

## **Instructions for Legal Advice Clinic Volunteers**

**These instructions are a step-by-step guide to hosting a Legal Advice Clinic. We recommend that you follow each step. Optional suggestions are italicized.**

**Paralegal and administrative volunteers:**

- 1. Please arrive 15 - 30 minutes before the clinic starts, to help set up.**
- 2. Sign yourself in. If you are new, sign the confidentiality agreement.**
- 3. Set up a check-in table with the separate sign-in sheets for clients, attorney volunteers, and administrative volunteers.**
- 4. Keep on hand copies of the confidentiality agreement for new volunteers to sign.**
- 5. Designate an attorney meeting room and a client waiting area. Ask the attorneys to remain in their meeting areas before and after client meetings.**
- 6. In the attorney meeting room, set out nametags, pens and copies of the Volunteer Attorney Case Summary forms.** *Since attorneys may have to wait to meet with a client, set out simple refreshments such as coffee, water, and cookies if available.* You may want to do the same in the client waiting area.

**Set out legal information brochures that are written for clients. You can download these from the Access To Justice web site (insert URL). The attorneys may want to give them to clients. They may also read them to brush up on areas of the law with which they are less familiar.**

- 7. As attorneys arrive, welcome them and ask them to sign in. If they are new to the clinic, ask them to sign the Confidentiality Agreement. Then direct them to the meeting room where they will wait for clients.**
- 8. As clients arrive, welcome them and ask them to sign in. Then give them:**
  - The "About you and your legal problem" (client intake) form to complete,**
  - The "Agreement between you and the Legal Advice Clinic" to read and sign**
  - Writing pen**
  - Clip board, if available**
- 9. Direct clients to the client waiting area to fill out the papers. Ask them to return the completed papers to you.**

- 10. When clients have completed the two papers, review them for completeness. Then create a file for each client. Write the client's name and the type of legal problem on the folder tab. Then take the folder to the attorneys. Pass the folder around to the attorneys or say a little about each legal problem. Ask which of the attorneys would like to advise each person.**
- 11. Give the client folder to the attorney who volunteers, as well as a Volunteer Attorney Case Summary form to complete after the consultation. Introduce the attorney and client to each other. Escort them to the place where they will meet.**
- 12. As the clients prepare to leave, please ask them to complete a Client Satisfaction survey form and return it to you.**
- 13. As the attorneys leave, thank them. If the clinic gives CLE credits, ask the attorneys to sign out.**

#### **Attorney volunteers**

- 1. You may be asked to come to the clinic 15 to 30 minutes after the clinic begins. This gives clients time to complete their intake forms ("About you and your legal problem") before you come.**
- 2. When you arrive, sign in. If this is your first clinic, you will be asked to sign a Volunteer Confidentiality form.**
- 3. You will be directed to the meeting room where you and other volunteer attorneys will wait for clients. Put on your nametag. You may want to browse the self-help legal information brochures written for clients.**
- 4. Review the completed intake forms ("About you and your legal problem") for the clients. Select the first client you want to advise.**
- 5. After you have finished the consultation, please return the client to the reception area. There, clients will be asked to complete client satisfaction surveys. The sponsoring agency will make the satisfaction surveys available to you at a later date, should you wish to review them.**
- 6. Back in the attorney waiting area, complete the Volunteer Attorney Case Summary. Give it to the designated volunteer. You can then choose a new client.**
- 7. Before you leave, please sign out if the clinic offers CLE credits.**