

# Annual Report

## 2022-2023



# Your starting point for legal information, for over 20 years!



A **non-governmental organization** established in 2000 at the initiative of the Barreau du Québec.

A **non-profit organization**, where all income is directed towards its mission and advancing its projects.

**Neutral**, objective and unbiased content for all members of the public.

**Independent**, acts with complete autonomy, free from external influence or pressure.

Éducaloi explains Quebec law to individuals and communities in plain language. By clarifying often complicated legal texts, we help people better understand the law, their rights and their responsibilities.

## Topics for everyday situations:



**Families** (couples, separation, estates...)



**Consumers** (cars, services, credit...)



**Work** (contracts, salary ...)



**Housing** (owning, renting...)



**Legal system**



**Crimes and tickets**



**Society** (public services, government...)



**Health**



**Business**

## MISSION :

Explain the law to the population of Quebec and enhance the legal competencies of individuals and communities

## VISION :

A Quebec where the law is accessible to everyone so they can enjoy greater legal autonomy

## VALUES :

Rigour - Collaboration - Creativity - Neutrality - Independence

**Recognized expertise for  
all youths and adults in  
Quebec:**

**CLEAR LEGAL  
COMMUNICATION**

**LEGAL EDUCATION**



## Reliable legal information for 23 years

More than **30 permanent employees**

More than **1,600 legal information tools**

(articles, web guides, podcasts, publications...) available online in English and French

**66,2 million visits** to the website [educaloi.qc.ca](http://educaloi.qc.ca), a primary source of legal information for people who want to learn more about the law in Quebec

More than **3,500 workshops** given in schools and CEGEPs in Quebec

Over **5,000 people trained** in clear communication of the law

More than **1,900 volunteer legal professionals** helping to fulfill our mission

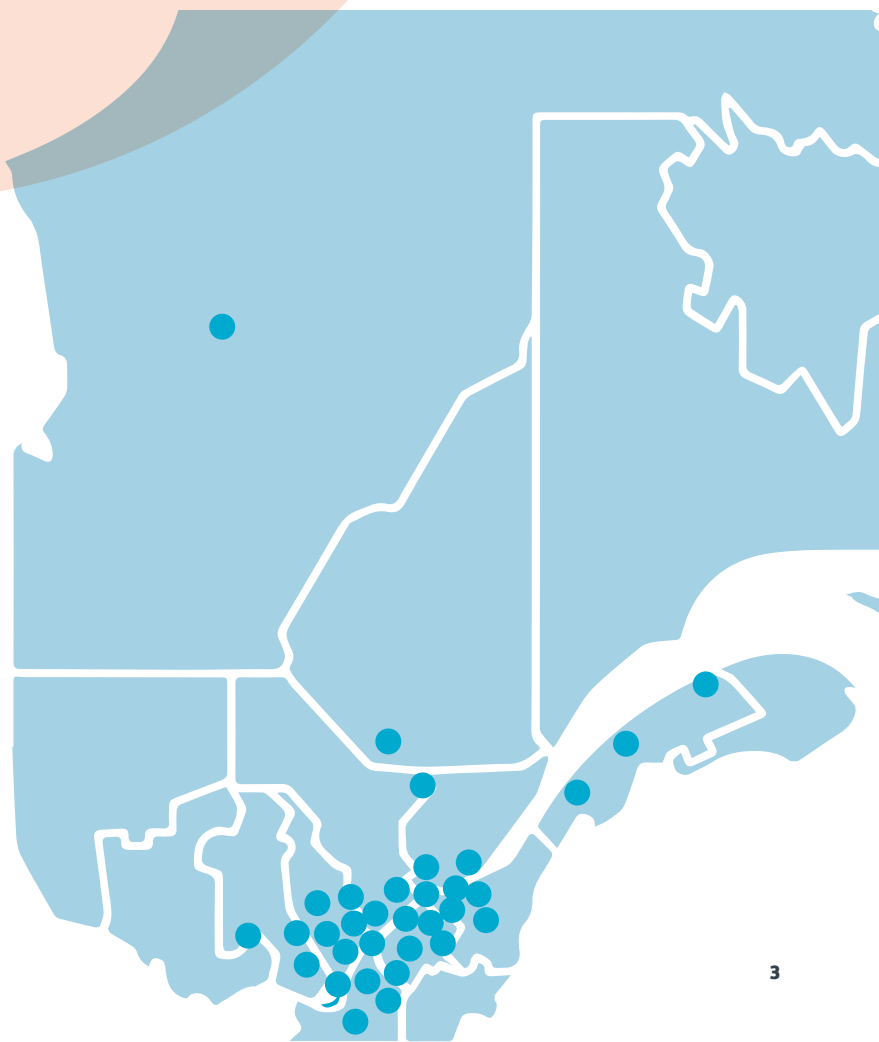
Expertise exported to **14 countries**

**776 articles, interviews and mentions** in the Quebec media

Close to **90,000 social media and newsletter subscribers**

## Our activities in Quebec this year have brought us to:

- Alma
- James Bay
- Beauceville
- Beaupré
- Drummondville
- Gatineau
- Granby
- Kuujuaapik
- L'ancienne-Lorette
- Laval
- Lévis
- Longueuil
- Maniwaki
- Magog
- Matane
- Montreal
- Pointe-Claire
- Quebec City
- Roberval
- Rosemere
- Rimouski
- Saint-Agapit
- Sainte-Agathe-des-Monts
- Sainte-Geneviève-de-Batiscan
- Saint-Félix-de-Valois
- Saint-Hyacinthe
- Saint-Jérôme
- Sainte-Julienne
- Shawinigan
- Sherbrooke
- Terrebonne
- Thetford Mines
- Vaudreuil-Dorion
- Victoriaville
- Warwick
- Westmount





## Message from the Chair of Éducaloi's board of directors

### The Honourable François Rolland, O.C., Ad.E.

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For the last six years, I've had the privilege to chair the board of directors of Éducaloi, an organization very dear to my heart. Though this time has passed much too quickly, I have been able to appreciate all the work accomplished by an extraordinary team. Despite, or rather because of, the post-pandemic reality, these individuals took the opportunity to reflect on their vocation, renew their sense of purpose and become stronger as a result. Getting to know, guide and support this dedicated team was truly a gift.

Today, Éducaloi is a major player in Quebec's legal landscape, and I have proudly witnessed the broadening of its impact within communities. This year, more than ever, Éducaloi has reached millions of youths and adults in Quebec and elsewhere: over 1,900 volunteer legal professionals, 4,300 high school students, over 8.5 million visits to the [educaloi.qc.ca](https://educaloi.qc.ca) website (an increase of 89% since I first arrived!), approximately 100 new guides and pamphlets published in English and French, and many more activities.

Éducaloi's remarkable expertise in plain legal language extends beyond borders. Éducaloi's hosting of the International Clarity Conference in 2018 allowed the organization to position itself as a leader in the clear communication of the law in Canada and around the world. This event will be forever ingrained in my memory.

As my mandate draws to a close, and after having reviewed our governance practices, I am pleased to announce that we have completed an in-depth revision of our general bylaws and drafted the texts in plain language to better reflect Éducaloi's vocation. I am grateful to everyone involved in this important task, under the responsibility of Me Nathalie Rolland and Me Guillaume Rondeau.

I also had an opportunity to exchange and maintain our valued connections with the chairs of our partner members, and to welcome new members to the board of directors, including Mr. Nicolas Prévost, Me Michel Beauchamp, Ms. Catherine Laporte and Me Véronique Hivon.

It is with utmost confidence (and a touch of sadness and emotion) that I am handing over the reins as Chair of Éducaloi. I wish to thank all of our partner members, without which Éducaloi could not fulfill its mission. I am also very grateful to all present and past justice ministers of Canada and Quebec, and particularly to Ministers Sonia LeBel and Simon Jolin-Barrette, who contributed to the success of the launch and establishment of National Legal Education Week, which will be back next fall for its fourth edition. Thank you!

I would like to extend my heartfelt thanks to the amazing Éducaloi team, which makes all of these achievements possible. I am also grateful to have worked alongside the organization's Executive Director, Ariane Charbonneau, and witnessed her boundless energy on a daily basis. Finally, I would like to extend a very warm welcome to Éducaloi's new Assistant Executive Director, Ms. Cathy Launay-Alcala. I am certain that her arrival will provide Ariane with a bit of a break!

To my past and present colleagues on the board of directors, to our three partner members, the three ministries/ departments that support our mission, the multiple organizations in our network, all the volunteer legal professionals and you, dear members of the public, I offer my sincere THANKS!



## Message from Éducaloi's Executive Director Ariane Charbonneau, lawyer, MBA

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### Innovation, continuity and renewal!

**A**t Éducaloi, nothing is set in stone! Our philosophy is to ask questions, debate issues and rise to the challenges we set for ourselves. We do this because it helps us improve our practices, but above all, because our vision of Quebec where the law is accessible to everyone is WORTH EVERY EFFORT.

#### Innovation:

This year, we began an important step in the strategic clarity process. It involves **Éducaloi's social impact with the public**. We are in the process of building and assessing our course of action so that our activities will be even more meaningful and consistent for the public.

Our objective is to understand the extent to which people develop their legal knowledge and competencies so they can take action as a result of our content. This is an exciting project for our team! The work is ongoing and will serve as a basis for our next strategic plan in 2025.

#### Continuity:

**Continuing development of the team's skills is essential.**

This means we can be a leader in legal education in Québec AND serve as the main reference for plain legal language. We have invested thousands of hours into continuing professional development through workshops, online tools and videos, mentoring of new recruits by our experienced staff, field visits, etc. We also keep an eye out for new trends to ensure that our approach is **clear and creative**.

#### Renewal:

**Transforming an organizational structure**, using solid bases as our starting point, and ensuring that it evolves as a matrix organization has been an exciting initiative for this amazing team, which is already so cohesive, qualified and engaged!

Communications, project-management and legal specialists work within two separate teams: one that is **responsible for some 1,600 legal information tools**, and the other that **creates new projects** in keeping with the public's plain language and legal education needs. They are in turn supported by two other multidisciplinary teams: **internal and external services**. This new structure involved a number of **promotions** (congratulations to Benoit, Élise and Isabelle!) and the creation of **new positions**, including Assistant Executive Director, Assistant Editor-in-Chief, Web Content Manager, Communications Coordinator and English Content Coordinator.

Above all, the hard work you will read about in this Annual Report is simply a reflection of the invaluable and renewed commitment of a **cohesive, close-knit and brilliant team** dedicated to Éducaloi's mission. THANKS TO EACH OF YOU for being such a strong link in this talented chain! You amaze me every day.

To the members of the Board of Directors, thank you for your unwavering support (especially to our Chair, who has dedicated countless hours to Éducaloi), and to our partner members and ministries that support our mission. Thank you as well for your continued trust and involvement. It means the world to us.

On this note, I hope you enjoy reading this year's Annual Report!



# Éducaloi

## Board of Directors

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The Honourable François Rolland,  
O.C., Ad. E., Chair



Me Annie Gaudreault,  
Vice-Chair



Me Extra Junior Laguerre,  
Treasurer, until January 11, 2023



Ms. Marie-Josée Labelle,  
Secretary



Me Michel Beauchamp,  
Director since December 15, 2022



Me Francisco Couto,  
Director



Me George Dolhan,  
Director



Me Véronique Hivon,  
Director since March 10, 2023



Me Anne-Marie Lachapelle,  
Director until November 15, 2022



Ms. Catherine Laporte,  
Director since December 15, 2022



Mr. Nicolas Prévost,  
Director



Me Valérie Tardif,  
Observer



Me Julien-Maurice Laplante,  
Observer

## Interns

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Our team also includes several students (law, communications, administration and IT). Your support has had a tremendous impact on our organization, and we are very appreciative of your work!

## Our team

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Éducaloi's work evolves every day through the tireless efforts and enthusiasm of its passionate team, with expertise in many different fields and a variety of backgrounds. Thank you for your commitment, creativity, convictions and all that you do day after day!

## Volunteer legal professionals

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Each year, hundreds of volunteer legal professionals travel throughout Quebec to offer legal education workshops to thousands of high school students. Your immeasurable support helps youths become more aware of their rights and responsibilities. Thank you!





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# The year in numbers



More than  
**8.5** million  
visits to  
[educaloi.qc.ca](https://educaloi.qc.ca)

More than  
**50**  
projects  
implemented

Activities in  
**38**  
cities in  
Quebec

More than **300**  
training sessions  
and workshops  
organized in English  
and French

More than **400**  
publications on  
Éducaloi's social  
media, which helped  
reach over 1.4  
million people and  
generated close to  
73,000 interactions,  
reactions, comments  
and shares.



More than **300**  
legal information  
tools published on  
[educaloi.qc.ca](https://educaloi.qc.ca) and  
shared on social  
media concerning  
topics such as  
housing, estates and  
combatting violence,  
as well as LGBTQ+  
rights.

Publications (guides,  
pamphlets, etc.)  
downloaded almost  
**35,000** times

**4,300**  
students  
participating  
in our in-class  
legal education  
workshops

Almost  
**9,000**  
new subscribers to  
our social media  
and newsletters



## 24 interviews and mentions in Quebec media concerning current topics



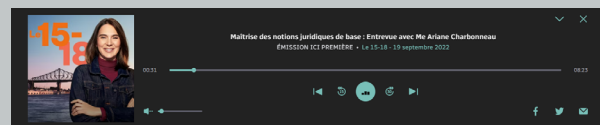
Article in Journal de Montréal (July 12, 2022)



Article in L'actualité (online) "Pour un vocabulaire juridique clair et net" (July 8, 2022)



Radio interview on 95.7 FM Saguenay on the rights of married and civil union spouses



Interview on Radio-Canada's Le 15-18 on September 19, 2022 concerning basic legal concepts (at 5:21 pm)

## Éducaloi's involvement with communities and the legal sector

This year, Éducaloi attended 17 events, including:

- Annual conference of the Public Legal Education Association of Canada
- North American conference of the Council on Governmental Ethics Laws (COGEL)
- Annual summit of the National Action Committee on Access to Justice in Civil and Family Matters
- Roundtable discussion of the federal Justice minister on hate crimes

Éducaloi is also involved through:

- Its participation in the Forum québécois sur l'accès à la justice civile et familiale (Quebec forum on access to justice in civil and family matters) and through the strategic orientations of the National Committee
- Sharing its reflections with the parliamentary committee on Bill 8, an *Act to improve justice efficiency and accessibility in Quebec*

Parliamentary committee hearing for Bill 8







## QUIZ

### "INFORMATION"

**What is PLL Academy?**

- (a) Éducaloi's centre for performing arts
- (b) A training centre within the organization
- (c) A legal education school open to the public



Answer: (b) A training centre within the organization

## Strengthening our expertise so we can share more information

**Plain legal language**, or PLL, is at the heart of Éducaloi's expertise. This year, to further enhance our mission, we organized the first edition of PLL Academy, an intensive training program for our entire team.

Through workshops, practical tools, info sheets, standards, templates and complementary resources, the PLL Academy has helped the members of Éducaloi's team, especially those responsible for explaining legal concepts in plain language, to further their knowledge and understanding so they can communicate the law in language that is clear.

## A few numbers ...

Development of  
a topic-based  
intranet that our  
team has already  
consulted over

**4,000** times!

**1,800**  
hours of work  
invested in the  
project

**+ 30**  
new tools  
(that everyone  
on the team has  
helped to develop!)

**1**  
practical  
workshop  
each month

**2**  
knowledge-sharing  
days



# Plain legal language: better understanding everyday situations

Éducaloi clarifies everyday legal situations that can lead to confusion and concern. Clarifying legal information means making it more accessible and understandable. This in turn creates more autonomy and helps individuals make decisions that are best for them.

Éducaloi provides free information and activities for all youths and adults in Quebec regardless of origin, social status, religion, gender identity, age, immigration status, political opinion, etc.

**“The expertise of Éducaloi’s team [...] gives us an outside view of our agency and helps us improve our communications [...].”**

– Isabelle Boisclair, Development Adviser, Ministère de l’Emploi et de la Solidarité sociale du Québec

This year, we covered many societal issues and topics, which we have organized into articles, web guides, podcasts, media interviews, guides and pamphlets.

These topics include:

- Wills and estates
- Support for adult children
- Taking over an existing business
- Settling in Quebec
- Caregivers
- Right to housing
- Parental insurance for elected officials
- Conversion therapy
- Domestic violence
- Creation and management of non-profits
- ...

We implemented these projects with the invaluable support of our partner members, as well as with technical and financial partners that share our mission of making clear legal information accessible to everyone.

**And because clear communication also applies to us:**

## Brand new bylaws for a more modern, simple and transparent style of governance

Éducaloi’s general bylaws have been amended from time to time for specific purposes since they were first adopted in 2000. Over the years, their consistency, clarity and relevance have suffered as a result. At the initiative of our Chair, the Honourable François Rolland, we completely revised our bylaws this year.

This meant simplifying and updating our governance rules to be more uniform and consistent, and to meet current best practices. We also simplified the structure of our bylaws, drafted them in plain language and reviewed their format and graphics.

Thank you to our partner members and to everyone who helped make this project a success.



# The same mission for **different topics** and **different audiences**: to simplify information

## Parents:

### *La pension alimentaire pour un enfant majeur* [in French only]

If you are a parent and are separated, you might have to pay child support. In the case of an adult child who is financially independent, parents can decide together to stop these payments. This comprehensive guide, launched this year, is intended for parents and explains the entire process for ending support payments for an adult child.

Guide developed for the  
Ministère de la Justice du Québec.

Québec 



## Wills and estates

Estate planning can be very confusing! However, it is very important and has several financial advantages. How do you prepare an estate plan? What are the steps? To help clarify this topic, this year we worked on the update to the guide “Succession” published by *Protégez-vous* (fifth edition released in February 2023).

The guide provides all the information you need to prepare an estate plan with peace of mind, including practical tools, advice and articles.

*Over 46,000 better informed individuals*

*Almost 2,500 guides sold in the first month*





## Seniors: *Aging with confidence*

Aging is often accompanied by concerns surrounding health care and treatments. To help seniors understand their rights, we have developed several tools in collaboration with the Ministère de la Santé et des Services sociaux du Québec, as part of its program Québec ami des aînés (QADA). It is essential to understand the various issues when it comes to health care because every person has the right to autonomy, integrity and dignity, and this right must be respected.

*An infographic and guide created, with 47 training sessions organized throughout Quebec bringing together almost 650 people*

Québec 





## Caregivers:

### *Helping your loved ones deal with life's ups and down – tools to support you*

Sometimes a loved one is no longer able to live autonomously. Whatever the context, this person might need daily help from family members or people close to them. Almost 1.5 million individuals in Quebec are caregivers, and they are often overwhelmed with this emotional and legal responsibility.

To help them better understand their rights, Éducaloi develops tools including practical guides, articles and workshops.

*10,000 copies of the [Caregivers](#) guide distributed, thousands of people reached through social media and during workshops, and several tools updated with the coming into force of the Law to better protect vulnerable persons.*

*Publication of this content was made possible by the financial contribution of the Ministère de la Santé et des Services sociaux.*

Québec 

**“My mother-in-law is almost 90 years old [. . .]. She has health issues [and] she has appointed me as her liquidator. I was very pleased to find your website and learn everything I need to know about the different options [. . .].”**

– visitor to Éducaloi's website [educaloi.qc.ca](http://educaloi.qc.ca)

# Newcomers to Quebec:

## Helping them get settled

As a land of immigration, Quebec welcomes tens of thousands of people each year from other countries and other Canadian provinces.

Because living in a new place comes with its share of surprises, differences and discoveries, Éducaloi offers various tools to help immigrants better understand their rights, responsibilities and recourses.

[A pamphlet on housing in Quebec in the form of a comic strip, translated into Urdu, Hindi and Punjabi \(information now available in seven languages\), an in-depth training session and a \[catalogue of free online content\]\(#\)](#)

Have you recently arrived in Quebec? Discover everything you need to know about our province, clearly explained in several languages.



# LGBTQ+ communities:

## Combatting conversion therapies

Though illegal since 2022, conversion therapies still exist in Quebec. However, the general public and the victims themselves know little about them. To put an end to these practices, Éducaloi is teaming up with the ministries of justice of Canada and Quebec, and with the Fondation Émergence.

Objective: To better inform at-risk populations and their families, and to support victims and their loved ones throughout the legal process.



[Excerpt from the video created to raise awareness of conversion therapies and their risks.](#)

Excerpts from information tools published on Éducaloi's social media (in French only)

**Connaissez-vous les thérapies de conversion?**

**Les conséquences sur les victimes sont dévastatrices.**

Ces pratiques dangereuses visent à **changer ou réprimer** l'orientation sexuelle ou l'identité de genre d'une personne.



## QUIZ

### "EMPOWERMENT"

**235. 4300. 1925. What do these numbers means?**

- (a) Number of views of online content
- (b) An unlikely sequence of numbers
- (c) This year's number of legal education workshops, students and volunteer legal professionals

Answer: (c) This year's number of legal education workshops, students and volunteer legal professionals



## Enhancing legal competencies to better act and react

Legal education is more than learning about the law. Having access to information is essential, but this is not always enough to prevent or react to the issues we face. It is important to develop “legal reflexes” and the confidence we need to make sure our rights are respected and to take any necessary action.

This is why **Éducaloi develops and offers legal education programs** for youths and adults alike: legal education is not limited by age or location!



# Legal education for schools and youths: strengthening legal reflexes and the power to act

Éducaloi dedicates an entire segment of its activities to public schools and postsecondary education to help children, youths and their educators understand the legal impact of situations they encounter and, above all, to take appropriate action.

We believe that legal education has a place in the classroom; for many years we have been helping to provide free tools to teaching staff so they can incorporate the law into their curriculum. These tools include:

- downloadable turnkey **teaching guides**
- **videos and tutorials** to accompany educators when covering legal concepts in class
- **quizzes**
- **in-class workshops** led by our volunteer legal professionals



# Examples of our commitment

Each year, hundreds of legal professionals volunteer their time with Éducaloi and lead workshops in elementary and high schools. We ran 235 workshops this year in 38 cities across the province. Topics included bullying, justice in Quebec, conflict resolution, investing and work.

These workshops are made possible with the support of our partner members and the ministries that contribute to our core funding. We are extremely grateful to them!

## Sharing of intimate images without a person's consent: it's never ok!

In Canada, sharing an intimate image of a person without their consent is a crime. However, this situation occurs often, especially in schools and universities.

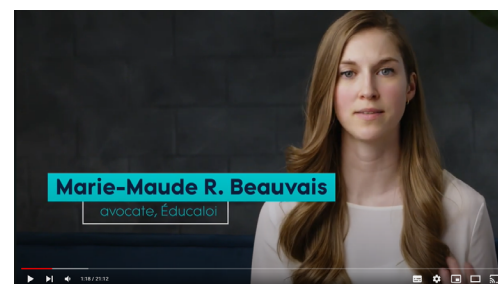
To help community workers involved with youths ages 11 to 24 years, Éducaloi has produced a video and provided remote training sessions. The aim is to provide them with a better understanding of the legal framework, prevent the sharing of such images and intervene in an ethical way if necessary.

*More than 400 people trained through  
12 virtual sessions*

*Carried out in collaboration with the Ministère  
de l'Éducation du Québec and the Ministère  
de l'Enseignement supérieur du Québec*

Québec 

Excerpts from the video produced as part of the project on the sharing of intimate images without a person's consent, available on the website and YouTube channel of the Ministère de l'Éducation du Québec.





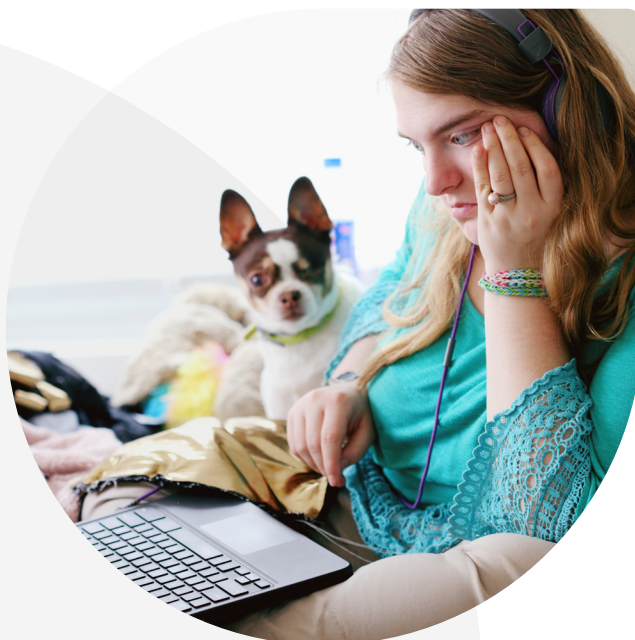


**“Great format: interactive, focus on participants, informative pre-training video. [...] Plain language was a key element of the presentation.”**

– training session participant

## A podcast to help understand cyberbullying

Younger generations are spending more and more time online. For a parent, it can be difficult to know whether their child is being cyberbullied on social media, blogs, through online games, etc. To help parents navigate this new reality, Éducaloi responded to the request of the organization ESPACE région de Québec to help develop some of its podcast episodes. This year, two of our interviews were included in the ESPACE podcast on the legal aspects of cyberbullying, sexts (sexual text messages) and sexual extortion (blackmail based on the threat of distribution of an intimate picture or video).



Visual of one of the two podcasts developed  
© Espace région de Québec



# Developing tools for the general public, companies and community organizations

## Interested in going into business? Tools to accompany you every step of the way

Hundreds of companies are established in Quebec each year. Some face challenges during the start-up phase, while others deal with rapid growth, are divided, passed on to children, sold or shut down. Every major step in the life of a company has its share of legal issues. To answer common questions, Éducaloi has developed a web guide, several articles and a podcast series called “[C'est quoi l'affaire?](#)” The tools we offer cover several aspects of companies, with a focus on taking over an existing business.

Web guide dedicated to running a business:  
[Legal Questions for Entrepreneurs](#)

*Project carried out in collaboration with the  
Fonds d'études notariales (notarial studies fund)  
of the Chambre des Notaires du Québec*



## Managing an English-language non-profit: the right tools

What distinguishes a non-profit organization from a traditional company? Establishing, managing and directing a non-profit requires specific knowledge, and Éducaloi is committed to answering these questions for business people and community organizations from English-speaking communities in Quebec.

*This year, Éducaloi developed three workshops (ran six sessions), published about ten articles and created three web guides, including articles and interactive quizzes on topics such as creating establishing, managing and directing non-profits.*

**"Excellent presentation.  
Very clear and in language easy to understand."**  
- participant in one of this year's English-language workshops

*This project was made possible by  
the Government of Canada.*

Canada 





## Tools adapted to English-language community organizations

Quebec has several community organizations whose mission is to inform and educate the public about the law. Some of these are intended for non-Francophones. Éducaloi supports these organizations by providing access to tools and services in English.

Éducaloi has developed several tools for this purpose, and topics include legal information and representation, advertising in English in Quebec, the rights and responsibilities of volunteers, fraud, housing, medical decisions, wills and the rights of children and youths.

*Éducaloi created an [infographic](#) and four [info sheets](#), gave nine legal information workshops in English and developed a [quiz](#).*

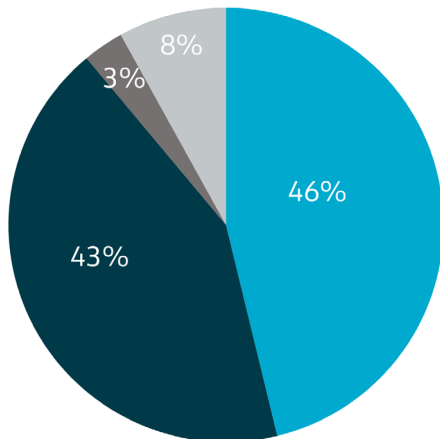
*Project funded by the Secrétariat aux relations avec les Québécois d'expression anglaise (SRQEA)*

Québec 



# Income and expenses

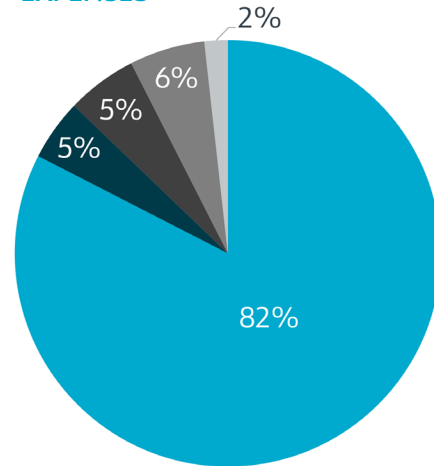
## INCOME



**TOTAL \$3,936,950**

- Partner members
- Projects
- Donations, income and various grants
- Advisory services

## EXPENSES



**TOTAL \$3,720,844**

- Human resources (internal and external)
- Project development and performance
- Communications, advertising and distribution
- Administration
- IT

## EXCESS DEFERRED REVENUE:

**\$216 107**

Added to last year's unappropriated amounts to be reappropriated as follows:

- \$52,000 to the mission support emergency fund

# Essential partners

Éducaloi wishes to thank all of its partners. With their support, we can continue our work and promote clear and accessible justice for everyone.

## Our partner members



## Our main partners for our mission and projects



Department of Justice Canada  
Department of Canadian Heritage  
Department of Employment and Social Development



Ministère de la Justice  
Commission des services juridiques (CSJ)  
Ministère de l'Éducation  
Ministère de l'Enseignement supérieur  
Ministère de la Santé et des Services sociaux  
Secrétariat aux relations avec les Québécois d'expression anglaise (SRQEA)



## Our philanthropic partners

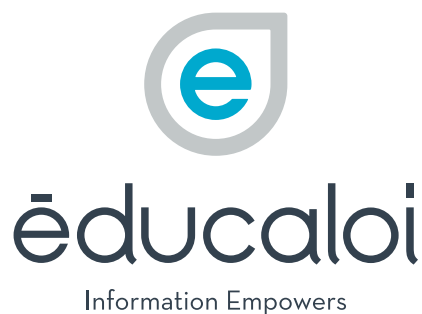




“Plain language, rightly understood, involves all the techniques for clear communication: planning the document, designing it, organizing it, constructing sentences, choosing words, and testing mass documents on typical readers.”

– **Professor Joseph Kimble**

*Author and plain-language expert for over 30 years*



**Legal information explained in plain language  
is available at:**

[www.educaloi.qc.ca/en](http://www.educaloi.qc.ca/en) | [www.educationjuridique.qc.ca/en](http://www.educationjuridique.qc.ca/en)



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