



**CLEO**

Community Legal Education Ontario  
Éducation juridique communautaire Ontario

# Steps to Justice

A presentation for  
the Provincial HSJCC Network  
May 27, 2020



# Outline

1. What does CLEO do?
2. What is Steps to Justice?
3. Navigating StepstoJustice.ca
4. Guided Pathways
5. Embedding Steps to Justice
6. Case scenarios



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# What does CLEO do?

## **Produces and disseminates free legal information**

- focuses on needs of low-income and marginalized communities
- practical and reflects people's real-world circumstances
- legally accurate and up-to-date
- plain language and clear design



CLEO

Community Legal Education Ontario  
Éducation juridique communautaire Ontario

CHANGE FONT SIZE: Aa a- A+ f t v Français

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About

Resources and Publications

Research and Projects

Workshops and Webinars

What's New

Donate

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 **Steps to Justice**  
Your guide to law in Ontario

Visit [stepstojustice.ca](http://stepstojustice.ca) for legal information



### Need help filling out your divorce forms?

Use CLEO's Guided Pathways to Divorce Forms to take you through the divorce application.

Find out more at [familycourtforms.cleo.on.ca](http://familycourtforms.cleo.on.ca).

Subscribe to CLEO's email list 

### What's New

#### News release

CLEO awarded grants for technology and access to justice.

[Read more](#)

## CLEO Resources and Publications

Legal Resources Catalogue 

CLEO produces clear, accurate and practical legal information to help people understand and exercise their legal rights.

 **Browse all Resources and Publications**

 **Browse by language**

 Abuse and Family Violence

 Criminal Law

 Debt and Consumer Rights

 Employment and Work

 Family Law

 Health and Disability

 Housing Law

 Immigration and Refugee

 Income Assistance

 Legal System

 **ESL Resources for Teachers**



## Steps to Justice

- CLEO's premier source of legal information for people in Ontario, in English and French.
- More people are going online for legal information
- Vast amount of legal content available – hard to sort through and assess what's reliable and relevant
- Users want concrete “next step” information to help them take steps on their own
- People are using the internet to access information that is responsive to their situation

# Steps to Justice

**COVID-19: Updates on the law and legal services**

**Steps to Justice**  
Your guide to law in Ontario

HIDE THIS SITE

Français

Legal Topics ▾ About Steps to Justice ▾ Latest Updates ▾ Embed & Share ▾

**Steps to Justice**  
Step-by-step information about legal problems.  
Reliable, practical, and easy to understand.

Tell us what you are looking for...

**Legal Topics**

- COVID-19**
- Abuse and Family Violence
- Criminal Law
- Debt and Consumer Rights
- Employment and Work
- Family Law
- French Language Rights
- Health and Disability
- Help from Lawyers and Paralegals
- Housing Law
- Human Rights
- Immigration Law
- Income Assistance
- Refugee Law
- Tribunals and Courts
- Wills and Powers of Attorney

Live Chat

# COVID-19

## COVID-19: Updates on the law and legal services

CLEO is working to give practical answers to the important questions that people are asking about the law relating to the COVID-19 situation. We are also sharing updates about changes to government programs and court services.

We are working to keep this page as up-to-date as possible, but as the COVID-19 environment is rapidly changing we cannot guarantee accuracy. Please get legal advice for your specific situation. To find a community legal clinic near you, visit <https://www.legalaid.on.ca/services/legal-clinics/>

## Abuse and Family Violence

- [The supervised access centre I use has closed because of COVID-19. What can I do about my children's access visits with their other parent?](#)
- [I'm being abused or have experienced abuse. Where can I find legal support during COVID-19?](#)
- [My abusive partner won't return the children to me and courts are closed because of COVID-19. What can I do?](#)
- [What can I do if I'm self isolating with a partner who is abusive?](#)

[See all Abuse and Family Violence questions](#)

[COVID-19 Home](#)

[Abuse and Family Violence](#)

[Criminal Law](#)

[Debt and Consumer Law](#)

[Employment and Work](#)

[Family Law](#)

[Health and Disability](#)

[Housing Law](#)

[Immigration and Refugee](#)

[Income Assistance](#)

[Provincial Offences](#)

[Tribunals and Courts](#)

[Wills and Powers of Attorney](#)

## COVID-19 NEWS

Ontario's Attorney General commits to permanent modernization for remote notarizing, commissioning (Canadian Lawyer Magazine)

Wednesday, May 20, 2020

Emergency COVID-19 wage subsidy

# Justice pas-à-pas



## Justice pas-à-pas

Des renseignements détaillés sur les problèmes juridiques  
Fiables, pratiques et faciles à comprendre

 Dites-nous ce que vous cherchez...

### Sujets juridiques

Aide des avocats et des parajuristes

Aide sociale et pensions

Dettes et droits du consommateur

Droit criminel

Droit de l'immigration

Droit de la famille

Droit des réfugiés

Droit du logement

Droits de la personne

Droits linguistiques des francophones

Emploi et travail

Mauvais traitements et violence familiale

Santé et invalidité

Tribunaux et



Service de clavardage en anglais  
En semaine, de 11 h à 13 h  
Le jeudi, de 19 h à 21 h





## CLEO also...

**Supports community and legal workers in helping people with legal problems by providing:**

- training
- tools and resources
- community of practice



## CLEO Webinars: COVID-19 and the law

CLEO is hosting legal information webinars for community workers on COVID-19 topics. The webinars feature legal clinic lawyers and other experts.

[View CLEO COVID-19 webinars](#)

Explore Ontario's online home for training, tools, resources, and connections that help community workers help their clients who have legal problems.



**CLEO Connect** | Training and tools for community workers

Share  

Get CLEO updates 

Espace francophone

Search 



- CLEO COVID-19 webinars
- Book legal information training
- Five steps to help clients
- Legal information and referral tip sheets
- Online course for community workers
- Find legal information



## Remote help for legal problems - June 17 conference call

What difference can a pandemic make? Community workers are finding new ways to connect with clients in the COVID-19 era.

[Join our call on June 17](#)



is online home for training, tools, resources, and connections that help community workers help their clients who have legal problems.



## Legal information

- is *general* information
- helps people to understand their rights and responsibilities and how legal processes work
- often provides referrals for where to get legal advice
- may help people prepare for meetings with a lawyer or court appearances

## Legal advice

- is an opinion based on facts and law about how a person should deal with a *specific* legal problem
- can be given only by a licensed legal professional (lawyer or paralegal)
- is confidential

# Navigating Steps to Justice

## Steps to Justice

Step-by-step information about legal problems.

Reliable, practical, and easy to understand.

Q Tell us what you are looking for...

### Legal Topics

Abuse and Family Violence

Criminal Law

Debt and Consumer Rights

Employment and Work

Family Law

Health and Disability

Housing Law

Human Rights

Immigration Law

Income Assistance

Refugee Law

Tribunals and Courts

Help from Lawyers and Paralegals

French Language Rights



## Steps to Justice

Step-by-step information about legal problems.  
Reliable, practical, and easy to understand.

 Tell us what you are looking for...

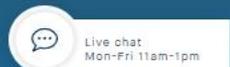
### Legal Topics



- Abuse and Family Violence
- Criminal Law
- Debt and Consumer Rights
- Employment and Work
- Family Law
- Health and Disability
- Housing Law
- Human Rights
- Immigration
- Income Assistance
- Tribunals and Courts
- Help from Lawyers and Paralegals
- French language rights

I'm having trouble with

- the new cannabis laws
- getting out of a door-to-door contract
- the police stopping me
- getting paid for overtime and holidays





## Steps to Justice

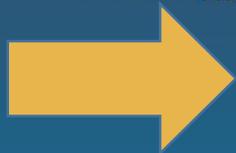
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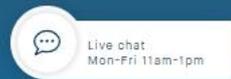
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- Abuse and Family Violence
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- Debt and Consumer Rights
- Employment and Work
- Family Law
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**I'm having trouble with** the new cannabis laws  
getting out of a door-to-door contract  
the police stopping me  
getting paid for overtime and holidays





## Steps to Justice

Step-by-step information about legal problems.

Reliable, practical, and easy to understand.

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### Legal Topics



- Abuse and Family Violence
- Criminal Law
- Debt and Consumer Rights
- Employment and Work
- Family Law
- Health and Disability
- Housing Law

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- Income Assistance
- Tribunals and Courts
- Help from Lawyers and Paralegals
- French Language Rights

- I'm having trouble with the new cannabis laws
- getting out of a door-to-door contract
- getting paid for overtime and holidays
- collecting child support
- getting my landlord to fix something
- getting a divorce
- my welfare or disability payments

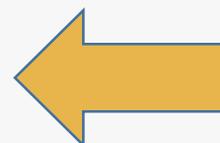


### LEGAL TOPICS

- Abuse and Family Violence >
- Criminal Law >
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### QUESTIONS ABOUT...

- Laws that protect tenants
- Renting a new place to live
- Paying rent
- Repairs and maintenance
- Privacy and harassment
- Discrimination and human rights in housing
- Moving out
- Eviction
- Eviction process at the Landlord and Tenant Board
- Tenant applications to the Landlord and Tenant Board
- Getting legal help in Housing Law



## Popular Questions - Housing Law

What happens if there's an eviction order against me and I don't move?

In Housing Law > Eviction process at the Landlord and Tenant Board and Tribunals and Courts > Landlord and Tenant Board

### Find services on this topic

Select a topic ▾

Find Service

Health and Disability >

**Housing Law >**

Human Rights >

Immigration Law >

Income Assistance >

Refugee Law >

Tribunals and Courts >

Help from Lawyers and Paralegals >

French Language Rights >

• Discrimination and human rights in housing

## Questions about - Paying rent

FILTER RESULTS

All Questions

Rent deposits

**Rates and increases**

Behind or unable to pay rent

How much rent can a landlord charge?

What is included in my rent?

How much can my rent go up?

How often can my landlord raise my rent?

Can I agree to a rent increase above the guideline?

? Find services on this topic

Housing Law - Paying rent

Find Services

Something missing? Suggest a new question for the site

Please send only general questions for the site. Don't ask questions about your personal situation.

Provide your email address in case we need to contact you (optional)

Email Address (optional)

Live chat

## QUESTION

How much can my rent go up?

## NEXT STEPS

1. Find out if you're covered by the guideline >

2. Check if your increase is within the guideline >

3. Check if your landlord has applied for a larger increase >

4. Decide if you want to stay or move >

## ?

### FIND SERVICES

Housing Law - Laws that protect tenants

Find Services

## 🔗 RELATED QUESTIONS

What is included in my rent?

Can I agree to a rent increase above the guideline?

What can happen if I'm behind in my rent?

## 📖 LEARN MORE ABOUT THIS TOPIC

➤ [2019 Rent Increase Guideline](#)  
Landlord and Tenant Board (LTB)

➤ [Rent increases](#)  
CLEO (Community Legal Education Ontario / Éducation juridique

## How much can my rent go up?

This question has an answer and 4 steps

1 2 3 4

## ANSWER

In most cases, your landlord can only raise your rent by a percentage called the "guideline".

### The rent increase guideline

The guideline is set by the government. By the end of each August, the government announces the guideline for the next calendar year.

For the year 2020, the guideline amount is 2.2% For 2018 and 2019, it was 1.8%.

Your landlord must also wait 12 months between increases. And your landlord must give you a written **notice** at least 90 days before your rent goes up.

And the guideline might not apply to some new units, or units in new buildings or new additions. There is more information about this in the [first step](#).

### Above-guideline increases

Your landlord can apply to the **Landlord and Tenant Board** for approval to raise the rent by more than the guideline.

### Exceptions

These rent rules don't apply to some rental units. For example, if you live in **subsidized housing** or if you share a kitchen or bathroom with your landlord or their family, they might not apply.

Reviewed: July 27, 2019

**NEXT STEP** - 1. Find out if you're covered by the guideline

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Landlord and Tenant Board (LTB)

➤ **Rent increases**  
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Housing Law - Laws that protect tenants

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What is included in my rent?

Can I agree to a rent increase above the guideline?

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➤ [2019 Rent Increase Guideline](#)  
Landlord and Tenant Board (LTB)

➤ [Rent increases](#)  
CLEO (Community Legal Education Ontario / Éducation juridique

## How much can my rent go up?

*This question has an answer and 4 steps*

1 2 3 4

### 2. Check if your increase is within the guideline

If you **are** covered by the rent increase guideline, then the [Notice of Rent Increase \(Form N1\)](#) must show you the increase as a percentage. It also must tell you if the increase is within the guideline for the year.

You can find the guideline for the year below.

Your landlord must follow the guideline for the year in which your increase **starts**. For example, if your landlord gave you a **notice** in September 2018 that your rent will go up on January 1, 2019, they must use the 2019 guideline amount.

For the year 2020, the guideline amount is 2.2% For 2018 and 2019, it was 1.8%.

Reviewed: July 27, 2019

### You May Also Need

[2019 Rent Increase Guideline](#)  
Landlord and Tenant Board (LTB)

[2018 Rent Increase Guideline](#)  
Government of Ontario

NEXT STEP - 3. Check if your landlord has applied for a larger increase

## QUESTION

How much can my rent go up?

## NEXT STEPS

1. Find out if you're covered by the guideline >
2. Check if your increase is within the guideline
3. Check if your landlord has applied for a larger increase >
4. Decide if you want to stay or move >

## FIND SERVICES

Housing Law - Laws that protect tenants

Find Services

## RELATED QUESTIONS

- What is included in my rent?
- Can I agree to a rent increase above the guideline?
- What can happen if I'm behind in my rent?

## LEARN MORE ABOUT THIS TOPIC

- [2019 Rent Increase Guideline](#)  
Landlord and Tenant Board (LTB)
- [Rent increases](#)  
CLEO (Community Legal Education Ontario / Éducation juridique

## How much can my rent go up?

This question has an answer and 4 steps

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- 2
- 3
- 4

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Landlord and Tenant Board (LTB)
- [2018 Rent Increase Guideline](#)  
Government of Ontario

**NEXT STEP** - 3. Check if your landlord has applied for a larger increase

## Programs and services across Ontario - Laws that protect tenants

### Community legal clinics

#### Website

➤ [legalaid.on.ca/en/getting/type\\_civil-clinics.asp](http://legalaid.on.ca/en/getting/type_civil-clinics.asp)

Legal Aid Ontario funds ➤ [community legal clinics](#) across Ontario to give free legal services to people with ➤ [low incomes](#). Lawyers, community legal workers, and law students can help people with some legal problems, like social assistance, housing, and workers' rights.

To get help from a clinic:

- your legal issue must be one the clinic deals with
- you must live in the area the clinic serves
- you must have ➤ [a low income](#)

Most clinics also give brief advice or what's called "summary advice", without asking about your financial situation. If your local clinic can't help you, they may be able to refer you to someone in your community who can.

### Housing Help Association of Ontario

#### Website

➤ [findhousinghelp.org](http://findhousinghelp.org)

The ➤ [association](#) has a listing of housing help centres. These centres help people find a place to live, avoid eviction, and get financial support, including social assistance, rent bank loans, and help to pay utility bills.

### Landlord and Tenant Board (LTB)

#### Website

➤ [s.jto.gov.on.ca/lrb/](http://s.jto.gov.on.ca/lrb/)

#### Contact information

Phone: 416-645-8080

Toll-free: 1-888-332-3234

Toll-free TTY:

1-800-855-0511 (Bell Relay Service)

The ➤ [Landlord and Tenant Board](#) is the tribunal that decides issues between landlords and tenants.

The Board's website has information about housing law, ➤ [forms](#) that landlords and tenants must use, and a ➤ [FAQ page](#) that answers common questions about housing law and the Board's processes.

You can also call the Board for information. The Board can't give legal advice.

### Francophone legal advice lines

#### Website

➤ <https://www.legalaid.on.ca/en/contact/flapp.asp>

LAO has 4 free regional ➤ [advice lines](#) that give legal information and advice in French over the telephone to people living in:

- Eastern Ontario
- Northern Ontario, and parts of central Ontario including:

## Find help in your community

Enter the type of program or service you're looking for and your location in the boxes below.



### Enter a topic or organization



Search	Topics
--------	--------

🔍 Enter a topic or organization

📍 Enter a location

[SHOW OPTIONS](#) ▾

Search

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Housing Law - Laws that protect tenants

Find Services

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**NEXT STEP** - 1. Find out if you're covered by the guideline

## Find Services

### RELATED QUESTIONS

Do Ontario's laws about pay apply to me?

How can I tell how much I've been paid?

What if I disagree with the Ministry of Labour decision about my employment standards claim?

### LEARN MORE ABOUT THIS TOPIC

➤ **Public holidays**  
Ministry of Labour

➤ **Public Holiday Pay Calculator**  
Ministry of Labour

#### Was this information helpful?

✓ Yes

✗ No

#### Tell us why or why not

Email Address

Provide your email address in case we need to contact you (optional).

Please send only general feedback or questions. Don't ask questions about your personal situation.

Thanksgiving Day

HIDE THIS SITE

October

Christmas Day

December 25

Boxing Day

December 26

## Who can get holiday pay

Ontario's **Employment Standards Act** (ESA) has rules about holiday pay. See Step 1.

If the holiday pay rules in the ESA cover your job, they apply:

- if you work full-time or part-time
- no matter how long you've worked in the job
- whether or not the public holiday falls on a day that you'd usually work

## "Last and first" rule

To get holiday pay you must work your **last** scheduled work day before the holiday and your **first** scheduled work day after the holiday, unless you couldn't work for a reason that was beyond your control. For example, being sick or injured might be a good enough reason.

Your employer can ask you to show why you missed work. But if you were taking personal emergency leave they have to follow the rules about what they can ask for. For example, they **can't** ask for a medical note from a doctor, registered nurse, or psychologist.

## Agreeing to work on a public holiday

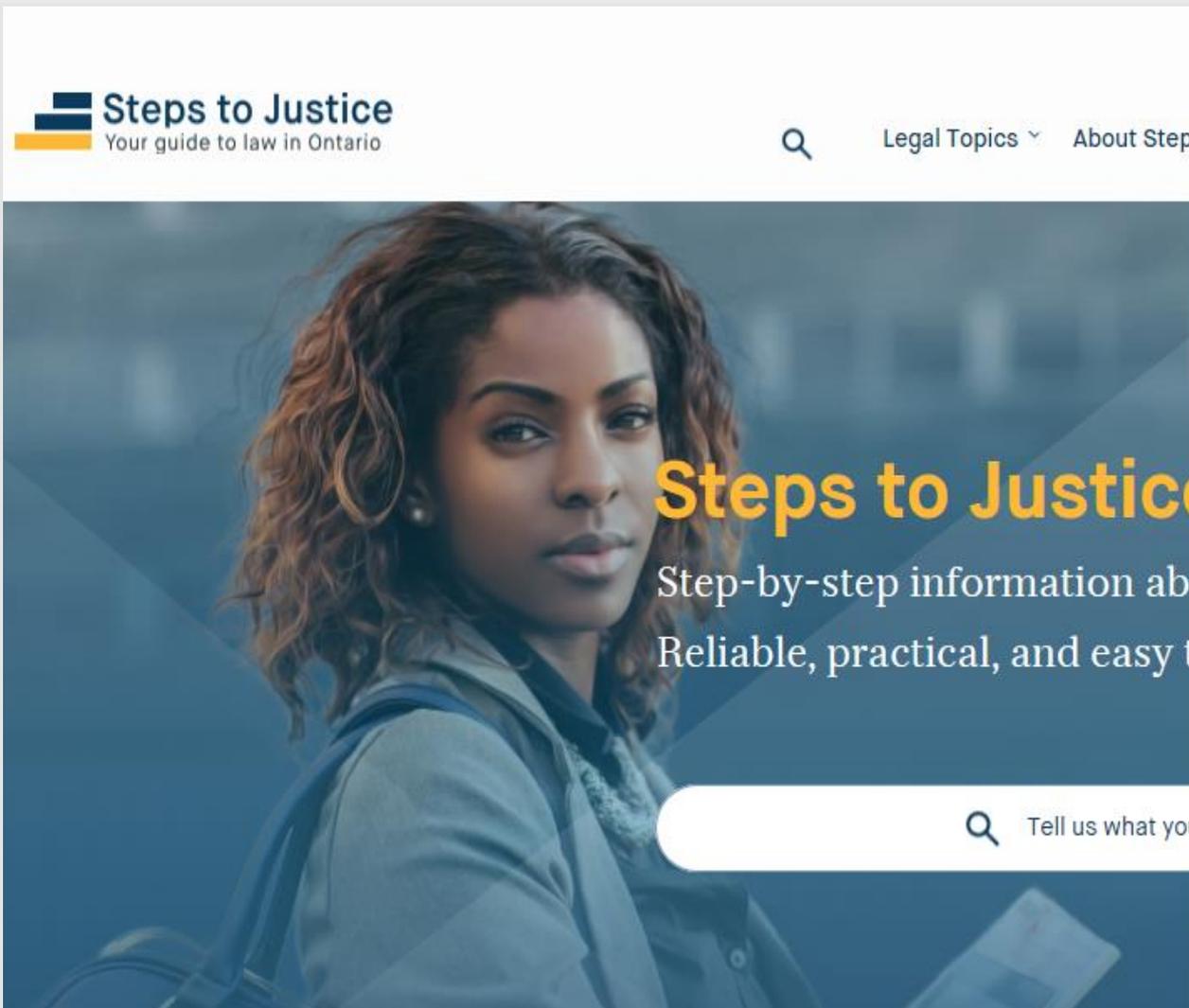
If your employer asks, **you can agree** in writing to work on a holiday and get paid in either of these ways:

- You can get holiday pay plus **premium pay**. Premium pay is 1½ times your regular rate of pay.
- You can get your regular pay and another day off with holiday pay.

But even if you have an agreement, you will get **only** premium pay for working on a holiday if you **do not meet** the "last and first" rule, explained above.

## Having to work on a public holiday

# Live Chat



**Steps to Justice**  
Your guide to law in Ontario

Legal Topics ▾ About Steps

## Steps to Justice

Step-by-step information about  
Reliable, practical, and easy to

Tell us what you

Need help using this site? ✕

**CLEO Live Chat Support Team**  
Live chat is available from Monday to Friday from 11 a.m. to 1 p.m. ET. If you need to reach us at other times visit: [stepstojustice.ca/contact](https://stepstojustice.ca/contact)

**CLEO Live Chat Support Team**

Your email address

Please let us know what legal information you were looking for and we will respond by email. Please note that we can only help with legal issues in Ontario.

Submit

# Guided Pathways

COVID-19: Updates on the law and legal services

HIDE THIS SITE



Home > Guided pathways > About Guided Pathways

## About Guided Pathways

Use CLEO's free online interviews to fill out legal forms, draft letters, and identify your next steps. The Guided Pathways ask you questions and then use your answers to fill in the forms and letters you need. When you are done, you can save and print your papers.

### Family Law Guided Pathways

Fill out the court forms you need for your family law case.

Get started

### Housing Law Guided Pathways

Fill out the Landlord and Tenant Board forms you need for your rental housing case.

Get started

### Powers of Attorney Guided Pathways

Make a Power of Attorney for Personal Care or a Continuing Power of Attorney for Property. You can also revoke an existing power of attorney.

Get started



Live Chat  
M, T, W, F:  
Thursday:

< Back

Next >

MY PROGRESS:

Are you legally married?

EXIT

Are you legally married?

Yes

No

Continue

Read before answering

Learn More

**4** APPLICANT  
INFORMATION

**3** IS THIS THE RIGHT  
PATHWAY FOR YOU?

**Embed and share**



## Steps to Justice

Step-by-step information about legal problems.  
Reliable, practical, and easy to understand.

### Legal Topics

- Abuse and Family Violence
- Criminal Law
- Debt and Consumer Rights
- Employment and Work
- Family Law
- Health and Disability
- Housing Law

- Human Rights
- Immigration
- Income Assistance
- Tribunals and Courts
- Help from Lawyers and Paralegals
- French language rights

I'm having trouble with

- the new cannabis laws
- getting out of a door-to-door contract
- the police stopping me
- getting paid for overtime and holidays

# Embedding Steps to Justice

- Content “lives” on your site
- Automatically updated
- The “brand”- The logo for Steps to Justice, featuring a stylized blue and yellow graphic to the left of the text "Steps to Justice" in blue, with the tagline "Your guide to law in Ontario" in a smaller font below it.
- Flexible options: language, content, size, colour
- Free and available to gov't and NGO's

Example of all topics embed

The screenshot displays the Focus Employment Services website. At the top left, the logo for Focus Employment Services is shown with the tagline "YOUR ONE-STOP EMPLOYMENT CENTRE". To its right is the "EMPLOYMENT ONTARIO" logo. A navigation menu includes links for HOME, ABOUT US, JOB SEEKERS, EMPLOYER SERVICES, WORKSHOPS & EVENTS, and BLOG. Social media icons for Facebook, Twitter, and LinkedIn are present, along with language options for English and Français. A dark blue banner at the top of the main content area features the text "Powered by Steps to Justice" and a search bar with the placeholder "Search Steps to Justice". Below this banner, the section "Answers to legal questions" is highlighted with a yellow underline. A grid of 14 legal topics is listed in two columns: Abuse and Family Violence, Debt and Consumer Rights, Family Law, Health and Disability, Housing Law, Immigration Law, Refugee Law, Criminal Law, Employment and Work, French Language Rights, Help from Lawyers and Paralegals, Human Rights, Income Assistance, and Tribunals and Courts. A yellow footer bar at the bottom contains the text "Your guide to law in Ontario www.stepstojustice.ca".

**FOCUS**  
EMPLOYMENT SERVICES  
YOUR ONE-STOP EMPLOYMENT CENTRE

**EMPLOYMENT ONTARIO**

HOME ABOUT US ▾ JOB SEEKERS ▾ EMPLOYER SERVICES ▾ WORKSHOPS & EVENTS BLOG ▾

English Français

Powered by Steps to Justice Search Steps to Justice

### Answers to legal questions

Abuse and Family Violence	Criminal Law
Debt and Consumer Rights	Employment and Work
Family Law	French Language Rights
Health and Disability	Help from Lawyers and Paralegals
Housing Law	Human Rights
Immigration Law	Income Assistance
Refugee Law	Tribunals and Courts

Your guide to law in Ontario [www.stepstojustice.ca](http://www.stepstojustice.ca)



Select Language  Powered by  Google Translate

## Steps to Justice

Have a legal question? Click on the Steps to Justice link for step-by-step, comprehensive online information about common legal problems that people experience in family, housing, employment and other areas of law.



Post a Job  
CLICK HERE



Job Board  
CLICK HERE

Want to learn more?

[Job Board](#)

[Careers at VCCS](#)



 Powered by Steps to Justice

 Search Steps to Justice

[Employment and Work](#)

### Questions about Employment and Work?

[Claiming your rights as a worker](#)

[Getting fired or laid off](#)

[Getting paid](#)

[Human rights at work](#)

[Safety at work](#)

[Unions in the workplace](#)

[Employment Insurance](#)

[Getting hired](#)

[Hours of work and breaks](#)

[Injured at work](#)

[Time off work](#)



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Éducation juridique communautaire Ontario

# Case Scenarios



## Case scenario #1

Jaden suffers from alcohol addiction. He has been in and out of treatment programs and when he's not in treatment, he drinks and has friends over at night. They stay up late and play loud music. His neighbours have complained that he is too loud and have asked the landlord to evict him. The landlord is taking steps to have him evicted and Jaden comes to you for help.



## Case scenario #2

Ever since his head injury five years ago, Carlos has been on ODSP. He recently had a medical review and he was cut off. But he says he still can't work and he really needs that money. He wants to know what he can do.



## Case scenario #3

Lena has been trying to get a job with no success. She has a youth record and she doesn't know how to answer questions about whether she has a criminal record. She is wondering whether employers are even allowed to ask about her youth record if it won't affect her ability to do the job.



## Case scenario #4

Jenna has committed a minor crime (theft under \$5000) because of her addiction. Her friend told her to ask whether she should try to get "diversion" at court.



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# Takeaways from today

- use Steps to Justice to help clients and share with colleagues
- order CLEO's free posters, bookmarks and pamphlets
- stay connected to CLEO – updates, social media
- for CLEO Connect updates go to **cleoconnect.ca**
- consider embedding
- connect with your local community legal clinic



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## Questions?

### Contact:

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Community Engagement and Communications Manager

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Thank you!