Thank you very much for volunteering with us at the MVLC. Please note the following guidelines for your assignment:

1. Please report by 10 minutes before your shift (unless you are taking the shuttle) and report to the clinic facilitator.

2. Obtain sign-in sheet and sign in any visitors who are waiting in the order in which they arrived. Provide all visitors with an intake sheet and instruct them to fill out the front page only. If they do not want to provide all information requested, you can let them know that, while not required, much of the information will help us to make better referrals.

3. Determine whether any of the visitors are returning from a previous week and have a priority card; these individuals are to be seen first. You may need to ask the Clinic Coordinator for this information.

4. Determine if any visitors are there specifically for child support questions (House of Peace) or immigration (Hillview) and channel them to Child Support representative/Immigration attorney, if present; if they are not there, let another attorney know.

5. At Hillview, do your best to determine if individual will need an interpreter and record this information on sign-in sheet.

6. Advise law student/attorney when they are ready for a client, who is next in line to be served.

7. Keep track of visitors waiting; make determination with Clinic Supervisor whether people should be turned away and asked to return following week if it appears that all will not be seen. If so, record their names on sign-in sheet and provide them with information regarding hours at both locations.

8. Before leaving make sure all visitors have been brought to Clinic; if not, notify Clinic Supervisor that people are still waiting.

9. At the end of the evening complete the sign-in sheet, including information at bottom of sheet.

10. Do not discuss any legal issues; inform visitors they must wait until meeting with the attorney; if dispute arises, notify Clinic Supervisor or supervising attorney.

11. Be respectful of all visitors and do not discuss other visitors.

12. You may bring study or reading materials.

13. Please keep all matters you may hear at the Clinic in confidence and do not discuss with anyone.

14. If there appears to be an issue regarding safety, promptly notify supervising attorney and Clinic staff person on duty.

15. If you are unable to work an assigned shift, please try to find a substitute from the list of Intake Coordinators; if you cannot find a substitute, please advise Clinic Supervisor.

Thank you again for your assistance. If you have any suggestions, please let us know.

Program Assistant, Mindy Schroeder, 288.7970
Hillview specific Instructions:
At the end of the night, please do the following:
1) Lock the door and elevator with the key provided by the Hillview staff
2) Turn off the lights in the reception and client meeting areas
3) Close the door to the copy room.