



Dalhousie Legal Aid Service
A Community Service of Dalhousie University

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MESSAGE FROM THE EXECUTIVE DIRECTOR

In 2001-2002, we have continued to struggle with defining ourselves, maintaining our independence and Living to Fight Another Day¹. We continue to challenge ourselves to provide services and initiatives to address inequities in the low income community while grappling with the restrictions placed on us by the funding arrangements imposed by the NSLA Commission.

We have been successful in meeting our certificate billing targets set by the Nova Scotia Legal Aid Commission despite the artificially low preparation times. Achievement of this goal was due, in no small measure, to the overwhelming commitment and dedication of our professional and support staff.

We have turned our energies to examining and developing strategies to promote the expansion of legal and advocacy services for the low income community which have experienced considerable shrinkage over the past few years. In a phrase, we have tried to do more with less.

While we have not overcome all the difficulties associated with the new funding regime, we have made great strides in our attempts to meet with the challenges that have become a part of our reality. In so doing, we have continued to persevere in the maintenance of our tripartite mandate:

- ✓ To provide legal aid services for persons who otherwise would not be able to obtain legal advice or assistance;
- ✓ To conduct research, provide information, make recommendations, and engage in programs relating to legal aid and law reform in the Province of Nova Scotia;
- ✓ To provide an educational experience in the solution of legal problems for students enrolled in the Faculty of Law of Dalhousie University who participate in the work of the Service.

BOARD OF TRUSTEES

The members of our Board of Trustees have continued undaunted in their service to our organization. Together we have endeavoured to examine more closely why we do what we do. This initiative started in June of 2002 when the students of the summer term, staff and board members joined forces to organize an evening to help Board members better understand the role of students at DLAS. The highlight of the evening was the showcasing of a student created video "Scenes from the Clinic" accenting the more humorous aspects of staff/student interaction.

¹ J.M. Dawkins, "Living to Fight Another Day: The Story of Dalhousie Legal Aid" (1988) 3 J. of L. and Social Pol'y 2. (Recommended read)

This initiative continued with staff scheduled presentations to provide Board members with more awareness of other aspects of our mandate starting with Community Development and Law Reform. Jeanne Fay, one of our community legal workers presented a historical and thought provoking look at the role of DLAS in the struggle against poverty in Nova Scotia. Subsequent meetings focused on an examination of our mission statement, board functions, and the role of the various members of board. We continue to dedicate a portion of each meeting to an examination of board issues.

Our gratitude goes out to all board members who give of their time, ideas and selves to understand and promote the mission of DLAS.

FUNDING

With the experience and adjustments of the first year of the new funding regime behind us, we have been focused on achieving the targets for this fiscal year. Some issues, as outlined below, continue to cause difficulties with operation under the new regime.

➤ **Work in Progress:**

We continue to carry individual cases that we had committed to prior to the imposition of the NSLA funding structure. These are non-certificate cases and the work on them, although many of the clients qualify for legal aid services, is unbillable. As time goes on, many of these files will be closed and more time will be freed for work on certificate files.

➤ **Lifecycles of Certificates:**

Many of the files we have taken on a certificate basis continue to be open. Even though the preparation time allotted under the certificate has been depleted, it is necessary to continue to service the client due to court dates set for a significant time into the future, delays inherent in the system or other causes. Only court time, and no other related time spent working with clients is billable on these files.

➤ **Restricted Menu of Services:**

We continue to carry cases in the area of poverty law (housing, homelessness, social assistance, Canada Pension Plan appeals), and violence against women (peace bonds) for which the Legal Aid Commission provides little or no assistance by way of coverage. These files are rarely billable to the Legal Aid Commission.

FINANCE

Our financial statement for the year ending March 2002 is attached.

Our financial statement for the year-to date ending December 31, 2002 is attached.

Dalhousie Alumni contributed in response to a letter campaign a total of \$1,570. It was encouraging to hear the many fond memories held by alumni who wrote to us about their time at DLAS and contributed to our ongoing operations both financially and by confirming the value of their experience. Other equally important donations from alumni contributed \$10,508 to our alumni fund, of which \$1,307 was raised by the students of SALSA and \$2,177 from the previous year's production of Passion, Murder and Fraud. This alumni fund is used to offset deficits in our operations budget. Although, there continues to be a

downward trend in alumni contributions from years past, we are working with Karen Kavanaugh, Director of Alumni and Development at the Law School, and our finance committee to develop initiatives to increase this important source of support for DLAS.

Current law students have shown tremendous commitment and initiative in their support of DLAS. The first year class (September, 2002) donated funds raised through the staging of a silent auction during orientation week. The much appreciated funds contributed a total of \$883.

The student members of SALSA (Social Activist Law Students Association) organized, once again, 'First Aid for Legal Aid' which was held on January 24, 2003 to help raise awareness about poverty and restricted access to justice available for low income Nova Scotians. Their enthusiasm, hard work and innovation raised over \$2,400 for DLAS.

COMMUNITY DEVELOPMENT AND LAW REFORM

Our work under this branch of our mandate is centered around test case litigation, community legal education and advocacy. With the changes to social assistance, and depletion of resources continuing to have a negative impact on our communities, much of our work has been focused on this issue. We continue to work on issues effecting the low income community to address inequality and systemic deficiencies.

1. Test Case Litigation:

Social Assistance - Cohabitation Rule

We are involved in an active challenge to the so called "spouse in the house" rule which results in benefit recipients being cut off social assistance for alleged cohabitation. This rule has been successfully challenged in Ontario as being contrary to the equality provisions as set out in s. 15 of the Charter.

Social Assistance - Denial Based on University Attendance

We are involved in a test case challenging a trend that has developed to deny individuals access to assistance because of their attendance at University.

Mental Health - Adult Protection Act

In response to an appeal from the Supreme Court Family Division, we invited the Court to interpret the Adult Protection Act using the equality provisions of the *Charter* to ensure services are provided in the best interest of the client.

Child Protection - Standing

We invited the Court of Appeal Chambers Judge to exercise inherent jurisdiction to allow a standing application for a paternal grandmother seeking to file an appeal from the trial decision that placed her granddaughter in the permanent care and custody of a child protection agency.

Child Protection - Neglect

We invited the Court of Appeal to read the *Children and Family Services Act* in light of its objects and principles to promote the integrity of the family by providing a ruling on the

issue of “future emotional harm” in a child protection case where harm to the child was not a defining feature.

Child Protection: Leave to Appeal (SCC)

We sought leave to appeal to the Supreme Court of Canada on an issue regarding the family placement provision of the *Children and Family Services Act*. The interpretation surrounding this provision has had adverse effects on families involved in child protection matters.

Nova Scotia Power Rate Increase Hearings

We were granted Intervenor status in the rate increase hearings requested by Nova Scotia Power before the Public Utilities Board. We appeared at the hearings making both oral and written submissions. Our arguments centered around the need in the low income community for rate subsidies and universal access with respect to electricity.

Challenge to the Privacy Provisions of the Income Tax Act

We are exploring a challenge to the privacy provisions of the *Income Tax Act* when they come into conflict with disclosure provisions and court orders pursuant to the *Child Support Guidelines*.

2. Community Legal Education:

People First: this is an advocacy group by and for persons with intellectual disabilities. As part of a series of workshops DLAS has been offering to this group, a session entitled *What is Work?* was offered in the fall of 2002. This workshop came from questions the group had raised about the legal definitions of work and what their rights were as persons with disabilities in the workforce. With the assistance of two law students from Pro Bono Student Canada, information was presented on the labour code, the *Human Rights Act*, workers compensation and social assistance regulations. A two part session on, *Using the Social Assistance Policy Manual*, has been rescheduled for presentation in March and April.

Beyond Charity: Social Action for Church Groups: an information session for the St. Agnes Catholic Church Social Action Committee.

Advocacy Workshop: a one half day workshop for the Metro Resource Centre for Independent Living, a support group for persons with physical, mental and intellectual disabilities.

Social Assistance Appeal Workshop: an evening workshop on the substantive and procedural aspects of appeals for People First.

Student Loans and Social Assistance: we participated in a panel presentation at St. Mary's University regarding the changes to the relationship and interaction of student loans and social assistance as a result of the new social assistance regime.

Fighting Poverty and Being Middle Class: we participated in a panel presentation for the Nova Scotia Public Interest Research Group during its *Rise Up* series at Dalhousie University.

Advocacy, Advocacy II and Tenants' Rights: Three one half day workshops for Community Action Against Homelessness which is a coalition of groups, agencies and individuals working to end homelessness.

Self-Advocacy Workshop: a one half day workshop for the members of the Metro Resource Centre for Independent Living who are physically and/or intellectually and/or mentally disabled.

Legal Liability in Charting for Social Workers: information session for clinical social workers at the QEII regarding liability for charting, the session covered aspects of confidentiality and accuracy.

Children and Family Services Act: information session held at the Dartmouth North Family Resource Centre for parent support and resource workers at the Centre regarding parents rights under the legislation.

Family Law: information sessions held for a women's group at the Bayers Westwood Family Resource Centre and for the Extra Support for Parents group of the IWK on the topics of divorce, custody, access, child support and parenting.

Family Law - Reporting and Court Testimony: an information session presented to the workers of the Community Support Services of Drug dependency.

Youth and the Law: a workshop prepared and presented to youth on the occasion of African Heritage Month Youth Day (February 8, 2003)

Uptown Initiative Workshop: we are a community member working with the Halifax Regional Police and the Uniacke Square community to develop open lines of communication between the police and the community.

3. Community Advocacy

a. **Equality**

Nova Scotia Aids Coalition: we continue our work with the policy committee to develop policies to address issues of disclosure of HIV status and employee and volunteer obligations. With the assistance of a student from Pro Bono Student Canada, we are developing information to disseminate to clients of the organization.

Lesbian, Gay and Bisexual Youth Project: we continue to offer legal advice to this organization and co-facilitate a Women's group offered twice monthly for young lesbian and bi-sexual women.

Nova Scotia Family Services Association: we continue to sit on the Board of Directors of this organization and have been involved with the strategic planning process regarding services for the Black community.

BCAANS (Black Community Advocates Assoc of Nova Scotia): we continue to provide ongoing support to the advocates by imparting legal information. We provided training to the members on the new *Youth Criminal Justice Act*.

Department of Justice: Restorative Justice Program Management Committee: This committee is the operational management body overseeing the detail of the program and

specifically addresses operational and training issues, develops strategic and business plans to strengthen the program and guides program development. We continue to serve on this committee as an advocate of the African Nova Scotian Youth. We provide a voice on issues of concern to the youth and the Black community regarding the criminal justice system and in particular the Restorative Justice program.

Community Panel on Criminal Justice: we participated as part of a panel on this topic for African Heritage Month.

Community Development: we participated as part of a panel on the topic of community development for the Maritime School of Social Work.

Canada Congress of Black Women (Nova Scotia Chapter): We are working with the Congress of Black Women in Preston/Cherrybrook/Lake Loon on a project aimed at preventing African Canadian women from becoming involved with crimes of substance abuse, prostitution, abuse, violence and bullying. The project will develop and identify strategies to employ with women who do become involved with the justice system. As a community partner, we will provide resource support to the counselors and participants through information, education and community development.

Community Alert/Halifax North Family and Youth Support Association: This group was organized in the fall of 2002 when the School Support Worker for the schools in the North End of Halifax approached DLAS to be involved in a community response to the system pressures of racism and poverty on students. These pressures led to negative behaviours at school and in the home, and, in some cases, involvement with the youth criminal justice system. The resulting organization has identified five areas of action: participatory research with the youth; surveying current services available which are culturally appropriate to youth and parents from the North End; increasing educational and mental health services for parents and youth and community development projects to address the underlying causes; as well as educational initiatives with school personnel to increase awareness of the systemic factors and to address the resulting behaviours effectively.

We have provided support to this association by fulfilling the role of chair since its inception and our students have assisted by keeping minutes and commencing the survey of existing services. We have also taken the lead to incorporate the group and assist with the development of a funding proposal to provide parenting support workshops on a pilot basis.

Metro Coalition for a Non-Racist Society: This education and action group addresses racism by challenging white people to acknowledge and take responsibility for perpetuating racism and supports the struggles of people directly affected by racism. Currently, the group is working on two projects: a revision and reprint of its book *Racism: Whose Problem?* and a screening of *Is the Crown at war with Us?* to raise funds for the legal representation of members of the Burnt Church First Nation.

The group's book, originally published in 1996, has been widely distributed and used by university courses, high school classes, teacher in-services and community education projects. With only about 50 copies left, the group decided to update the book with sections on the *Marshall* court decision and the lobster fishery, as well as an expanded educational resource section on new Canadians. We are involved in the updates. An application for funding has been made to the Canadian Race Relations Foundation.

Members of the Burnt Church First Nation still face criminal charges for exercising their treaty rights to fish for lobster following the *Marshall* decision. The Crown has refused to drop these charges even though a fishery agreement has now been signed. The individuals charged had gear and boats destroyed and confiscated by the Crown and have no resources for legal representation. *Is the Crown at war with Us?* is a newly released NFB film about this struggle and the atrocities committed by the DFO. The group has partnerships with student groups from the law school to put on this fundraising event on March 21, the International Day for the Elimination of Racial Discrimination.

Aboriginal Peoples Health: We are involved in a national organization conceived by the Royal Commission on Aboriginal Peoples. This initiative seeks to advance the health of Aboriginal Peoples by developing a holistic approach to health care in the aboriginal community. We currently serve on two priority advisory committees: Health Policy, Capacity Building and Public Education and the Traditional Health and Healing Committee.

Native Housing: We work with a not for profit society dedicated to strengthening efforts, policies and programs to ensure that all Canadians and in particular, native peoples have access to and benefit from adequate and safe shelter. We provide support and resources to this organization through consultation with the native community and development of negotiation strategies.

Consultation on Changes to the Indian Act: We participated and provided input into the proposed changes to the Indian Act.

Mi'kmaq Native Friendship Centre: We currently sit on the Board of Directors providing input and addressing issues relating to programs, education and learning, funding, childcare, and substance use affecting aboriginal peoples.

Kendrick Coalition: We are a member of this coalition that is comprised of disability rights groups working on implementation of the recommendations of the Kendrick Report. In addition to being involved in consultations with the group we also act as a resource to them providing information. One of the main issues being addressed by the coalition is community placement for adults.

Human Rights Proposal for Consumer Advocates for Mental Health Consumers: We are partnering in a proposed three year initiative of the Halifax Branch of the Canadian Mental Health Association to provide mental health consumer advocates. Our greatest input will be primarily in the second and third phases of the project although we will be engaged for planning purposes in the first phase which will involve a needs assessment. In the latter two phases, we will provide our expertise in training consumer advocates in the area of mental health law, as well as revising public legal information and legal resource materials.

b. **Violence Against Women**

Bryony House: We continue to provide information sessions to the residents of Bryony House on legal rights, responsibilities and new developments in the law. We also sit as a member of the Board of Directors for this organization and offer training to the front line workers. Most recently we provided updated information pamphlets on Employment Support and Income Assistance Act.

Domestic Violence Intervention Act: In addition to our oral and written submissions to the Law Amendments Committee on this new legislation, we also took part in a community consultation regarding regulation and implementation of the new Act.

Committee Against Women Abuse: we continue to be a member of this group by providing support and input into initiatives to prevent abuse and promote awareness of violence against women.

c. **Poverty**

Community Advocates Network: we continues to be a major resource with this coalition of community-based agencies and volunteer organizations working for social assistance reform to meet real needs. The network has three pieces of work underway: a survey of the impact of the August, 2001 social assistance reform, an election campaign to encourage low-income people to become election literate and to vote, and an annual meeting and conference coming up in May, 2003.

The survey has contacted over seventy five community agencies across Nova Scotia to get basic information about the impact of the *Employment Support and Income Assistance Act* which came into effect in 2001. A more in-depth survey of 25 selected agencies is now underway. The agencies were chosen because they provide services to different groups of people on assistance – single parents, persons with disabilities, people working part-time and full-time, people in rural areas, African Nova Scotians and Aboriginal peoples. The network believes this survey will be the most comprehensive ever undertaken in Nova Scotia concerning the impact of social assistance reform on the lives of people on assistance. The preliminary results are no surprise, but do confirm anecdotal information that the rates are too low, special needs are not uniformly accessible, the policies and procedures are confusing and not being consistently applied.

The Community Advocates Network has a partnership with the Nova Scotia Association of Social Workers and the Nova Scotia Government Employees Union to produce the final report and publicize its findings. This partnership has worked well in the past for the network, as the two more powerful organizations give credibility to the voice of low income people and their advocates. The plan now is to workshop the report at the annual meeting and then release it sometime later in May.

The election strategy committee is busy researching voter turn out patterns in low income communities to target constituencies with a concentration of low income people who do not vote. Once this is complete, the next step will be to contact network members and associates in those communities to invite partnerships to mount the voter campaigns. Through various forms of contact – local media, door-to-door, attending meetings, programs and events in the chosen neighbourhoods—the campaign will reach low-income voters with information about why it's important to vote and how to do that.

The annual meeting and conference will bring together 50-60 low income people and their advocates from across Nova Scotia to share information about the new social assistance system and to plan strategies and actions to press for reform. Financial support for these conferences comes from labour and church organizations, as well as resources from DLAS, in partnership with the North End Community Health Clinic, Veith House and St. Vincent de Paul Society.

Social Justice Network: This is a new initiative by Dalhousie Legal Aid Service and the Nova Scotia Federation of Labour to bring labour and anti-poverty groups together to fight the cut backs to health, education and social programs. The network was instrumental in assisting the Community Advocates Network financially in holding its Fighting Poverty Conference. Most recently (May, 2002) this network held meetings and organized and held a press conference to express concern about Nova Scotia Community Services' proposal to privatize part of service-delivery.

Bayers-Westwood Residents Association: This is a group of residents of public housing in Halifax that takes on a number of community development activities. We assisted this group (November 2001-February 2002) with resolving a conflict in their board of directors that had immobilized the organization. As a result of the hard work of the residents involved and our intervention and expertise, the association is back working for the betterment of the community.

Family Benefits Ethics Advisory Committee: We sit on this committee, which has been struck by the Ethics committee of Dalhousie University to act as advisor and watchdog concerning the use of Family Benefits data which the province has turned over to the population research centre at the university.

d. **Access to Justice**

Black Court Worker Program: This initiative has been in the planning stage for the past fourteen months. The goal of the program will be to seek innovative measures to establish rapport between the African Nova Scotian community and the Court system that reflect the spirit of the recommendations of the Royal Commission on Donald Marshall Jr. The purpose of the program will be to provide a service for African Nova Scotians that would improve the current situation of confusion and mistrust prevalent within the justice system. It is anticipated that by having black court workers on site at the courthouse, African Nova Scotians will have their rights and options explained to enable them to make informed decision in the courtroom setting.

Department of Justice-Aboriginal Legal Needs Assessment: We are participating in a review of legal aid services with a view to identify ways in which the current system can be modified to improve the service for the Aboriginal community.

Legal Links: This is a major initiative of Dalhousie Legal Aid to assist the low income community in accessing services and information about their rights and representation. The Legal Links project has been running successfully for two years. We are currently working in the community in five locations:

- Parent Resource Centre, Wentworth Street, Dartmouth
- Bayers Westwood Family Resource Centre
- Parent and Tot Meeting Place, Dutch Village Road
- Captain William Spry Community Centre
- Family SOS, Grey Stones, Spryfield

Other community groups have expressed an interest in participating in Legal Links. Adequate resources to fully meet demand continues to be a difficulty.

The project now provides information to clients who either meet with Legal Links in the community or make contact by phone. The following outcomes measure the success of the project between September 05, 2001, and June 13, 2002:

- Contact By Telephone 1008 calls (excluding calls on open client files)
- Advice Only Intakes 224 clients
- Number of Files Opened 45

Legal Links responds to specific legal needs of women, men and youth. The objective is to provide individuals with information about the legal system, for example, how to access government, solve legal problems, negotiate settlement, or to represent themselves before an administrative board. The following list of issues represents the type of problems Legal Links clients are required to solve:

- Organizations Making Inquiries 31
- Residential Tenancies 57
- Employment Support and Income Assistance 49
- Debtor/Creditor 10
- Custody, Access & Maintenance Referrals 10
- Custody, Access & Maintenance (unrepresented) 6
- Other 61

Access to legal Aid, 3, Police Complaints 5, FOIPOP 5, Nova Scotia Power 4, Insurance 3, Adult Protection/ Guardianship / Child Protection 5, Access to education for Disabled Children 7, Criminal 4, Small Claims 2, Maintenance Enforcement 2, Workers Compensation 3, Private Bar Inquiries 4, Canada Pension Plan 5, Child Tax Benefit 4, Other (sexual harassment, municipal taxes, contract) 5.

FLLAG (Family Law Lawyers and Advocates Group): we are a members of this newly formed organization whose objectives include:

- Improving and promoting family law services;
- Increasing availability and quality of family law services for low income Nova Scotians;
- Identifying gaps in family law services and advocating for reforms; and
- Promoting quality continuing legal education to meet the needs of family law practitioners and clients;

We provide support, input and resources to the organization.

Poverty Law File: This project seeks to put poverty law and advocacy front and centre in terms of addressing the lack of resources and marginalization of those requiring services. We are currently pursuing a number of objectives to develop options for representation for those faced with an inability to protect and exercise legal rights due to a lack of legal services. Among the objectives are: to advocate for representation which is being carried out with the assistance of Pro Bono Student Canada Students; to develop and disseminate information about legal rights to pursue representation under the *Legal Aid Act*; and to conduct a comprehensive poverty law needs assessment as the foundation for advocating for reform.

Legal Services to Clients:

Below is our individual case work for 2001-02.

Individual Legal Services to Clients 2001-2002 (Commencement of New Certificate Funding Arrangements with the NSLA Commission)		
Category	Total Files Closed	Total Files Billed
Family Law	155	129 (26 unable to bill)
Poverty Law	84	6 (78 unable to bill)
Young Offender Matters	69	50 (19 unable to bill)
Total Case Work	308	185 (\$139,000.00) (123 unable to bill)

Our current caseload is noted below. These statistics includes files which we carry and are unable to bill for under the current funding regime.

Individual Legal Services – Current Open Files		
Category	Open Files	Billable Files
Family Law	232	173 (59 unable to bill)
Poverty Law	106	6 (100 unable to bill)
Young Offender Matters	78	64 (14 unable to bill)
Total Case Work	416	243 (173 unable to bill)

CLINICAL LEGAL EDUCATION

We continue to receive positive feedback from the students enrolled in the program as well as support and interest from those not enrolled. We are working to have a greater presence at the Law School and raise awareness amongst the student body of the value of taking clinical law. Many outside pressures continue to influence students in whether they choose to take clinical law including market conditions, course scheduling, bar requirements and ability to obtain prerequisites.

We continually strive to improve the program, teaching methods, and experience for the students. Part of doing this involves educating ourselves. We have had a proposal for our presentation and workshop on professional ethics accepted by the American Association of

Law Schools, Clinical Education Conference to be held in Vancouver in May, 2003. We have also put in a proposal to present a paper and workshop on community legal education at the Changing Futures Conference, sponsored by Legal Aid Ontario in June, 2003. These learning experiences add to our ability to evaluate and adapt the clinical law program to better serve the students.

In addition to the substantive needs of the program are the more practical, technological ones. As the law, and practice of the same becomes more and more driven by technology: e-mail, on-line registration systems, Internet based research and document preparation, it became clear that we were lagging far behind.

The computers we were using, staff and students alike, were 1998 in vintage, and 486 in capacity. By today's standards these machines are beyond obsolete. Each passing day, they would show their age more and more. They were slow, susceptible to frequent breakdown and excessive maintenance.

It is with deep gratitude that we say thank you to Dean Russell of the law school for answering our need for updated computer equipment and software for staff and students.

Once again, we are honoured to have a social work student complete her placement with us. We are continuing to look for opportunities to expand the placement for social work students as all have found the interaction between the two disciplines beneficial.

The following table sets out the number of law students who have participated in the program over the past three years.

Term	2000-01	2001-2002	2002-2003
Summer	10	11	7
Fall	8	3	7
Winter	10	10	11
Total	28	28	25

STAFFING

The management of Dalhousie Legal Aid Service has been carried out by the Executive Director, Donna Franey since May, 1995. Our Faculty Lawyer position continues to be filled on contract by the capabilities of Staff lawyer, Susanne Litke. We continue to benefit from the dedication and expertise of our core Staff Lawyers, Claire McNeil, Shawna Hoyte, Heather McNeill and Susan Young. Our work is enriched by the valuable contributions of our Community Legal Workers, Jeanne Fay and Angela Peckford. We are also appreciative to our diligent, dedicated support staff. Catherine Currell is the Office Manager, Cathy Leiper is the Receptionist, Melinda Shaw and Susan Jones are our Legal Assistants. We have been delighted to have our first paralegal placement, Kathy Keating who has provided invaluable service to us.

We are indebted and appreciative of the many volunteers who work behind the scenes to make delivery of the program possible. Although, their work is far from glamorous, it is essential to the stable operation of the service. Most recently we have welcomed Sarah Ellis, Jill Murphy, and Tom Booth.