



### Biography

**Margaret Capes, B.A., LL.B., MAdEd.**

Margaret Capes received her undergraduate degree from Huron College at the University of Western Ontario in history and political science in 1984. After attending the University of Ottawa Law School, she received her LL.B. in 1987 and was called to the Bar in Ontario in 1989. She received a Master of Adult Education degree from St. Francis Xavier University in 2005

Margaret currently teaches at Lambton College, Western Law and the Community Law School as well as acting as Counsel at Community Legal Services, the student legal aid clinic at Western Law. Margaret co-Directs the Dispute Resolution Centre, the student mediation centre at Western Law. She is also the Co-Director of the Deerhaven Centre for Social Justice, a public policy centre which focuses on social welfare issues.

## Clinic Law 101: *Part 2*

### Hot Topics in Consumer Protection Laws 2018

Friday, May 18, 2018 • 1:15 pm - 3:15 pm

#### Presenter:

**Margaret Capes, Western Law and the Community Law School**  
(just to name a few)

#### Workshop Summary:

The 5 most recent developments in consumer protection laws will be covered in this workshop including changes to pay day loan and door to door sales regulation. The role and effectiveness of the Ministry of Consumer Services and Small Claims Court will also be discussed. This will be an interactive discussion building on what the audience members are seeing in their file work day to day at community legal clinics.

#### Format:

This is Part 2 of a 120 minute session and will be a combination lecture/discussion format. This presentation will immediately follow the Immigration, Refugee, and Citizenship Law : Clinic Perspective presented by Johanne Dennie.

#### Learning Outcomes:

After participating in this session, learners will be able to:

- i) Identify the 5 most recent consumer protection developments in Ontario;
- ii) Assess the remedial effectiveness of the Ministry of Consumer Services and the Small Claims Court;
- iii) Determine if strong negotiation planning will increase the number of positive outcomes for clinic clients in consumer protection cases.