

# OTTAWA LEGAL CLINICS TRANSFORMATION PROJECT

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## STEERING COMMITTEE MEETING

Monday, August 8, 2016

2:00PM – 4:00PM

In-person meeting at South Ottawa, 1355 Bank Street, suite 209 (second floor)

### PRESENT

Jacques Chartrand (WELS), Gary Stein (SOCLS), Dominique Conway (SOCLS), Linda Martineau (WELS), Cavell Townley (WELS), Justin Nesbitt (SOCLS), Sarah Sproule (CLSOC) Kevin Beaulieu (PI)

### REGRETS:

Charlie McDonald (CLSOC), Mike Taylor (CLSOC)

## DRAFT AGENDA

Agenda Items		Action/Discussion Points
1	Minutes from last meeting (June 20)	<p><b>Discussion points</b></p> <ul style="list-style-type: none"> <li>• Agenda approved;</li> <li>• Minutes of June 20 approved as distributed;</li> <li>• Follow-up on action items: Linda contacted Hamilton clinic and received list of health and safety items; nothing unexpected;</li> <li>• There have been a few CIMS-related meetings, and things are slowly coming together;</li> <li>• French language policies remain outstanding;</li> <li>• Clinic funding applications during transition process – Gary followed up with LAO, they're fine with 3 funding applications, as long as they include wording that addresses what happens after the transition.</li> </ul>
2	<p>Follow-up from working groups:</p> <ul style="list-style-type: none"> <li>• Discussions with LAO IT department:               <ul style="list-style-type: none"> <li>○ Joint intake system using Outlook</li> <li>○ New telephone system</li> <li>○ Shared computer drive</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Meetings have been held with LAO I.T.:               <ul style="list-style-type: none"> <li>○ There is access to one drive from all clinics, hosted on LAO servers;</li> <li>○ LAO is short staffed and hasn't assigned anyone yet to phone systems. The clinic could source its own system, but it wouldn't be supported by LAO;</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Job descriptions for “director of administration” and “director of operations”</li> <li>• Personnel-related policies</li> <li>• CIMS planning</li> </ul>	<ul style="list-style-type: none"> <li>○ LAO will provide pricing for comparison;</li> <li>○ other clinics have tried VOIP with limited success;</li> <li>○ Action item: check what LAO provides before sourcing something else;</li> <li>○ Outlook calendars: it will be September before resources are assigned by LAO;</li> <li>○ Questions: perhaps look into merging all current Outlook accounts onto one new Exchange server? Should calendars be organized by clinic or by area of law?</li> <li>○ An overall project manager has been assigned at LAO and is keeping Linda and Gary updated.</li> <li>• Linda and Gary have finalized job descriptions for Director of Administration and will develop description for Director of Operations;</li> <li>• Personnel-related policies are essentially finished;</li> <li>• CIMS planning is in the works: <ul style="list-style-type: none"> <li>○ There has been one meeting, and another coming up on the 15 August;</li> <li>○ Kylie is working on a tip sheet for caseworkers;</li> <li>○ Meetings will continue until implementation.</li> </ul> </li> <li>• Working groups have completed their tasks until further notice; other needs may emerge for legal practice teams, etc. to meet;</li> <li>• We may need to reactivate working groups depending on outside developments.</li> </ul>
3	Draft compensation proposal (follow-up from HayGroup report)	<ul style="list-style-type: none"> <li>• It was recommended to hold off on paying out increases until the proposed framework is approved by this committee and adopted by Boards; this may allow opportunity to implement as close as possible to amalgamation; if it doesn't work, then existing clinics are free to apply it independently;</li> <li>• Any funds realized through attrition can be</li> </ul>

		<p>redistributed in addition to increased funding; guidelines would be helpful;</p> <ul style="list-style-type: none"> <li>• Hay Group doesn't recommend setting targets below those established in the report.</li> </ul> <p><b>Action items</b></p> <ul style="list-style-type: none"> <li>• Add a paragraph to the report establishing that funds realized through attrition may also be considered for application to reach salary guidelines;</li> <li>• Set up an all-staff meeting to present information about the proposal and recommendations (pick a date (September 19, 2:30-4:30, AltaVista room) invite people, and find out if there's enough interest).</li> </ul>
4	Organizational bylaw comments from corporate lawyer	<ul style="list-style-type: none"> <li>• Lawyer's comments have been received; Gary will review them and circulate to bylaw committee for revision before bringing it back to the Steering Committee.</li> </ul>
5	Review of April – July work completed (see draft work plan update)	<ul style="list-style-type: none"> <li>• Gary distributed the updated work plan update, which the committee approved as presented, will share with LAO.</li> </ul>
6	<p>Review of next steps (see calendar):</p> <ul style="list-style-type: none"> <li>○ Communication with local politicians</li> <li>○ Communication with local lawyers, court and tribunal offices?</li> <li>○ Follow-up communication with agencies</li> <li>○ Other public communications needed?</li> </ul>	<ul style="list-style-type: none"> <li>• Gary to work with Public Interest to develop materials to share with local politicians, lawyers, court offices, etc.;</li> <li>• Gary and Public Interest to follow up with agencies etc. to solicit interest in a briefing.</li> </ul>
7	Public Interest to produce "Transition Plan" (see draft outline)	<ul style="list-style-type: none"> <li>• It was agreed that Public Interest will produce a Transition Plan;</li> <li>• A draft outline was circulated and generally approved for the transition plan.</li> </ul>
8	<p>Steering committee Check-in:</p> <ul style="list-style-type: none"> <li>○ How is our progress?</li> <li>○ Timing of next events</li> </ul>	<ul style="list-style-type: none"> <li>• The committee discussed progress to date and expressed confidence that work to date has been good and successful and we are heading in the right direction;</li> </ul>

- Are we on target for April 1, 2017?
- Any concerns?
- Anything we should be doing but are not?

- There seems to be good will amongst staff, although April is approaching quickly;
- Further discussion is needed about guidance for the existing Boards on building an interim Board:
  - Revisit at next Steering Committee meeting.
- The work amongst clinics is already encouraging team-building;
- Public Interest will develop a newsletter for the end of August.

**Adjournment**

Next meeting: August 22, 2 p.m. by phone