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# OTTAWA LEGAL CLINICS TRANSFORMATION PROJECT

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MONTHLY NEWSLETTER

APRIL 2016

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## LOCAL OFFICES WITH COORDINATED SERVICES

The amalgamated Community Legal Services of Ottawa aims to maintain the advantage of having local legal clinics embedded in their own unique communities, while improving the coordination and availability of services across the entire city. Striking this balance has presented the staff working groups with some interesting challenges which they have been discussing over the last month. Each of the groups that met in April considered how best to organize the new clinic in order to benefit from the best of both staying local and flexible and delivering more services across the city.

## STRIKING THE BALANCE

### Integrated Intake

One question that has been considered carefully by the Workflow Management and Joint Intake working group has been how to design a shared intake system that allows clients to select the most convenient location to receive services, while retaining an equitable distribution of work among the offices. To answer this question, the Steering Committee has begun compiling intake statistics from the three clinics. Once we understand the overall monthly intake trends across Ottawa we can begin to determine how the demand for services can be distributed in a balanced way between the three offices.

### Supporting the Support Staff

The working group responsible for Support Staff and Office Management has been considering how best to divide the administrative work of the office. The group has begun to outline protocols for daily activities and decisions which allow for discretion at the office level in urgent cases while shifting to a more centralized and coordinated inter-office process. This way, support staff in each office are able to streamline repetitive administrative functions, devoting more time to direct client services.

### Pooling Personnel Policies

The Policy Harmonization group met in April to discuss the policies that should be adopted by the amalgamated clinic. The personnel policies of each office are being reviewed to identify major similarities and differences. Once this is complete, the group will recommend a single set of policies that will apply equally to each of the amalgamated clinic offices.

## NEXT STEPS

The Working Groups will continue meeting as needed to wrap up the issues they have been addressing. The Steering Committee has been considering all of their recommendations to date, and Board members from all three clinics will be meeting with the Steering Committee in June to discuss the transformation. A proposed transition plan will then be drafted and presented to board members, community members, staff and clients for discussion.

To learn more about this process, please visit [www.ottawaclinics.ca](http://www.ottawaclinics.ca).  
To contact us, please email [info@ottawaclinics.ca](mailto:info@ottawaclinics.ca).