



ANNUAL REPORT 2021/2022

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MESSAGE FROM THE BOARD PRESIDENT AND CEO



At JES, 2021/22 has been a momentous year of focusing forwards, continuing partnerships and collectively adapting to the ever-changing effects of the global pandemic. This past year, we have seen JES continue to power on as a unique non-profit organization—rooted in British Columbia and growing internationally in countries like Guatemala, Guyana, El Salvador, Honduras, and Panama, Colombia and Costa Rica. JES has continued to play a significant role at the center of access to justice work—opening up new conversations and resources so that more people and communities are able to directly benefit from our projects here at home and around the world, and experience what increased access to justice looks like.

In the last year, we have filled a growing need for delivering public legal education and information so that more students, teachers, Indigenous peoples, and diverse communities are able to fully understand their legal rights. We are grateful for our team's efforts and diligence as we identified new opportunities and solutions to adapt our programs and ways of interacting over the past year. JES has grown in reputation and impact, and is now reaching more communities with our innovative work and ensuring the sustainable development and implementation of our trainings internationally—hand-in-hand with our local partners and government agencies abroad.

Now, we are keen to start working on our new strategic plan to chart the course for the next several years. In the past year, JES has had many achievements, whether it is opening a new office in Panama City, or starting new projects in the areas of human trafficking and childcare in British Columbia. With the conclusion of our 3-year strategic plan, we are excited to embark on the next phase of our journey and prepare for the discussions ahead to empower more people to access and deliver justice around the world.

Thank you to our dedicated staff, volunteers, board members, funders, donors, and friends for helping JES get to this stage, for your ongoing guidance and your enduring commitment to our vision of Justice for All.

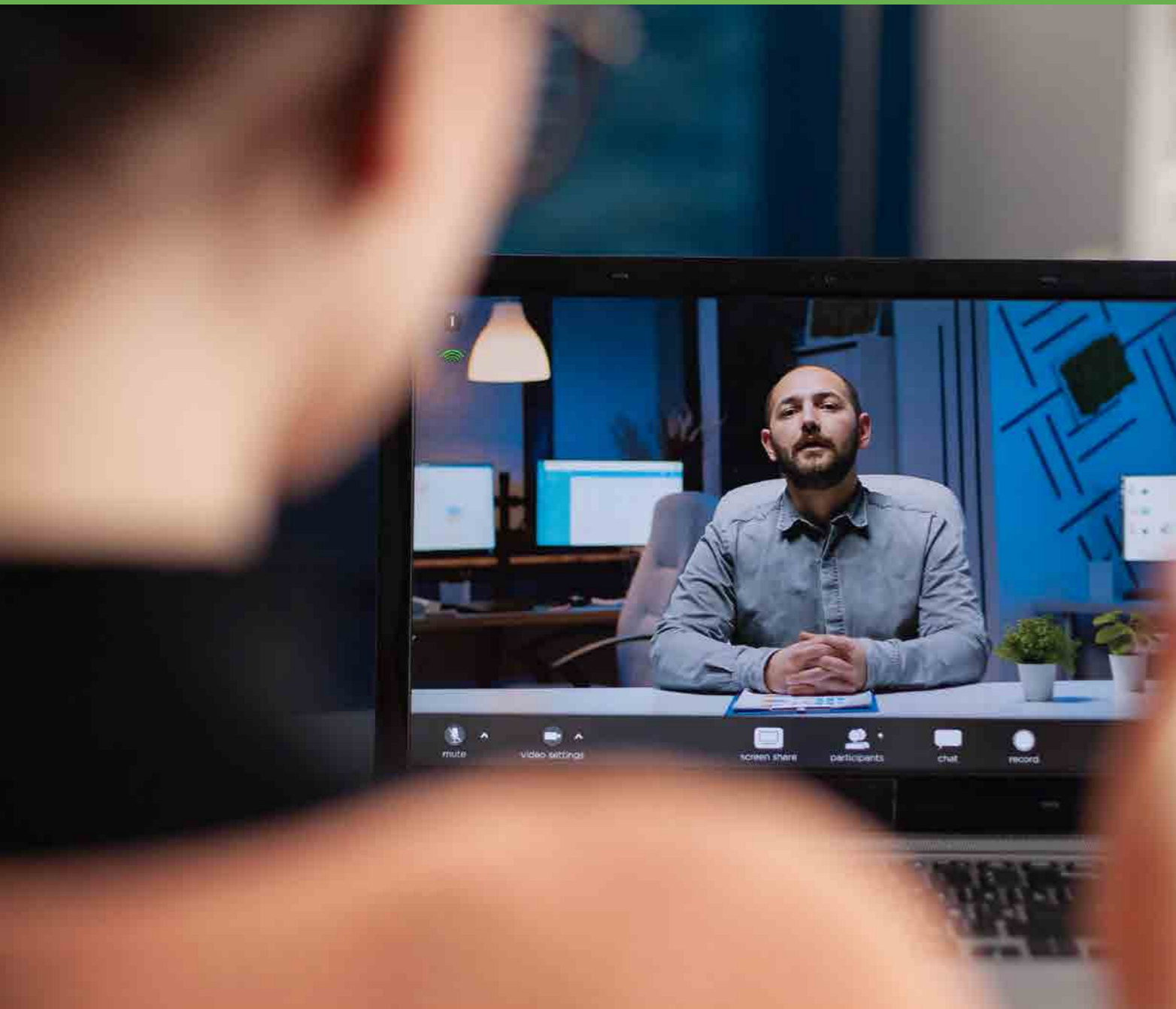


Justice Andrew Mayer
President, Board of Directors



Sonia Poulin
Chief Executive Officer (CEO)

INCREASING LEGAL CAPABILITY



Helping people understand the law and address their legal issues.

JES has been a leader in public legal education and information for over 30 years—helping millions of people to learn about the law, legal processes and the justice system in Canada and internationally.

Ask JES

Providing British Columbians with Answers to Legal Questions

This year, Ask JES responded to nearly 6,000 legal help inquiries. Ask JES holds a wealth of information and resources in a legal database that we can pull from to answer questions. The areas with the most questions were Small Claims Court, family, and housing.

Ask JES Multilingual

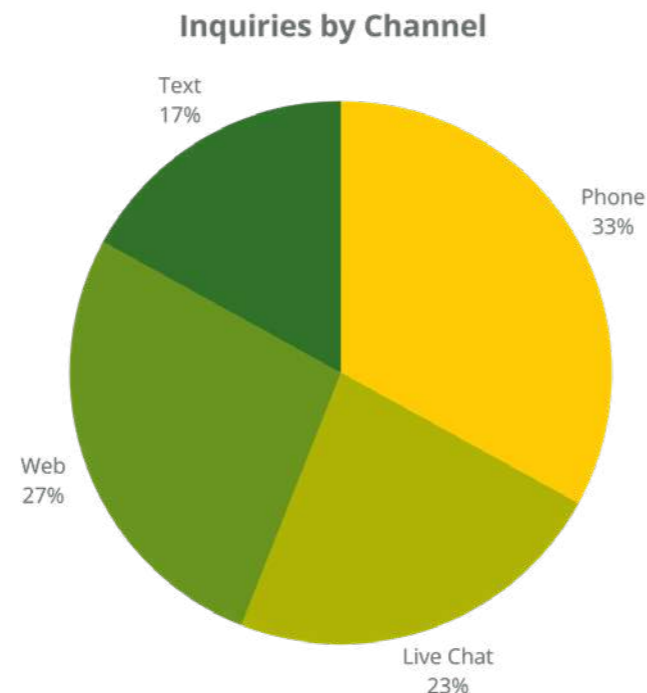
This year, Ask JES Multilingual offered services in Chinese, Arabic, Punjabi, Hindi and French. Our services were integrated into the Ask JES legal help platform so that our Multilingual Legal Navigators could assist Ask JES clients in languages beyond English. We are now able to assist a larger population, including those who experience language barriers that prevent them from accessing other legal help resources.

Impact Snapshot

- Responded to nearly 6,000 legal help questions
- Provided over 5000 referrals to legal help information and services
- Assisted over 3000 people with Provincial and Supreme Court questions



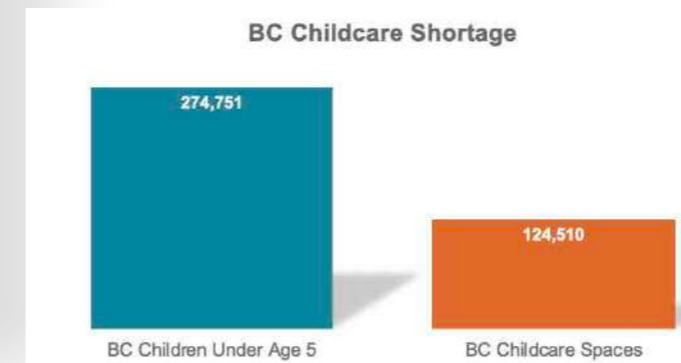
Ask JES Multilingual provided legal education webinars to dozens of community groups including public libraries, universities, school groups, immigrant groups, and legal professionals. Presentation topics included tenancy rights, family law, cyber safety, fundamentals of law, writing wills, employment standards, interacting with police and more.



Gender Equality

Increasing Access to Quality Childcare in BC

With funding from Women and Gender Equality Canada (WAGE), JES is engaged in a 3-year project to improve access to quality childcare in BC.



This past year, JES conducted a needs assessment, to better understand needs in the sector and how JES can effect systemic change. Based on feedback from the needs assessment, JES will:

- Improve working conditions through professional development training of educators and managers on BC employment standards and Gender, Equity, Diversity and Inclusion
- Increase access by providing training on available government funding and facility requirements to open new childcare centres
- Integrate JES legal education resources into ECE training
- Enhance sector collaboration by piloting mentorship programs to share insights and best practices

Empowering At-Risk and Sexually Exploited Women in BC

Also funded by Women and Gender Equality Canada (WAGE), JES is engaged in a 3-year project to reduce human trafficking in BC, especially of Indigenous girls and women. It is estimated that 50% of women sex trafficked in BC are Indigenous.

Having heard from Indigenous community members and frontline service providers, JES is now developing education content on a range of topics.

Youth

- Human Trafficking and Exploitation
- Sex and the Law
- Start Safe: Guide to Starting Out in a New City
- Off the Record: Legal Education for At-Risk Youth

Service Providers

- Human Trafficking and the Justice System
- Court Preparation: Strong, Steady and Ready
- Client Safety
- Police and Communities Together
- Case Management Through Justice Processes

Justice System Education Program (JSEP)

JSEP for Indigenous Peoples (JSEP-IP)

Live Streaming Legal Education

With court visits suspended since February 2020, JES pivoted to provide legal education directly to classrooms across BC through live streaming sessions. While the volume of legal education was lower than with court visits, there were some positives to providing legal education directly into BC schools.

- JSEP was able to connect with teachers and students beyond our regional offices
- Longer sessions with BC classes enabled Educators to provide more in-depth education
- Without court visits, education sessions were focused more on legal capability
- JSEP Educators provided webinar-based professional development training to teachers, nurses, immigrant service providers, social services workers, law students and others

“

I would like to express our deep gratitude for facilitating an unforgettable learning experience for our trainees. The presentation was informative and engaging, through which our trainees gained first-hand knowledge of many challenging legal concepts and complex court processes. We very much hope that we could continue this educational partnership.”

**- Wendy Du Steinberg,
Simon Fraser University**



Impact Snapshot

- 4514 youth participants reached through 168 legal education webinars
- 170 intermediaries educated through 10 professional development webinars

Despite COVID-19, our Indigenous Program has been able to accomplish tremendous work, impacting the lives Indigenous youth and providing training for youth service providers in Indigenous communities throughout BC.



Advancing Truth and Reconciliation

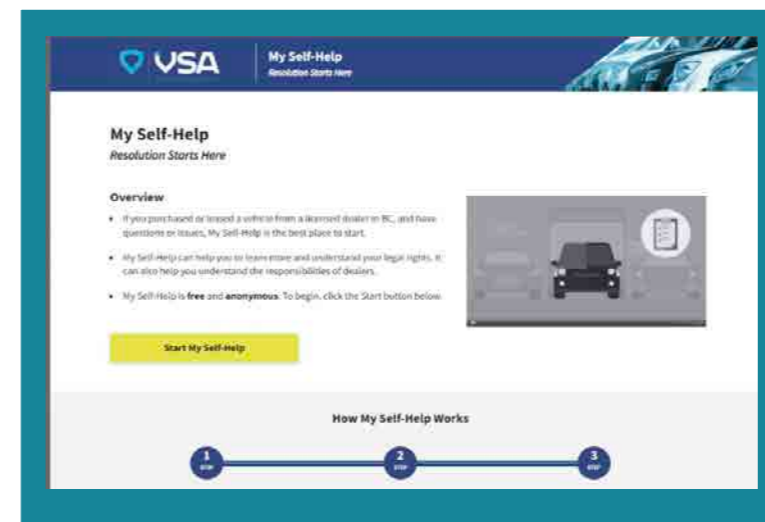
- Working with the BC Association of Aboriginal Friendship Centers, JSEP-IP conducted hour-long interviews with 87 youth living in 35 Indigenous communities to better understand their legal education needs. The JES Indigenous Program Educator then delivered 8 legal education sessions to 112 youth. Topics included: Charter Rights, Contact with Police, Domestic Violence, Youth and Criminal Justice, Truth and Reconciliation
- Education sessions presented to members of Gitksan and Wet'suwet'en Nations, empowering 27 Indigenous girls to be safe online.
- Four workshops presented to 30 members of Tl'azt'en Nation on Youth in Care, Contact with Police, Youth Court and Gladue Rights.
- The First Nations Health Authority (FNHA) invited JSEP-IP to provide education to their staff. Beginning with the 7 Nations of the Interior - the Dákelh Dené, Ktunaxa, Nlaka'pamux, Secwepemc, St'át'imc, Syilx and Tsilhqot'in, the JES Indigenous Program Educator facilitated 8 sessions on Advancing the Recommendations of the Truth and Reconciliation Commission to 168 participants.
- The Indigenous Wellness Team at St. Paul's Hospital invited JSEP-IP to lead 2-day workshops to 64 participants. The workshop focused on relationship building between high-risk Indigenous community members and non-Indigenous service providers

DEVELOPING DIGITAL SOLUTIONS



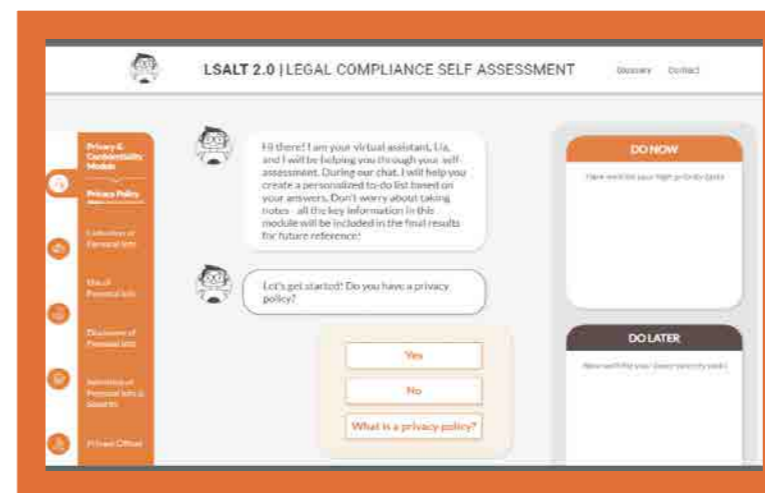
The JES Digital Solutions team supports our programs in BC and internationally, as well as justice sector clients around the world. Over the past year, the Digital Solutions team developed several websites and produced over 100 legal education videos. Highlights of this work include:

Expert Legal Help Systems



BC VEHICLE SALES AUTHORITY

JES is developing an expert legal help system for vehicle consumers as well as *Connector*, an online dispute resolution platform for consumers and dealers.



PACIFIC LEGAL EDUCATION AND OUTREACH SOCIETY (PLEO)

JES has been developing an expert platform to help non-profit organizations better understand their legal requirements.



Applying digital technologies to improve access to justice.

The JES in-house Digital Solutions team creates expert legal help platforms, informative websites and multimedia content for JES' global programs.

Small Claims BC

NEW JES Websites



TENANCY RESOURCES AND ADVISORY CENTRE (TRAC)

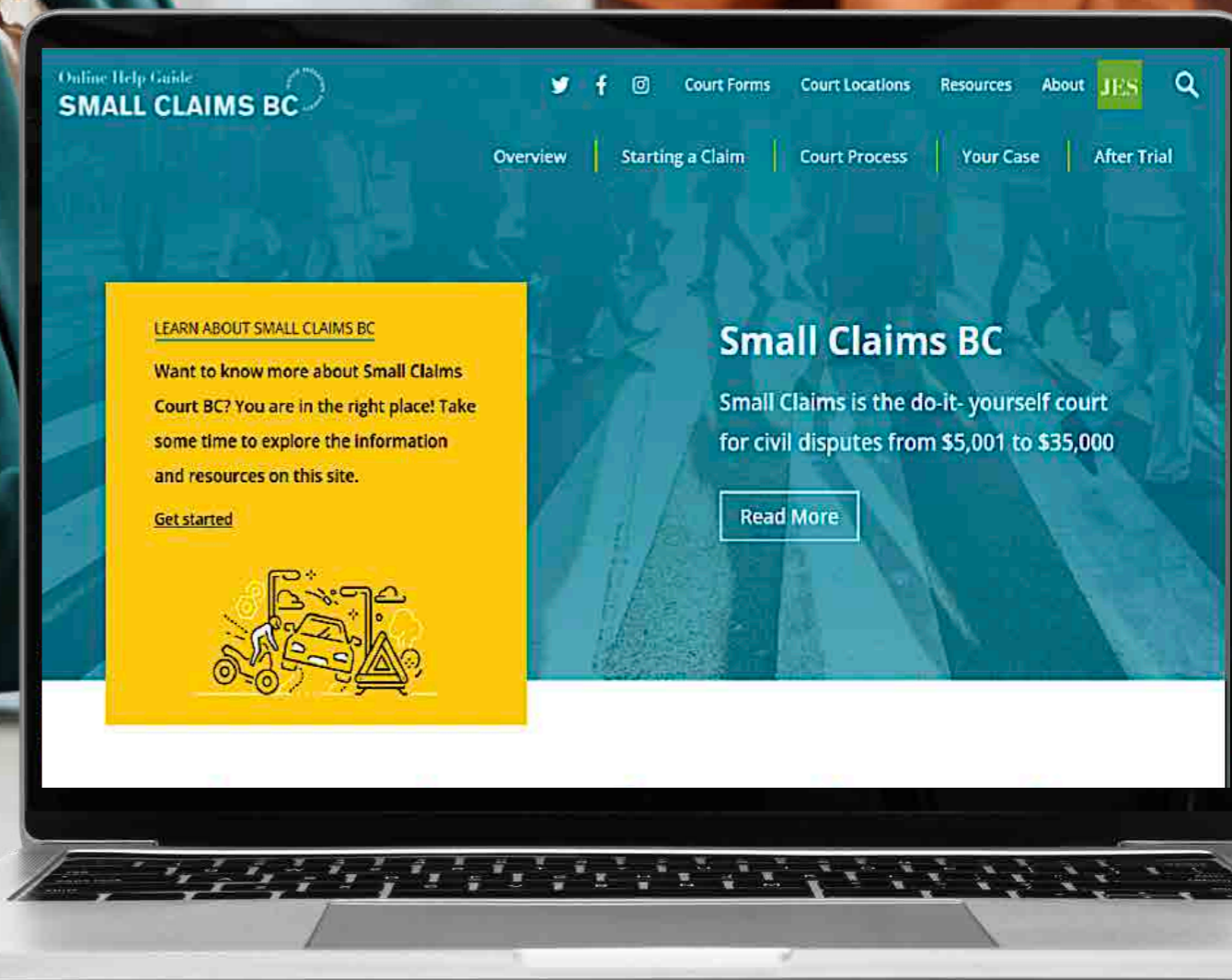
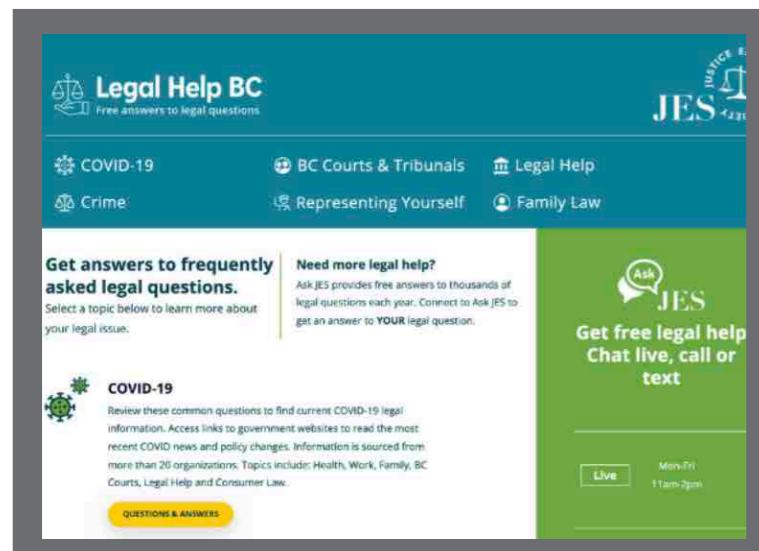
JES partnered with TRAC to produce a new [RentingItRight.ca](https://rentingitright.ca) website with 3 online courses for BC tenants.

LEGAL HELP BC

JES relaunched [LegalHelpBC.ca](https://legalthelpbc.ca) as the primary channel for JES to provide free answers to legal questions.

Site information provides a question and answer format across a range of topics and the site is the home of Ask JES Legal Help services.

JES produced new content and a new website design for this Online Help Guide website. [SmallClaimsBC.ca](https://smallclaimsbc.ca) is the go-to resource to learn about court processes and how to move your civil case forward in BC Provincial Court.



+ Supported justice organizations in Canada, USA and Guatemala to produce new digital resources to improve access to justice

+ In BC, JES legal education and information websites were visited by over 500,000 users this year

STRENGTHENING JUSTICE SYSTEMS



Guatemala



INSTITUTIONAL JUSTICE STRENGTHENING PROJECT (GIJS)

Launch of ASTREA: Guatemala's Case Management System for Victims of Violence

This year, JES launched ASTREA—a nationwide victim-centred IT platform that improves the capacity of prosecutorial and administrative staff to conduct criminal investigations, while ensuring comprehensive care for victims of violent crimes at the Public Prosecutor's Office (MP) of Guatemala.

Implemented at the Women's Offices (WPO) nationwide, ASTREA also links investigations with other MP offices, including the Children and Adolescents Office, the Femicide Office, and Human Trafficking Office.

The platform ensures quality care for victims, reduces revictimization and improves justice for women, children and adolescents.

Improving Services for People with Disabilities

JES designed and implemented a Victim Service Attention Protocol and Investigation Guidelines for Crimes against Persons with Disabilities for the MP and donated 148 wheelchairs to public prosecutors' offices nationwide for greater accessibility.

Improving the Investigation of Environmental Crime

A novelty this year, JES trained MP staff of the Environmental Crimes Office to strengthen their investigation through environmental legislation, the use of drones and GPS, water sampling evidence and Google Earth. The project delivered a Technical Guide for Investigating Water-related Crimes and Forest Resources and a geo-referencing system to strengthen data analysis for court case presentation.



JES provides specialized technical support and expert-led training.

At JES, we improve how justice institutions operate and train the professionals that have been entrusted to deliver justice using a train-the-trainer model.

Impact Snapshot — Guatemala's Public Prosecutor's Office:

- 1 nationwide Case Management Platform improving investigations of crimes against women
- 1 Victim Services Attention Protocol and Investigation Guidelines for persons with disabilities
- 148 wheelchairs donated at MP offices nationwide for greater accessibility
- 72 prosecutors trained on criminal proceedings involving human rights defenders
- 46 prosecutors trained in the investigation of torture and other cruel or inhumane crimes

Building a Case Management System for the Guatemala's Human Rights Ombudsperson's Office (PDH)

In 2021, JES initiated the design of a new Case Management System for Guatemala's Human Rights Ombudsperson's Office (PDH) and developed new strategies for improving vulnerable victim services, attention to Indigenous peoples and strategic litigation.

Due Diligence, Cultural-Sensitivity and Gender Training for PDH Staff

JES began in-person training in 2022 for PDH staff on human rights standards and due diligence in the care of people in conditions of vulnerability, including LGBTQ+ people, the elderly, people with disabilities, as well as training on the management of serious violations of human rights defenders.

“

The new case management system is a historic step for the PDH, for the benefit of all users of the institution. Thanks to the support of the Swedish Embassy and the Justice Education Society, we will be able to collect in the system all the workspaces that were invisible in the PDH.”

- Claudia Maselli, Deputy Prosecutor of the PDH

The project conducted a series of workshops and conversations, training 535 staff from 35 PDH offices across Guatemala, about cultural relevance and Indigenous cosmovision, effectively strengthening PDH care and attention towards Indigenous peoples.

The JES team also updated the PDH Gender Policy and designed an Inclusive Language Manual for staff to ensure greater gender equality and inclusivity.

Impact Snapshot — Guatemala's Human Rights Ombudsperson's Office (PDH):

- 62 PDH staff members trained on change management and digital transformation
- 535 staff from 35 PDH offices and 22 departments of Guatemala trained on cultural relevance and Indigenous cosmovision



Funded by: Swedish International Development Cooperation Agency

Guyana

STRENGTHENING JUSTICE FOR WOMEN, GIRLS AND INDIGENOUS PEOPLES IN GUYANA

Increasing Access to Gender-Responsive Justice in Guyana

Launched in March 2022, the Strengthening Justice for Women, Girls and Indigenous Peoples in Guyana Project aims to deliver greater equality in access to justice for women and girls throughout Guyanese society, especially in remote Indigenous communities, where lack of access to justice is a principal concern.

The project focuses on building the capacity of justice actors, in particular the Guyana Police Force (GPF), to respond to sexual and gender-based violence (SGBV).

JES also supports women's groups, civil society organizations (CSOs) and Indigenous leaders to deliver gender-transformative and rights-based public legal education and information in order to strengthen community responses to cases of SGBV impacting women and girls in remote areas.

During this start-up period, JES hired the project team and initiated its needs-based consultations with local stakeholders, including the GPF, the Director of Public Prosecutions and the Judiciary.



JES meeting with the Director of Public Prosecutions of Guyana, Shalimar Ali-Hack,

Funded by: Global Affairs Canada (GAC)

JUSTICE FOR VICTIMS OF SEXUAL AND GENDER-BASED VIOLENCE

Delivering Training to Improve Criminal Justice System Responses to SGBV

This year, JES provided important training and tools to 185 members of the judiciary on how to apply the Conventionality Control in the sentencing of SGBV cases. In addition, JES trained 56 judges from 8 regions in Honduras on “Judging with a Gender Perspective”.

JES also delivered training on the “Criminal Investigation of Femicide Cases” to strengthen the Inter-institutional Commission for Monitoring Investigations of Violent Deaths of Women and Femicides (Femicide Commission), comprised of CSOs and government institutions. The course allowed participants to better understand how criminal investigations are built and which methodologies must be used, while raising awareness about the challenges in constructing a solid femicide case.

Integrating Gender Perspectives in Honduras

At the request of the Human Rights Secretariat of Honduras, JES developed a course on “Human Rights, Gender and LGBTQI+ within the legal process in Honduras,” aimed at fostering a structural transformation within the high-ranking public officials, investigators and law enforcement of the Public Prosecutor’s Office (MP) of Honduras, Secretary of Security, Attorney General, Human Rights Secretariat and National Penitentiary Institute.

JES also donated equipment to the Public Prosecutor’s Office, including anatomically detailed (AD) dolls for identification of children sexual abuse, portable information kiosks on domestic violence, and equipment to improve Gesell chambers to avoid revictimization and ensure a fair trial for SGBV victims.

Impact Snapshot

- 136 justice professionals (74% female) trained on first response to SGBV crime
- 121 justice professionals (75% female) trained on sentencing with a gender perspective
- 99 justice professionals and CSO representatives (80% female) reached and trained on tools for SGBV risk assessment and safety planning
- 28 social workers and CSO representatives trained in the promotion and protection of victims’ rights through legal mechanisms
- 9 Gesell Chambers improved at MP offices across Honduras to protect victims of SGBV

“ I found the methodology very interesting. The guidelines provided by JES served in our sentencing. I was particularly struck by the types of stereotypes that sometimes appear in the resolutions.”

- Daniel Dominguez Zapata, Judge



Workshop on Risk Assessment and Safety Plans in Cases of Domestic Violence and Family Abuse.



Donations to the MP of anatomically detailed (AD) dolls improving the investigation and attention to victims in cases of child sexual abuse, February 2022.



Cover of the JES Risk Assessment and Safety Plans Guide in Cases of Domestic Violence and Family Abuse.

BUILDING A TECHNOLOGICAL PLATFORM TO SUPPORT VICTIM SERVICES

AYUDA.GT: Guatemala's National Victim Services Website and Platform

Following its launch in March 2021, JES made improvements to [Ayuda.gt](https://ayuda.gt)—a centralized platform providing public legal information and services for victims of violence in Guatemala in Spanish and 4 Mayan languages. As a result, victims of crime, particularly women, children, Indigenous populations and other vulnerable groups have gained greater access to information and services.

Online Courses and Training on Victimology

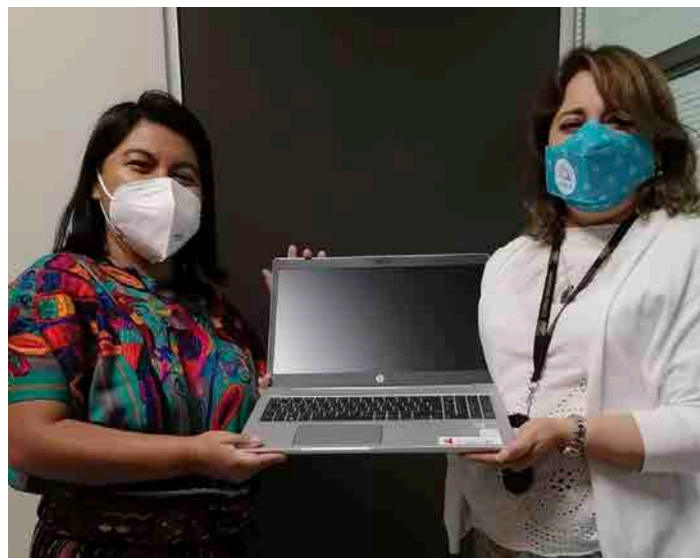
JES delivered training to the Victims' Attention Office of the Public Prosecutor's Office (MP) and to non-governmental service-providers on the use of dashboards, data privacy and security. The team also provided technical assistance in data analysis to the Department of Victim Services (DCAV) at the MP, improving coordination and quality of care for victims in Guatemala.

The project delivered training and coaching to victim referral network coordinators, which included online training, guides, presentations, videos and interactive materials to support the onboarding of new organizations.

Between July and September 2021, JES designed and delivered 6 courses on victimology for the MP and CSOs on services for:

- LGBTQI+ people
- People with disabilities
- Children and adolescent victims of crime
- Women
- Indigenous peoples

Given its success, the courses on victimology were made available to Indigenous leaders and the public. The project was conducted in collaboration with Fundación Sobrevivientes and the MP.



Representatives of the DCAV receiving computers for psychologists and scanners.



Impact Snapshot

- Launch of a national public information website and victim service platform for victims of violence in Spanish and 4 Mayan languages
- 835 victim referral network users trained
- 78,474 website visitors between March and September 2021
- 6 courses delivered on victimology for service providers to improve attention to victims
- 8 online courses implemented on data privacy, security, dashboards and data analysis for victim services providers
- 8 public information campaigns conducted in the 8 regions of Guatemala

STRENGTHENING INSTITUTIONAL CAPACITY TO COMBAT HUMAN TRAFFICKING

Combatting Human Trafficking in Panama, Costa Rica and Colombia

JES launched a new project this year in Panama, Costa Rica and Colombia to improve local capacity and gender-responsive practices in investigating and prosecuting human trafficking cases. The project will continue until 2024, and aims to reduce impunity for transnational crimes and provide greater justice for victims, especially women and girls.

New Office in Panama City

JES set up its new office in the City of Knowledge (Ciudad del Saber) in Panama City and conducted a gender-responsive diagnostic in Panama, Costa Rica, and Colombia, where JES is working for the first time.

Consultations were carried out by experts with Public Prosecutors' Offices, National Police, Forensics

Institute, the Judiciary, and Human Trafficking Commissions of all three countries, as well as international organizations and CSOs.

Major Case Management (MCM) Course

JES delivered its online inter-institutional Major Case Management (MCM) fundamentals course aimed at developing specialized capacities for investigators and Criminal Intelligence Analysis (CIA) courses with the investigative police in Panama. The team planned future programming and designed courses in advanced MCM, investigative interviewing and identification of human trafficking cases, as well as trial preparation for Panama and Costa Rica.

Impact Snapshot

- 3 online courses developed in Major Case Management and Criminal Intelligence Analysis
- 49 investigators trained with 40% female participants

“After receiving JES training and making use of the human trafficking identification protocol, I have re-assessed an active case, which I now consider necessary to treat as human trafficking.

Course participants are now reviewing their complete case portfolios to see if they can identify additional cases of trafficking in persons.”

- Roshell Garcia, Victims' Defender



▲ Signing of MOU between JES and the Ministry of Public Security of Panama.



▲ JES inter-institutional course on the Identification of Human Trafficking through the Interviewing of Victims. Panama City, March 2022.



Workshop on “Interviewing for Human Trafficking” with JES experts Magdalena Vergara, Arturo Matute and Héctor Pérez.

Funded by: Global Affairs Canada (GAC) Anti-Crime Capacity-Building Program (ACCBP)

UNICEF Guatemala

GUARANTEEING DIFFERENTIATED ATTENTION TO CHILDREN AND ADOLESCENTS IN CRIMINAL CASES



This year, JES completed its first UNICEF-funded project aimed at guaranteeing the application of differentiated procedures and care in criminal cases involving children and adolescents in Guatemala.

Conducted in collaboration with JES' Guatemala Institutional Justice Strengthening (GIJS) project for the Public Prosecutor's Office (MP), the UNICEF project designed and integrated new components to the MP's Case Management System (ASTREA) to address and improve institutional responses in criminal processes and care for cases involving children and youth.

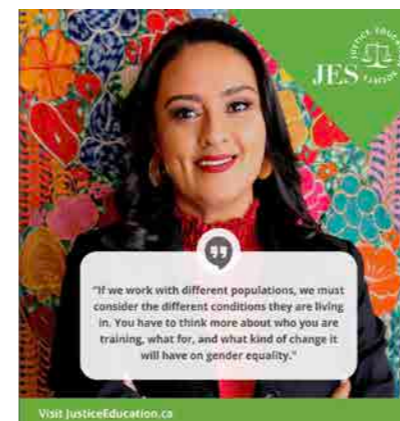
The project also allows better management and coordination of criminal cases under the jurisdiction of the MP's Offices for Crimes Involving Children and Adolescents, Adolescents in Conflict with the Criminal Law, and the Human Trafficking Office.

Finally, JES delivered training to 368 MP staff in the use and implementation of this new component, ensuring sustainability and contributing to protecting the rights of children and adolescents.

JES HIGHLIGHTS

2021/22

Despite challenges from COVID-19, JES completed another successful year with new activities, communications milestones, and innovative program partnerships.



IDW Blog Post

In February, JES published a blog post for International Development Week (IDW) on the [BCCIC website](#).



New JES Website

[JusticeEducation.ca](#) was relaunched in November, promoting our work to improve access to justice in Canada and globally.



eNews for Teachers

JES introduced an email newsletter for BC Social Studies teachers to provide current information about our legal education resources and services in BC.



IDW Panel Event

As part of IDW, JES held a panel event on an intersectional approach to combating gender-based violence in the Northern Triangle.



JESed Online Learning

JES uploaded 30+ courses to our new learning platform, JESed, using OpenEDX.

Funders & Donors



PACIFIC LEGAL EDUCATION AND OUTREACH SOCIETY

PROPERTY ASSESSMENT APPEAL BOARD



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