

WESTERN CANADA SOCIETY TO ACCESS JUSTICE

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

INSTRUCTIONS FOR CLINIC ASSISTANTS AT IMMIGRATION 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):

- 1.0 Is client concerned in Canada? How long in Canada?
- 2.0 Status in Canada?
- 3.0 Is client married?
- 4.0 Any children or other dependents?
- 5.0 Previously dealt with Immigration Canada (i.e. refugee claims, been refused entry, been deported)?
- 6.0 Any pending applications with immigration Canada?
- 7.0 Deadlines for filling documents?

Format example:

CASE SUMMARY

WHO: John Doe

604-555-1234

SUMMARY: John has been in Canada for 5 years as a landed immigrant. He is not married but have two children. He has been asked to be deported back to his country and wants legal advice regarding his status. There are applications with immigrations that he need helps with.