



**Community Legal Clinic
of York Region**



Community Legal Clinic of York Region Policy/Procedure Manual

Amendment Page

Date	Amendment
June 13, 2013	First issue of policy/procedure manual
January 16, 2014	Addition of Health and Safety Policy
April 9, 2014	Addition of Investment Policy
June 19, 2014	Addition of Complaint Policy
February 19, 2015	Addition of Conflict of Interest Policy
October 15, 2015	Update to Income Eligibility Criteria tables in the Eligibility Policy
January 21, 2016	Addition of Legal Disbursements Policy

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1. Access and Accommodation Policy

1.1 Purpose

This policy describes how the Community Legal Clinic of York Region (CLCYR) provides services and conducts its business in ways that are accessible to people with disabilities.

1.2 Definitions

Clients – for the purposes of this policy, “Clients” relates to any person who seeks services from or needs access to the CLCYR.

1.3 Policy

Providing Accommodation

Under the *Accessibility for Ontarians with Disabilities Act, 2005*, clients are not required to provide details of their disability when requesting accommodation.

As such, all requests for accommodation will be met, unless they create extreme costs or health and safety risks (defined as “undue hardship” under Ontario’s *Human Rights Code*) to the CLCYR and/or its staff.

CLCYR is committed to providing:

- Services that are barrier-free and delivered in ways that accommodate each client’s physical, mental, emotional, cultural and linguistic needs;
- Services that respect the dignity and independence of our clients;
- Clients with disabilities the opportunity to access the same timely, quality services that they provide to all of our clients;

The CLCYR will meet its obligations to accommodate clients with disabilities in a variety of ways. They include:

- Providing interpreter services;
- Providing physical space that is wheelchair accessible;



- Providing flexible hours of operation;
- Consideration of off-site meetings for clients that cannot visit the CLCYR office due to their disability;
- Re-scheduling of interviews scheduled on a client's religious holiday.

Clients using the CLCYR's services are entitled to:

- use assistive devices, such as but not limited to, walkers, wheelchairs, scooters and assistive communication/listening devices;
- be accompanied by a service animal (e.g., guide dog) in all public areas of the clinic;
- be accompanied by a support person. Clients are under no obligation to explain the purpose or role of their support person.

In the rare circumstance where legal advice is being provided and the CLCYR employee feels that the presence of a support person or interpreter might threaten the confidentiality of the solicitor and client relationship, the client with a disability will be advised of the concern and given the choice to proceed with or without the support person or interpreter present. The client may be asked to confirm their decision in writing.

Clients with limited vision will be provided with documents in large print or on CD. If these formats are not sufficient to accommodate a client's disability, CLCYR will work with the client to find an acceptable solution.

Clients who have difficulty communicating with others are entitled to:

- ask the person speaking to them to speak slowly and clearly;
- ask the staff person or their support person to write down key points to take with them;
- use Alphabet boards, bliss symbol boards or other communication devices.

Clients who find it difficult to be in a closed room will be offered the opportunity to keep the door opened or to move to a larger space, if available.



Clients with severe allergies or sensitivities to scents will inform CLCYR staff as soon as possible. Every effort will be made to immediately remove items from the area that are causing a reaction for the client. In some instances, it may be necessary to schedule meetings at an offsite location.

1.4 Procedures

1.4.1. Requesting Accommodation

Clients can speak privately with the CLCYR staff member who is assisting them with their legal issues about their accommodation needs.

Clients who wish to request accommodation in advance of visiting the CLCYR will be directed to the Office Manager at:

Telephone: 905-508-5018 or 1-888-365-5226 ext. 226
Mail: 21 Dunlop St., Suite 200, Richmond Hill ON L4C 2M6
Fax: 905-508-7539
E-mail: mailbox@clcyr.on.ca.

1.4.2. Notice of temporary disruption

The CLCYR will post on its website a notice in the event of a planned or unexpected disruption in the facilities or services it provides. The notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

1.4.3. Staff training

CLCYR staff receives ongoing training on access, accommodation of disability and a wide range of issues to try to make sure that staff have a broad knowledge of disability issues.



1.4.4. Periodic review of this policy

This policy will be reviewed every two years from date of approval. Suggestions to improve the policy can be forwarded to the CLCYR's Office Manager.

1.4.5. Feedback

Clients with disabilities that wish to provide feedback on the services they received from the CLCYR are encouraged to contact the Executive Director.

If the client is not satisfied with the first response, they will be advised of their right to file a formal, written complaint as outlined in the CLCYR's Complaints Policy

2. Eligibility Policy

2.1 Purpose

The following policy outlines the criteria the Community Legal Clinic of York Region (CLCYR) utilizes with respect to the determination of eligibility of persons to receive clinic services.

It is intended to act as a guide, and may not be an exhaustive list.

2.1.1. Financial Eligibility

Case screening will examine the financial circumstances of individual clients and groups which seek service at the CLCYR. The purpose is to ensure that those with the most need receive service in a timely and effective manner.

2.1.1.1 Individual Client Guidelines

The following standards shall be maintained and applied in determining financial eligibility of persons requesting clinic services except when providing summary advice or brief services:

- a) net income criteria set out on Schedule "A";
- b) net assets criteria set out on Schedule "B";
- c) application of the clinic's financial eligibility standards to each client recorded in writing; and,
- d) staff, where appropriate, shall satisfy themselves concerning the accuracy of information provided in the clinic's eligibility standards.

2.1.1.2 Group Guidelines

1. Except where the size of a group makes it impractical, the clinic shall apply the same financial eligibility standards to each member of a group as it does to an individual to ensure that:
 - a) most of the group's members would qualify individually, and,

- b) the financial limitations of members of the group and the potential costs of the services prevent the group from sharing the cost of private legal services.
2. Where numbers render the use of individual standards impractical, the clinic shall maintain and apply financial eligibility standards which demonstrate objectively that:
 - a) most of the group's members would qualify individually; and,
 - b) the financial limitations of members of the group and the potential costs of the services prevent the group from sharing the cost of private legal services.
3. The clinic shall also consider the availability of a group certificate from Legal Aid Ontario.
4. These requirements do not apply to a service application:
 - a) from a group of individuals seeking to incorporate a non-profit corporation or,
 - b) from a non-profit corporation requesting any services of the clinic.

However, the Board requires that each such application be considered in light of the following criteria, and file an Exemption Report:

- i. the application is made by a non-profit corporation, its financial resources which could reasonably be applied to all or part of the legal costs;
- ii. availability of legal resources in the clinic and private bar;
- iii. merits of the corporation's objectives; and,
- iv. the degree to which the corporate objectives aim for the betterment of the clinic's client community.



2.2 *Financial Eligibility Guidelines*

2.2.1. *Schedule "A" Income*

The clinic may provide services without applying eligibility verification where the primary source of family income (including that of a cohabiting spouse) is income from one of the sources listed below, or where the service request involves a significant legal issue arising from one of the sources set out below:

- Ontario Works
- Ontario Disability Support Plan
- Old Age Pension with guaranteed income supplement
- War Veterans Allowance
- Canada Pension Plan (This exemption is restricted to an application in which CPP is the primary source of family income)
- Workers' Safety and Insurance Board Benefits which are temporary and threatened.



Community Legal Clinic of York Region

Income* eligibility criteria

One-Adult Family

Automatic Financial Eligibility Under (Gross income)			
Family size	Nov. 1, 2014	Apr. 1, 2015	Apr. 1, 2016
1	\$ 16,748	\$ 17,753	\$ 18,818
2	\$ 19,398	\$ 20,562	\$ 21,796
3	\$ 22,684	\$ 24,045	\$ 25,488
4	\$ 24,539	\$ 26,011	\$ 27,572
5	\$ 27,083	\$ 28,708	\$ 30,430
6	\$ 29,044	\$ 30,787	\$ 32,634

Discretionary Financial Eligibility Under (Gross income)			
Family size	Nov. 1, 2014	Apr. 1, 2015	Apr. 1, 2016
1	\$ 22,720	\$ 22,720	\$ 22,720
2	\$ 27,083	\$ 28,708	\$ 30,430
3	\$ 31,005	\$ 32,865	\$ 34,837
4	\$ 33,496	\$ 35,506	\$ 37,636
5	\$ 36,676	\$ 38,877	\$ 41,209
6	\$ 40,015	\$ 42,416	\$ 44,961



Two-Adult Family

Automatic Financial Eligibility Under (Gross income)			
Family size	Nov. 1, 2014	Apr. 1, 2015	Apr. 1, 2016
2	\$ 22,684	\$ 24,045	\$ 25,488
3	\$ 24,539	\$ 26,011	\$ 27,572
4	\$ 27,083	\$ 28,708	\$ 30,430
5	\$ 29,044	\$ 30,787	\$ 32,634
6	\$ 31,588	\$ 33,483	\$ 35,492

Discretionary Financial Eligibility Under (Gross income)			
Family size	Nov. 1, 2014	Apr. 1, 2015	Apr. 1, 2016
2	\$ 30,369	\$ 32,131	\$ 32,131
3	\$ 32,966	\$ 34,944	\$ 37,041
4	\$ 36,040	\$ 38,202	\$ 40,495
5	\$ 39,326	\$ 41,686	\$ 44,187
6	\$ 41,976	\$ 44,495	\$ 47,164

* Refers to Gross Income including that of any “person responsible for the applicant:” as defined under the Legal Aid Services Act

** Discretion may be exercised by staff considering the overall financial situation of the client only on the following grounds approved by the Board of Directors, if desired:

- debt load;
- importance of legal issues to low-income interests;
- necessary transportation expenses;
- costs associated with a disability;



- excessive rental costs (relative to income);
 - when the areas of law is income-related, based on the merits of the case and the nature of the services requested;
 - availability of alternative services;
 - excessive child care expenses (relative to income);and
 - other such grounds as are adopted by the Board and approved by Legal Aid Ontario.
3. The clinic may also provide services to persons whose income exceeds the amounts set out in column 2, above, in exceptional circumstances, approved by the Board of Directors in each case.
4. The exercise of discretion to provide services as set out in paragraph 3 shall be reported to Legal Aid Ontario, in a form approved by them.

2.2.2. Schedule "B" Assets

1. The clinic may provide services without applying an eligibility test where the primary source of family income (including that of a cohabiting spouse) is income from one of the sources listed below, or where the service request involves a significant legal issue arising from one of the sources set out below:
 - Ontario Works
 - Ontario Disability Support Plan
 - Old Age Pension with guaranteed income supplement
 - War Veterans Pension
 - Canada Pension Plan (This exemption is restricted to an application in which CPP is the primary source of family income)
 - Workers' Safety and Insurance Board Benefits which are temporary and threatened.

2. In all other circumstances, the Board of Directors will maintain and apply financial eligibility standards which render ineligible persons with net assets (Total assets minus any liabilities):

Assets			
Family size	Nov. 1, 2014	Apr. 1, 2015	Apr. 1, 2016
Single	\$ 7,950	\$ 8,427	\$ 8,933
Family (incl. cohabiting spouse)	\$ 10,600	\$ 11,236	\$ 11,910

3. In arriving at the total value of assets, the clinic may exempt the following assets from consideration;
 - (a) one vehicle necessary for transportation;
 - (b) snowmobiles or specialized vehicles necessary for transportation in remote areas;
 - (c) equity in the primary family residence;
 - (d) furniture or household goods in a primary family residence;
 - (e) tools of the trade or business;

- (f) when the person is 60 years of age or over, or has a severe and prolonged disability so as to be unemployable or unlikely to return to work, any income producing assets up to a value of \$150,000; (however, the income produced by such assets must be taken into account under Schedule "A");
 - (g) proceeds from the sale of real property which are committed to the purchase of a principal residence;
 - (h) Child Tax Credits; and,
 - (i) student loans and bursaries.
5. The clinic may also provide services to a client owning assets in excess of the levels set out above in exceptional circumstances approved by the Board of Directors.
6. A Board exercising this discretion shall file an Exemption Report.

2.2.3. Other Considerations for Eligibility

In recognition of the fact that demand will exceed the Clinic's staff and financial resources, the following guidelines have been developed to assist in making choices with respect to the delivery of case services.

2.2.3.1 Factors to be Considered:

In applying these factors, genuine emergencies involving meritorious cases and potential clients with little capacity to assist themselves will generally be given priority.

i. Geographical location

e.g. – clients must be within York Region

ii. Impact of the Case on the Client

a. Ability of the client to self-help

- e.g. - capacity of client
- complexity of case
- forum
- availability of friends, relatives, other informal advocates

- whether other side represented by counsel
 - availability of self-help kits
- b. Alternative sources of help
- e.g. - legal aid certificate
 - other lawyers
 - other clinics
 - other advocacy agencies or organizations
- c. Consequences of denial of help
- e.g. - chance of success
 - whether the Clinic's assistance would make any ultimate difference apart from merely buying time
 - whether threat to person's income/housing is urgent
- iii. Impact of the Case on the Community*
- a. Law reform potential – value of the case for lobbying, public advocacy, etc.
 - b. Community education or organizing potential – value of the case for motivating the community in legal education or in organizing
 - c. Test potential – value of the case for setting a helpful precedent
- iv. Impact of the Case on the Clinic*
- a. Effect on the current and anticipated caseload burden
 - b. Whether the case ties in with other Clinic priorities in casework or law reform or community development activities.



COMMUNITY LEGAL CLINIC OF YORK REGION

Eligibility Criteria Exemption Report

To: Legal Aid Ontario
Atrium on Bay
40 Dundas Street West, Suite 200
Toronto, ON
M5G 2H1

Report No.: _____

Area of Law: _____

In this matter, although the client did not meet the financial eligibility guidelines, the Board of Directors approved the provision of services for the following reasons:

President



3. Health and Safety Policy

The Community Legal Clinic of York Region (CLCYR) is vitally interested in the health and safety of its workers. Protection of workers from injury or occupational disease is a major continuing objective.

The CLCYR will make every effort to provide a safe, healthy work environment. All supervisors and workers must be dedicated to the continuing objective of reducing risk of injury.

The CLCYR, as employer, is ultimately responsible for worker health and safety. Under The Occupational Health and Safety Act, the Executive Director of the CLCYR will comply with his/her duties under the Act such as taking every reasonable precaution for the protection of workers in the workplace. Supervisors will be held accountable for the health and safety of workers under their supervision. Supervisors are subject to various duties in the workplace, including the duty to ensure that machinery and equipment are safe and that workers work in compliance with established safe work practices and procedures.

Every worker must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the employer. Workers will receive information, training and competent Supervision in their specific work tasks to protect their health and safety. It is in the best interest of all parties to consider health and safety in every activity. Commitment to health and safety must form an integral part of this organization, from the Executive Director to the workers.

Signed: _____
Executive Director

Signed: _____
President, CLCYR Board

4. Investment Policy

4.1 Purpose

This document is designed to outline the policy and procedural elements by which certain funds under management by CLCYR can be invested in a financial vehicle in order to meet certain defined objectives of the Clinic.

4.2 Definition of Duties

4.2.1. Board of Directors

The Board of Directors sets the overall policy on investment of the funds. The Board will set the Investment Policy, approve, review and periodically monitor the application of the policy as appropriate. On the recommendation of the Treasurer, the Board shall approve all investments made under this policy.

4.2.2. Treasurer

The Treasurer will, in conjunction with Management, make recommendations to the Board of Directors about funds available for investment, types of investments available (in keeping with this policy) and amount suggested for investment. The Treasurer will also work with Management to manage the funds under investment and provide reports to the Board as required.

4.3 Objectives

The Investment Policy is designed to meet the following objectives:

1. To provide a rate of return on funds deemed appropriate for investment in excess of the rate of return those same funds would earn if left in the operational bank account.
2. To safeguard the investment principal such that the risk associated with the chosen investment vehicles are consistent with the Clinic's risk profile
3. To manage the cash flows of the funds to ensure cash is available when called upon.

4.4 *Investment Restrictions*

Funds made available for investment will only be invested as outlined in the “Allowable Investment” section.

1. Funds may only be invested in vehicles deemed “free of risk” and may not be made in stocks, property or in speculative securities.
2. Funds under investment may not be invested beyond five years in any term.
3. No more than \$100,000.00 dollars may be invested in any single investment

4.5 *Allowable Investments*

1. Government bonds.
2. Treasury bills.
3. Term deposits, guaranteed investment certificates, or other interest-bearing deposits or securities with a credit union, chartered bank, or trust company insured by the Canada Deposit Insurance Corporation.

4.6 *Portfolio Composition*

Funds invested shall generally be invested in fixed income securities, structured in a ladder approach so that investments are purchased with staggered maturity dates. Terms, issuers and yields will be reviewed regularly to ensure they meet the investment objectives and are appropriate with the long-term view of the markets and economy.

4.7 *Decision Making*

The Board will approve investments as required and will consider the following factors before approving any investment:

1. General economic conditions
2. The possible effect of inflation or deflation on the investment
3. The role that each investment or course of action plays within the overall portfolio
4. The expected total return from income and the appreciation of capital
5. The needs for liquidity, regularity of income and preservation or appreciation of capital



6. An asset's special relationship or special value, if any, to the vision of the Clinic.
7. An evaluation of the previous year's investment performance
8. An analysis of future operating and capital cash requirements
9. Recommendations for investment including recommendations from professional financial advisors.

Management may sell the investments only under emergency circumstances when there are insufficient cash in the operating account to meet the Clinic's obligations. The signatories for the investment sale shall be the same as the cheque signing authorities of the Clinic. Management shall inform the Treasurer and the Board no later than the next Board meeting for such changes.

5. Complaint Policy

5.1 Purpose

This policy describes how the Community Legal Clinic of York Region (CLCYR) handles complaints against the Clinic.

5.2 Policy

Complaints against the Community Legal Clinic of York Region (CLCYR) by clients or former clients or those affected by the services provided by CLCYR shall be submitted to the Executive Director of CLCYR and investigated.

Where the complaint is against the Executive Director, it shall be referred to the President of the Board of Directors for investigation.

The clinic's complaints policy, indicating the complainant's right to complain, procedures and relevant forms shall be highly visible at the main office and shall be accessible both in electronic and in hard copy format.

Complainants shall be informed that all complaints must be received within the appropriate time limit set out in Section 5.6 of this policy using the clinic's standard complaints form "CLCYR Complaint Form". Those requesting accommodation in respect of this written requirement shall be assisted according to the Clinic's Access and Accommodation Policy. A copy of the clinic's complaints policy shall be provided to all complainants along with a copy of the standard complaints form "CLCYR Complaint Form".

5.3 Procedure

5.3.1. Complaints regarding Services

- A. Upon receipt of a completed and signed complaint "CLCYR Complaints Form" within the appropriate time limit set out in Section 6.0 of this policy, the Executive Director (or in his or her absence, his or her delegate) shall:
 - (i) Acknowledge the receipt of the complaint in writing to the complainant within 15 days;

- (ii) Take all necessary steps to investigate the complaint fully, in a fair and impartial manner
 - (iii) Meet with the staff member(s) involved in all cases and where considered appropriate shall obtain a written response from such staff member(s);
 - (iv) All necessary steps shall be taken to ensure that information is maintained as confidential in accordance with the Law Society of Upper Canada's (LSUC) Rules of Professional Conduct provisions relating to confidentiality of information.
- B. The Executive Director or his or her delegate shall endeavour to complete his or her investigation of the complaint(s) within 90 days of receipt of the formal complaint indicated in 3.1 A;
 - C. Upon completion of the Executive Director's investigation, a written response shall be provided to the complainant by the Executive Director within 15 days of completion of his or her investigation. The written response shall indicate the complainant's right to appeal his or her complaint to the clinic's Board of Directors, with an explanation of the exclusions identified in Section 3.2 B;
 - D. The Executive Director shall track number and type of complaints and shall provide the Board of Directors with an annual summary indicating nature of complaint, resolution if any, and status.

5.3.2. Step II- Appealing to the Board of Directors

- A. If the Complainant is not satisfied with the Executive Director's decision, and subject to Section 3.2 B, an appeal may be filed with the Board of Directors. In this case, the complainant shall issue a written notice of a request to appeal to the Board of Directors within 60 days of the date of the Executive Director's written response. The Executive Director will provide a copy of the original complaint and his/her written response to the Board. The complainant may only appeal decisions relating to the complaint addressed in his or her original complaint indicated in Section 3.1 A. The complainant shall also be required to sign a consent form to release private and confidential information to the Board of Directors pertaining to the complaint (Form "Authorization to Disclose Information");

B. Exclusions to Appeals to the Board of Directors:

1. Matters not appealable to the Board are:
 - a. Complaints relating to the legal merits of the case;
 - b. Complaints pertaining to financial eligibility for services;
 - c. Complaints pertaining to the choice of caseworker or solicitor (either initially or following a request for reassignment);
 - d. Complaints pertaining to the professional judgment of the clinic employee in his or her role as counsel;
 - e. Complaints relating to a matter that has been previously disposed of or previously adjudicated;
 - f. Complaints of a frivolous and vexatious nature.
 2. For the purposes of Section 3.3, decisions of the Executive Director under Section 3.2 B(1), including whether a complaint falls within those grounds, shall be deemed to be decisions of the Board of Directors
- C. The President of the Board of Directors or designate shall acknowledge receipt of the request to appeal to the complainant within 30 days;
- D. The Board of Directors shall take all necessary steps to investigate the complaint fully, in a fair and impartial manner and shall issue their written response to the complainant within 90 days of the acknowledgement indicated in Section 3.2 C.

5.3.3. Step III- Appealing to Legal Aid Ontario

Following receipt of the Board of Director's response indicated in Section 5.3.2 D or the Executive Director's decision with respect a matter in Section 5.3.2 B, if the complainant has concerns about services funded by Legal Aid Ontario (LAO), the complainant may make an appeal in writing to LAO if the complainant is not satisfied with the Executive Director's/Board's disposition of the complaint. Any



complaints filed with the LAO shall be in accordance to the LAO's complaints policy and can be directed to:

*Legal Aid Ontario
Manager, Complaints
Atrium on Bay
40 Dundas Street West Suite 200
Toronto ON M5G 2H1
416 204 4718 (fax)
complaints@lao.on.ca*

5.4 Complaints regarding the Executive Director

Where the complaint concerns the activities of the Executive Director, the procedure set out herein shall be modified by substituting "President or designate" for "Executive Director" in paragraphs 5.3.1 A through 5.3.1 D. In these circumstances, the complainant shall also be required to sign a consent form to release private and confidential information to the Board of Directors pertaining to the complaint (Form "Authorization to Disclose Information");

5.5 Adjudicated decisions

Decisions with respect to adjudicated complaints are final and binding and may not be re-opened.

5.6 Time Limit:

Complaints will be received by the clinic and investigated if the complaint is filed within six (6) months of the closing of the complainant's file or within three months (3) of receiving summary advice. Where the complainant is not a client or recipient of summary advice, complaints must be received within three (3) months of the complainant becoming aware of the conduct under objection.



- () a refusal to transfer my case to another lawyer or paralegal
- () the finding that I was financially ineligible for service
- () an interpretation as to what my retainer agreement included
- () other: (please specify) _____

2.4 Please describe the nature of your complaint. Please include dates, names and other important information pertaining to your complaint:

2.5 Are you attaching additional documents that relate to your complaint? If yes, please number and indicate number of pages below:

Yes? _____ Number of pages attached: _____

No? _____



Step 3: Sign and date this complaint form. Please note: Unsigned, incomplete or undated forms cannot be investigated.

I understand that the CLCYR may share some or all of the information and documents relating to my complaint, either provided by me or received from other sources or parties, with the Executive Director, his or her delegate, subject of the complaint, and/or the Board of Directors of the clinic in order to investigate this complaint.

Print your/the Complainant name Complainant signature Date

Step 4: Send us your complaint

By mail or in person:

Community Legal Clinic of York Region
21 Dunlop Street
Richmond Hill, Ontario
L4C 2M6

By fax:

(905) 508-7539

What can I expect next?

Once we have received your Complaint Form, you can expect to receive a written response by our office within 15 days of receipt of your form acknowledging that your complaint has been received and is being investigated. If your complaint is not something we can help you with, we will let you know. All relevant complaints will be investigated by the Executive Director. Investigations may take 90 days or less



to complete. You can expect a written response from our office within 15 days of completing our internal investigation relating to your complaint.

DO NOT COMPLETE. To be completed by the office

Complaint received date:	Date complaint acknowledged:	Date of ED/Board response:
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6. Board Members Conflict Of Interest Policy

6.1 Purpose

The purpose of this policy is to define what is considered a Conflict of interest for a Board Member and the process to be followed if a conflict is identified.

6.2 Definition of conflict of interest

A conflict of interest may be direct or indirect and include any circumstances which may tend to create bias or the appearance of bias and is not limited to conflicts with respect to financial interests or conflicts relating to interpersonal relationships.

6.3 Declaration of conflict of interest

Any member of the Board of Directors who has a conflict of interest on any particular matter before the Board shall declare such conflict, and thereafter abstain from all discussions and decisions regarding that matter and not be present while such deliberations take place. All such declarations and abstentions shall be recorded in the Minutes of the Board.

6.4 Determination if conflict of interest exists

Any member of the Board of Directors may raise the question of whether or not a conflict of interest may exist. The Board will then determine the question if there is any disagreement with respect to this.

6.5 Compatibility with By-Laws

This policy will not deviate from the Conflict of Interest section in the Board By-Laws.



7. LEGAL DISBURSEMENTS POLICY

7.1 Purpose

The purpose of this policy is to be in compliance with the requirement to have a disbursements recovery policy as set out in the Legal Aid Ontario (LAO) Clinic legal disbursements funding policy.

7.2 Policy

The Community Legal Clinic of York Region (“CLCYR”) may receive funds from Legal Aid Ontario (“LAO”) to be used solely for the payment of legal disbursements. Such funds shall be deposited in a separate bank account.

All client reimbursements to CLCYR in relation to legal disbursements paid on behalf of the client out of the legal disbursements account shall be deposited to the legal disbursements account of CLCYR.

Funds designated as legal disbursements shall not be used for any other purpose without the express approval of LAO.

All appropriate steps will be taken to collect legal disbursements from clients whenever possible and, in particular, from group clients of CLCYR. To this end, all clients to whom ongoing services are provided will be asked to sign a Retainer acknowledging that while there are no fees for our legal work, they will repay CLCYR for any legal disbursements made on their behalf.

Clients who are in receipt of benefits under Ontario Works or Ontario Disability Support Plan will not be required to reimburse CLCYR for their legal disbursements except when and to the extent that they are successful and will receive a retroactive benefit as a result.



Recovery of legal disbursements may be waived partially or wholly in any case by the Executive Director where it is considered that the client is financially unable to repay any such amount.