Legal Aid Society



Whitney Saupan

Family Law Clinic

Legal Aid Society of Salt Lake

Satellite Office-Third District Court

450 South State Street; W15

Salt Lake City, Utah 84114

          Dear Potential Volunteer,

          Thank you for expressing interest in the volunteer opportunity available at the Legal Aid Society of Salt Lake’s Family Law Pro Se Clinic.   Legal Aid Society of Salt Lake, sponsor of the Family Law Pro Se Clinic, is a non-profit organization that promotes safety, stability, and self-sufficiency for low-income families and individuals, as well as victims of domestic violence, through effective, efficient legal advocacy, and assistance since 1922.

Enclosed is the volunteer orientation packet. As volunteer coordinator, it is my pleasure to assist you in determining if this opportunity is right for you. Do not hesitate to ask if you have questions about the volunteer opportunity, responsibilities, or any other material in this packet.

             The Family Law Clinic is located in room W-15 at the Matheson Courthouse, 450 S. State Street, Salt Lake City.  We provide forms and legal information to self-represented individuals who are involved in domestic relations matters including divorce, custody, adoption, guardianship, and name change.

            Volunteers will receive training from Legal Aid paralegals and will be expected to help people prepare to act as their own attorney. The work involves providing information to patrons about the legal process, providing the proper court forms and helping the patrons create their own case documents using the Utah State Court’s Online Court Assistance Program (OCAP).

Volunteers must be over 18 years of age, submit an application, sign a confidentiality agreement, and be able to always act in a professional manner and be helpful and patient with people trying to navigate an often daunting legal system.

       Volunteers will begin with an orientation and training session of not more than 2 hours and must be willing to commit to a regular schedule at the clinic of not less than 4 hours per week.

            To schedule a volunteer orientation and training session please submit your signed volunteer contract and volunteer information form; or, if you have any questions or concerns regarding this opportunity you may visit me in person at the Family Law Clinic Monday-Thursday, between the hours of 9 a.m. and 4 p.m. or email me at the address below.

             I look forward to meeting you and addressing any questions or concerns you may have regarding this volunteer opportunity.

                        Sincerely,

Whitney Saupan

Whitney Saupan

Phone:

Email: vcoord@lasslc.org

LEGAL AID SOCIETY OF SALT LAKE

FAMILY LAW CLINIC

VOLUNTEER INFORMATION

NAME:       DATE: Click here to enter a date.

ADDRESS:

CITY:       STATE:       ZIP

PHONE NUMBER:       ALTERNATE PHONE:

EMAIL ADDRESS:

WHO REFERRED YOU TO US?       PHONE:

List any Family Law or other relevant legal experience:

Number of hours per week you are available:       Start Date:

How long you expect to be able to volunteer (i.e., 1 month, 1 year, etc.):

Proposed schedule (Please mark the times you are available):

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 9:00 | 10:00 | 11:00 | 12:00 | 1:00 | 2:00 | 3:00 | 4:00 |
| MONDAY |  |  |  |  |  |  |  |  |
| TUESDAY |  |  |  |  |  |  |  |  |
| WEDNESDAY |  |  |  |  |  |  |  |  |
| THURSDAY |  |  |  |  |  |  |  |  |
| FRIDAY |  |  |  |  |  |  |  |  |

Why did you choose to volunteer for Legal Aid Society?

Many of our patrons do not speak English. Do you speak, write, or understand any foreign language? YES  NO

If yes, which language(s):

What do you wish to learn from volunteering at Legal Aid Society?

List computer skills, typing skills, knowledge, and/or experiences that might be useful to Legal Aid?

List the case # of any Family Law cases in Utah to which you have been a party or check NONE.

**NONE,** or Case #      Case#

Have you ever been a client of Legal Aid Society or an opposing party to a Legal Aid client? YES  NO

Please list at least two (2) persons NOT related to you who have known you for at least five (5) years.

Name:

Phone:

Years Known:

Association:

Name:

Phone:

Years Known:

Association:

Volunteer Contract

Welcome to Legal Aid Society of Salt Lake Pro Se Family Law Clinic

We are pleased that you have decided to volunteer at the Family Law Clinic. You will assist the Legal Aid Society paralegal by checking in clinic patrons, obtaining initial information, and assisting patron’s access to forms on computers located in the clinic. You may also be asked to prepare the form pleading packets for distribution to pro se litigants.

As a volunteer, we have certain expectations and guidelines that are crucial to your work here at the Legal Aid Society Pro Se Family Law Clinic. In addition, due to concerns about having access to private personal information and LAS liability the following policies will govern volunteer services at LAS:

1. Dress appropriately and professionally.
2. Do not give legal advice to patrons. If they want legal advice, they can speak with an attorney at the evening Family Law Legal Clinic held every 1st and 3rd Wednesday at the Matheson Courthouse, W19.
3. Do not attempt to counsel patrons. If they need counseling, we have a list of resource agencies that can provide any help they may need.
4. Do not become romantically or socially involved with a patron until you are no longer a volunteer with Legal Aid Society.
5. No person shall be denied the benefits of, or be subjected to discrimination in any services or activities of the Legal Aid Society Family Law Clinic solely on the basis of race, color, religion, national origin, ancestry, age, gender, height, marital status, sexual orientation, physical or mental disability, political belief, or ability to pay for services.
6. Keep track of your hours in the volunteer logbooks. This is very important for our record keeping and funding.
7. Show up on time. If you cannot make your regularly scheduled time, please, email, call, or text one of the clinic paralegals. We are depending on you to come in when you say you will.
8. Patrons’ personal information is deemed confidential and is not to be shared. If you have questions about what is confidential, please consult John Kunkler III, Supervising Attorney or Stewart Ralphs, LAS Executive Director.
9. Volunteers will accept no money or gifts of value from patrons.
10. Ask questions of fellow Legal Aid staff! An important part of volunteering is for you to gain knowledge about the legal system and the services provided by Legal Aid Society of Salt Lake. Especially if you do not know the answer to a patron’s question, ask another LAS staff member, whether at the clinic, the Domestic Violence Victim Assistance office next door in W17, or the main LAS office. This way you are providing CORRECT information to visiting patrons and you are gaining accurate knowledge about the legal system.

By signing below you are agreeing to abide by the above guidelines and policies of the Legal Aid Society.

Date:       Signature: /s/

**Legal Aid Society of Salt Lake**

**Grievance Policy and Procedure**

Legal Aid Society of Salt Lake is committed to providing effective legal assistance in a fair and professional manner. If you have a complaint regarding case acceptance, eligibility determination, manner of services provided, case closure etc., your complaint will be appropriately addressed.

**Complaints about Staff**

If you have concerns about the services you receive from Legal Aid staff, you should first try and address the concern directly with that staff person. If your concerns are not resolved by the staff person, you may submit a Complaint Form to that staff person’s supervisor, if you know the supervisor (for example, a paralegal’s supervising attorney) or to the Executive Director at the following address. The supervisor or Executive Director will respond to the complaint either in person or in writing.

Legal Aid Society of Salt Lake

205 North 400 West

Salt Lake City, Utah 84103

If you are not satisfied with the response regarding your complaint about a Legal Aid staff member by the supervisor or Executive Director, you may request that the Administrative Committee of the Legal Aid Society of Salt Lake’s Board of Trustees review your complaint. This can be accomplished by submitting your request to the Executive Director in writing or by sending it to the email address below. Your request for Board review MUST also contain a written response of why you are not satisfied with the supervisor or Executive Director’s decision regarding your complaint.

Stewart P. Ralphs, Executive Director

Legal Aid Society of Salt Lake

205 North 400 West

Salt Lake City, Utah 84103

Email: [sralphs@lasslc.org](mailto:sralphs@lasslc.org)

Thereafter, the Executive Director will submit your complaint, Legal Aid’s response by the supervisor or the Executive Director, and your written response to Legal Aid’s initial decision regarding your complaint to the Administrative Committee for review. The Administrative Committee will review your complaint and respond to you in writing of their decision of how to address your complaint.

**General Complaints**

The Executive Director will address general complaints. If you have a complaint about Legal Aid policies or procedures (case acceptance, eligibility criteria, etc.) or a complaint about a supervisor or attorney, you should send a Complaint Form to the Executive Director at the address or email above. The Executive Director will respond in person or in writing.

**Complaints about Executive Director**

If you have a complaint about the Executive Director, you should send a Complaint Form directly to the Administrative Committee at the following address and the Committee will respond to you in writing of their decision of how to address your complaint.

Administrative Committee

Legal Aid Society of Salt Lake Board of Trustees

205 North 400 West

Salt Lake City, Utah 84103

**Legal Aid Society of Salt Lake**

**Complaint Form**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Number(s):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date and Time of Incident: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Legal Aid Staff or Volunteer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Statement of complaint:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your proposed solution to complaint:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Attach additional pages or documents as needed