



ANNUAL REPORT 2022/2023

TABLE OF CONTENTS

Message from the CEO	3
Increasing Legal Capability	4
Justice System Education Program (JSEP)	6
JSEP for Indigenous Peoples (JSEP-IP)	7
Gender Equality	8
Developing Digital Solutions	10
Strengthening Justice Systems Worldwide	14
Funders & Donors	20

MESSAGE FROM THE CEO



On behalf of the Board of Directors and everyone at the Justice Education Society (JES) of BC, it is my pleasure to present our annual report for 2022/2023. Throughout the past year, our work has been guided by our unwavering mission: to empower people to access and deliver justice in Canada and around the world. The commitment to this purpose has enabled us to navigate a dynamic environment and achieve notable milestones that directly benefit the communities we serve.

We are proud to highlight several key achievements. In BC, JES responded to over 6,300 legal help inquiries, delivered 87 workshops to immigrants, and conducted 304 legal education sessions for nearly 9,000 youth in elementary, secondary, and post-secondary schools, as well as 1,577 Indigenous community members. JES rebuilt and launched the Supreme Court of BC, the Court of Appeal for BC, and the Youth Criminal Justice Act Course, increasing accessibility.

Internationally, JES celebrated a five-year project with the Justice for Victims of Sexual and Gender-Based Violence initiative in Honduras, leaving transformed systems and renewed hope. JES continued our longstanding work in Guatemala to empower women survivors of violence and oppression psychologically and economically. Finally, JES launched a new program in Guyana to strengthen the police and judicial systems specific to intimate partner violence, of which one in two women in Guyana experience.

These accomplishments represent lives changed and stronger communities, a testament to the power of our shared purpose. The impact detailed in this report was made possible through the generosity and dedication of our donors and funding partners, as well as our staff and Board members. As we look to the year ahead, we are focused on building on this momentum.

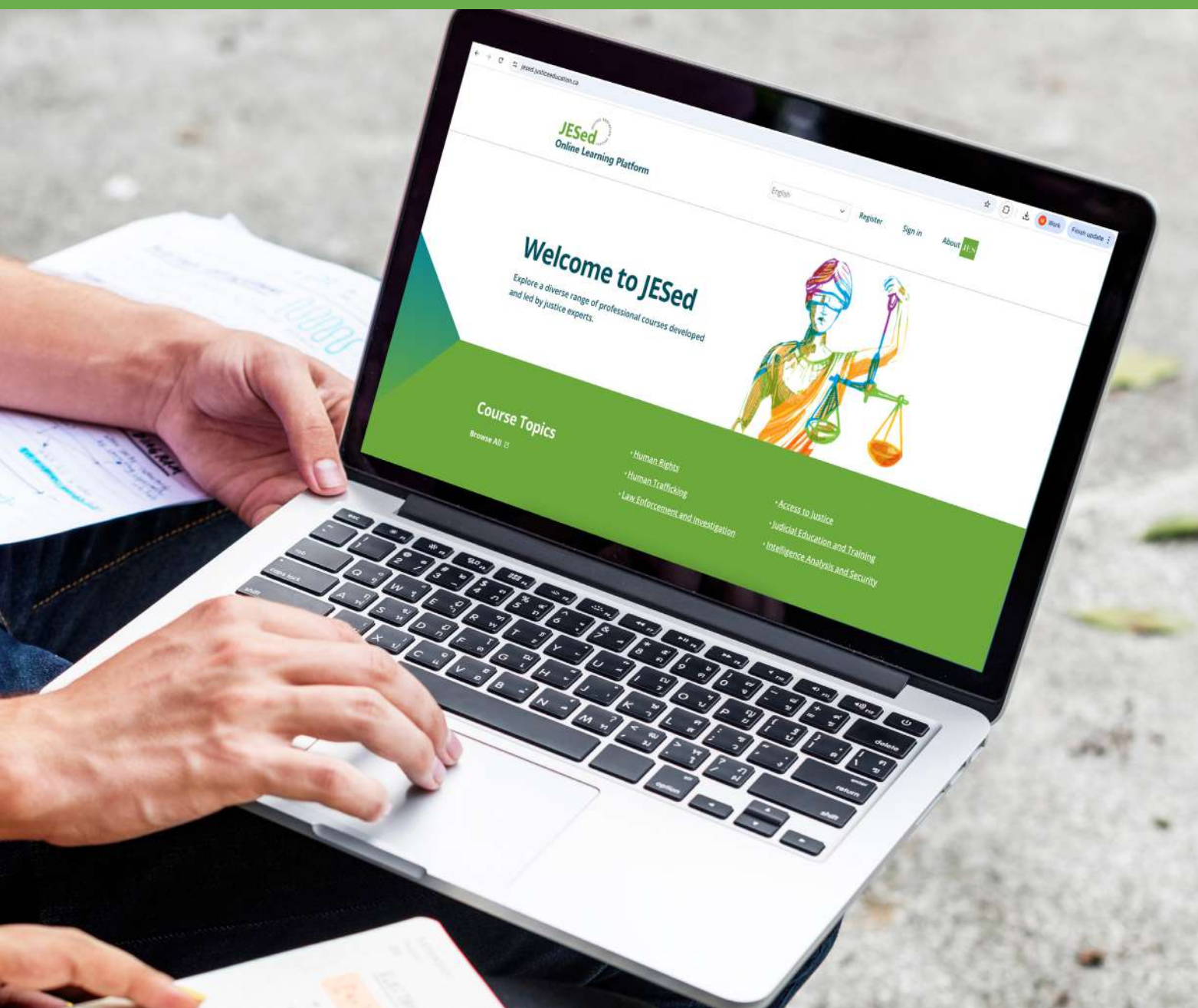
Thank you for your continued support and belief in our work. We invite you to stay engaged with our mission by visiting our website for updates and opportunities to get involved.

Carmen Zabarauckas, Ph.D.
Chief Executive Officer
Justice Education Society of BC

JES Leadership 2022/2023

Board President: Justice Mayer
Treasurer: Chris Beresford
Chief Executive Officer: Sonia Poulin
Directors: Peter Roberts, Judge Browning, Mark Berlin, Justice Dickson, Kayli Maguire
Secretary: David Duncan

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. In Canada and globally, JES has helped millions of people to learn about the law, legal processes and their justice system.

Ask JES

Providing British Columbians with Answers to Legal Questions

This year, Ask JES responded to over 6,336 legal help inquiries, an increase of 7% compared to the previous year. Clients were provided with timely information and referrals to helpful resources and services. The areas with the most questions were Small Claims Court, family, and housing.

Ask JES Multilingual

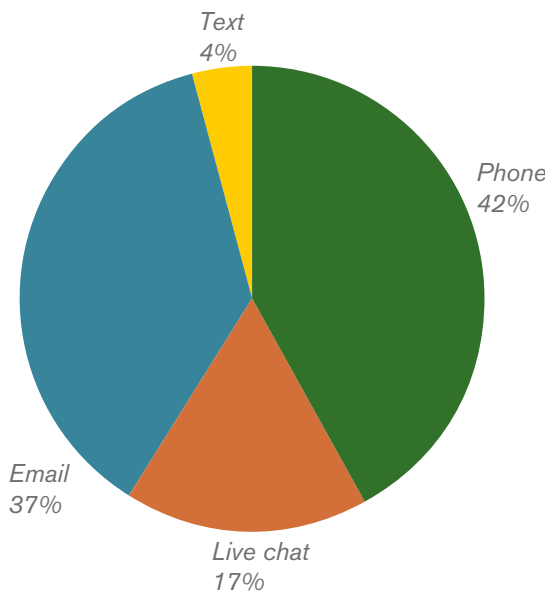
This year, Ask JES Multilingual offered services in Chinese, Arabic, Punjabi, Hindi and French. Services are integrated into the Ask JES legal help platform enabling our Multilingual Legal Navigators to assist Ask JES clients in languages beyond English.



Ask JES Multilingual provided legal education webinars to dozens of community groups including public libraries, universities, school groups, immigrant groups, and legal professionals. We delivered 87 legal education workshops to over 2052 people in British Columbia who face language barriers. We also assisted 884 clients with one-on-one legal help navigating them to the right resources and explaining legal processes.

Impact Snapshot

"Great help quick and friendly, thank you"



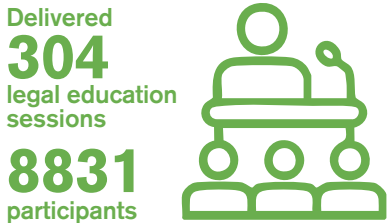
Inquiries by Channel

Justice System Education Program (JSEP)

JES has been delivering our foundational legal education program for 33 years. This year felt particularly special, as it marked a return to in-court sessions after the 2-year COVID hiatus.

Justice professionals continue to provide strong support. Over 95% of sessions included presentations by judges, lawyers, sheriffs and police officers.

JES also provided 5 professional development training workshops for BC teachers and presented at 4 teacher conferences.



Type of Participant	People Reached
Elementary students	1130
Secondary school students	6665
Post-secondary and community groups	1036



“The best part of this experience is that students are immersed in learning through court watching. The guest speakers offer an authentic glimpse into the legal system.”

- High School Teacher

JSEP for Indigenous Peoples (JSEP-IP)



JSEP-IP delivered legal education to 1577 Indigenous Community Members

Gladue Rights: Presented several workshops to Indigenous community members. The sessions empower communities to document their histories so that this baseline information can become part of the comprehensive context required for Gladue Reports.

Indigenous Education: JSEP-IP continued to facilitate discussions and provide information at both the Carnegie Centre in the downtown eastside and the Vancouver Friendship Centre.

Prince George Urban Aboriginal Justice Society: JES and PGUAJS collaborated to produce a Wellness workbook for northern youth at risk that will be distributed in the new year.

First Nations Health Authority: Having previously engaged with the 7 Nations of the Interior, JSEP-IP facilitate 6 additional sessions on Advancing the Recommendations of the Truth and Reconciliation Commission.

Indigenous Wellness Community Engagement: The Indigenous Wellness Team at St. Paul’s hospital again welcomed JSEP-IP to give two day-long workshops regarding the Truth and Reconciliation Commission and its calls to action.

BC Association of Aboriginal Friendship Centres (BCAAFC): JSEP-IP conducted 31 interviews with youth to identify their specific legal education needs and delivered sessions on Gladue; Charter rights when dealing with police; Domestic violence files and court processes courts; Youth and the criminal justice system; Truth and Reconciliation calls to action; and Aging out of care.

Gender Equality

Increasing Access to Quality Childcare in BC

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

JES has created a number of legal education workshops specifically for Early Childcare Educators (ECE) and their employers these include:

- Employment Rights Basics for ECEs
- Human Rights in the Workplace
- Safeguard your Business

To date we have delivered workshops to over 400 Early Childcare Educators across BC. Next year we are scheduled to deliver 52 additional workshops.



Empowering At-Risk and Sexually Exploited Women in BC



Also funded by Women and Gender Equality Canada (WAGE), JES is in the final year of a 3-year project to reduce human trafficking in BC, especially of Indigenous girls and women.

Working with project partners – Salvation Army Illuminate and Justice For Girls – JES has produced a Handbook on Human Trafficking and Exploitation for service providers, as well as a Facilitator Guide for youth education sessions.

Families Change

With funding from the Department of Justice Canada, JES is updating this national website. It provides age-appropriate information for parents, teens and kids to help them deal with the family changes that happen due to separation/divorce.

With this update, JES will:

- Unify the site to provide English and French content for all Canadians
- Introduce new content that incorporates advancements in child development and has a child's rights-orientation approach to separation
- Enhance imaging to reflect Canada's diversity
- Develop new videos, tools, activities and resources



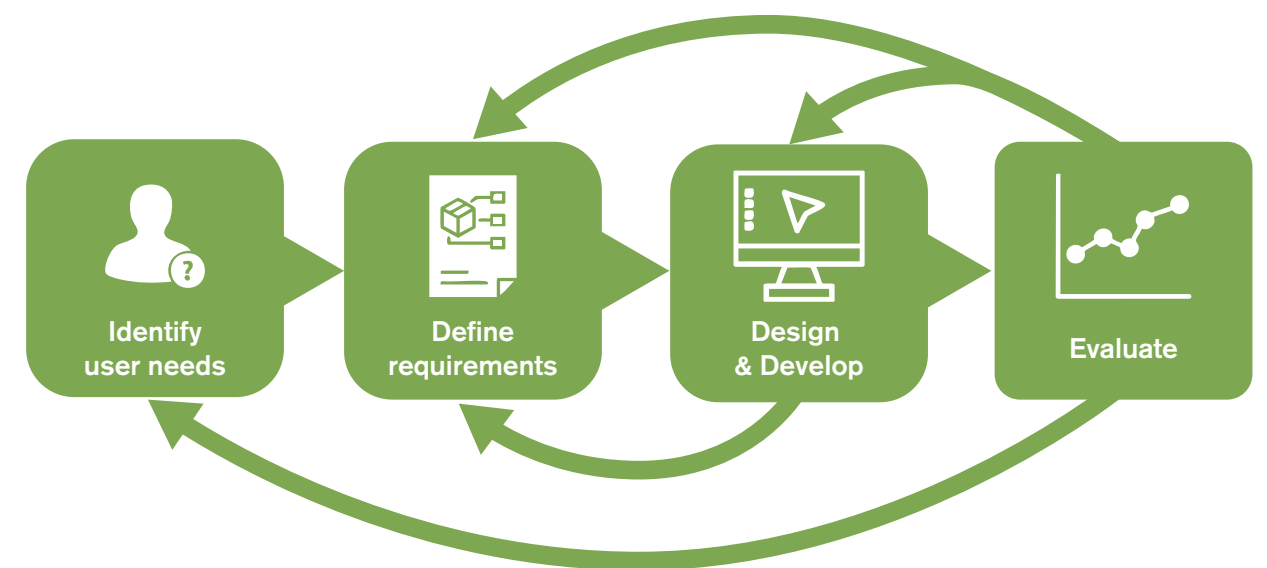
JES conducted a needs assessment to inform the redevelopment. Multiple methods of gathering data were used including questionnaires, interviews and secondary source research. We had 55 parents and teens, 7 subject matter experts and 12 justice professionals from across Canada provide feedback. Key recommendations included:

- Expand high conflict and family violence content
- Emphasize a hopeful tone, but normalize stressful situations
- Be mindful of cognitive load of users
- Increase emphasis on community and diversity
- Incorporate more videos, graphics, stories, and tips
- Embed help resources within content on the site

DEVELOPING DIGITAL SOLUTIONS



JES transforms justice systems through the development and implementation of custom digital technologies.



JES works with justice organizations in Canada and globally to produce custom digital solutions that increase access to justice. Last year, over 2 million people accessed digital resources produced by JES.



Improving access to justice through digital innovation

The JES Digital Solutions team combines expertise in plain language to make legal information more accessible, with expertise in developing custom digital platforms and videos.

► Digital platforms

- User-centred, custom platform development for justice organizations

► Plain language

- Experts in simplifying legal information to optimize accessibility

► Instructional videos

- High quality, high impact education through short and long-form videos

New JES Websites

Digital Platforms

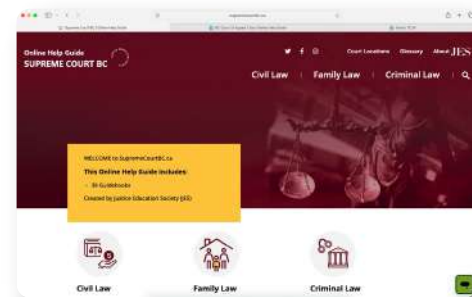
This year, JES rebuilt and launched 3 new websites, providing increased accessibility and more legal information to support British Columbians.

The Online Help Guides: SupremeCourtBC.ca and CourtofAppealBC.ca were developed with content support for each court.

Supreme Court BC

New site features include:

- 36 new guidebooks
- Court forms and rules
- Integration of Ask JES
- Court location directory
- Legal help resources & definitions



Court of Appeal BC

New site features include:

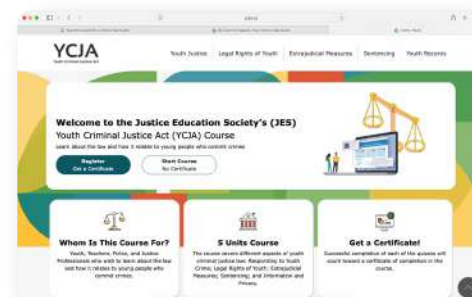
- 4 new online guidebooks
- Appeal process maps
- Court forms and rules
- Integration of Ask JES
- Court location directory
- Legal help resources & definitions



YCJA.ca

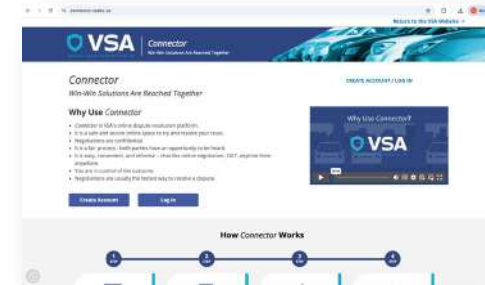
New site features include:

- A unified site for youth, teachers and justice professionals
- More youth focused and user-friendly in content, design and functionality
- Updated Certification of Completion process
- Appeal process maps
- Court forms and rules



VSA: My Self-Help & Connector

JES developed a customized guided pathway system to help the public access legal information related to vehicle purchases, plus a custom Online Dispute Resolution platform to support consumers and dealers to communicate to reach agreement.



PLEO: Law For Non-Profits

JES developed a customized guided pathway application for our client. It supports non-profit staff to comply with legal requirements related to the BC Societies Act, Record keeping, Privacy, and Employment.



Guatemala Ministerio Publico: Astrea

JES developed analytical tools to support better integration of the Missing Women's Alert into Astrea, the government's case management system. Response rates improved, with a case resolution rate of 88% for over 7700 alerts.



JESed Learning Platform

JES developed our in-house online learning platform based on Open Edx. The platform supports the delivery of professional development training as well as education for community service organizations and the public.



STRENGTHENING JUSTICE SYSTEMS WORLDWIDE

Transforming Lives Through Access to Justice

In 2022-2023, JES strengthened justice systems across Latin America and the Caribbean through locally-led solutions that create lasting change. From training police in remote Indigenous communities to empowering violence survivors through economic independence, our initiatives addressed the unique barriers faced by women, Indigenous peoples, LGBTQI+ individuals, and marginalized populations. Working hand-in-hand with local partners and government institutions, we built sustainable capacity for justice that serves everyone.



Honduras

After five years of collaboration with Honduras' justice institutions, the Justice for Victims of Sexual and Gender-Based Violence project concluded in October 2023, leaving transformed systems and renewed hope. The project targeted every stage of the justice process—from improving investigations and prosecutions of SGBV cases, including femicides and crimes against LGBTQI+ people, to enhancing victim and witness protection. By strengthening police, prosecutors, forensic specialists, and judges while improving victim services and community networks, JES built sustainable foundations for a justice system where Hondurans - especially women, girls, and LGBTI people - can confidently seek and receive justice.

SIPAMP: Transforming First Contact with Justice

JES partnered with the Public Prosecutor's Office to implement SIPAMP (Sistema de Primera Atención Mediante Tickets), revolutionizing how victims access justice. This comprehensive management system replaced chaotic hallways and repeated retellings of trauma with immediate, confidential attention.

Now operational in 90% of regional offices, SIPAMP has registered over 7,000 service interactions in one year, with 48% resulting in formal complaints. "Now victims receive immediate, confidential attention," notes prosecutor Roxana Pineda. "The change in victims' confidence is remarkable - they feel supported and heard."



SIPAMP launch event with Public Prosecutors Office

Guatemala

HONDURAS: KEY ACHIEVEMENTS 2022-2023

683 justice professionals trained

(441 women, 242 men) across 12 of 18 provinces

SIPAMP system operational in 90% of regional offices

supporting 7,000 victims in its first year

311 justice actors and CSO representatives

using new domestic violence and family abuse Risk Assessment and Safety Planning Guide

9 Gesell Chambers improved

across Honduras to support SGBV victims during testimony and portable information kiosks on domestic violence donated

Building Expertise Across the Justice System

The project trained 683 justice professionals across 12 provinces—prosecutors in gender-sensitive investigations, forensic specialists in victimology, and psychologists in trauma-informed interviewing. Notably, 185 judges learned to apply Conventionality Control, aligning national laws with international human rights standards. The project also strengthened the Femicide Commission and developed LGBTQI+ rights curricula, ensuring reforms extend beyond individual cases to systemic transformation.

Protecting the Most Vulnerable

JES equipped 100% of specialized attention modules with anatomically detailed dolls for identifying child sexual abuse. The project's tools addressing domestic violence and family abuse combined with training for 311 justice actors, created protective networks extending into communities, and nine Gesell chambers were improved - specialized rooms allowing vulnerable witnesses to testify without facing alleged abusers. These tools ensure Honduras can sustain these vital protections independently.

Guatemala's complex social fabric - where nearly half the population is Indigenous and violence against women remains endemic - demands innovative solutions. This year, JES's multi-pronged approach delivered strong results across technology, economic empowerment, and institutional reform, creating a more holistic system for survivor support.

Mujer Florece: Where Healing Meets Hope

The USAID funded Mujer Florece (Women Flourish) project, funded by USAID, recognized that justice for violence survivors requires more than legal remedies. By combining psychological support with economic empowerment, the project charted new territory in holistic survivor support. The program reached 350 women—including trans women, Indigenous women, and women with disabilities - through group therapy sessions focused on self-esteem and psychological barriers, entrepreneurship workshops, and scholarships for technical training at Guatemala's Technical Institute for Training and Productivity. Fifty women launched businesses with direct in-kind contributions from the project, while all gained crucial digital literacy and labor rights knowledge.

The story of Margarita Santa González and her daughter Bianca illustrates the project's profound impact. Both survivors of domestic violence, they arrived at Mujer Florece broken - Bianca had dropped out of school, consumed by depression. Through the project's entrepreneurship workshops, they found new purpose, launching a successful ice cream business. Today, Bianca has returned to school, and their family has found healing.



Margarita and Bianca González

Digital Bridges to Justice

Working with Global Affairs Canada, JES continued developing digital solutions to connect survivors with services. These platforms, available in Spanish and Indigenous languages, are breaking down language barriers that have historically excluded Indigenous communities from accessing justice. The integration of gender perspectives across Guatemala's justice institutions continued through specialized training on Conventionality Control and gender-sensitive judging.

GUATEMALA: KEY ACHIEVEMENTS 2022-2023

350 women empowered

through integrated approach combining therapy, training, and economic support

51 male family members

engaged in positive masculinity and entrepreneurship workshops

50 women-led businesses launched

with direct in-kind contributions from the project

INTECAP scholarships provided

for technical training in marketable skills

Intersectional approach

reached transgender women, Indigenous women, and women with disabilities

Guyana

Building on its previous work in Guyana (2016-2021), JES launched an ambitious new phase addressing a stark reality: one in two women in Guyana experience intimate partner violence, placing it at the top of global statistics for non-conflict countries. Indigenous women in remote communities face even greater barriers, with geographic isolation, language differences, discriminatory biases and limited law enforcement compounding their vulnerability.

A Partnership for Change

The September 2022 project launch signaled unprecedented institutional commitment through a Memorandum of Understanding between JES, the Ministry of Home Affairs, and the Guyana Police Force. "The JES program enhances the work of Guyana's judicial system," declared Director of Public Prosecutions Shalimar Ali-Hack. "Users are already benefitting from JES facilitated workshops." This high-level support, backed by a Project Advisory Committee including key government and civil society organizations, laid the foundation for systematic change.

Reaching Remote Communities

Diagnostic work in Baramita and Santa Rosa revealed critical barriers: dismissive police attitudes, language barriers, multiple trips required for reporting, and confusion between police and village council jurisdictions. Many women had experienced or feared intimidation when attempting to engage with the justice system. Through innovative art-based workshops - using tie-dyeing and painting to create safe spaces - 19 women and youth groups shared their experiences and solutions, generating insights that now guide the project's expansion

Transforming Police Culture and Practice

JES trained 61 police officers (43 women, 18 men) from coastal Georgetown to remote Indigenous territories. Twenty-five senior officers leading SGBV units received specialized training on resource allocation, risk assessments, and trauma-informed approaches. The training connected Guyana's obligations under international conventions to daily police practice, ensuring officers understand both the "why" and "how" of gender-responsive policing across diverse cultural contexts.

to Region 9 (Annai, Aishalton, and Lethem), where JES will pilot culturally appropriate justice services for Indigenous communities near the Brazilian border. The project's dual approach - strengthening formal institutions while empowering communities - aims to create an inclusive justice system serving all Guyanese women and girls, with direct reach to 10,000-12,000 Indigenous women in remote areas.

Meeting with the Attorney General of Guyana to coordinate training and capacity strengthening plans



GUYANA: KEY ACHIEVEMENTS 2022-2023

61 police officers trained
(43 women, 18 men) in trauma-informed SGBV response

25 senior officers
received specialized supervisory skills training for managing SGBV units

New trauma-informed curricula developed
integrating cultural sensitivity for law enforcement

MOU signed
with Ministry of Home Affairs and Guyana Police Force (September 20, 2022)

Project Advisory Committee established
with 10 key institutions including DPP, Judiciary, and civil society

The Path Forward

As 2022-2023 closes, we see transformation: Honduras' institutions now better serve survivors; Guatemalan survivors of violence run businesses and mentor others; Guyanese police approach their work with new cultural understanding. The year ahead brings new challenges and opportunities. But grounded in partnership, guided by those we serve, and committed to sustainable change, JES will continue working toward our vision:
Justice for All.

Funders & Donors



Femmes et Égalité
des genres Canada

Women and Gender
Equality Canada



PACIFIC LEGAL EDUCATION
AND OUTREACH SOCIETY

PROPERTY ASSESSMENT APPEAL BOARD



Vision
Justice for All.



Mission

We empower people to access and
deliver justice in Canada and globally.

Justice Education Society

#260-800 Hornby Street
Vancouver, BC, Canada
V6Z 2C5

JusticeEducation.ca

justice for all

JUSTICE EDUCATION
SOCIETY