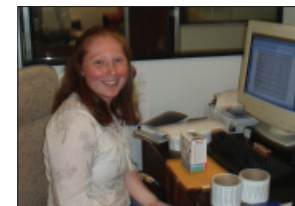


Summer Student

Lee-Ann Myers, UNB Law School

Pro-Bono Students

Holly Walbourne, UNB Law School
Kaylee Langille, UNB Law School



VOLUNTEERS AND PARTNERS

Our success is due in large part to the contribution of volunteers and project partners. The legal community makes a significant impact on our services by sitting on our Board, reviewing and commenting on draft materials and participating in the speaker's bureau. This year we had two pro bono law students from University of New Brunswick who provided many hours of assistance conducting research and helping out around the office. Finally, we would like to thank the many community groups and government departments who partnered with us in developing law information products and services, participated in focus groups during our fieldtest process, or reviewed draft materials and provided feedback. We appreciate the contribution of members of the New Brunswick Law Society who reviewed numerous draft publications and shared their comments to enhance the content. A special thanks to the representatives from charitable organizations in communities across the province who met with us to discuss their needs for information and who came out in large numbers to support the launch of the DVE. Our appreciation also goes out to the Go Ahead Seniors Inc. who worked with us to promote education around senior abuse prevention. We were very pleased to have the support of court staff and the family law bar who met with us on a number of occasions to discuss the needs of self-representing litigants and their impact on the family justice system.

Over the past twenty years, PLEIS-NB has benefitted from the in-kind contribution, time and expertise of many hundreds of volunteers.

PROGRAMS AND SERVICES

Toll-Free Family Law Line – 1-888-236-2444

There were 3965 calls recorded to the **Family Law Information Line** during the 2009-2010 fiscal year. This represents a 180% increase from the previous year. The program **For the Sake of the Children** saw a dramatic increase in the number of registrations due change in policy at Legal Aid which required everyone who applied for family legal assistance to enroll and participate in the program. This policy was in effect from April – December 2009.

Of the close to 4000 callers, 63% were registering for the **For the Sake of the Children** information sessions. Requests for family law information represented 8% of the calls. Another 2% requested **For the Sake of the Children** pamphlets, posters and related family law publications. organizations, law firms, court offices and schools seeking more information on the **For the Sake of the Children** program, as well as individuals who wished to confirm the date/time of the sessions for which they had registered accounted for 17%. Finally, the remaining 10% were administrative type calls including individuals wanting to reschedule sessions or instructors cancelling and rescheduling sessions or replenishing course materials. The most frequent source of referrals to the law line came from posters and the internet (69%), followed by referrals from friends, family and counselors (25%). Referrals to the **For the Sake of the Children** program were typically from Legal Aid (61%) and friends and family (20%), as well as private law firms and counselors/social workers.

Web Site - www-legal-info-legale.nb.ca

PLEIS-NB launched a new web site in June 2009. This easy to navigate site offers over 150 publications in HTML, Word and PDF versions in both official languages and a quarterly e-newsletter which has attracted a couple of dozen followers to date. This past year, we had 143,345 visitors to our website with a total of 629,087 page views and millions of “hits”. Visitors from Canada accounted for 87% of the visits. Overall, the most downloaded document in English was the guide for “Doing Your Own Divorce” (3245 downloads). Other popular viewed and/or downloaded resources included custody and access, when couples separate, power of attorney, wills & estate planning pamphlets, and preventing abuse and neglect of seniors.

Speaker’s Bureau and Video Lending Library

In the fall of 2009, PLEIS-NB was pleased to announce a partnership with the Canadian Bar Association- NB Branch to enhance public access to our Speaker’s Bureau. This included a new joint promotional pamphlet. Working together, we assisted more than a dozen community groups to find legal speakers on a range of topics - one of the most popular being ‘wills and estate planning’. PLEIS also offers a video lending library of close to 60 videos on a variety of legal topics. Many of the videos are available in both official languages, although some may be available only in the language of production. We converted several of our videos into media files to post on our website and converted some to DVD format.

Youth Justice Program

Youth Justice programming has focused on sharing our existing resources and web-based information with teachers, parents, youth and others. It is our intention to continue to search for ways to fill the need for accurate and youth friendly information about youth rights and responsibilities under the Youth Criminal Justice System.



PUBLICATIONS AND DISSEMINATION ACTIVITIES

Our publication program is the backbone of our service. Most of our publications are available free of charge for orders up to 50 copies and we get numerous requests each year. We also undertake proactive dissemination and promotion of new and revised publications. Over the past year, PLEIS-NB distributed 131,781 publications to the public, government and service providers across New Brunswick. The launch and promotion of products on new topical areas of law, usually results in a high demand initially for these new materials. For example, over 30,000 products on the roles and responsibilities of charitable organizations were distributed across Canada. And, in just five months, in response to requests, we distributed close to 6000 booklets on the prevention of senior abuse. Family law and family violence materials are always in high demand, as well as enquiries about power of attorney, wills pamphlets and going to a nursing home. In addition, we sold 565 divorce guides and provide over 200 complementary copies to libraries, legal aid, and community groups. The top users of our materials were hospitals, non-profit groups, senior organizations, law firms/courts and government offices.

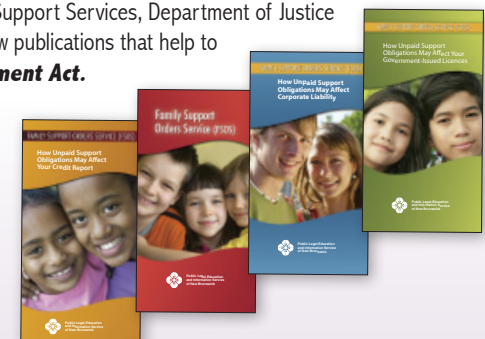
Twenty years ago, the public typically made requests for resources by telephone calls and letters/faxes. Today, we still receive about 40% of the requests by telephone, while another 40% are emails and 20% are webmail.

Publications that we created and/or revised to distributed in 2009-2010 included:

- **Helping the Public Know the Law**
- **Family Support Orders Service: Pamphlet and Fact Sheets**

PLEIS-NB work collaboratively with Program Support Services, Department of Justice and Consumer Affairs to distribute several new publications that help to educate the public on the **Support Enforcement Act**.

These popular booklets provide information about the new enforcement measures which are intended to ensure a dependable flow of support payments and to promote compliance.



Justice Minister Murphy, Deborah Doherty, PLEIS-NB and Joanne Higgins, director FSOS, launch new booklets

SPECIAL PROJECTS AND CONTRACTS

Family Law Hub Phase I and II

The goal of this project, which was launched on March 22, 2010, is to identify and respond to the needs of self-representing family law litigants who, for a variety of reasons, are increasingly attempting to handle their own cases. With funding from Justice Canada, we struck an advisory committee of family law experts and front line stakeholders. We also undertook interviews and focus groups with court staff, members of the judiciary, family law lawyers, legal aid and pro bono lawyers, and front line organizations whose clients are dealing with family law issues. As a result, we developed a new “virtual family law information centre” called Family Law NB (www.familylawnb.ca). This website offers the following information and resources about family law in New Brunswick:

- General information about how the courts work, court rules, and court procedures
- Ask an expert Videos that explain how the courts work
- Family Law court forms, which for the first time ever, are annotated and fillable electronically and examples of these forms and templates.
- Overview of programs and resources for separating parents
- Information on how to get a lawyer or legal aid.
- Access to all PLEIS publications and self-help guides on family law topics
- Link to other family resources and websites

Promotional activities to create awareness of this new site include production of a Poster, bookmarks and magnets, a presentation to the Family Law Bar at the CBA-NB Branch Mid-Winter Meetings, press releases, media interviews, ads and comprehensive mail outs. Additional funding enabled us to include Phase II in this fiscal year. Phase II involved production of the following new or updated family law booklets and guides:

- Child Support
- Spousal Support
- Domestic Contracts
- Marital Property
- Guide to Applying for Custody, Access and Support
- Guide to Completing Form 72I
- Child Support Variation Kit
- Checklist and Timeline for Doing Your Own Divorce

Ultimately, it is our intent to improve access for SRLs to the family justice system and lessen the workload of Court of Queen's Bench, Family Division staff, the judiciary and lawyers who spend considerable time helping self-representing litigants with procedural matters. We are now preparing for Phase III in the next fiscal year, which will include completion of the baseline survey, extensive promotional efforts, creation and implementation of a curriculum for a 2 hour workshop for SRLs, and an evaluation of the project.



From left: Melodie Lagace, legal research assistant, PLEIS-NB, Deborah Doherty, executive director, PLEIS-NB, minister of Justice and Consumer Affairs and Attorney General Kelly Lamrock, and Wendy Miller, legal research assistant, PLEIS-NB.

Senior Abuse Prevention Project

PLEIS-NB received funding from Justice Canada to undertake a two-year project to create, launch and disseminate bilingual materials for seniors dealing with elder abuse issues. To do this, we worked in partnership with the Aînés en Marche/Go Ahead Seniors Inc., the New Brunswick Department of Social Development and the New Brunswick Senior and Healthy Aging Secretariat. The following resources were produced:



- **Preventing Abuse and Neglect of Seniors:** This booklet was a revised and significantly enhanced version of our previous elder abuse publication. Reflecting changes in the vulnerable adult protocols and feedback from seniors who participated in focus groups, the new booklet offers relevant, plain language information for seniors and their families, dealing with the various aspects of elder abuse and legal remedies. This booklet has been widely disseminated throughout the province. We also created an *Evaluation Feedback Postcard* which shows that seniors, family members and service providers find it relevant and extremely helpful.
- **Are You Dating? Older Adults and Healthy Relationships:** This booklet was developed in recognition that much of the abuse experienced by older adults happens at the hands of intimate partners and family members. However, seniors do not have the same information available as younger people on “dating violence”, nor do they have the same experience and educational background on how to keep safe on the Internet or when using chat rooms or dating sites.
- **Audio CDs and Large Print versions of both publications:** PLEIS produced limited quantity of alternate formats to meet the needs of seniors who have low literacy skills or have vision problems and are unable to read. To overcome this, we have produced two CDs of the new booklet. Each CD has both official language. We have also produced a large print version of each of the publications (separate English and French rather than bilingual). We are currently in the process of creating our distribution list and these alternate formats will be distributed selectively to libraries, senior organizations and disability groups.
- **Senior Abuse and Neglect Quiz:** This quiz, which was incorporated into our training sessions, is a tool that can be used to engage seniors and facilitators who are making presentations or handing out abuse materials at health fairs and events. The quiz can create a relaxed and less formal way to talk to seniors about abuse issues.
- **Training Resources:** PLEIS-NB also created two PowerPoint training sessions to help organizations using the materials know how to make best use of them. As well, we created a Role Play which enables the participants to explore ways to respond to disclosures of senior abuse. A training sessions was provided for the Go Ahead Seniors in Moncton in January 2010.

Working with our partners, we developed a comprehensive communication and dissemination strategy. In just 4 months, close to 6,000 abuse booklets were provided to seniors groups and other organizations around New Brunswick, along with targeted sharing of audio CD and large print formats for seniors with vision or literacy challenges.

Welcome Aboard

The **Welcome Aboard** project began with consultations with charities and non-profit organizations in New Brunswick and culminated with a launch and widespread dissemination of several free resources for charities and non-profit organizations. The resulting products were:

- **Welcome Aboard DVD** : An engaging 20 minute video which uses dramatization to explain the important role of board members and emphasizes the serious commitment an individual makes to an organization when they join the board.
- **Handbook for new board members**: Provides an overview of some of the legal issues and questions to consider when becoming involved with an organization's board of directors. It includes space to record important information specific to one's organization and references to other resources. Although primarily intended for new board members, it may encourage discussion among existing board members and provide an opportunity to revisit important issues and ensure the organization is meeting its requirements under the Income Tax Act.
- **Pamphlet Series**: We also produced three informative pamphlets to help volunteers, staff and board members understand their rights, duties and liabilities. They are entitled:
 - Becoming a Board Member,
 - Becoming A Volunteer, and
 - Reporting Requirements of Registered Charities and Non-Profit Organizations

The **Welcome Aboard** project was funded by the Canada Revenue Agency, Charities Directorate under the Charities Partnership Outreach Program and is our largest funded project. The intent of this project was to provide small and rural charities with tools that explain the roles and responsibilities of staff and board members, as well as the importance of following CRA guidelines and completing the annual charitable return.

Nearly 200 people from various non-profit organizations attended a series of promotional events around the province. Following these events, we disseminated 30,000 copies of this resource throughout New Brunswick and across Canada. New Brunswick Corporate Affairs Branch requested 4000 copies of each title and plans to distribute them to every incorporated non-profit organization in the province and to every new applicant seeking non-profit status. This resource was distributed with a Feedback card. Responses to date demonstrate an overwhelmingly positive response to the resources.



From left: Daphne Curtis of Atlantic MediaWorks, who directed the video; Deborah Doherty, executive director of PLEIS-NB; Stacey Brown, project manager at PLEIS-NB; and Félix-Antoine Simard of Canada Revenue Agency.



The Healing Journey: Phase III

In collaboration with Gignoo House Inc., PLEIS-NB has created additional resources to accompany The Healing Journey Toolkit. These include a promotional pamphlet, a pamphlet on safety planning for Aboriginal women and a small safety plan pamphlet for children. We are also working on resources/quizzes that will help people understand and make use of the content of the kit. This includes some quizzes for youth. Together, we will promote and launch these new resources in the fall of 2010.



Safer Families...Safer Communities (Dissemination Activities)

In 2008-2009, PLEIS-NB launched a public awareness of family violence campaign, in collaboration with the Miramichi Family Violence Prevention Network and Family Violence Outreach. The campaign includes concrete tools and resources that encourage everyone to play a role in supporting victims of abuse and ending violence in our communities.



This project was originally funded by Status of Women Canada with additional funding from Justice Canada. We were pleased to receive a grant this year from the Women's Issues Branch to help our efforts to promote the campaign across New Brunswick. The table top display travelled to several locations, not only in New Brunswick, but across Canada. Presentations on the Safer Families...Safer Communities initiative were made in 2009-2010 to the following:

- Provincial Partners in Action, annual meeting (Oromocto);
- New Brunswick Crime Prevention Association, annual conference (Oromocto);
- Atlantic Coordinating Committee on Crime Prevention and Safer Communities, (Halifax);
- Public Legal Education Association of Canada, annual conference (St. John's, NFLD);
- Rotary Club (Miramichi);
- NB Veterinary Medicine Association, annual general meeting (Moncton);
- 1st Annual National Domestic Homicide Prevention Conference, (London, ONT);
- "The Cruelty Link", conference sponsored by the Alberta SPCA (Edmonton);
- Family Violence Prevention Conference (Eel Ground First Nation);

What's My Role: A youth guide to child protection

PLEIS-NB worked collaboratively with the New Brunswick Child and Youth Advocate/Office of the Ombudsman to develop a resource for teens in protective care. The content of the booklet was also developed with the guidance of a project advisory group which consisted of representatives from the departments of Social Development, Education, Justice and Consumer Affairs, the Office of the Attorney General and other professionals working in the area of child protection and children in



care. The new booklet explains the rights and responsibilities of young people who are going through the experience of being placed in care with Child Protection Services. It is a plain language resource which explains child protection law and answers some of the commonly asked questions about being taken into care. The booklet also provides information about resources and agencies that can help youth in care. Together, we plan to launch the new publication early in the new fiscal year. The booklet will be being distributed to youth and to child protection agencies who work with youth in care. It is also being shared with schools, lawyers and libraries across the province.

You are not alone – Be supported through difficult times (DVD)

The Department of Public Safety, Victim Services Program once again partnered with PLEIS-NB to create two new companion pieces for the DVD “You Are Not Alone” which shows how youth victims of crime may be supported by the Department of Public Safety’s victim services division. The video was launched last fiscal year along with a parent’s guide to helping youth victims of crime. The new products offer additional information for parents, teens and teachers or facilitators explaining the criminal justice system and the role of a young victim.



They include the following:

- **Tips for Teen Victims** is a pamphlet which provides a quick overview of the services and protections available to help youth prepare and cope with the court process.

- **You Are Not Alone – A Facilitator’s Guide** was created to help teachers and others working with youth explore the subject of the criminal justice system from the victim’s perspective. The guide provides speaking notes, discussion questions, activities and handouts to help teachers and others promote discussion and understanding of the fears and concerns young victims may have about reporting crime and going to court. The end product, available in English or French, was distributed to all middle and high schools in New Brunswick and is available to other youth serving agencies across the province.

As a wrap-up of the project, PLEIS-NB continued dissemination activities and compiled an evaluation of the products based on surveys and focus groups with youth, teachers and front-line service providers.

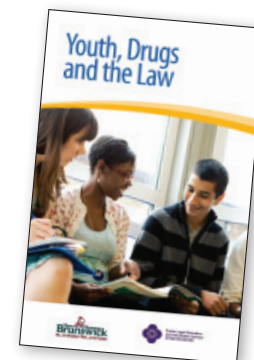
Finally, we are very pleased to report that the video and companion parent guide garnered an honourable mention at the 2009 Columbus International Film and Video Awards. The Columbus International Film and Video Awards is the longest-running film festival in North America.



You are not alone – Be supported through difficult times won an international award. From left: Daphne Curtis of Atlantic MediaWorks, who directed the video; Public Safety Minister and Solicitor General John W. Foran; Stacey Brown of PLEIS-NB; Justice and Consumer Affairs Minister Michael Murphy; and Tracey Ozark, Victim Services Program Support co-ordinator.

Youth, Drugs and the Law

This new publication was created in collaboration with the Department of Public Safety. The publication provides answers to common questions youth have about why some drugs are illegal, youth rights when being questioned or searched by police, and the charges and consequences associated with drug offences. PLEIS-NB is grateful for the input and support from RCMP “J” Division, the Department of Education and the staff and youth residents at Portage Atlantic for their input and feedback on the development of these publications. The booklet, available in separate English and French versions, is available to schools and youth serving agencies across the province.



PLEIS is also working collaboratively with the Department of Public Safety to assist Portage Atlantic, which has helped hundreds of youth deal with drug and alcohol addictions, by providing youth residents with information about the law and their rights as it relates to treatment. We hope to finalize this publication in the next fiscal year.

COMMITTEES, RESEARCH AND CONSULTATIONS

PLEIS continued its participation on a variety of consultations as well as national, provincial, and local committees. During the 2009-2010 fiscal year, we actively participate on the following committees:

- New Brunswick Silent Witness Organizing Committee
- Provincial Caring Partnership Committee
- Workplace Family Violence Advisory Committee
- Fredericton Regional Resource Network
- Atlantic Regional Coordinating Committee on Crime Prevention and Community Safety
- Minister’s Working Group on Violence Against Women.



The executive director also participates in family violence research and sits on the Board of the Public Legal Education Association of Canada and various sub-committees.

Silent Witnesses visit the lobby of Centennial Building, November 2009

FINANCIAL OVERVIEW 2009-2010

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**TEED
SAUNDERS
DOYLE & CO.**
Chartered Accountants

An Independent Member of
DPK Canada Inc. and DPK International

AUDITORS' REPORT

To the Directors of Public Legal Education and Information Service of New Brunswick Inc.

We have audited the statement of receipts and disbursements of the core fund for the year ended March 31, 2010. This statement is the responsibility of the organization's management. Our responsibility is to express an opinion on this statement based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statement is free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statement. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, the statement of receipts and disbursements presents fairly, in all material respects, the receipts and disbursements of the core fund for the year ended March 31, 2010 in accordance with Canadian generally accepted accounting principles.

Teed Saunders Doyle & Co.

June 7, 2010
Fredericton, NB

CHARTERED ACCOUNTANTS

PUBLIC LEGAL EDUCATION AND INFORMATION SERVICE OF NEW BRUNSWICK INC.

CORE FUND

STATEMENT OF RECEIPTS AND DISBURSEMENTS

FOR THE YEAR ENDED MARCH 31, 2010

	Actual 2010	Budget 2010	Actual 2009
Receipts			
Justice Canada	\$ 70,000	\$ 70,000	\$ 70,000
New Brunswick Law Foundation	70,000	70,000	70,000
N.B. Department of Justice (note 2)	-	-	56,200
Other	<u>17,185</u>	<u>20,000</u>	<u>17,274</u>
	157,185	160,000	213,474
Disbursements			
Conference and travel	7,840	8,000	7,198
Office expense	10,170	6,000	37,401
Printing and distribution	43,710	34,000	50,966
Professional services	8,722	10,000	13,419
Salaries and benefits	83,966	100,000	83,290
Translation	<u>2,777</u>	<u>2,000</u>	<u>21,200</u>
	157,185	160,000	213,474
Excess Of Receipts Over Disbursements For The Year	\$ -	\$ -	\$ -

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