



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 Courtroom 262 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 Courtroom 262.
- 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

Thank you for your cooperation.