



SUMMARY OF FOR ALL CLINIC ASSISTANTS

Welcome Volunteers! Your help is greatly appreciated! The following is a summary of what to do. Hopefully this guide will help you!

ONE WEEK PRIOR

1. Go to the calendar on the website. Click on the date of your next clinic. Find the time of your clinic then click on the lawyer's name to get the clinic report. (You should also double check two days before as there can be some last minute add on to the lawyer schedule sometimes.)
2. Telephone the lawyer and remind them of their appointment next week (fill out Confirmation Journal)
3. If there are clients booked already, remind them of their appointment as well (fill out Confirmation Journal)

TWO (2) BUSINESS DAYS PRIOR

1. Go to the calendar on the website
2. Email or fax the lawyer the client schedule. TELEPHONE the lawyer and confirm they received your email or fax (fill out Confirmation Journal)
3. Telephone the clients and confirm their appointment (fill out Confirmation Journal)

The DAY OF THE CLINIC

1. Arrive at the social agency **FIFTEEN (15)** minutes before the scheduled start time
2. Make sure there are enough Pro Bono Briefs for your session as well as for the next one
3. Greet the client. Ask if they have a one page summary of their case/or a page of questions they need to ask the lawyer. If not, assist them in writing one out.
4. Greet the lawyer.
5. At the end of the clinic, please make sure the lawyer signs the Client Schedule and have it faxed to the AJ office.

A FEW REMINDERS:

1. If you are unable to get a hold of the lawyer two (2) days prior, PLEASE phone the AJ office (482-3195)
2. Please use a **PROFESSIONAL** email address (lickass@hotmail.com – is NOT suitable)
3. If the lawyer cancels, ask them if they had a chance to look for a replacement. If not, then call the office.
4. If YOU are unable to attend a clinic, **YOU are responsible for finding a replacement.** (yes there are exceptions ie. You told me 3 months in advance that you are going on vacation. I do NOT look for replacements for dates when you have school exams, as you know those dates from the 1st or 2nd week of classes)
5. Buddy up! Find a “buddy” – help each other out! They could be the person that trains you, the person you attend your training shift with, your Zone Coordinator.....
6. **ALWAYS** have AJ's phone # with you at the Clinic: 482 - 3195
7. CALL us if you have questions!

THANKS!