



Student Legal Services Policies

Student Legal Services (SLS) is a student run office created to provide a limited scope of legal services to students at Washington State University. Depending on the type of legal issue, students will receive a consultation with the SLS contracted attorney. If the legal issue cannot be addressed by the SLS contracted attorney, SLS will provide the student with a referral to an appropriate private attorney.

Interns that work for SLS must be responsible, punctual, efficient, and professional. Most importantly, interns must always be able to maintain CONFIDENTIALITY and the UTMOST PROFESSIONALISM regarding clients and their cases, whether in the office or outside of the office. Each intern must realize they are working in a legal office, and the cases we deal with are serious.

SLS offers current WSU students a free 30-minute consultation with the attorney. Our services are only offered to **current WSU students** and the advice must be for the students themselves. Students may not get advice for their friends, family, spouses, etc. When students need immediate legal assistance and there are no schedule openings, the only thing we can do is show them the SLS referral list.

Probation Period

Every semester, each intern is put on a two-week probation starting from the day they begin work. During the two-week probation interns can be released at any time without warning.

When coming into the office

- Prop open door and clock into homebase.
- Turn on the computer.
- Check Teams for announcements.
- Check e-mail and phone messages.
- Answer the phone stating "Student Legal Services this is (your name), how may I help you?"

When leaving the office

- Sign out of the computer.
- Clock out of homebase.
- Make sure things are left neat and organized.
- Make sure the main office door is closed.

Taking Clients Information

Everything on the Client Information Sheet must be filled out. If a client does not have the information at the time, you must inform them that they need to call or email the office back and provide that information.

Current Students

To verify that students are current WSU students.

- If a student comes in to make an appointment, ask to see their WSU ID.
- If they do not have their WSU ID or you are taking down the student's info over the phone/email you may verify if they are a student by searching for them on the WSU electronic phone book on the WSU website
- If the student's name does not show up call the Office of the Registrar (335-5338) and say, **"I am calling from Student Legal Services and I would like to verify that student's name is a student."**

Computer/Printer Use

Interns may use the computer to check their e-mail, do their homework, etc. if there are no clients that need help. **Any illegal or inappropriate use of the computer will result in immediate termination.** You may use the printer, but you must print in black and white only.

Attendance

If you plan to miss office hours you must inform the Director **one week in advance. Interns can only have two no shows before they are terminated, interns will be allotted one warning prior to termination. An intern can receive an unapproved absence by (but not limited to this list): not communicating with the Director in advance prior to missing an office hour, forgetting to clock into homebase completely, clocking in late or leaving early, missing a committee meeting without communicating with their respective committee chair.** We understand that things come up, but you should not be missing office hours regularly. Interns are expected to show up to **mandatory** mid-semester meetings. There will be at least two weeks' notice prior to any additional meetings. Interns will be given a no show for missing the meeting without letting the Director or Associate Director know. If you miss the meeting, you are still responsible for what was discussed.

Interns are responsible for clocking into homebase when they come into the office. Homebase is the primary way the Director and Associate Director track intern hours. If an intern has not signed in it will be counted as a no show even if you were at the office.

Clients Have Priority

Once a client comes in or calls, everything you are doing at the time is put on hold. Your undivided attention must be given to the client. Clients come first.

Closed-Door Policy

SLS maintains a closed-door policy. When a client comes in seeking help the door must be shut to maintain confidentiality and to make sure that our clients feel comfortable.

Policy Violations

New interns will be given one warning for a policy violation. Returning interns will not be given a warning. An intern will be released from SLS depending on the type and number of policy violations they incur. Below are the main types of policy violations and their consequences:

1 – No Show

If an intern is scheduled to work and does not show up for work and did not give prior notice in writing to the Director. Not signing in, missing a meeting, and not having your cougar card to get into the office is also counted as a no show.

New interns: 1 warning, 2 no shows = released

Returning interns: 2 no shows = released

2 – Coming in late or leaving early

If an intern comes in later than their scheduled shift or leaves early from their scheduled shift without informing the director.

New interns: 1 warning, 3 coming in late or leaving early = released

Returning interns: 3 coming in late or leaving early = released

3 – Paperwork

If an intern does not fill out paperwork correctly, making careless mistakes on client's paperwork, giving our attorney incorrect information. Warnings will be given after the intern is told how to correct their mistake.

New & returning interns: multiple paperwork violations after being told how to correct the mistake = released (at Director's discretion).

*Violations/Warnings are not limited to these categories and can be given for any other misconduct by an intern that violates SLS policies. The consequence of these violations is at the discretion of the Director and will depend on the severity of the violation. The Director and Associate Director can provide the intern with recorded policy violations they have upon request.

Confidentiality

If an intern breaks CONFIDENTIALITY they will be released immediately without warning.

An attorney's duty of confidentiality is an ethical obligation to their client. As an intern in this legal office, you are assuming that duty. Confidentiality is laid out in [RPC 1.6 Rules of Professional Conduct, Confidentiality of Information](#). This packet is posted in the office and should be reviewed during office hours.

Giving Advice

If an intern gives advice, they will be released immediately without warning

You are not the attorney. Only our attorney can advise clients. The unlawful practice of law is a crime per Washington statute (Revised Code Washington 2.48.180). Often clients think you are the attorney or ask you legal questions. There may be times that you know the answer, but you still are not authorized to give advice. You need to tell them that you are not the attorney, and you cannot give them any legal advice.

Conflict of Interest

SLS is run through Washington State University and our attorney is contracted with the university to provide services. Therefore, we are unable to give advice on cases concerning:

- Washington State University
- WSU Student v. WSU Student
- WSU Student v. WSU faculty or staff

If you are unsure of a conflict of interest, take down the client's information, let them know it may be a conflict of interest and you will need to call them back. Ask in person or Teams message the Director or Associate Director to ask if it is a conflict of interest.

Referrals

In the case of a conflict-of-interest students can be referred to:

- Northwest Justice Project, Pullman, 509-381-2355. Eviction, protection order, divorce, custody, and paternity matters.
- For Idaho residents: University of Idaho Community Law Clinic 208-885-6541. For Idaho landlord/tenant matters, divorce, custody, adoption, guardianship, protection orders, consumer matters, simple wills, and power of attorney documents.
- There is also a list of private attorneys in the SLS Reference guide
- Ombudsman Office: This office is located in Wilson Room 2. Their purpose is to help students resolve conflicts with the university.

Door Access

Each intern will have access to the SLS office during office hours through their WSU ID by using their cougar card. Misuse of this privilege will not be tolerated.

Student Legal Services, as a legal office, is held to high standards. Everything that is addressed in this office is very serious. If you are unsure about something, even if you think you might know the answer, just ask. It's better to ask questions than to make a mistake.

ACKNOWLEDGMENT

By signing below, I state that I have read the above “Student Legal Services Policies” and the Director has gone through these policies with me. I have no questions regarding the policies and will ask the Director or Associate Director if I have any questions. I further understand that I am held to the policies as stated above and maintain sole responsibility for policies that are broken. Please print and sign below:

Intern Name (printed)

Intern Signature

Date