

Memorandum

To: LARC Volunteer Attorneys

From: LARC Coordinator

Welcome to LARC! Thank you for participating in this valuable community service. Without your assistance we could not reach out to hundreds of clients every month! Below are explanations of some clinic procedures. Even if you're a seasoned LARC volunteer, please take a moment to review them.

- Please put only your *first* name and your areas of legal expertise on your **nametag**.
- In order to ensure that all of our clients are provided with a consultation, we must limit your consultations to **15 minutes per client**.
- If you think a client needs legal representation, **ask the client to call Lawyer Referral Service at 415-989-1616 on the following Monday between 9:00am to noon**. LRIS will be expecting the client's call. Be sure to note your referral on the intake form (check the box marked "**referred to: LRS**") and **place the intake into the "out folder"**. The coordinator will then sort through the forms and pass the client's information over to LRIS.
- If you think a client is in need of social service referrals; such as housing, mental health, job training, etc..., please advise the client to drop by the **social services corner**. If you feel that your consultation would benefit from having a social worker sit in (ex: if a client is coming to you with a case that is obviously influenced by a mental illness such as a client wanting to sue his landlord for taping his phones) you can request one of the social workers to sit in on your consultation. Please let your client know this will happen and have their agreement before reaching out. You can let the client know the social worker will sit in to help out with any additional needs that he/ she may have. A social worker will be identified before the clinic and will be walking around available to help clients in need. If the social worker is busy at the time, please let one of the runners know and they will reach out.
- If you think a client would **not** benefit from legal representation, please let him/her know. We do not want clients referred to LRS or VLSP if we will never be able to get an attorney to represent them.
- Please keep completed forms separated in your **out- box (on your left-hand side)**. The forms for clients you have yet to consult with will be placed **on your right-hand side** of the table. The coordinators will visit your table frequently to collect completed forms and bring you new forms. Please keep all of the forms to the sides of your table.
- Please inform clients who attempt to solicit your services that you are only able to assist as a volunteer at the clinic. Please do not give out your last name.
- It is VLSP's policy to promote a safe and productive work environment for our volunteers. If for any reason you feel uncomfortable consulting with a client, please do not hesitate to notify a coordinator immediately

Again, thank you so much for agreeing to volunteer. Please let me know if you have any questions, suggestions, or concerns.