



## Volunteering for a Remote Housing Clinic

*In advance of your volunteering date, you will receive:*

1. An invitation to the Zoom meeting for the date and time of the calendar
2. A copy of the Court calendar listing the cases
  - a. Ramsey County calendar: available by 3pm the day before the calendar
  - b. Anoka County's calendar: available the Friday prior to the week
  - c. Hennepin County's calendar: to be announced at a later date
3. Instructions on how to access legal advice resources, financial resources for tenants, and frequently used documents on the VLN website
4. A link to the advice report to be completed online after you complete the clinic shift
5. Instructions how to appear in court remotely

*How a Zoom Clinic works:*

1. Who's who at the clinics:
  - a. Attending the clinic over Zoom:
    - i. Volunteer Attorney
    - ii. VLN Intake Staff member
  - b. Attending the clinic in person
    - i. court staff
  - c. Available for consultation and advice during clinic hours
    - i. VLN Staff Attorney
2. Zoom will include
  - a. Main waiting room
  - b. Break out rooms
3. Time (Ramsey and Anoka)
  - a. Hearings are staggered starting at 8:15.
  - b. Your Zoom invite is for 8:00.
  - c. Please join Zoom sometime between 8:00 and 8:15
4. Process:
  - a. A potential client does intake with a VLN Staff member and you will be told what level of services the client qualifies for:
    - i. Advice Only
    - ii. Full Representation
  - b. You will be placed in a zoom break out room with client
    - i. VLN Intake Staff will provide you with a copy of the court documents: complaint, service documents, other...
    - ii. Provide client with advice on case
5. Options of services:

- a. Advice only
  - b. Speak with opposing counsel/brief court appearance
  - c. Full Representation
    - i. If Volunteer Attorney plans to provide full representation to client
      1. VLN Intake Staff will help with representation agreement using an e-signature service
      2. May appear in Court via Zoom or phone
    - ii. If client is eligible for full representation, but Volunteer Attorney serving the clinic cannot provide full rep
      1. Advise client
      2. Notify VLN intake staff for VLN to attempt placement of the case with a full rep volunteer attorney after the hearing.
6. If you want to negotiate with opposing party
    - a. Let Court know want to speak with opposing party/attorney
    - b. Meet with Opposing Party in a breakout room
    - c. Use e-signature service if needed for settlement agreements.
  7. If you plan to appear in Court
    - a. Communicate information to court staff
    - b. Depending on Courthouse and Courtroom, you may appear via Zoom or phone
  8. If you have questions, need help, or need to communicate with VLN while in clinic:
    - a. VLN intake staff available on Zoom
    - b. VLN staff attorney available during the clinic time
  9. What if
    - a. Zoom is not working?
      - i. Intake and Attorney advice will be provided by phone
      - ii. VLN Intake Staff will provide Volunteer Attorney with client documents when needed
    - b. There are too many clients that need help?
      - i. VLN Staff Attorney is the backup attorney to provide advice
    - c. You are unable to appear for your scheduled shift?
      - i. Email the VLN Staff attorney who sent you the Zoom link and calendar

### **Helpful Information on how to provide services remotely**

- Join a Zoom Meeting
  - [How to Join a Zoom Meeting from Your Computer](#)
  - [How to Join a Zoom Meeting by Phone](#)
- Zoom on a Mobile Device
  - [Zoom on a Mobile Device](#)
- Zoom Breakout Rooms
  - [Zoom Breakout Rooms for Participants](#)