



**Pro Bono Law Alberta**

Paths to possibilities

## **RESPECT**

**We are committed to providing a safe and respectful environment for our programs.**

**We will NOT TOLERATE offensive, abusive or threatening language and behaviour towards our staff, volunteers or other service users.**

**If you use this language or display this behaviour, we will stop service, call security and ask you to leave.**

## **PROGRAM GUIDELINES**

**Please take a seat and wait for assistance.**

**Do not enter the program offices when a volunteer is unavailable or is meeting with a client.**

- This service is provided by volunteers. Assistance is not guaranteed.
- We provide help on a first-come, first-served basis. We do not book appointments or make lists ahead of time.
- You **MUST** complete intake forms to receive assistance.
- After you fill out our forms, please hold on to them until a volunteer is available.
- You must wait outside Room S15-23 to hold your place in line.
- If you have to leave for a few minutes, please inform a volunteer or other clients, or you may lose your turn.
- Completing our forms does not hold your place. You still need to wait outside Room S15-23.
- We **DO NOT** provide typing, printing, photocopying or other clerical services.
- We **DO NOT** provide interpretation services. Please arrange for an interpreter if you need one.
- We try to ensure that a volunteer lawyer is available at every shift. However, shifts may be cancelled on short notice due to volunteer unavailability or other reasons beyond our control.
- If you have questions or comments, please email [civilclaims@pbla.ca](mailto:civilclaims@pbla.ca)

*Thank you for your cooperation.*