

WESTERN CANADA SOCIETY TO ACCESS JUSTICE

A Non-Profit Charitable Society (Reg. # 87068 4123 RR0001)

INSTRUCTIONS FOR CLINIC ASSISTANTS AT FAMILY CLINICS

Welcome Volunteers! Your help is greatly appreciated! The following guideline will help you with your clinic duties:

Situation now:

During the clients' appointments the lawyers spend up to 15 or even 20 minutes extracting the important facts out of the clients. This leaves them with too little time to give legal advice and a lot of lawyers exceed the scheduled time of 30 minutes. So what we want to change is that the clinic assistant spends about 15 minutes with the client on the phone before his/her appointment and writes out a summary, describing his/her situation and objectives, to be sent to the lawyer by email along with the conflict check list.

What to do:

When you call the clients to remind them of their appointment, ask them as well to **bring any agreements or court orders** along.

Make sure to get the information about the following (if existent):

Factual summary

- Date of Marriage
- Date of Separation
- Children: Date of Birth
- Orders or agreements in existence (plus date when reached – put it chronologically!)
- What are the issues you need help with?
- With respect of parenting:
 - Who is the custodial parent?
 - What is the history of residence and access? (parenting schedule)
- Jobs of each party (employment and income)

Property issues

- What are the assets and liabilities?
- Are there any special agreements about these issues between the parties?

Support issues

- History of child support
- History of spousal support