

Access Justice Televideo Conference Instructions
(for both host agencies and lawyers)

A. PROCEDURES PRIOR TO CLINIC SESSION: See 'Coordinator's Cribsheet' attached

B. SETTING UP THE TELEVIDEO SESSION:

- **Persons required for Vancouver clinic**
 - Lawyer
 - Lawyer Chaperone

- **Persons required for remote clinic**
 - Client
 - Client Chaperone (make sure there is a chaperone available throughout the session)

- **Equipment required (at both ends)**
 - **Room** (the remote clinic should be able to hold four persons; the Vancouver clinic need only take two)
 - **Web camera**
 - **Fax machine** (in the room or nearby)
 - **Computer** (it should be a Pentium III or equivalent and needs to be programmed with MSN Messenger and the web camera software)
 - **Telephone** with a good **speakerphone**
 - **Pro bono briefs** (at least four; these should have the host agency's name written on them. Please use photocopies of the carbon copy form.)

- **Documents:**
 - All required documents should be in the red, blue and yellow folders provided. Please contact the Access Justice office at 604-482-3195 if you do not have the necessary materials.

C. STEPS IN THE TELEVIDEO CONFERENCE:

1. Arrange the seats at both ends of the clinic to be in full view of the video camera and, if possible, place a large black cloth behind the seat. The video image is much improved if there is a dark background. You may also want to experiment with the lighting. It often helps to have a light in front of the person, next to the computer.

Connect equipment. It is a good idea to do this ahead of time, so that everyone is ready to go at the scheduled start time. The chaperone should change the amount of time it takes for the screen saver to start and also the amount of time the messenger service can stay active. Experiment with the placement of the camera. We find the best position is with the webcam down to the lower, right-hand side of the lawyer's computer screen. For the client, the best position may be on top of the monitor.

2. The Vancouver end should telephone the client end. Check that there is no AC hum on the telephone.

3. The lawyer and the two chaperones should introduce one another.

4. The clinic chaperone should explain to the first client the basics of how the video conference session works ahead of time. We suggest that you ask clients to arrive 15 minutes early, to give the chaperone time to ensure they are organized for their session. The client should understand that documents can be exchanged by fax and that the voice message is conveyed by telephone so as to have a secure link. The client should also be advised that if further legal help is needed, he/she can call the clinic to arrange another appointment. The *pro bono* lawyer should not be called directly. The chaperone should also explain that as soon as the session is over the client should leave the room as quickly as possible because there will be another client waiting. If the client has more than four documents, have the client write out a list of all the documents, and number each document with the client's last name in the upper right-hand corner and fax the list to the lawyer. It may be easier if the clinic chaperone makes the list. Send the most important documents ahead of time.
5. If it is not already written, the clinic chaperone should fill in the name of the agency on the '*Pro Bono* Brief' and then ask the client to fill in Part 1 of the brief (name, date, birth year, and signature). The chaperone should make sure the client reads what he/she is signing. Have the client sign the *Pro Bono* Brief so that the lawyer can witness it being signed. You can hold the web camera so that it faces the paper or have a clipboard that the client uses to hold the document up as he/she is signing it, so that the lawyer can see. The clinic chaperone should sign his/her name in the space designated for the "Secretary/Student's Name," leaving space for the lawyer chaperone to sign in the same area.
6. The clinic chaperone should fax the signed *Pro Bono* Brief to the lawyer.
7. Once the lawyer receives that fax copy, he/she should complete his/her name legibly and sign Part 2 of the brief. The lawyer chaperone should also put in his/her name in the space designated for "Secretary/Student's Name."
8. The lawyer should introduce him/herself to the client and explain the terms of the lawyer's engagement (that the lawyer is acting for the client solely during the session, is not on the record, and is not the "client's lawyer"). If the client needs further help, he/she should call the clinic for a further session.
9. The lawyer should ask the client to give the facts of the situation and the question(s) that the client wants answered. The lawyer should print legibly in Part 3 a summary of the relevant facts.
10. The lawyer should then print in Part 4 the advice given to the client.
11. At the end of the session, the lawyer should read Parts 3 and 4 out loud before faxing it to the client. Then have the client sign the *Pro Bono* Brief. After it is signed, fax the completed brief to the lawyer. Once you are sure that the lawyer has received it, give the signed brief back to the client to keep.

- 12.** The clinic chaperone should again remind the client that if a further session is required, the client can call back to the clinic for a further session and the client should bring the copy of the *Pro Bono* Brief. The chaperone should emphasize the importance of the *Pro Bono* Brief and of bringing it back to any further sessions. The chaperone should then give the client a clinic card or brochure.
- 13.** The whole process is repeated for the next client.
- 14.** At the end of the client sessions, the lawyer should complete the Clinic Report in accordance with its instructions and leaving out no details. It should then be faxed to Access Justice at 604-324-1515. The lawyer keeps the original Clinic Report and the *Pro Bono* Brief.
- 15.** To the eager computer literati (whether coordinator, volunteer or lawyer): It will help us if the Clinic Report is prepared, printed and saved using the web. In any event, we must have a faxed report signed by the lawyer for every session.
- 16.** Everyone should make sure that after the clinic has ended, the only surviving documents, namely the completed *Pro Bono* Briefs (signed twice by the client) and Clinic Report, are left with the lawyer with one completed copy of the *Pro Bono* Brief given to the client. All other documents (including client document copies) should be destroyed. Thank you.