

The Board of East Toronto Community Legal Services (ETCLS) is firmly committed to the clinic-led process to change and improve the clinic system in the Greater Toronto Area (GTA). We believe this is a positive process and we would like to continue to play an active role in it. There are clearly opportunities to improve the clinic system in terms of client service, community development, efficiency and effectiveness.

We support the principles set out in the Vision Report.

We believe large increases in funding are immediately required for the York and Peel/Dufferin regions. This includes both the principles set out in the Memorandum of Understanding for the project with Legal Aid Ontario (LAO) and the additional principles developed by the Steering Committee.

For the approval of a new clinic model, we require / acknowledge the following:

- We agree that the core areas of law outlined in the Vision Report should be available across the GTA.
- Efficiencies realized from streamlining management, technological improvements and administration resources should be directed into front line client services and community development.
- The new service delivery model should include staffing teams in core areas of law, dedicated intake workers, community development workers and other resources.
- We are committed to maintaining existing client services and expanding services through the use of a community access strategy.
- We are committed to formalizing relationships with community agencies as part of a new service delivery model.
- Any new model needs to accommodate an oversight mechanism or body that is tasked with addressing and assessing ongoing operational needs of the GTA clinics, including (but not limited to) changes in demographics, improving technological systems and resource allocation.
- To achieve these goals, clinics need to be larger. However, the Vision Report falls short in providing a financial analysis to support and quantify the service delivery model it is proposing. More work is required in this area.
- Enhanced community engagement is required in the development of any new service delivery model.
- We are committed to retaining existing personnel in comparable employment through the transformation process

The ETCLS is firmly committed to a clinic-led process to change and improve the clinic system in the GTA. We support and encourage a continued collaborative process.