



Community Justice Help Across Canada: A Snapshot of Programs

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Submitted by Community Legal Education Ontario/ Éducation juridique communautaire Ontario

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Community Justice Help Across Canada: A Snapshot of Programs

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Table of Contents

Background..... 4

Part 1: A snapshot of Programs 4

 1.0 Approach and methodology 4

 1.1 Selection of organizations and programs 4

 1.2 Criteria 6

 2.0 Community justice help across Canada: what we found 7

 2.1 Summary 7

 2.2 Range of services 8

 2.3 Services provided: examples 9

 2.4 Staffing: examples..... 12

 2.5 How service delivery is supported: examples 12

 2.6 Partnerships and collaborations: examples 13

 2.7 Associations and networks: examples..... 14

 2.8 Other supports for community-based organizations 14

Part 2: Conclusion..... 15

 1. Essential wrap-around and supportive services 15

 2. Recognizing and supporting this work 16

Appendix 1: Table of Community Justice Help Programs 17

Appendix 2: Examples of associations and networks 29

Background

In early 2024, the Department of Justice Canada (JUS) retained Community Legal Education Ontario/ Éducation juridique communautaire Ontario (CLEO) to research community justice help programs across Canada and summarize a selection of them in a table.

A growing body of research has discussed the vital role played by not-for-profit community-based organizations in helping people who turn to them with problems that may involve the law. The assistance provided by these non-legal organizations falls outside the formal justice system, and their role is often not understood and supported by institutions in the formal justice sector, even though there are often connections and collaborations between individuals and organizations across these sectors.

The purpose of the project is to increase the knowledge and understanding of this type of assistance – what we call “community justice help” – available to people in communities across Canada. The focus is on community organizations and supports that serve people living on low incomes. The second objective of the project is to provide the groundwork for the exploration of a national network or working group to connect and support this type of work.

For the purposes of this project, “community justice help” is defined as the support and assistance provided by non-profit community-based organizations, and the non-lawyer staff at those organizations, to whom people with law-related problems often turn for help.

Part 1: A snapshot of programs

1.0 Approach and methodology

1.1 Selection of organizations and programs

In the project, an array of organizations across Canada that provide some form of community justice help in one or more of their projects or programs are identified and described. These organizations are set out in Appendix 1.

The organizations listed in the table are a small sample of organizations that, according to their websites, offer assistance with problems in which law or law-related processes are embedded. In fact, the sectors examined, and the organizations listed, are a very small subset of the thousands of community-based not-for-profits across Canada, and similar trusted intermediary organizations, at which people who are not legal professionals offer some form of law-related assistance¹. This assistance ranges from referrals to legal services providers (lawyers, paralegals, legal aid, legal clinics), to basic information about the law, to accompaniment to meetings with lawyers or to courts or tribunals, to systems navigation or legal process

¹ For more information about sectors and organizations in Canada providing community justice help, see [Shifting the Paradigm: Exploring Opportunities for Community Justice Help](#).

navigation, to options and strategy discussions, to letter-writing and forms completion. In addition to the sectors discussed in this report, other sectors working in this space include:

- community mental health programs
- public libraries and community information centres²
- community food centres and food banks
- health care settings and health care professionals (doctors, nurses, nurse practitioners)³
- faith-based institutions (for example, churches, synagogues, mosques) and leaders
- offices of city councillors, Members of Provincial Parliament (MPPs), and Members of Parliament (MPs)

The organizations that are included reflect the breadth and diversity of community justice help that is provided throughout the country. The range of organizations summarized in the table is intended to convey a sense of that range and diversity; it is not a fully comprehensive catalogue nor a formally representative sample.

It is worth noting at the outset that these organizations would not use the term “community justice help” to refer to their law-related support, nor would many describe it as legal assistance – and certainly not as legal advice or legal services, which may trigger the attention of legal regulators. They are more likely to describe it in terms of the services that their client community is seeking – for example, “support for victims of intimate partner violence”, “settlement support”, “housing support”, or employment support”.

But the law and legal processes are typically interwoven into these problems and needs for support. Victims of intimate partner violence often need safety planning and protection orders; settlement support often includes assistance with work permits, family reunification, visas and permanent resident applications, and other; housing support often addresses issues around rent increases, repairs and maintenance issues, and eviction; and employment support may involve assistance getting Employment Insurance (EI) or seeking appropriate compensation from employers.

The objective was to include 25 to 30 organizations, representing a wide range of organizations from a number of community sectors. It was clear from the outset, that the number of organizations working in these sectors across Canada made it necessary to identify organizations, at least initially, through a focussed research strategy.

² Public libraries are a key information hub in communities. Public libraries across Canada host law librarians and legal professionals to share their expertise with visitors to their libraries, and initiatives exist in some provinces to support this work. (See [Law Matters](#), discussed later in this report, and the [Saskatchewan Access to Legal Information Project](#).) Our table does not list any public libraries or community information services as we were unable to find a website that noted the law-related help given by public library staff, one of the criteria we used for inclusion in the table.

³ The health-justice partnership movement is growing, in Canada and elsewhere; see the resources and research listed [here](#). These collaborations typically aim to educate health care professionals providing front-line care so that they can identify legal problems their patients may be experiencing and give them accessible and appropriate referrals to legal professionals. Some partnerships involve the placement of a lawyer or paralegal in a health care setting, such as [Pro Bono Ontario's initiative](#) at Sick Kids Hospital in Toronto; others involve a [partnership between a health care setting and one or more legal services providers](#).

The project began by looking at the Department of Justice Canada's recent funding initiatives. These include support projects addressing sexual harassment in the workplace, intimate partner violence, sexual assault, and the legal needs of racialized communities. The list of funded organizations and initiatives was reviewed in order to identify a number of community-based organizations.

Members of the Public Legal Education Association of Canada – organizations that often support and work with non-legal not-for-profit organizations in their province or territory – were approached for suggestions of organizations that may meet our criteria (set out below). Many suggestions were received and a number of those are included.

Those two methods generated a good number of organizations. The initial list was reviewed, taking note of gaps – by sector, audience, or region—and further online research was conducted to identify additional organizations that help address gaps. Organizations' websites were reviewed to confirm they met the criteria (below) for inclusion in the table. If they did, their websites were used to provide information for the table.⁴

1.2 Criteria

Four criteria were used to help guide the selection of organizations.

1. Non-legal, community-based organizations

- Not-for-profit, community-based organizations to whom people turn for help with problems or issues (for example, settlement, housing, employment). This would not include organizations that people specifically turn to for legal services (legal advice and representation from a licensed legal professional), or non-legal organizations that had an onsite legal clinic.
- Community organizations that describe their services primarily as social or community services of some sort, even if those services may involve the law -- for example, settlement services or support for abused women.
- Organizations where law-related support is provided by staff who are not licensed legal professionals, and who do not typically focus exclusively on the legal dimension of problems.

2. Provision of front-line, one-on-one services

- Programs that provide one-on-one support and assistance to people in their communities, in-person, by phone, or via email – or, in many instances, through more than one of these methods.
- This did not include organizations that, according to their websites, do not provide one-on-one assistance, even if they provide education or training, community organizing,

⁴ Although we took steps to confirm that the selected organizations are currently operating, we did not otherwise verify that the information we found on their websites is accurate.

professional development, professional or networking support, or other types of group or collective support.

3. Sufficient information on websites

Organizations needed to have websites which present information about their services sufficient to give some understanding of the law-related services that they provide. (This was a judgment call.) This meant that resource-stretched organizations were not captured given their lack the capacity to maintain a site with some substantive content about their services, even though many of those small, grassroots organizations deliver the most-needed services to hard-to-reach communities.

4. Diversity of organizations

A key objective of this project is to give a sense of the breadth of assistance being offered in numerous community service sectors in Canada. Examples of organizations working in the following sectors were included:

- community centres
- health-related
- housing help
- Indigenous-serving
- intimate partner violence
- settlement
- workers' rights
- other community-specific services

And also included were:

- organizations that serve a diversity of communities, such as youth, 2SLGBTQIPA+ communities, racialized communities, Indigenous peoples, and other communities, and
- at least two examples of organizations in each sector, and at least one from every province and territory.

2.0 Community justice help across Canada: what we found

2.1 Summary

The table includes brief descriptions of 30 organizations from across Canada, with at least one organization from every province and territory.

Each of the 30 organizations has been placed in one of eight sectors. The eighth sector in the list below (“organizations serving these communities”) has six organizations that serve specific communities not otherwise listed. In fact, all organizations in the table serve a defined community or communities. It should be noted that many of the organizations should be in more

than one category – for example, many provide housing help, intimate partner violence assistance, and settlement services.

Organizations have been allocated to the following sectors:

- five community centres
- two health-related organizations
- two housing help organizations
- two Indigenous organizations
- five intimate partner violence organizations
- five settlement organizations
- three workers' rights organizations
- organizations (one each) serving these communities:
 - adults and youth impacted by criminalization
 - women and gender-diverse people impacted by criminalization
 - youth
 - 2SLGBTQIPA+
 - people living on low incomes
 - sex workers

2.2 Range of services

People often turn to local not-for-profit organizations they know and trust for help to access income or employment support, to find housing or remain in their home, to work and live in Canada, and for other assistance. In the table, the area of need has been described in these terms – for example, “housing support” or “intimate partner violence support” – to reflect the way that a client or their community worker would describe the problem or type of service.

Organizations assisting community members to address their needs or problems do so by providing a range of services.⁵ The services are not easily or consistently framed: they are described as community services, social services, health services, settlement services, and/ or information and referral services – but not as legal services, unless delivered by a licensed legal professional.⁶

Regardless of the framing, many of the organizations' websites state that they:

- i) give information about rights and resources, and provide referrals
- ii) support clients in navigating systems and processes
- iii) offer counselling and/ or advocacy services
- iv) help clients understand and complete forms and documents
- v) help people understand the court process and prepare for court
- vi) accompany people to court or to legal appointments
- vii) play a liaison role with other community, government, or legal services

⁵ In this report, the terms “community members” and “clients” are used interchangeably.

⁶ Legal services were outside the scope of this project.

Each of these categories captures a range of support services, and many services fit in more than one category. For example, “helping people understand the court process and prepare for court” (v) above) can be seen as a subset of “navigating systems and processes” (ii) above). Despite this occasional overlap and blurring, these seven categories have been used to give some structure to the discussion below.

2.3 Services provided: examples

2.3.1 Information about rights and resources, and referrals

Many of the organizations’ sites state that they provide information, support or referrals on law-related issues affecting their communities, including housing and employment support, information for women experiencing intimate partner violence, and support accessing income support and other benefits. Almost all organizations provide information and support on a number of interrelated issues, even though they may specialize in one or two.

- For example, [Mosaic](#) in Vancouver offers referrals in accessing healthcare, legal aid, and income assistance and information for refugee claimants as well as workshops on topics such as Interim Federal Health Program (IFHP), Medical Services Plan (MSP), tenancy rights, and more.
- [Access Alliance Multicultural Health and Community Services](#) in Toronto provides information on rights and entitlements, as well as on Canadian systems such as health care, housing, finance, civil rights, and policing.
- The [Unemployed Workers Help Centre](#) in Saskatoon provides information on EI, makes referrals to community and government services, and assists workers to make inquiries of Service Canada to get detailed information on the status of their claim, or to establish or finalize a claim.
- The [Victoria Faulkner Women’s Centre](#) in Whitehorse helps women access the information needed to make informed choices and makes referrals to services and resources.
- The [Federation of Metro Tenants’ Associations](#) in Toronto gives legal rights information to tenants through its Tenant Hotline.

2.3.2 Support for navigating systems and processes

Many of the sites describe their services as providing support for system navigation or for navigating processes. System navigation can refer to many different types of systems and processes, such as walking clients through the process for applying for a benefit, or for a work or study permit, and ensuring that they understand it.

- For example, the [Salvation Army](#) in Yellowknife elaborates on their navigation services this way: it helps clients get housing, income support, and employment; obtain identification documents; and fill out forms.
- The [Council of Yukon First Nations](#) in Whitehorse has a justice program that includes Indigenous court worker services that assist people charged with a criminal offence. Justice program services include helping to address communication barriers between

First Nations citizens and the criminal justice system and assisting with the interpretation of documents.

- The [Edmonton Mennonite Centre for Newcomers](#) assists newcomers in navigating complex systems, including housing, income support, and financial services.
- [The Link](#) in Winnipeg provides system navigation support to vulnerable youth.
- [Adsum for Women and Children](#) in Halifax helps women and families navigate criminal justice, immigration and child protection, and community services systems.

2.3.3 Counselling and/ or advocacy services

Some of the organizations' sites include "advocacy" and/ or "counselling" as one of their services. In the context of organizations' mandate and services, advocacy is interpreted to refer to efforts to support clients to achieve their objectives – for example, renting an apartment or developing a safety plan – rather than advocacy in a formal adjudicative setting.

- For example, the [YWCA Aqvik](#) in Iqaluit provides advocacy and outreach to women who have experienced partner violence.
- The [Kataujaq Society](#) in Rankin Inlet provides counselling and advocacy, safety planning, and serves as a liaison for northern women and children experiencing domestic violence.
- [Beausejour Family Crisis Resource Centre](#) in Shediac, New Brunswick (NB), provides crisis counselling to victims of family violence and their children, and helps them obtain emergency intervention orders.
- The [Muslim Resource Centre for Social Support and Integration](#) in London, Ontario (ON), offers culturally appropriate counselling and support, including safety planning for victims of domestic violence.

2.3.4 Support to complete forms and documents

Many organizations' sites state that they help people prepare or complete documents or forms. The sites often refer to application forms for income assistance and other benefits, as well as documents and forms that many newcomers need to complete (for example, applications for work permits or study permits, or applications for permanent residence or citizenship).

- For example, the [Immigration and Refugee Services Association](#) in Charlottetown assists people in applying for and obtaining essential Canadian documents, including those relating to immigration and refugee, employment and housing matters.
- The [Centre d'Appui Aux Communautés Immigrants](#) in Montreal assists newly arrived immigrants and refugees to apply for citizenship or sponsorship, and to obtain a social insurance number and health card.
- [Romero House](#) in Toronto assists with filling out forms for work and study permits, as well as applications for permanent residence, citizenship and refugee travel documents.
- [SEED](#) in Winnipeg provides support accessing benefits, including applying for identification documents, filing tax returns, and opening bank accounts.
- The [Mouvement Action-Chomage de Quebec](#) in Quebec assists people in preparing applications for employment insurance and other benefits.

- [Northern Mosaic Network](#) in Yellowknife helps community members fill out name change forms and gender marker forms.
- The [Workers' Resource Centre](#) in Calgary assists workers to apply for benefits and to file complaints to various regulatory bodies, as well as to obtain benefits and entitlements.

2.3.5 Support to understand the court process and prepare for court

Many of the organizations support people in understanding the court and preparing for court.

- For example, the [Archway Society for Domestic Peace](#) in Vernon, British Columbia (BC), helps community members understand the court process, provides court orientation, and helps people prepare for court.
- The [Edmonton John Howard Society](#) provides clients with education and orientation to the criminal court and helps them prepare for court.
- [Stepping Stone](#) in Dartmouth, Nova Scotia (NS), provides court support to sex workers, helping them understand the charges against them, their rights and options, and the requirements of the justice system.
- [Elizabeth Fry New Brunswick](#) in St. John helps women impacted by criminalization navigate criminal, family, and civil court systems through a volunteer court support program.

2.3.6 Accompany people to court or to legal appointments

The websites of several organizations in the table include accompaniment – to court or to legal appointments – as one of the services they provide.

- The [South Asian Women's Community Centre](#) in Montreal provides accompaniment to legal appointments to women experiencing intimate partner violence.
- The [Black Coalition for AIDS Prevention](#) in Toronto accompanies community members to appointments.
- The [PEI Family Violence Prevention Services](#) provides accompaniment to court and other meetings.
- The [Archway Society for Domestic Peace](#) in Vernon, BC, provides accompaniment to court and updates on proceedings.
- The [Edmonton John Howard Society](#) provides accompaniment to court.

2.3.7 Liaise with other community, government, or legal services

Many organizations' websites indicate that they play a liaising role with other community, government, or legal organizations or institutions. This role is fairly standard for community-based organizations, but is an important aspect of the holistic services that they provide.

- For example, staff at the [South Asian Women's Community Centre](#) in Montreal liaise with legal aid, schools, social assistance, youth protection and shelters.

- The [Immigrant and Refugee Services Association](#) in Charlottetown provides liaison and support services for people registering for government programs, renewing permits, and correcting information in their files.

2.4 Staffing: examples

The staff person or team delivering these services varies from organization to organization. The websites at many of the organizations describe their staff as social workers, settlement workers, housing support workers, outreach workers, and employment counsellors. Some organizations' websites give somewhat more specific job titles.

- The staff at the [Edmonton John Howard Society](#) includes justice support workers as well as domestic violence court workers.
- [Stella's Circle](#) in St. John's has housing support workers, case managers, and tenant relations specialists.
- The staff at [Immigrant and Refugee Services Association](#) in Charlottetown includes settlement workers, employment specialists, an information services coordinator, and a housing coordinator.
- The [Sacred Wolf Friendship Centre](#) in Part Hardy, BC, has a poverty law advocate, an employment, life skills and training coordinator, a family wellness navigator, and a child and family development coordinator.

Although the websites of most organizations do not give details on the educational or accreditation qualifications they require of staff positions, we do note that universities and colleges offer degrees or diplomas in social work and settlement work, and the social work profession is [regulated across Canada](#).

2.5 How service delivery is supported: examples

Most of the organizations' websites lack detailed information about the training required or provided to their staff who assist clients, the existence of supervision or oversight (or availability of an outside expert with whom a staff member can check when needed), or the existence of standards or accreditation regimes that support good-quality services.

This does not indicate, of course, that organizations do not have appropriate training, supervision, expertise, or standards in place. Rather, it is likely that this sort of information is considered primarily internal in nature and not the type of information that members of the public and community members would seek from a website – and, thus, is not included in many organizations' sites.⁷

⁷ We note that a [qualitative study](#) of “community justice help” published by CLEO in June 2020 discussed the training, oversight, and quality assurance frameworks in place at several community-based organizations in Ontario and British Columbia.

The table's notes column gives some indication that there are support structures and accountabilities in place at many organizations that support the provision of good-quality services.⁸

- Almost all of the organizations' websites make note of the boards of directors that oversee their organizations: boards set the strategic plan for the organization and ensure proper policies and practices are in place to achieve that plan. Board members of community-based not-for-profits are typically volunteers (a CRA requirement for charities) and representative of the community, and are accountable both to community members and to funders.
- The [Romero House](#) website includes organizational policies, including a code of conduct, whistleblower, and complaints procedure.
- The [Edmonton Mennonite Centre for Newcomers](#) has its service commitment and values posted on its website.

The receipt of funding from government departments and other funding agencies, such as law foundations, also imposes a level of accountability. Most organizations' sites state that they receive funding from the municipal, provincial, or federal government – or two or three levels of government. Governments and their agencies, and other major funders of not-for-profits, require funding recipients to submit applications and regular financial and other reports. Funders want to support good-quality services that benefit members of the public and do not pose a risk of harm.

Finally, many organizations participate in systems of voluntary standards or accreditation that support good-quality services.⁹ It should be noted that small organizations with limited capacity may be challenged to participate in even the most straightforward accreditation system without dedicated funding for this purpose.

- The website of [Access Alliance Multicultural Health and Community Services](#) notes that it is accredited through the Canadian Centre for Accreditation, and includes an accountability section on its website.
- The website of [Mosaic](#) notes that it is accredited by the Commission on the Accreditation of Rehabilitation Facilities.

2.6 Partnerships and collaborations: examples

For a few of the organizations, the table's notes column mentions significant partnerships and collaborations in which they participate.

- The [Beausejour Family Crisis Resource Centre](#), in Shediac, NB, works with community and government partners co-located in "The Courage Centre" to offer a one-stop, multi-disciplinary approach.

⁸ The absence of such information on organizations' websites does not suggest the contrary.

⁹ As mentioned above, regulatory regimes also apply to certain professions, such as social workers.

- The [Unemployed Workers Help Centre](#), in Saskatoon, Saskatchewan (SK), partners with Sask Jobs Career Services.

Indeed, community-based organizations, by their very nature, have relationships and work in various forms of partnerships (informal or formal) in their community – with other community-based organizations; other trusted intermediaries and service providers such as faith-based institutions and health care providers; and government agencies and offices. Among other benefits, these relationships enable them to connect their clients with other service providers and experts in their community.

2.7 Associations and networks: examples

Although not reflected on most of their websites, the work of organizations providing community justice help is also supported through their membership and participation in associations and networks. These networks can be local, regional or provincial/ territorial, or national. For example:

- [Mosaic](#) in Vancouver, BC, is a member of the Fraser Valley Multi-Agency Partnership.
- [Romero House](#) in Toronto, ON, is a member of the Ontario Coalition of Service Providers for Refugee Claimants.

These associations and networks enable community organizations to connect with and learn from similar organizations or initiatives. The networks and associations play a capacity-building role for their member or supported organizations. They may offer training, convene learning events, play an advocacy role for members, collect and share best practices or identify service standards, and provide support in other ways. They often provide or support professional development and skills-building for staff in the sector. Many, if not most, community-based organizations participate in networks and associations.

Examples of associations and networks that support the type of work carried out by many of the organizations listed in the table are set out in Appendix 2.

2.8 Other supports for community-based organizations

Other initiatives are in place in parts of the country to support organizations providing community justice help.

- Not-for-profit organizations across Canada with a sole mandate to educate and inform the public about the law – called “public legal education and information” (PLEI) organizations – provide training and resources about the law and share their expertise with organizations giving community justice help. A national association – the [Public Legal Education Association of Canada](#) – supports these PLEI organizations, and similar organizations.
- The Law Foundation of British Columbia (LFBC) sponsors and funds poverty law and family law advocates – non-lawyer advocates working out of community organizations – to assist community members. The LFBC [provides resources and regular training](#) to these advocates.

- [Law Matters](#) is a provincial initiative run out of Courthouse Libraries BC. Law Matters provides training and resources, including support for their legal reference collections, to public libraries across the province. Law Matters recognizes that members of the public often visit libraries when they have a problem, including a law-related problem, and need information.

Part 2: Conclusion

1. Essential wrap-around and supportive services

The information in the table gives a selective snapshot indicating the range of support and services provided by not-for-profit organizations working on the ground in communities across Canada. The organizations support community members who are seeking housing, income assistance, safety planning for the future, permits or status to live and work or study in Canada, or have other needs. They support community members who face challenges or problems in these areas – for example, when they are facing eviction, when their application for EI has been denied, or when the process for applying for a work permit is complex.

Regardless of the sector in which they work or the particular communities served, most of the organizations in the table provide help in several areas. Notably, most organizations offer housing support and help with accessing income assistance or other benefits. This is not surprising – these are common needs of people living on lower incomes who turn to community organizations for help.

Another way of thinking about the help provided by organizations listed in the table is the “wrap-around” or holistic nature of their services. The help they provide is not confined to a single issue or area but, rather, responds to a client’s particular situation and multi-dimensional needs.

For example, women experiencing intimate partner violence typically want to remain safe and be able to continue to live with and support themselves and their children. Their situation may raise issues of safety planning, housing for themselves and their children, and income support. The organizations in the table supporting women experiencing intimate partner violence provide services in all these areas.

Another thread that is common to all the organizations in the table is their focus on **supporting** community members to meet their needs or achieve their goals; their websites are sprinkled with descriptions of the support they provide to community members.¹⁰ The organizations’ staff do not step in and take charge for clients engaging and navigating processes, but rather support their clients in doing so; they seek to enable and empower their clients’ agency.

The important liaising role that community-based organizations play – connecting clients to housing, income support, health care, shelters, legal aid, and other community and legal services – is another example of the support they provide.

¹⁰ Sometimes the organizations describe this support as counselling or advocacy.

2. Recognizing and supporting this work

This essential work is part of the ecosystem of “informal justice” work that is carried out across the world. The [global movement to support “customary and informal justice”](#) is gaining momentum.

This report builds on previous research that describes and discusses the role of community workers in Ontario, and other parts of Canada, in helping people with their law-related problems.¹¹ As this and earlier reports show, Canada has a vibrant and diverse sector of community-based organizations providing this help.

Still, this type of help goes largely unrecognized, particularly by the formal legal sector. No doubt, part of the reason is the lack of clarity on what greater recognition would look like, and how increased recognition would advance meaningful access to justice. Would it mean more funding? More training? More partnerships with legal professionals? Less attention – or even proactive support – by legal regulators, some of whom want to ensure that legal support is provided only by legal professionals they license?¹²

Increased recognition and support could take various forms. This is a complicated area, but one with great promise. We believe further research and reflection are needed.

Initial discussions and research are needed to explore how a cross-country working group might be formed to look more closely at this type of work and how it can be supported and enabled. (We note that involving a cross-section of community-based organizations would be essential to this endeavour.) How can this work be better recognized and supported as part of Canada’s justice ecosystem? What would recognition look like, and what difference would it make to people with problems that involve the law? What are the obstacles to increased recognition and support?

These are big questions, but even a small step – gathering together interested people reflecting the diversity of work that is being carried out in communities across Canada – would be a good start.

CLEO is grateful to the Department of Justice Canada for funding this project. And we are grateful to our colleagues at PLEI organizations across the country for their suggestions and support for this project.

¹¹ See [Shifting the Paradigm: Exploring Opportunities for Community Justice Help](#); [Community Justice Help: Advancing Community-Based Access to Justice Help](#); Trusted Help: The role of community workers as trusted intermediaries who help people with legal problems, [Part 1](#) and [Part 2](#)

¹² BC’s [Legal Profession Act](#), reflecting a practical approach grounded in access to justice, does not prevent not-for-profits from providing legal help. (The Act states that the “practice of law” does not include acts performed “by a person who is not a lawyer and not for or in the expectation of a fee, gain or reward, direct or indirect, from the person for whom the acts are performed”. See definition of “practice of law” in 1(1) of the Act.)

Appendix 1: Table of Community Justice Help Programs

Name and location of organization or program/ project	Sector	Area of need/ legal need	Description of program and services	Other notes
<p>Muslim Resource Centre for Social Support and Integration¹³</p> <p>Location: 111 Waterloo Street, Suite 101 London, Ontario N6B 2M4</p> <p>GPS Coordinates: 42.97707860992324, - 81.2384702178454</p>	Community centres	System navigation support, social support and integration, gender-based and intimate partner violence	<ul style="list-style-type: none"> Provides information, education, support and referrals to individuals and families and works to ensure services are culturally appropriate for clients. Services are delivered in person and in the community. Phone and email contact info is posted on the website. Key law-related services include: <ul style="list-style-type: none"> System navigation and support Advocacy and counselling Safety planning and support for victims of domestic violence Public education on gender-based violence and family violence 	<ul style="list-style-type: none"> Funding support from federal, provincial and municipal governments as well as grants Academic and community partners include U of T, Western U and the Wellesley Institute Staff includes manager of client services and manager of public education and community programs 9-member Board of Directors
<p>Stella's Circle¹⁴</p> <p>Location: 142 Military Road St. John's, NL A1C 2E6</p> <p>GPS Coordinates: 47.56899472428464, - 52.70852684636106</p>	Community centres	Housing support, employment support, system navigation support	<ul style="list-style-type: none"> Provides housing, employment and counselling services to adults who face barriers to participating in their communities. Services are delivered in person with phone and email info provided on the website as well as an online referral form (people can self-refer). Key law-related services include: <ul style="list-style-type: none"> Supports women who have been in conflict with the law in the legal process and helps them to navigate housing and employment Assists individuals with system navigation through a Community Support Program Provides housing support services and advocacy 	<ul style="list-style-type: none"> Funding support from federal, provincial and municipal governments and from the United Church of Canada Mission and Service Fund Staff includes housing support workers, case managers and tenant relations specialists 11-member Board of Directors
<p>The Salvation Army Northwest Territories¹⁵</p>	Community centres	Housing support, income assistance support,	<ul style="list-style-type: none"> Provides support services and referrals to adults who live in poverty. 	<ul style="list-style-type: none"> According to the Salvation Army Canada website, the Salvation Army receives donations from individuals,

¹³ Muslim Resource Centre for Social Support and Integration, "Client Services" (accessed April 19, 2024), online: Muslim Resource Centre for Social Support and Integration <https://mrcssi.com/services/>

¹⁴ Stella's Circle, "Need Help" (accessed February 13, 2024), online: Stella's Circle <https://stellascircle.ca/need-help/an-overview/>

¹⁵ Salvation Army Northwest Territories, "Community Services" (accessed February 21, 2024), online: Salvation Army Northwest Territories <https://salvationarmynwt.ca/communityservices.html>

Name and location of organization or program/ project	Sector	Area of need/ legal need	Description of program and services	Other notes
<p>Location: 4925 45th Street Yellowknife, NT X1A 2P5</p> <p>GPS Coordinates: 62.457267321150624, - 114.3651077028225</p>		community services support, service navigation support	<ul style="list-style-type: none"> • Services are delivered in person. Phone contact information is posted on the website. Email contact info is provided on the “Remote Communities” page. • Key law-related services include: <ul style="list-style-type: none"> • Assistance obtaining housing, income support, and employment • Help obtaining identification documents • Assistance navigating services and filling out forms 	foundations, corporations and all levels of government for their community and social service programs
<p>The South Asian Women’s Community Centre¹⁶</p> <p>Location: 1035 Rachel St. East 3rd Floor Montreal, QC H2J 2J5</p> <p>GPS Coordinates: 45.52579723419754, - 73.57495913301662</p>	Community centres	System navigation, employment and income assistance support, gender-based or intimate partner violence support, settlement support	<ul style="list-style-type: none"> • Provides information, support and referrals to women and their families. • Services are delivered in person. Phone and email contact information is provided on the website. • Key law-related services include: <ul style="list-style-type: none"> • Provides advocacy, accompaniment and support for women going through intimate partner violence • Helps with forms and documents, housing, and referrals • Liaises with other organizations such as legal aid, schools, social assistance, youth protection and shelters • Accompaniment to and support with legal services and appointments 	<ul style="list-style-type: none"> • Funding support from the City of Montreal and various Quebec government ministries • Staff includes community workers • 9-member Executive Committee
<p>Victoria Faulkner Women’s Centre¹⁷</p> <p>Location: 503 Hanson Street Whitehorse, YT Y1A 1Y9</p> <p>GPS Coordinates: 60.71604202897695, 135.05688730277555</p>	Community centres	System navigation support, financial, legal, housing, employment support	<ul style="list-style-type: none"> • Provides support, advocacy and education to those who self-identify as women. • Services are delivered in person; information and appointments by phone. • Key law-related services include: <ul style="list-style-type: none"> • Women’s Advocate Program helps with basic services – financial, legal, housing, employment • Assists women to navigate services and benefits, and to access information needed to make informed choices • Liaises with government and community organizations • Makes referrals to services and resources 	<ul style="list-style-type: none"> • Funding support from federal, provincial and municipal governments, foundations and donors • Staff includes a program coordinator, drop-in team and women’s advocate • 9-member Board of Directors
Access Alliance Multicultural Health	Health, Settlement	Health services,	<ul style="list-style-type: none"> • Provides health, community and settlement services to newcomers and their communities. 	<ul style="list-style-type: none"> • Funding support from federal, provincial and

¹⁶ The South Asian Women’s Community Centre, “General Services” (accessed February 20, 2024), online: South Asian Women’s Community Centre <https://www.sawcc-ccfsa.ca/EN/services/general-services/>

¹⁷ Victoria Faulkner Women’s Centre, “Programs and Services” (accessed February 21 and March 14, 2024), online: Victoria Faulkner Women’s Centre <https://vfwomenscentre.com/programs>

Name and location of organization or program/ project	Sector	Area of need/ legal need	Description of program and services	Other notes
<p>and Community Services¹⁸</p> <p>Location: 340 College St, Ste 500, Toronto, ON M5T 3A9 (plus locations in east and west Toronto)</p> <p>GPS Coordinates: 43.65773373670916, - 79.40344673314553</p>		settlement and community services	<ul style="list-style-type: none"> • Services are delivered in person, by phone, and virtually by zoom. • Key law-related services include: <ul style="list-style-type: none"> • Provides information on rights and entitlements as well as on Canadian systems such as health care, housing, finance, civil rights, policing • Helps with filling out forms • Provides advice, support and advocacy to help clients adjust to life in Canada • Provides health services to people with no immigration status or health insurance 	<p>municipal governments as well as grants and donations</p> <ul style="list-style-type: none"> • Accredited through the Canadian Centre for Accreditation • Accountability section on website • Staff includes health workers, social workers, settlement workers • 11-member Board of Directors
<p>Black Coalition for AIDS Prevention¹⁹</p> <p>Location: 20 Victoria St, 4th Floor Toronto, ON M5C 2N8</p> <p>GPS Coordinates: 43.65017590556291, - 79.377113</p>	Health	System navigation support, health and community services	<ul style="list-style-type: none"> • Provides outreach, prevention and support services to Black, Caribbean and African people infected with, affected by, or at risk of contracting AIDS. • Services are delivered in person. Phone and email contact information is available on the website. • Key law-related services include: <ul style="list-style-type: none"> • Assistance preparing for refugee hearings • Referrals to services including housing, employment and legal • Accompaniment to appointments, help with form and document completion • Information and workshops, including how to access health benefits or maintain current work benefits 	<ul style="list-style-type: none"> • Funding support from federal, provincial and municipal governments as well as grants and donations • Volunteers receive orientation, training and support to work in Support, Settlement and Employment programs • Staff includes refugee settlement coordinator, employment counsellor, outreach coordinator
<p>Adsum for Women and Children²⁰</p> <p>Location:</p>	Housing Help	Housing support, intimate partner violence support	<ul style="list-style-type: none"> • Provides housing help and emergency shelter as well as support to women, families, and gender-diverse people who are experiencing homelessness. 	<ul style="list-style-type: none"> • Funding support from government and corporate and private donations

¹⁸ Access Alliance Multicultural Health and Community Services, “Settlement Workers” (accessed February 18, 2024), online: Access Alliance Multicultural Health and Community Services <https://accessalliance.ca/programs-services/settlement-services/settlement-workers/>

¹⁹ Black Coalition for AIDS Prevention, “Programs and Services” (accessed February 20, 2024), online: Black Coalition for AIDS Prevention <https://blackcap.ca/programs-services/>

²⁰ Adsum for Women and Children, “Our Programs” (accessed February 13, 2024), online: Adsum for Women and Children <https://denim-yellow-sfx3.squarespace.com/programs>

Name and location of organization or program/ project	Sector	Area of need/ legal need	Description of program and services	Other notes
<p>2421 Brunswick St. Halifax, NS B3K 2Z4</p> <p>GPS Coordinates: 44.6563772753526, - 63.586058533077235</p>			<ul style="list-style-type: none"> • Services are delivered in person. Phone number is provided for people in need of assistance or emergency shelter. “Need help?” button appears in website header. • Key law-related services include: <ul style="list-style-type: none"> • Helps people manage complex life challenges while navigating systems such as criminal justice, community services, immigration and child protection • Advocacy, referrals, group programming and individual counselling • Helps people maintain housing and prevent evictions 	<ul style="list-style-type: none"> • Staff includes housing support workers and social workers • 10-member Board of Directors
<p>Federation of Metro Tenants’ Associations (FMTA)²¹</p> <p>Location: Toronto Website only lists a P.O. Box</p>	Housing Help	Housing support, tenant education and organizing	<ul style="list-style-type: none"> • Provides support to tenants in the City of Toronto through information, education and advocacy. • Services are delivered by phone (tenant hotline), and by email and social media. Provides some in person assistance to tenant groups. • Key law-related services include: <ul style="list-style-type: none"> • Gives legal rights information through its tenant hotline and information hub • Holds workshops on tenants rights, runs a Tenant School, helps tenants form tenant associations, helps tenants engage in the legislative process • Makes referrals 	<ul style="list-style-type: none"> • Funding support from the City of Toronto and the Law Foundation of Ontario • FMTA is comprised of affiliated tenant associations and individual members • Staff include hotline counsellors, outreach workers and a civic engagement coordinator • 11-member Board of Directors
<p>Council of Yukon First Nations²²</p> <p>Location: 2166 – 2nd Avenue Whitehorse, Yukon Y1A 4P1</p>	Indigenous	Support with communication, understanding and navigation of justice system	<ul style="list-style-type: none"> • Provides support to people charged with a criminal offense to ensure they receive fair and equitable treatment before the law. • Services are delivered in person. • Key law-related services include: <ul style="list-style-type: none"> • Provides information and interpretation of documents • Assists in addressing communication barriers between First Nations citizens and the criminal justice system • Attends Court Circuits 	<ul style="list-style-type: none"> • Funding support is shared between the Yukon and federal governments • Staffed by Indigenous court workers

²¹ Federation of Metro Tenants’ Associations, “Services” (accessed February 12, 2024), online: Federation of Metro Tenants’ Associations <https://www.torontotenants.org/services>

²² Council of Yukon First Nations, “Justice Programs” (accessed April 18, 2024), online: Council of Yukon First Nations <https://www.cyfn.ca/services-2/justice-programs/>

Name and location of organization or program/ project	Sector	Area of need/ legal need	Description of program and services	Other notes
GPS Coordinates: 60.7240071469631, - 135.0558398606483				
Sacred Wolf Friendship Centre ²³ Location: 145A-8950 Granville St. Port Hardy, BC V0N 2P0 GPS Coordinates: 50.72193094911039, 127.49792211304177	Indigenous	Poverty law advocacy	<ul style="list-style-type: none"> Provides support and assistance to Indigenous individuals living with low incomes in areas of employment, housing, income security, family and wellness. Services are delivered in person by appointment. Law-related services include: <ul style="list-style-type: none"> Offers information and advice to clients applying for or who have barriers to receiving income assistance Assists individuals who have received eviction notices or who are looking to resolve issues with a landlord Provides information on tenants' rights, income assistance and a range of government benefits 	<ul style="list-style-type: none"> Funding support from the Law Foundation of BC Staffed by a poverty law advocate; employment, life skills and training coordinator; family wellness navigator; child and family development coordinator 5-member Board of Directors
Archway Society for Domestic Peace ²⁴ Location: 2400 46 th Avenue Vernon, BC V1T 9N5 GPS Coordinates: 50.278646072669076, - 119.26310160383206	Intimate Partner Violence	Intimate partner violence support, housing support, referrals to community and legal resources	<ul style="list-style-type: none"> Provides transition housing for women and children who have experienced abuse or are at risk of abuse, as well as advocacy, system navigation, referrals and other forms of support. Services delivered in person and by phone (24/7 phone support line). Key law-related services include: <ul style="list-style-type: none"> Help understanding the court process Court orientation and preparation Accompaniment to court and updates on proceedings Support to apply for Crime Victim Assistance Funding Support to write a victim impact statement 	<ul style="list-style-type: none"> Funding support from federal and provincial government as well as from Legal Aid BC and grants and donations Collaborate with other social service and justice partners, including in Vernon's Sexual Assault Service and Integrated Case Management Team 9-member Board of Directors
Beausejour Family Crisis Resource Centre ²⁵ Location:	Intimate Partner Violence	Intimate partner violence support, housing support, criminal justice system	<ul style="list-style-type: none"> Provides counselling, support and housing to victims of family violence and their children, those who perpetrate violence, and individuals experiencing emotional and life challenges. Services delivered in person and by phone (24/7 phone line and crisis intervention service). 	<ul style="list-style-type: none"> Funding support from Shoppers Drug Mart and other sponsors and donors Organization takes a one-stop, multidisciplinary

²³ Sacred Wolf Friendship Centre, "Programs and Services" (accessed February 21, 2024), online: Sacred Wolf Friendship Centre <https://www.sacredwolf.ca/programs>

²⁴ Archway Society for Domestic Peace, "Community Based Victim Services" (accessed February 13, 2024), online: Archway Society for Domestic Peace <https://archwaysociety.ca/counselling-advocacy-support/community-based-victim-services/>

²⁵ Beausejour Family Crisis Resource Centre Inc., "Services" (accessed February 13, 2024), online: Beausejour Family Crisis Resource Centre Inc. <https://healingstartshere.ca/services/>

Name and location of organization or program/ project	Sector	Area of need/ legal need	Description of program and services	Other notes
66 Rue Calder Shediac, NB E4P 1K8 GPS Coordinates: 46.22245989701973, - 64.54521683111194		navigation support	<ul style="list-style-type: none"> Key law-related services include: <ul style="list-style-type: none"> A trauma-informed “soft interview room” where victims and their children can provide statements to police and other professionals Crisis counselling and emergency intervention orders System navigation support including via the Justice Facility Dog Program that offers trained canines to support child and adult victims of violence as they navigate the criminal justice process 	<p>approach with community and government partners offering services under the same roof in The Courage Centre</p> <ul style="list-style-type: none"> Staff includes social workers and outreach workers. 16-member Board of Directors
Kataujaq Society ²⁶ Location: Rankin Inlet, NU (no address on site)	Intimate Partner Violence	Intimate partner violence support, emergency shelter	<ul style="list-style-type: none"> Provides emergency shelter, counselling and support to northern women and children experiencing domestic violence. Services delivered in person at the facility as well as in the community and through a Land Program. Key law-related services include: <ul style="list-style-type: none"> Safety planning Counselling and advocacy Liaison between a variety of services that clients may need 	<ul style="list-style-type: none"> Funding support from the Government of Nunavut The shelter is staffed by women; shelter staff connect women with trusted Elders in the community Elders sit on the Board of Directors
PEI Family Violence Prevention Services ²⁷ Location: Offices in four PEI locations (no street addresses on website)	Intimate partner violence	Intimate partner violence support, housing support, system navigation support	<ul style="list-style-type: none"> Provides support, advocacy and prevention programming as well as emergency shelter and second stage housing to women who have experienced intimate partner violence. Services delivered in person, virtually and by phone. Key law-related services include: <ul style="list-style-type: none"> Risk assessment and safety planning Advocacy and accompaniment to court and other meetings Information, education and referrals 	<ul style="list-style-type: none"> Funding support from municipal governments as well as United Way, Rotary Club of Charlottetown and others Staff includes outreach coordinators, shelter workers, a youth outreach/ children’s services coordinator, and men’s services coordinator 11-member Board of Directors
YWCA Agvik ²⁸ Location:	Intimate Partner Violence	Intimate partner violence support,	<ul style="list-style-type: none"> Provides shelter and housing support, information, resources and a range of programs to women who have experienced intimate partner violence or are homeless. 	<ul style="list-style-type: none"> Funding support includes municipal government and grants.

²⁶ Kataujaq Society, “Kataujaq Society Safe Shelter” (accessed April 18, 2024), online: Compendium of Promising Practices to Reduce Violence and Increase Safety of Aboriginal Women in Canada – Compendium Annex: Detailed Practice Descriptions <https://www.justice.gc.ca/eng/rp-pr/cj-jp/fv-vf/annex-annexe/p21.html>

²⁷ PEI Family Violence Prevention Services, “Programs and Services” (accessed April 18, 2024), online: PEI Family Violence Prevention Services <https://fvps.ca/services/>

²⁸ YWCA Agvik, “Programs and Services” (accessed February 21, 2024), online: YWCA Agvik <https://www.ywca-agvik.ca/what-we-do>

Name and location of organization or program/ project	Sector	Area of need/ legal need	Description of program and services	Other notes
3118 Aiggilii Aqqut Iqaluit, NU X0A 2H0 GPS Coordinates: 63.73250012643467, - 68.44831943137041		homelessness, housing support	<ul style="list-style-type: none"> • Services are delivered in person and by phone. • Key law-related services include: <ul style="list-style-type: none"> • Advocacy and outreach to residents as well as women living outside of the YWCA shelter or housing • Support sessions and safety planning for women in crisis • Help women connect with needed services 	<ul style="list-style-type: none"> • 4-member Board of Directors
CACI (Centre d'Appui Aux Communautés Immigrants) ²⁹ Location: 12049 Laurentian Blvd. Montreal, QC H4K 1M8 GPS Coordinates: 45.52695103080573, - 73.7164181465071	Settlement	Settlement support, integration support	<ul style="list-style-type: none"> • Supports newly arrived immigrants and refugees in settlement and all immigrant communities in integration to life in Quebec. • Services are delivered to people who are registered clients. Website has phone number to register and an appointment request form. • Key law-related services include: <ul style="list-style-type: none"> • Assistance with a variety of administrative procedures including applying for citizenship, sponsorship, obtaining a social insurance number and health card • Information, referral and support to temporary foreign workers, including caregivers, in Quebec • Housing help including rights and responsibilities of tenants, help understanding lease agreements and mediation between landlords and tenants 	<ul style="list-style-type: none"> • Funding support from federal, provincial and municipal governments as well as grants and donations. • Staff includes social advisors, integration advisors, and employment advisors • 7-member Board of Directors
Edmonton Mennonite Centre for Newcomers ³⁰ Location: 10170 112 St. NW Edmonton, AB T5K 2L6 GPS Coordinates:	Settlement	Settlement support, housing support, income security, employment support	<ul style="list-style-type: none"> • Supports newcomers in their settlement journey including helping clients to access resources and navigate complex systems. • Services are delivered in person and possibly via zoom or by phone. Contact information for phone and email are posted on the website. • Key law-related services include: <ul style="list-style-type: none"> • One-on-one support with housing, income support and financial services • Help understanding government forms and documents • Referrals to legal aid 	<ul style="list-style-type: none"> • Funding support from federal and municipal governments as well as donations and grants • Service commitment and values posted on website • Currently have multiple locations and about 200 staff who together speak over 50 languages • 11-member Board of Directors

²⁹ CACI (Centre d'Appui Aux Communautés Immigrants), "CACI (Centre d'Appui Aux Communautés Immigrants)" (accessed April 19, 2024), online: CACI (Centre d'Appui Aux Communautés Immigrants) <https://caci-bc.org/?lang=en>

³⁰ Edmonton Mennonite Centre for Newcomers, "Settlement, Information, Orientation" (accessed February 12, 2024), online: Edmonton Mennonite Centre for Newcomers <https://emcn.ab.ca/program/settlement-information-orientation/>

Name and location of organization or program/ project	Sector	Area of need/ legal need	Description of program and services	Other notes
53.54243433065462, 113.51447610357712			<ul style="list-style-type: none"> Provides information in group sessions on rights and freedoms, housing, becoming a Canadian citizen 	
<p>Immigrant and Refugee Services Association³¹</p> <p>Location: 49 Water St Charlottetown, PEI C1A 1A3</p> <p>GPS Coordinates: 46.23180156796833, - 63.1258686176208</p>	Settlement	Settlement support, employment support	<ul style="list-style-type: none"> Provides new immigrants in PEI with settlement services and employment support, including for temporary foreign workers. Services are delivered to people who are registered clients. A registration form is provided on the website. Key law-related services include: <ul style="list-style-type: none"> Information, orientation and referral for immigrant and refugee newcomers Assistance applying for and obtaining essential Canadian documents including those relating to immigration and refugee, employment and housing matters Assistance, support and liaison services for people registering for government programs, renewing permits, correcting information in their files 	<ul style="list-style-type: none"> Funding support from federal, provincial and municipal governments as well as grants and donations Staff includes settlement workers, employment specialists, information services coordinator, housing coordinator 9-member Board of Directors
<p>Mosaic³²</p> <p>Location: 5575 Boundary Rd, Vancouver, BC V5R 2P9 (and 3 other locations)</p> <p>GPS Coordinates: 49.23374770483285, - 123.0239239</p>	Settlement	Settlement support, immigration and refugee services, system navigation support	<ul style="list-style-type: none"> Provides immigrants, refugees and their newcomer communities with support and advocacy services including settlement, employment, refugee sponsorship and violence prevention. Services are delivered in person. Phone and email contact information is provided on the website. Key law-related services include: <ul style="list-style-type: none"> Legal information and advocacy programs for workplace rights and rights of newcomers in Canada Work permit applications and renewals Assistance navigating the refugee process Referrals, information and support accessing health care, legal aid, income support and housing 	<ul style="list-style-type: none"> Funding support from BC Ministry of Municipal Affairs Accredited by the Commission on Accreditation of Rehabilitation Facilities Member of Fraser Valley Multi-Agency Partnership Staff includes managers of settlement, employment and legal service and migrant worker programs 13-member Board of Directors
<p>Romero House³³</p> <p>Location: 1558 Bloor St W, Toronto, ON</p>	Settlement	Settlement support, housing support, immigration and refugee services	<ul style="list-style-type: none"> Provides refugee claimants with housing, immigration and settlement support. Services are delivered by phone, in person, and by email. Guides and information are provided through the website. Key law-related services include: 	<ul style="list-style-type: none"> Funding from City of Toronto, donations and grants Has a live-in volunteer mentorship program; staff

³¹ Immigrant and Refugee Services Association, “Newcomer Settlement Services” (accessed February 21, 2024), online: Immigrant and Refugee Services Association <https://www.irsapei.ca/en/newcomer-settlement-services>

³² Mosaic, “Find a Service” (accessed April 19, 2024), online: Mosaic <https://mosaicbc.org/find-a-service/>

³³ Romero House, “How Romero House Can Help” (accessed February 12, 2024), online: Romero House <https://romerohouse.org/how-romero-house-can-help/>

Name and location of organization or program/ project	Sector	Area of need/ legal need	Description of program and services	Other notes
<p>M6P 1A4</p> <p>GPS Coordinates: 43.65648595149571, - 79.45341700430916</p>			<ul style="list-style-type: none"> • Helps clients understand the refugee determination system and how to make a refugee claim • Referrals to “quality legal representation” • Assistance with filling out forms for work and study permits as well as applications for permanent residence, citizenship and refugee travel documents • Helps clients understand their rights as tenants, workers, and in policing matters 	<p>include housing coordinators and a settlement and logistics coordinator</p> <ul style="list-style-type: none"> • Member of the Ontario Coalition of Service Providers for Refugee Claimants • Various policies on website including Code of Conduct, Whistleblower and Complaints Procedure • 8-member Board of Directors
<p>Mouvement Action-Chômage de Quebec³⁴</p> <p>Location: RC5-155 Blvd. Charest Est Quebec, QC G1K 3G6</p> <p>GPS Coordinates: 46.81211263994637, - 71.22823137525228</p>	Workers’ Rights	Employment insurance information, advocacy and representation	<ul style="list-style-type: none"> • Provides information, advocacy and support for unemployed workers. • Services are delivered in person and by phone. Email contacts are also provided on the website. • Key law-related services include: <ul style="list-style-type: none"> • Provides information and advice to people applying for employment insurance • Assists people in preparing applications for employment insurance and related benefits • Accompanies people who are appearing before the Social Security Tribunal or preparing for administrative review; provides representation if needed 	<ul style="list-style-type: none"> • Funding support from the Government of Quebec, Centraide and others • Member of National Council of the Unemployed. • Staff includes advocacy advisors
<p>Unemployed Workers Help Centre³⁵</p> <p>Location: 2154 Airport Drive Saskatoon, SK S7L 6M6 (office in Regina too)</p>	Workers’ Rights	Employment insurance information, advocacy and representation	<ul style="list-style-type: none"> • Provides information, advocacy and representation for employment insurance claimants in Saskatchewan. • Services are delivered in person and by phone. • Key law-related services include: <ul style="list-style-type: none"> • Provides information on EI including qualifying and requirements • Advocates with Service Canada to help workers make enquiries or establish or finalize a claim • Provides representation in appeals of EI decisions 	<ul style="list-style-type: none"> • Funding support from Saskatchewan Trade Unions and Government of Saskatchewan • Partners with Sask Jobs - Career Services (gov of Saskatchewan)

³⁴ Mouvement Action-Chômage de Quebec, “Need Help” (accessed April 18, 2024), online: [Mouvement Action-Chômage de Quebec https://actionchomage.org/besoin-daide/](https://actionchomage.org/besoin-daide/)

³⁵ Unemployed Workers Help Centre, “Services” (accessed February 18, 2024), online: [Unemployed Workers Help Centre https://www.unemployedworkerscentre.org/services](https://www.unemployedworkerscentre.org/services)

Name and location of organization or program/ project	Sector	Area of need/ legal need	Description of program and services	Other notes
GPS Coordinates: 52.157611959359336, - 106.68631307485025			<ul style="list-style-type: none"> • Makes referrals to community and government services • Offers public education workshops and seminars 	
Workers' Resource Centre ³⁶ Location: #230, 999 8 St. S.W. Calgary, AB T2R 1J5 (3 other locations) GPS Coordinates: 51.04431882583162, - 114.08191926144632	Workers' Rights	Employment support	<ul style="list-style-type: none"> • Provides assistance to workers on a range of employment-related matters. • Services are delivered in person by appointment. Phone and email contact information is available on the website. • Key law-related services include: <ul style="list-style-type: none"> • Assistance in applying for and obtaining benefits and entitlements in areas such as employment insurance, lost wages, human rights, disability benefits, workers' compensation • Assistance in filing complaints to various regulating bodies 	<ul style="list-style-type: none"> • Funding support from Law Foundation of Alberta, federal government and United Way of Calgary • Staff includes caseworkers, sexual harassment legal specialist, intake coordinators, social supports coordinator • 6-member Board of Directors
Edmonton John Howard Society ³⁷ Location: 401, 10010-105 St. Edmonton, AB T5J 1C4 GPS Coordinates: 53.539194293142586, - 113.50130751706781	Community served: People impacted by criminalization	System navigation support, housing support, drug treatment court services, Intimate partner violence support	<ul style="list-style-type: none"> • Provides programs and services to prevent crime and help people affected by crime. • Services delivered in person, by phone, virtually, and in the community. • Key law-related services include: <ul style="list-style-type: none"> • Advocacy and liaising • Information on rights and resources and community referrals • Criminal court education and orientation • Preparation for court and accompaniment to court 	<ul style="list-style-type: none"> • Funding support from Ministry of Social and Community Services, Ministry of Justice and Solicitor General, Alberta Health Services and others • Staff includes justice support workers and domestic violence court workers • 11-member Board of Directors
Elizabeth Fry New Brunswick ³⁸ Location: 75 Adelaide St. St. John, NB E2K 1W4	Community served: Women impacted by criminalization	Criminal justice system navigation support, reintegration support including housing,	<ul style="list-style-type: none"> • Provides support and services to women and gender-diverse people impacted by criminalization. • Services are delivered in person and by phone and possibly virtually. • Key law-related services include: <ul style="list-style-type: none"> • Provides support navigating the criminal, family and civil court systems through a volunteer court support program 	<ul style="list-style-type: none"> • Provides training to volunteer court support workers; training modules in English and other languages • Staff includes a director of advocacy and education, a court support coordinator

³⁶ Workers' Resource Centre "Workers' Resource Centre" (accessed April 20, 2024), online: Workers' Resource Centre <https://www.helpwrc.org/>

³⁷ Edmonton John Howard Society, "Edmonton John Howard Society" (accessed April 19, 2024), online: Edmonton John Howard Society <https://johnhoward.org/>

³⁸ Elizabeth Fry New Brunswick, "Justice" (accessed February 20, 2024), online, Elizabeth Fry New Brunswick <https://www.efrynb.ca/justice/>

Name and location of organization or program/ project	Sector	Area of need/ legal need	Description of program and services	Other notes
GPS Coordinates: 45.27682371537686, - 66.08059799038409		employment and health services	<ul style="list-style-type: none"> • Provides support with housing, health and employment services for those who identify as having experienced human trafficking • Provides advocacy and support to ensure clients receive fair treatment during the legal process, incarceration and rehabilitation 	and a community outreach advocate <ul style="list-style-type: none"> • 7-member Board of Directors
The Link ³⁹ 175 Mayfair Ave Winnipeg, MB R3L 0A1 (office in Thompson too) GPS Coordinates: 49.88425554750674, - 97.13624547502548	Community served: Youth	System navigation support, housing support, skill building	<ul style="list-style-type: none"> • Provides a range of services to youth who are homeless or at risk of becoming homeless, vulnerable to having contact with child welfare, have criminal involvement or are at risk of sexual exploitation. • Services are delivered in person and in the community. Phone and email contact info provided on the website. • Key law-related services include: <ul style="list-style-type: none"> • Provides referrals, advocacy, and information/ resources • Provides system navigation support • Provides assistance accessing employment assistance and housing • Provides life skills and training to youth on topics such as housing and employment rights 	<ul style="list-style-type: none"> • Funding support from federal, provincial and municipal governments as well as grants • Staff includes child and youth care workers • 11-member Board of Directors and 7-member youth council
Northern Mosaic Network ⁴⁰ Location: Suite 213, 5112 52 nd Street Yellowknife, NT X1A 1T6 GPS Coordinates: 62.451357244499604, - 114.36994750889153	Community served: 2SLGBTQIP A+	Advocacy and lobbying, education, support	<ul style="list-style-type: none"> • Provides support and education to 2SLGBTQIPA+ youth, adults and families. Lobbies for changes to the law to protect 2SLGBTQIPA+ rights. • Services are delivered in person. Phone and email contact is available on the website. Operates drop-in, peer support, and mentorship. programs. Provides sector-specific identity workshops and training to schools, businesses, and work and health sectors. • Key law-related services include: <ul style="list-style-type: none"> • Help filling out name change forms and gender marker forms through a Trans ID Clinic 	<ul style="list-style-type: none"> • Funding support from donations. • Staff includes a mentorship and school support coordinator, mental health and family support coordinator and territorial training coordinator. • 7-member Board of Directors
SEED (Supporting Employment &	Community served: People on low incomes	Financial information and support services	<ul style="list-style-type: none"> • Provides information, education and support on financial matters to individuals living on low incomes, including Indigenous community members and organizations. 	<ul style="list-style-type: none"> • Funding support from federal, provincial and municipal governments as well as grants and donations

³⁹ The Link, "Services" (accessed February 27, 2024), online: The Link <https://thelinkmb.ca/services/>

⁴⁰ Northern Mosaic Network, "Programs and Events" (accessed February 27, 2024), online: Northern Mosaic Network <https://www.northernmosaic.net/yellowknife-programs>

Name and location of organization or program/ project	Sector	Area of need/ legal need	Description of program and services	Other notes
<p>Economic Development)⁴¹</p> <p>Location: 80 Salter St. Winnipeg, MB R2W 4J6</p> <p>GPS Coordinates: 49.912822440016704, 97.14322213269632</p>			<ul style="list-style-type: none"> • Services are delivered in person and at partner locations. Phone and email contact info is posted on the website. • Key law-related services include: <ul style="list-style-type: none"> • Support accessing benefits including applying for identification documents, filing tax returns and opening bank accounts • Workshop topics include dealing with debt and understanding credit • Training for newcomers on topics relating to business development including nonprofit governance 	<ul style="list-style-type: none"> • Staff includes finance coordinators, program coordinators, a business consultant and a client support specialist • 13-member Board of Directors
<p>Stepping Stone⁴²</p> <p>Location: 32 Primrose St. Dartmouth, NS B3A 4C5</p> <p>GPS Coordinates: 44.68321616478504, 63.584509575402386</p>	<p>Community served: Sex workers</p>	<p>Violence and discrimination against sex workers, housing support, criminal justice system navigation support</p>	<ul style="list-style-type: none"> • Provides support, housing, advocacy and harm reduction to sex workers of all genders aged 16 and above. • Services are delivered in person via a drop-in centre and through their Umbrella Project (housing). An outreach phone number and a “Get in touch” phone number are posted on the site. • Key law-related services include: <ul style="list-style-type: none"> • Provides one-on-one court support to help individuals understand charges, their rights, options and requirements in the justice system • Helps sex workers in correctional facilities to develop a release plan and reintegration strategy • Referrals to services and agencies to help develop a release plan and reintegration strategy for those exiting correctional facilities • Helps sex workers learn advocacy skills and engage with the practical aspects of labour and human rights for sex work 	<ul style="list-style-type: none"> • Funding support from federal and provincial governments, from the Law Foundation of Nova Scotia and from grants • Staff include a peer support worker, outreach worker and court support and corrections worker • 8-member Board of Directors

⁴¹ SEED (Supporting Employment and Economic Development), “Programs” (accessed February 21, 2024), online: SEED (Supporting Employment and Economic Development) <https://seedwinnipeg.ca/programs>

⁴² Stepping Stone, “Programs” (accessed February 13, 2024), online: Stepping Stone <https://steppingstonens.ca/programs/>

Appendix 2: Examples of associations and networks

Indigenous networks and associations

- Indigenous Friendship Centres are typically members of provincial or territorial associations of Friendship Centres. See the [Aboriginal Friendship Centres of Saskatchewan](#), linking the 11 Indigenous centres in the province, and the [Ontario Federation of Indigenous Friendship Centres](#), which supports about 29 Friendship Centres in Ontario.
- The [Native Women's Association of Canada](#) is a national network for organizations that provide services to Indigenous women, while smaller regional networks work on a smaller scale. For example, the [Ontario Native Women's Association](#), an active provincial network, has a membership of 13 independent front-line service organizations and 21 councils (grassroots groups supporting community development) (as of 2022).

Networks that support women experiencing intimate partner violence or sexual assault victims

- Networks and associations also support organizations that serve women experiencing intimate partner violence, including women's shelters. For example, the [Manitoba Association of Women's Shelters](#) (MAWS) has ten provincially-funded shelters as members, with additional associate members.
- Regional associations also support organizations that serve victims of sexual assault. For example, the [Association of Alberta Sexual Assault Services](#) supports and connects 15 Centres throughout Alberta.

Networks and associations that support refugee-serving and settlement agencies

Many community-based not-for-profits support people who have recently arrived in Canada and are seeking to settle in Canada, and many networks and associations support their grassroots work.

- At a national level, the [Canadian Council of Refugees](#) has hundreds of member organizations from across Canada that provide services in a number of different sectors.
- Many provinces have associations that support local agencies that serve immigrants and refugees. In Manitoba, the [Manitoba Association of Newcomer Serving Organizations](#) (MANSO) has 76 member organizations. MANSO's website lists 10 additional regional and national networks, of which MANSO is a member. In Ontario, the [Ontario Coalition of Agencies Serving Immigrants](#) (OCASI) has more than 200 member organizations, and operates numerous programs to support and advocate for the sector and its client communities.

National coordinating bodies

Some not-for-profit organizations share the same name and same mandate, but are independent organizations supported by a national body. For example, independent YWCAs across Canada are members of [YWCA Canada](#), the national body that provides coordination and a range of supports.