LAO Assessment Officer

Name of Employee Being Reviewed:	Doreen Stone	
Job Title:	LAO Assessment Officer	
Employed Since:	Sept 3/99	500 STEER W
Direct Supervisor:	Mary Jean Robinson	
Last Review Date:	May 13/08	
Date of This Review:	June 14/11	
Name of Reviewer(s):	Man Jean Robanson, Heather Buill	i

The supervisor and the staff will comment on the areas set out below, as applicable. The staff member shall circulate his/her comments to the supervisor at least three (3) days before the scheduled review date.

Rating Schedule

E = Exceptional

A = Acceptable

A/I = Acceptable with Room for Improvement

U = Unacceptable

NA = Not Applicable

-PART I

Task/Item	Rating	Comments
Determine applicant's legal eligibility for legal aid, following guidelines set out in the procedures manual and specified by the Area Director.	É	
Analyze financial eligibility for legal aid, based on understanding of the applicant's financial records and LAO's policies and procedures relating to financial eligibility.	12	
Complete required information on application forms and generate necessary	E	

Task/Item	Rating	Comments
documents in accordance with office procedures and standard formats.		
Review opinion letters and other relevant application material, as input for making eligibility decisions.	12	
Respond to inquiries from members of the legal profession and the public to provide information regarding area processes, procedures and Legal Aid decisions.	II.	
Clarify status of specific legal aid files, in response to telephone inquiries from clients and lawyers.	12	

CASE ADMINISTRATION

CASE ADMINISTRATION			
Task/Item	Rating	Comments	
Maintain knowledge of legal aid			
application processing rules and	EI		
procedures, and legal terminology by	1-17		
attending LAO seminars and workshops			
and reading memoranda circulated.			
Maintain knowledge of on-line data	E		
processing procedures for applicant data.	<u>-</u>		
Monitor applicant and certificate holder	E		
status to ensure accurate eligibility records.	<u></u>		
Interview applicants to obtain legal and	旦	;	
financial information.			
Enter applicant information in the SES	E		
system.			
Review opinion letters and other relevant			
application material, as input for making	旦	•	
eligibility decisions.			
Contact family members to explain legal	12		
aid process and acquire applicant legal and	-		
financial information.			
Determine applicant's legal eligibility for	_		
legal aid, following guidelines set out in	E		
the procedures manual and specified by			
the Area Director.			
Analyze financial eligibility for legal aid,			
based on understanding of the applicant's	<u> </u>	}	
financial records and LAO's policies and			
procedures relating to financial eligibility.			

Task/Item	Rating	Comments
Authorize amendments within proscribed area office guidelines on behalf of the Area Director.	M	-
Investigate applicant's information and financial statements, as follow up to financial assessment.	区	r r
Report results of investigation of applicant's information and financial statements to the Investigation Department.	K	The state of the case of the
Recommend whether a legal aid certificate should or should not be issued based on knowledge of the applicant's financial assessment and LAO eligibility policies.	F	
Decide if legal certificate should be issued free of charge with payment agreement.	巨九	
Calculate amount of payment agreement given circumstances faced by applicant and existing legal aid precedents.	E	
Issue payment agreements based on established guidelines.	12	
Explain to applicants that they have been refused or that they don't meet priority guidelines established.	F	

APPLICATION ADMINISTRATION

AFFLICATION ADMINISTRATION			
Task/Item	Rating	Comments	The state of the s
Complete required information on	1		ga and the state of the state o
application forms.	上		
Update files to ensure that charge screening	 ₁		
forms and other relevant documentation is			The control of the co
included.			
Generate certificates in accordance with	15		
office procedures and standard formats.			
Collect information to determine the	12		
ongoing status of outstanding certificates.			
Record receipt of client payments and lien	15		
pay-outs according to standard office	<u> </u>		
procedures.			
Submit files and appropriate	12.		
documentation to Area Office staff for	-		
processing.			

ADMINISTRATIVE SUPPORT

Task/Item	Rating	Comments
Refer applicants to seek other legal and/or government services, including the lawyer referral service, legal clinics, and duty counsel, where warranted.	E	
Clarify status of specific legal aid files, in response to telephone inquiries from clients and lawyers.	12	

FORMS PROCESSING

Task/Item	Rating	Comments
Contact lawyers for processing of non-residence files.	12	
Type client related forms and certificates required for processing.	包	
Distribute information to lawyers and applicants to provide information regarding area office processes.	2	

OFFICE ADMINISTRATION

Task/Item	Rating	Comments
Respond to inquiries from members of the legal profession and the public to provide information regarding area processes, procedures and Legal Aid decisions.	E	
Arrange Area Committee meetings ensuring that appropriate equipment and facilities are booked.	巨	
Provide reception and front counter relief to ensure continuous coverage during business hours.	12	

PART II PERFORMANCE OBJECTIVES & REQUISITE SKILLS – EXPECTATIONS & RESULTS

COMMUNICATION

Task/Item	Rating	Comments	
Keeps supervisor and others informed of relevant information on a need to know and timely basis. Ensures instructions and messages are clear, terms are explained and tone of voice is informative and does not assign blame.	区		The transfer of the transfer o
Ensures assertive communication style is practiced as much as possible. Effectively communicates position and demonstrates that others positions are respected. Expression of feelings and opinions is honest, and appropriate.	E		
Written communication is clear, concise, organized and persuasive. Plain language is used.	区	4	The second secon
Communicates effectively with clinic callers and clients, showing respect, empathy and being non-judgmental of client's lifestyle or other matters. Preserves client's dignity, fosters client confidence and trust in staff member and the clinic.	区	•	Tay and the same of the same o
Ensures the client is updated on all file developments, and that instructions are always received and documented to the client's file.	F		
Responds quickly to client telephone messages or other contact.	せ		

Task/Item	Rating	Comments
Communicates effectively with community groups and representatives ensuring that the clinic's reputation is upheld and enhanced.	E	
Complies with Board policies regarding media and other contact.	E	

TEAM PLAYER

Tel-Tien	Dating	Comments
Task/Item	Rating	Comments
Understands the importance of	12	
his\her own and others jobs to	—	
the organization.		
Assists others during peak load	12	
times.		
Takes pride in his/her own and	E	
others' work and the results of	_	
the organization. Collaborates		•
and consults with others, as		
necessary, to		
complete the work of the		
organization.		
Volunteers and makes useful		
contributions in meetings and		
committees.		•
Honours the ground rules for		
working in a productive and	<u> </u>	
caring manner.		

INTERPERSONAL

Task/Item	Rating	Comments
Is attentive to others. Consults and collaborates with others as required. Addresses and resolves conflict onstructively.	E	
Uses appropriate humour and avoids hurtful gossip.		
Calms irate clients.	HII	
Demonstrates the ability to motivate others.	E	

DEPENDABILITY AND FOLLOW-THROUGH

Task/Item	Rating	Comments
Responds promptly and	17	
responsibly to supervisor's and		
co-workers' reliance on and		
requests for cooperation and		
assistance. Follows through on		
promises to carry out tasks etc.	<u></u> .	
Assumes responsibility and	12	-
expects to be held accountable	_	
for completing		
job assignments in an efficient		
and timely manner.		
Provides supervisor with regular	E	
and prompt updates on the	_	
progress of work and possible		
problems on an as		
needed basis.	<u>.</u>	
Attends regularly and	E	
punctually at the office (s),		
meetings, client appointments,		
community meetings, etc.		
Ensures office security at all	17	
times, and client confidentiality.		

EFFORT

Task/Item	Rating	Comments	· ^-
Consistently and dependably works towards the completion of job responsibilities, assigned tasks, and results to the fullest extent of his/her responsibilities.	セ		±
Maintains a regular flow of work without undue delay and the need for reminders.	E		
Work hours are used productively.	E		
Brings enthusiasm to his/her work.	t	,	

INTITIATIVE

MILLIMITYE		
Task/Item	Rating	Comments
Identifies and takes on relevant	1	

Task/Item	Rating	Comments
and appropriate tasks when major responsibilities are completed.		
Identifies and strives to solve problems and offers innovative suggestions for positive change.	E	

JOB KNOWLEDGE

Task/Item	Rating	Comments
Knows the clinic's goals, Board policies, office practices and procedures, and job	E	
responsibilities.		
Possesses professional or technical knowledge and skills required in the	E	
position.		
Shows increasing skill in utilizing office equipment, particularly personal computers. This would include adequate typing and word	E	
processing skills, maintaining up to date directories,		
understanding computer network, backing up files appropriately.		

JUDGEMENT AND ANALYTICAL SKILLS

Task/Item	Rating	Comments
Identifies problems or opportunities within the parameters of his/her job.	E	
Sorts out peripheral issues and sets priorities accordingly.		
Collects and analyses data logically.		
Consults with others and refers to others appropriately.		
Develops and implements sound and timely solutions.		

TIME MANAGEMENT

Task/Item	Rating	Comments
Understands the importance of using work time effectively and productively.	E	
Makes appropriate priorities between work tasks.	E	
Delegates as appropriate.	区	

GOALS & OBJECTIVES

Task/Item	Rating	Comments
Has met or exceeded the performance goals agreed to during the last evaluation, (detail if appropriate)	E	
Assists in the development of clinic's goals, including accurately completing the report to the Board and CFS.	<u> </u>	
Has met or exceeded goals agreed to by the clinic staff overall, and assigned to him/her.	EA	

TRAINING

Task/Item	Rating	Comments
Undertakes, willingly, all training opportunities, and implements new skills and knowledge appropriately.	E	
Identifies new training opportunities needed, and develops an action plan.	E	2
Participates in an Eastern clinic study group or equivalent if agreed to Effectively participates. Carries out special projects agreed to efficiently and within time deadlines set.	0	NA
Communicates effectively to coworkers the outcome of study group meetings. Circulates minutes or other appropriate	É	

Task/Item	Rating	Comments
materials as appropriate.		
Ensures advancement of		
poverty law		
interests through study group.		

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GOALS & OBJECTIVES STATEMENT

Development Desired	Plan for Development (Include Timelines)
Better Time Management on personal business / appointments uned toget butter handle on this)	-> ongoing unprovement
More time devoted to rading new materials on the source	try to take more time during the dury to read updates and jobaids ongoing
Conn munication	improve on internal cimimunication on going issues to be worked on.
area thee	Aceds more Training.

Development Desired	Plan for Development (Include Timelines)

If you need more room, please attach.

PERFORMANCE REVIEW SUMMARY

Supervisor's Summary
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Muy de June 14, 2011 Reviewer's Signature Date
Reviewer's Signature Date

PERFORMANCE REVIEW FORM

COMMENTS

Employee's Comments

We have both read the summary of the Personnel Evaluation and the Goals Statement and it accurately reflects our review.

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Supervisor's Comments	
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Man 15/11	





Personal and Confidential

April 1, 2004

Doreen Stone c/o Nishnawbe Aski Legal Services Corporation 86 S. Cumberland Street Thunder Bay, ON P7B 2V3

Dear Doreen:

RE: Employment with NALSC

This letter is to confirm your employment and the current status of your personnel file with NALSC. Your current job description is attached hereto and will be placed in your file.

You were hired on April 20, 1999 as a Restorative Justice Assistant. You are currently a Legal Aid Assessment Officer under Legal Aid Ontario and have been so since September 11, 2002. Your current salary is \$39,760.76 per year.

You are entitled to paid vacation days in the amount of 4 weeks per year.

According to your personnel file, you were evaluated on August 21, 2001. Therefore you are overdue for an evaluation. Once the new evaluation forms are finalized, you will be evaluated as soon as possible.

We trust that this is satisfactory.

Sincerely,

Evelyn J. Baxter Executive Director

Encl.

c.c.

Personnel File Mary Jean Robinson, Area Director

Mailing Address:

86 S. Cumberland Street Thunder Bay, Ontario P7B 2V3

Tel: (807) 622-1413 Fax: (807) 622-3024

E-mail: info@nanlegal.on.ca Website: Http://www.nanlegal.on.ca



Head Office:

Mattagami First Nation 75 Helen Street P.O. Box 99 Via Gogama, Ontario POM 1W0





Suzanne

To:

Mary Jean Robinson (NISHN AO)

Cc:

Heather Baillie (NISHN AO)

Subject: DOREEN

i have a concern when the managers are not in the office. on march 13th, doreen took it upon herself to let all the staff go at 4:48 p.m. now, i realize that this is not a hugh issue, however, she used the term 'bad roads'. the roads were not bad. rose-mae is to work until 5:30 p.m., and of course she felt she had to leave. Two staff members have approached me to let me know that they did not know what to do, as doreen has more seniority, and they felt uncomfortable leaving early. Also, she booked all staff off at 5:00 p.m. and that is not correct.

On March 12, she phoned in during lunch and indicated that she would be late. (3/4 hr) (dr's appt) - were we informed prior to appt.?

On friday March 14th, I was working from home and derek was manning the offices. Doreen had one of her son's here so that she could bring him to the doctors. i do not remember her letting anyone know this prior to friday.

i know doreen is a good worker, and as most of us, has private issues in her life (children, floods, car repairs, etc.), however, it just seems that every time there are no managers, she takes it upon her self to work her own schedule.

I am concerned that Doreen has the authority to tell staff that they can leave early. If you have given her authority in your absence (and Heather) to do so, pls let me know. This authority, however, does not apply to other staff members.

I have mentioned concerns i have had prior to this, and now feel that I have to document my concerns in writing.

Again, this is an issue that affects all staff.

Mary Jean, pls acknowldge that you have rec'd/read this email. thank you.

LEGAL AID

Employee Performance Review

EMPLOYEE INFORMATION



Name Doreen Stone Employee ID						
Job Title LAO ASSESSMENT	Office	1	Date 6	Db 2019	7	
Department LAO			Manager M	any B:	rd	
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Manager Signature) • 1			0,001	(
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LEGAL AIDEmployee Performance Review



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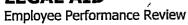




LEGAL AIDEmployee Performance Review

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LEGAL AID

Employee Performance Review



EMPLOYEE INFORMATION				The County Control	
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on disburses	rent o	lawy	las get	Place	wy

LEGAL AID

Employee Performance Review



EMPLOYEE INFORMATION					
Name DORGEN	STONE	=	Employee ID		,
Name DORCEN Job Title ASSCSSI	ueat C	PEFIC	CaDate 5	COT.	26/12
Department (A)			Manager		
Review Period June	14/11	70	SEPT	24	/12
	/				
RATINGS	1 = Poor	2 = Fair	3 = Satisfactory	4 = Good	5 = Excellent
Job Knowledge					
Suggest	one how e	very !	2 weeks of	orce	ading
Comments & Claimin	y on the.	poure	· Begin	Kenl	enof
Work Quality					X
Comments			a7		
Attendance/Punctuality			X		
Comments Moving	this week	· Mo	what	chede	le in place
	us know is	need	de to ody	est wo	all beaus,
Initiative					X
Comments					
Communication/Listening Skills					X
Comments					
Dependability				XZ	TX
Comments	V				
Overall Rating (average the rating r	numbers above)	od X	o thee	lack	P
EVALUATION					
ADDITIONAL COMMENTS	have to 1	be to	uned of	1 ly	200
on buch time	les emen	eque	y Sf	mee	esay
family to ca	elint	leway	Il sw	elik	odore?
GOALS	spend;	time	long 2	2 week	- Caran
(as agreed upon by —) employee and manager)	12, One lu	ru au	ray from	regul	aclastic.
-7-1	eening or			Dorce	en well
an	ange &	- Ino	mux on 6	Terry No	ic (featle
		ASSINGAPANY SAMPLANTS) w	elan	range)
VERIFICATION OF REVIEW	vou have dies ' ''	dans la distrib		- W C	
By signing this form, you confirm that indicate that you agree with this evalu		riew in detail witi	n your supervisor. Signir 	ng this form does	not necessarily
Employee Signature	2 Stone	1	Date	ot Xe/1	2
Manager Signature	and I	ope	Date 5	ned ?	20/12
*Ba	ille		Sex	124/12	