

*Immigration
Workers' Rights
Landlord & Tenant
Social Assistance, Violence & Health*

Annual Report 2010/2011



Parkdale 40 years
Community Legal Services working together!

Charitable Registration #10781 4972 RR0001



“30-plus years after graduating from PCLS, I still feel that the people in law who most interest me and with whom I have the most in common come from Parkdale!”

Barbara Hall

Chief Commissioner, OHRC
Former mayor of Toronto
PCLS student, 1976



“After you meet the clients, there’s a sense of comfort. Clients will see you and wave as you walk down the street. We’re not your typical kind of lawyers.”

Natasha Persaud

Human Rights Legal Support Centre
PCLS Student, 2004-2005

“I understood the process because they were patient and explained to me how it worked. I know that if it wasn’t for PCLS, my kids would not be in Canada. The staff and students were all very helpful.”

JM

Immigration Client

PCLS Highlights 2010-2011

3,114

Total number of intakes this year.

29 of 33

Applications won for clients for disability benefits.

120+

Appearances before the Landlord & Tenant Board

The **Landlord and Tenant** division continues to see a huge number of cases, appearing before the Landlord & Tenant Board over 120 times, as well as a high number of settlements. Several of our clients were highly involved with the Golden Cockroach campaign, targeting Metcap. Other ongoing projects include involvement in the Rupert coalition and the challenge to Toronto's discriminatory zoning by-laws is a law reform project.

The **SAVAH** division had a high rate of success in our appeals to the Social Benefits Tribunal, winning 29 out of 33 cases involving applications for Ontario Disability Support Program (ODSP) benefits, and helped clients successfully challenge \$11,840 in overpayments charged by social assistance authorities. We are currently involved in a ground-breaking case using the Human Rights Code to argue that ODSP failed to properly accommodate our client's disability, and are looking forward to receiving the Social Benefits Tribunal's decision in this appeal.

In the **Workers' Rights** division, PCLS is a member of the Advisory Group for the Law Commission of Ontario's Vulnerable Workers and Precarious Work Project. PCLS has also been commissioned with others to write a report for the project on "New Approaches to Enforcement & Compliance with Labour Regulatory Standards."

PCLS is working with partners to map the impact of changes to the employment standards claims process to assess impacts on access to justice for people in low wage and precarious work.

In December 2010, **Immigration** division staff lawyer Geri Sadoway appeared before the Supreme Court of Canada to argue for an intervener in the Mavi case, arguing that enforcement of sponsorship debt against victims of domestic violence leads to harsh consequences for women in those situations.



Message from the Co-Chairs

Andrea Margles and Kunga Tsering

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Each one of the staff – lawyers, community legal workers, and administrative support workers – contributes to making PCLS a special place, recognized for our quality service to clients and progressive community development work.”

Dear members,

We are pleased to be able to report on behalf of the Board of Directors, another successful year of governance for Parkdale Community Legal Services. As reported by the Treasurer, we have addressed the deficit with which we ended last fiscal year, and are working on making our services measurably effective and efficient.

This year saw another level of progress on what the Board identifies as one of its most critical governance responsibilities – leading the organization in its annual cycle of strategic and operational planning. The March planning event relied on the excellent work of staff describing the scope of work of PCLS and areas in which there is a priority for service. The Board and staff worked together to identify priorities for operations and strategies to address them. Staff subsequently worked on operational strategies and has developed outlines for four projects to be undertaken through the year. An important aspect of our new cycle of planning is measurement and assessment and the Board looks forward to seeing defined and positive progress on the organization's work.

The new Bylaws adopted at the Annual General Meeting last year have opened opportunities to redefine our relationships with our partners, Osgoode Hall Law School, and Legal Aid Ontario. The Co-Chairs have met with both to discuss Parkdale's interests and anticipate further developments over the coming year. We have also been developing our relationships

Your 2010-2011 Board of Directors

Noah Aiken-Klar | David Doorey | Agnes Forfa | May Haslam | Shin Imai
Riali Johannesson | Maram Khalif | Desmond Levin | Andrea Margles
Ryan Newell | Marilyn Pilkington | Diane Rajaram | Sean Rehaag
Kunga Tsering | Desiree Warner

with stakeholders in the community and are working to create opportunities for genuine community engagement to help inform our work.

We are grateful to Legal Aid Ontario for supporting some important improvement to our facilities. We have negotiated a lease renewal to stay in our current location through 2013, and were able to address some maintenance issues to improve health and safety for our staff and students.

Another important accomplishment was the settlement of the collective agreement to the end of the fiscal year. PCLS recognizes the value of our bargaining unit staff and appreciated that a collaborative approach could be taken in bargaining to discuss issues of sustainability for the organization. Each one of the staff – lawyers, community legal workers, and administrative support workers – contributes to making PCLS a special place, recognized for our quality service to clients and progressive community development work. We also appreciate the contributions of our student caseworkers – they bring outstanding energy and dedication to the clinic.

On behalf of the Board of Directors, thanks to our Academic Director Professor Shin Imai, who finishes his term with PCLS at this AGM. Shin has been a great support to the organization through a very significant period of transition and we have appreciated his experience and guidance. Thanks also to our Clinic Director, Nancy Henderson, for her leadership in our revitalization process.

Andrea Margles and Kunga Tsering
Co-Chairs



Treasurer's Message

Des Levin

Dear members,

The report from our auditors for 2010/2011 reflects a healthy financial position for Parkdale Community Legal Services. The report is unqualified except for the standard qualification made for all Canadian charities. The balance sheet shows approximately \$300,000 in assets, mostly in cash accounts and accounts receivable from funders. The cash position has shifted from last year because expenditures were managed under revenues, and some planned expenditures by the Board to support change to improve organizational sustainability have not yet been authorized by Legal Aid Ontario.

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Given that the organization ended in significant deficit last year, this turnaround speaks to considerable effort by PCLS to improve its stability.”

Legal Aid Ontario did provide increased funding for personnel in 2010/2011 from the additional funds provided by the Ministry of the Attorney General. There are still negotiations ongoing at PCLS regarding the implementation of these funds. Positions have remained unfilled at PCLS, contributing to the end of the year surplus, as the organization makes decisions about staffing that will address current needs in our administrative workflow and in service to the community.

The financial statements show an excess of revenues over expenditures of \$187,000. Some of this amount involves accounting adjustments that reflect PCLS's interest in establishing the organization on a sustainable basis. Given that the organization ended in significant deficit last year, this turnaround speaks to considerable effort by PCLS to improve its stability.

The Board recognizes and thanks the staff for their efforts in effecting these changes. The Board also extends its thanks to the new auditors, Segal LLP

Des Levin
Treasurer

Financials

April 1, 2010 - March 31, 2011

	2010	2011
Revenues		
Legal Aid Ontario		
-Direct receipts	\$ 2,019,558	\$ 2,263,628
-Indirect receipts	15,017	18,226
Osgoode Hall Law School - annual	100,000	100,000
-special	75,000	-
Law Foundation of Ontario grant	3,452	4,079
Donations	11,767	3,263
Other income	3,136	7,630
	\$2,227,950	\$2,396,826
Expenditures		
Salaries	\$ 1,584,408	\$ 1,446,295
Benefits	254,100	241,385
Professional dues	11,558	9,470
Travel	7,397	4,510
Communications	27,654	19,949
Occupancy	200,964	208,029
Equipment rental and maintenance	26,446	39,085
Library	13,735	6,068
Supplies and services	61,291	76,420
Professional services	28,873	91,139
Indirect payments	10,266	9,587
Legal disbursements	21,485	20,021
Project expenses	42,544	-
Amortization	64,884	37,253
	\$2,355,602	\$2,209,211
Excess of revenues over expenses (expenses over revenues)	(127,652)	187,615
Funds balance (deficit), start of year	138,179	10,518
Funds balance (deficit), end of year	10,518	198,133

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A project of Legal Aid Ontario and Osgoode Hall Law School of York University.
Charitable registration #10781 4972 RR0001



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