

**UNIVERSITY OF ARIZONA
LAW CLINICS**

COMMITMENT TO PROFESSIONALISM

Time Commitment

It is the sole responsibility of each law student or social work intern to ensure that their time is managed effectively to meet the needs of clients and the clinic. Clinic directors will provide flexibility in scheduling whenever possible, although court dates, client and team meetings, and the demands of client contact or other obligations may require attention and time commitment with little notice. If a student or intern is unable to complete a task within an expected timeframe, they must secure alternate coverage and notify their supervisor immediately. Should a pattern of missed obligations occur, loss of credit and/or other disciplinary measures may follow.

Due to the nature of the clinic and the need for students and interns to maintain flexibility in scheduling, the Law Clinics are unable to accept students or interns who work Full-Time (30-40 hours per week) in addition to their enrollment in graduate school. Exceptions may only be approved by the clinic director and/or director of social work services in cases where the student has a demonstrated history of successful time-management at this level.

Client Communication and Contact

In all professional functions students and interns should be professional, prompt and diligent. They must communicate with clients in a respectful manner which takes into account the client's culture, individual circumstances and strengths. Students and interns are expected to maintain communication with a client concerning representation in the legal case and/or non-legal/other professional matters. Law students and social work interns must keep in confidence information relating to representation of a client except so far as disclosure is required or permitted by the Rules of Professional Conduct and/or the NASW Code of Ethics, respective to each discipline (law and social work).

Students and interns must discuss with clients any policies regarding communication prior to and/or during the provision of legal and/or other professional services.

Informed Consent

Law students and social work interns have Informed Consent forms that outline each professional role and scope of practice for each discipline. Prior to a client beginning work with either law students or social work interns, the respective Informed Consent form must be reviewed with and signed by the client.

Both law students and social work interns are expected to review the limits of confidentiality when working with a social worker/social work intern versus a lawyer/law student. Social workers are mandated reporters and this must be clearly explained to the client along with the risks/benefits of such involvement as it relates to their legal case.

Informed consent for participation in pre and post-test surveys must also be reviewed and signed by the client prior to representation or provision of other professional services. Clients may

decline to participate in the survey process and students/interns are expected to inform the client that this will have no impact on the services provided.

Phone/Cell Phone

Students and interns will not share their personal phone/cell phone numbers to clients under any circumstances. There are services available (e.g. google voice) which provide an anonymous phone number that can be disabled at the completion of the clinic or internship, should you want to provide a separate phone number than the clinic's to the client. When calling a client from your personal phone, students/interns must block their number using: *67 (area code) (phone number).

Texting

If clients prefer to communicate via text message, there are ways to do so through one's University of Arizona e-mail. For example, one may search for the client's cell phone carrier using the link <https://freecarrierlookup.com/> and then search for the carrier's e-mail-to-text address. Such communications should be added to the client record in CLIO through e-mail forwarding.

E-Mail

E-mail communication with clients is allowed only with their consent and the use of University of Arizona e-mail server. Use of personal e-mail to communicate with clients is not permitted. E-mail communications are to be forwarded to the client record in CLIO.

Social Media

To prevent boundary confusion, inappropriate dual relationships, or harm to clients, students and interns may not accept requests from, send requests to clients, or engage in personal relationships with clients on social networking sites or other electronic media.

Language Services

In instances when clients are not literate or have difficulty understanding the primary language(s) used in the practice setting, students and interns should take steps to ensure clients' comprehension. This may include providing clients with a detailed verbal explanation or arranging for a qualified interpreter or translator whenever possible.

Cultural Awareness & Client Self-Determination

All students and interns must have and/or gain knowledge relating to the culture of clients with whom they work in order to demonstrate respect and establish rapport. Students and interns should obtain education about and seek to understand the nature of social diversity and oppression with respect to race, ethnicity, national origin, color, sex, sexual orientation, gender identity or expression, age, marital status, political belief, religion, immigration status, and mental or physical ability. Students and interns should assess cultural, environmental, economic, mental or physical ability, linguistic, and other issues that may affect how they use or access legal or non-legal services. Students and interns will receive training and/or education in Domestic Violence/Abuse in order to understand the unique dynamics present with this population. Students and interns must respect and promote the right of client self-determination

and assist clients in their efforts to identify and clarify their goals.

Dual Relationships

Students and interns must avoid dual-relationships of any kind during or after the course of the legal or other professional relationship. Dual or multiple relationships occur when students or interns relate to clients in more than one relationship, whether professional, social, or business. Dual or multiple relationships can occur simultaneously or consecutively. Students and interns should be alert to and avoid conflicts of interest that interfere with the exercise of professional discretion and impartial judgment. Once the legal/professional relationship has ended, students and interns are not permitted to maintain contact with clients. This will help to avoid any boundary violation or role confusion.

Transportation of Clients

Students and interns are not allowed to transport clients within their personal vehicles. If it is the best interest of the client to travel together, your clinic supervisor may authorize use of Lyft or Uber services for this purpose.

Documentation in Case Files

All communications, outreach attempts, and/or services provided with or on behalf of clients must be documented in the client's case file according to the standards of the clinic with which they are assigned. For the Domestic Violence Law Clinic, students must enter each and every client contact as a note in the appropriate client matter.

Professional Attire

When working with clients and the public, all students and interns must present themselves in a professional manner. This includes wearing professional attire. All students and interns are expected to dress in a business suit or a professional equivalent when attending court or professional functions. When working with clients outside of the courtroom, students and interns are expected to wear business-casual clothes. If you would like specific information on acceptable versus non-acceptable attire, please see your immediate supervisor.

Communication with Colleagues

Interdisciplinary Collaboration

We operate within an interdisciplinary educational clinic which fosters the belief that all members of the team, regardless of background, education and/or training provide valuable insights and should be respected and treated as professionals. Law students and social work interns are expected to work collaboratively whenever such collaboration would benefit the needs/wants of the client and the legal case. This may mean consulting with one another regularly, sharing when a new note or memo has been placed in the client record, identifying/following a mutually established plan and/or other collaborative efforts.

Students and interns are expected to regularly check their e-mail and voicemail as pertinent and time-sensitive material regarding a case may require a prompt response.

Boundaries

The work of lawyers/law students and social workers/social work interns may appear similar at times, but these are separate roles. It is important that each profession work within their own and their supervisor's competencies and Code of Ethics/Model for Professional Conduct. Tasks should be divided according to these competencies and approached as a collaborative effort.

Respect & Collegiality

Students and interns should treat each other and other colleagues with respect and should represent accurately and fairly the qualifications, views, and obligations of colleagues. Students and interns should avoid unwarranted negative criticism of colleagues in verbal, written, and electronic communications with clients or with other professionals. Unwarranted negative criticism may include demeaning comments that refer to colleagues' level of competence or to individuals' attributes such as race, ethnicity, national origin, color, sex, sexual orientation, gender identity or expression, age, marital status, political belief, religion, immigration status, and mental or physical ability.

Any intimidation, coercion or any forms of abuse/misconduct/harassment will not be tolerated and will be subject to disciplinary action and/or removal from the course or placement. Students and interns are expected to report any inappropriate, incompetent or unethical behavior of colleagues to their direct supervisor or other appropriate authority.

Interpersonal conflicts that are more minor in nature may arise during the course of your term with the DVLC or other law clinics. Students and interns are expected to first attempt to resolve the issue with identified individual directly. If this is not possible or ineffective, the next step is to consult with your direct supervisor, followed by school directors/administrators/liaisons, per the policy of the University of Arizona and (if applicable) the school in which you are enrolled.

Communication with Supervisors

The role of the directors/supervisors of each law clinic is to provide consultation, direction, supervision, and support to encourage a collaborative educational experience. To the best of our ability, we will tailor our approach to meet your individual needs while upholding the same standards and expectations for each student and/or intern. We will do our best to provide clear, appropriate and culturally aware boundaries and expectations. The nature of the clinics is such that weekly tasks may vary greatly, require flexibility/openness and involves practical/applied learning experiences. This necessitates effective communication between supervisor and student/intern.

Consultation

Students and interns are expected to meet weekly with their primary supervisor for consultation and review of cases, case plans and interventions provided. These meetings should be scheduled in advance and students/interns are asked to arrive prepared to discuss cases. When a situation arises that requires more urgent attention, consultation may be provided outside of scheduled supervision time. Keep in mind that your supervisor may be inaccessible (e.g. being in court, attending to another urgent matter, etc.), and student/interns should maintain a list of other approved individuals who may be available for consultation. This is particularly relevant should you decide to work hours outside of your supervisor's work schedule.

Complaints/Disagreements

At times, you may disagree with the approach or direction offered by your supervisor. The sharing of multiple perspectives is welcome and valued. The expectation is that you will present your point of view in a respectful and professional manner. If the disagreement becomes an issue that causes distress, we ask that you speak directly with your supervisor first. If this is not possible and/or the issue is not resolved, you may seek guidance or submit a complaint to the director and/or your respective school administrator/coordinator/liaison.

If you feel that you have been discriminated against, harassed or that your rights were violated in any way, please make a report according to the University of Arizona Nondiscrimination and Anti-Harassment Policy and/or with the institution in which you are enrolled.

By signing below, you are indicating that you have read and agree to adhere to the above policies and commitments.

Signature of Student/Intern

Date

Printed Name of Student/Intern

Signature of Supervisor

Date

Printed Name of Supervisor