

Community Outreach (CO): _____

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* Items requiring signature will be printed and provided by CLIC

*** Indicate forms that must be completed, signed and turned in to the Office Manager before the internship can begin. All forms must be completed and returned by no later than September 19, 2012; if forms are not returned, the intern may be dropped from enrollment by the instructor on the census date of September 21, 2012. Interns who have not returned forms cannot accrue hours towards their internship until the completed forms are submitted. Please note that throughout the semester changes and amendments may be made to the mass intern agreement to better facilitate the goals and objectives of CLIC. These changes will be announced in your program meetings.**

In order to complete the internship registration process, you must complete the following forms:

1. Signature Page for Acceptable Use of Computing
2. Alcohol Policy
3. Intern/Director Information Sheet
4. Criminal Record Disclosure
5. Assumption of Risk and Release of Liability
6. Volunteer Acknowledgement Form
7. Vehicle Usage Policy (Separate attachment)
8. Policy Acknowledgement Checklist

The above mentioned forms **must** be turned in to your program director by
Wednesday, September 19, 2012

We hope you enjoy your experience at CLIC
&
Have a great semester

Veronica and Armando
CLIC Office Managers (OMs)

Your attendance at the Mass Intern Meeting and the acknowledgment of the documents discussed in the packet is acceptance of the policies and conditions of your internship with the Community Legal Information Center. This also means that you will be held accountable for all the information discussed at the training and contained in these materials as well as all materials distributed in your individual program. These materials are important to the continued successful operation of CLIC as an internship program of the Department of Political Science of California State University, Chico and as a program receiving additional funds from the Associated Students and the City of

Chico. If you have any questions please talk with your Program Director, an Administrative Director or your Supervising Attorney. All the Supervising Attorneys are here to support your work in CLIC and we all look forward to making sure that your experience results in the amazing rewards that others before you have taken away from CLIC.

Welcome to CLIC, a truly unique program, and have a great semester.

Teddy DeLorenzo
Dane Cameron
Sally Parker
Jim McKenna

CLIC IS A HYBRID: CLASS and CLINIC

- I. CLIC is a Clinical Experience
 - A. Being an intern at CLIC is similar to being an employee at a job
 1. Professionalism required
 2. Meaningful work: CLIC serves the community
 3. Policies, procedures and rules to learn and follow
 - a. Mass Intern Packet materials
 - b. Program materials
 - B. First-class internship opportunity
 1. Applying what you've learned about the law
 - a. Substantive law
 - b. Research, analysis and writing skills
 2. Providing quality service to clients
- II. CLIC is an Academic Experience
 - A. POLS upper-division class: rigor
 - B. Requirements:
 1. Grading: credit/no credit only
 2. Expectation is that credit = "A" quality work
 3. 120 total hours for 3 units; 90 for 2; 60 for 1
 4. 4 hours during finals
 5. 5 outreach hours: you are the face of CLIC to our community
 6. Fundraising participation
 7. Writing requirement
 - C. Curriculum
 1. Designed to meet each program's needs
 2. Program meetings: classroom hour
 - a. Training
 - b. Education
 - c. CLIC information

- d. Case-review
 - e. Guest speakers
- D. Faculty Advisors
1. Your supervising attorneys are members of the Department of Political Science
 2. Only faculty have the authority to assign a grade, with a recommendation from the program directors.
 3. Your faculty attorneys have the responsibility and authority to make decisions related to activities in CLIC.
 4. Consult primarily with your program director, then an administrative director, your supervising attorney, another supervising attorney.
 5. With one exception in PBAP, no other attorneys or faculty members have authority to make CLIC-related decisions.

CLIC ATTENDANCE POLICY

Attendance is an important factor in determining whether or not you will receive units for your internship. Attendance is kept for all CLIC staff, interns, Program Directors and Administrative Directors. Attendance is recorded by the Office Managers Monday through Friday from 9:00 am to 5:00 pm during regular school session and Monday through Thursday from 10:00 am to 3:00 during intersession, spring break and summer. Office hours can only accrue during CLIC business hours, except for advocates in preparation for a hearing. Attendance is reported to all directors and attorneys on a regular basis and is used as one factor in determining how to grade CLIC interns and directors.

CLIC is an academic internship. Attendance is required, so make sure that you understand CLIC's Attendance Policy. All attendance disputes are to be resolved with your Program Director(s), not the Office Managers. Office Managers do not have the authority to make attendance amendments.

SCHEDULING YOUR HOURS

You will find that your CLIC hours will often be between your class and work schedule. You should schedule your hours so that you have sufficient time to get to class or work. You may have to schedule yourself at 45 minutes after the hour rather than on the hour to give yourself enough time to take care of business, get coffee and use the restroom. Do not use CLIC as an excuse to be late to class. Remember the time clock program keeps time to the exact minute when you clock in or out. In the end every minute will add up. Your director will monitor and report on a weekly basis so that you are on track to accomplishing your required 130 in office hours and 5 outreach hours.

16 weeks	8 hours/ week
15 weeks	8.5 hours/ week
14 weeks	9 hours/ week
13 weeks	9.5 hours/ week

NO SHOW POLICY:

A "No Show" is defined as an intern not coming in for their scheduled office hours, outreach or fundraising event or other program-related event, not calling to inform the Office Manager that he or she will not be in for their office hours, missing a scheduled appointment, and/or if he or she is absent and missing from a mandatory CLIC event without prior approval from the Program Director.

First No Show: Intern will receive a written warning signed by his/her director the week following the No Show.

Second No Show: Intern will receive a second written warning signed by his/her director and that director will notify the program's Supervising Attorney regarding the individual.

Third No Show: The Supervising Attorney will be notified and measures will be taken to remove the intern from the CLIC program.

ABSENT/CALLED POLICY:

An Absent Called (AB/C) will be given when:

- an Intern/Director calls in absent for their hours, less than 30 minutes before their scheduled office hours.
- the Intern/Director leaves 10+ minutes early.
- the Intern/Director arrives 10 minutes late for their scheduled office hour.
- the Intern/Director leaves the office without signing out, leaves the office when they are not qualified to take a break, or takes a personal break that they are qualified to take but does not return by their 10 or 30 minute deadline.
- **Three absent called events will be counted as one "No Show"**

ABSENT/EXCUSED POLICY:

An Excused Absence (AB/EX) will be given when:

- the Intern/Director provides the Program Director with a **written note or e-mail**, verifying the absence due to work, illness, doctor's appointments, verifiable mandatory school activity, or religious holiday.
- special circumstances occur and have been approved by Program Director(s) and Supervising Attorneys, with written documentation. These Excused Absences will be evaluated and determined on an individual basis.
- you are able to provide written documentation

- An excused absence does not count toward a No Show; however, consistent absences may require the intern to adjust their schedule.
Any amendments must be made within one month of the absence.

AMENDING ABSENT CALLS

By doing outreach events you can erase an absent called off of your attendance record. You may do up to one hour of outreach per event to erase 1 absent called. You may use outreach events to make up a maximum of 3 absent calls, and each time they must be at different events. Please note, you cannot double count your required outreach hours with your absent amendment outreach hours. In other words, you must complete the 5 required outreach hours, on top of whatever outreach hours you used to make amendments to your attendance.

SCHEDULE CHANGES

All schedule changes must be submitted to an approved by Program Directors at least a week in advance so the program schedule can be adjusted appropriately. You are still responsible for all of your scheduled hours until the program's weekly schedule is updated. Absences of more than two consecutive days must have notice of at least one week prior written notice, and must contain the written approval of the Program Director.

CLOCKING IN AND OUT

When you come in for your office hours the first thing you will do is clock in on the laptop at the OM desk. Clocking in and out of the time clock ensures an official record of your internship hours, which will be used for grading purposes. Every two weeks your director should give you a printout notifying you of your hours.

If you fail to clock in or out for any reason you will need to complete a Time Clock Amendment Form obtained from the OMs and submitted to your director. Once your amendment sheet has received all of the necessary signatures that time will be added or subtracted to your overall time.

TIME CLOCK VIOLATIONS (TCV)

A TCV is an event such as failing to log in and log out for your shift. A TCV can result in a penalty such as an Absent/Called, an additional outreach requirement or loss of hours for that day.

BREAKS AND PERSONAL TIME

- Interns/Directors may leave for personal reasons only if they are scheduled to work four or more consecutive hours. Interns/Directors working over four hours may leave for no longer than 10 minutes (Industrial Welfare Commission Order, Sec. 12).
- Interns/Directors working five consecutive hours may take a 30 minute break (Industrial Welfare Commission Order, Sec. 11) for which you must clock out and then back in.
- Interns and Directors scheduled to work less than a four hour block in the office should not be signing out for personal breaks. They are expected to remain in the office for the duration of their scheduled shift. 7-11 runs are considered personal breaks.
- Personal Breaks include: smoking breaks, meter runs, an excess of 5 minutes bathroom break, 7-11 runs

- Please notify the OM before leaving the office for your personal/lunch break
- An Absent Called will be issued if the break is longer than 5 minutes and the Administrative Director and/or Supervising Attorney will be notified.

Changes to the attendance record must be recorded using the following form:

ATTENDANCE AMENDMENT FORM

Date: _____ Date of Attendance Issue: _____
 Name: _____
 Program: _____

Original

Attendance Event:
 Absent Called
 Absent Excused
 No Show

Amended

Attendance Event:
 Absent Called
 Absent Excused
 No Show
 No Change, Original Event Confirmed

Explanation for Change: _____

Signature: _____

**ADs sign for Program Directors
 Program Directors sign for interns**

Immediate Supervisor Name and Signature: _____

OM Making the Change: _____

TIME CLOCK AMMENDMENT FORM

Name: _____ Department: _____

Did you fail to clock in or out? In _____ Out _____ Date _____

Reason (REQUIRED):

Corrected Time IN: _____ Corrected Time OUT: _____

Total Number of Hours Worked _____

Director Signature _____ Date: _____

Intern Signature _____ Date _____

OM Signature _____ Date _____

CLIC Services at a Glance

Administrative Appeals Hearing	CLIC-Disabled and the Law-SSDI hearings
Alcohol Related Offenses	CLIC-Misdemeanors, Tickets and Traffic MTT
Animal Problems	CLIC-Environmental Advocates
Bad Checks	CLIC-Chico Consumer Protection Agency
Bankruptcy	CLIC-Chico Consumer Protection Agency
Car Insurance	CLIC- Chico Consumer Protection Agency
Child Custody	CLIC-Family Law
Collection After Judgment-Civil	CLIC-Chico Consumer Protection Agency
Construction Site Problems	CLIC-Environmental Advocates
Consumer Complaints	CLIC-Chico Consumer Protection Agency
Contracts	CLIC-Chico Consumer Protection Agency
Credit Problems	CLIC-Chico Consumer Protection Agency
Criminal Law	CLIC-County Jail Law Project
Debt Collection <ul style="list-style-type: none"> • Mediated Agreements • Stipulated Judgments 	CLIC-Chico Consumer Protection Agency
Deposits	CLIC-Housing Law
Disciplinary Proceedings	CLIC-Student Law Services/ Juvenile Rights -Civil Rights Violations, Expulsion, Suspension
Discrimination in the Workplace	CLIC-Worker's Rights
Discrimination in Hiring	CLIC-Worker's Rights
Dissolution/ Divorce	CLIC-Family Law
Dissolution w/ Protective Order	CLIC-Women's Law
Dog Laws	CLIC-Housing Law
Domestic Violence Restraining Orders	CLIC-Women's Law
Drug Related Offenses	CLIC-MTT/County Jail Law Project
Easements	CLIC-Housing Law CLIC-Environmental Advocates
Emancipation	CLIC-Student Law Services/ Juvenile Rights
Environmental Issues	CLIC-Environmental Advocates
Eviction	CLIC- Housing Law
Expungement of Criminal Records	CLIC-Penal Law Program
Failure to Appear	CLIC-Misdemeanors, Tickets and Traffic MTT
Fair Debt Collection	CLIC-Chico Consumer Protection Agency
Fake ID	CLIC-Misdemeanors, Tickets and Traffic MTT
Food Stamps	CLIC-Public Benefits Advocacy Program PBAP
"Fugitive Dust"	CLIC-Environmental Advocates
General Assistance	CLIC-Public Benefits Advocacy Program PBAP

Grandparent Rights	CLIC-Family Law
Guardianship <ul style="list-style-type: none"> • Appointments • Termination 	CLIC-Student Law Services
Harassment Restraining Orders	CLIC-Women's Law
Insurance (car)	CLIC-Misdemeanors, Tickets and Traffic MTT
Inmate Rights	CLIC-County Jail Law Project
Juvenile Law	CLIC-Juvenile Rights/County Jail Law Project
Landlord Problems	CLIC-Housing Law
Layaway	CLIC-Chico Consumer Protection Agency
Lemon Law	CLIC-Chico Consumer Protection Agency
Living Conditions	CLIC-Housing Law
Mail Order	CLIC-Chico Consumer Protection Agency
Mechanic's Liens	CLIC-Chico Consumer Protection Agency
Medicare	Legal Services of Northern California
Minority Rights on Campus	CLIC-Student Law Services/ Juvenile Rights
Modification of Court Orders	CLIC-Family Law
Name Change <ul style="list-style-type: none"> • Minor • Adult 	CLIC-Student Law Services/ Juvenile Rights
Neighbor Law	CLIC-Housing Law CLIC-Environmental Advocates
Noise Violations	CLIC-Misdemeanors, Tickets and Traffic-MTT CLIC-Environmental Advocates
Order to Show Cause <ul style="list-style-type: none"> • Child Custody and Visitation • Modification to Existing Orders 	CLIC- Family Law
Parentage for Unmarried Persons (Paternity)	CLIC- Family Law
Pollution	CLIC-Environmental Advocates
Poor Living Conditions	CLIC- Housing Law
Property Boundaries	CLIC-Environmental Advocates
Public Benefits	CLIC-Public Benefits Advocacy Program
Recycling	CLIC-Environmental Advocates
Refunds	CLIC-Chico Consumer Protection Agency
Rental Agreements	CLIC-Housing Law
Representing Yourself in Court	CLIC-Program by subject
Repossessions	CLIC-Chico Consumer Protection Agency
Restraining Orders <ul style="list-style-type: none"> • Domestic Violence • Civil Harassment • Elder Abuse • Workplace Violence 	CLIC-Women's Law

Security Deposits	CLIC-Housing Law
Separation (Legal)	CLIC-Family Law
Sexual Harassment (General)	CLIC-Women's Law
Sexual Harassment in the University	CLIC-Student Law Services/ Juvenile Rights
Sexual Harassment in the workplace	CLIC-Worker's Rights
Small Claims <ul style="list-style-type: none"> • Plaintiff • Defendant 	CLIC-Chico Consumer Protection Agency
Smog Check	CLIC-Chico Consumer Protection Agency
Social Security Information	CLIC-Disabled and the Law
SSI and SSDI	CLIC-Disabled and the Law
Students Rights	CLIC-Student Law Services/Juvenile Rights
Teacher Complaints	CLIC-Student Law Services/ Juvenile Rights
Temporary Assistance to Needy Family (TANF)	CLIC-Public Benefits Advocacy Program PBAP
Tenant Problems	CLIC-Housing Law
Termination	CLIC-Worker's Rights
Thirty Day Notice <ul style="list-style-type: none"> • Three-Day Notice • Sixty-Day Notice • Ninety-Day Notice 	CLIC-Housing Law
Traffic Violations	CLIC-Misdemeanors, Tickets and Traffic-MTT
Trespass	CLIC-Environmental Advocates
Unemployment	CLIC-Worker's Rights
Uninsured Drivers	CLIC-Misdemeanors, Tickets and Traffic-MTT
Unlawful Detainers	CLIC-Housing Law
Visitation	CLIC-Family Law
Wage Disputes	CLIC-Worker's Rights
Wage Garnishments	CLIC-Worker's Rights
Warranties	CLIC-Chico Consumer Protection Agency
Water Usage and Waste	CLIC-Environmental Advocates
Welfare	CLIC-Public Benefits Advocacy Program PBAP
Wrongful Discharge	CLIC-Worker's Rights
Wrongful Termination	CLIC-Worker's Rights

EXTENTIONS

4354 Office Manager
 3495 Study Desk / COD
 3867 Chico Consumer Protection Agency
 3869 Women's Law
 3871 Penal Law

3475/4334 Administrative Director
 3866 Student Law Services
 3868 Family Law
 3870 Workers' Rights
 3873 Misdemeanors, Tickets & Traffic

3873 County Jail Law Project
3498 Environmental Advocates
345-1692 x 116 P.B.A.P.

3497 Disabled and the Law
3499 Housing Law

ADVICE V. INFORMATION

WE CANNOT AT ANY TIME OFFER LEGAL ADVICE. We are not attorneys, and therefore can offer legal information only. See Business and Professions Code § 6450 subdivision (b)(1).

The **exception** to this is in programs where we actually represent the client in administrative hearings. In the advocacy programs, an intern often does provide advice. Please consult with your program directors and supervising attorney to understand what is permissible in such a program.

Information is providing options to a client and supplying them with enough information about those options so that they can make an educated decision on their own. Remember that giving information means you tell a client what a law explicitly states.

Advice can be defined as advising or telling a client what to do. The interpretation of the law can also constitute advice. This can occur when you explain what a law MEANS as it applies to a specific set of facts.

There are a few things that you can do to protect yourself from giving advice. First, make sure the client understands that you are not a lawyer, but rather a paralegal intern. Also, explain that you cannot advise them on what to do, but only give them their options.

DO SAY...

“You have a number of options ...”

“The possibilities are ...”

“You have a choice of ...”

“Let me read you one of the codes that may apply...”

“The law provides a number of options...”

“This situation could be handled by several options...”

DO NOT SAY...

“This is what you should do”

“It seems to me your only option is ...”

“If I were you, I would ...”

“I think you should...”

“The best option is...”

“My supervising attorney/director said...”

Often the best information that you can give a client is to give them a copy of the relevant code sections that apply to their situation. Giving them the code sections prevents you from giving your interpretation of the statute and gives the client the final decision as to how to proceed with their case.

All written communication must include a disclaimer which states you are not an attorney and cannot provide legal advice; you are a paralegal intern and will provide legal information only. Include email disclaimer as it pertains to written mail.

When an intern answers the telephone or begins a conversation with a walk-in client the conversation must begin as follows:

“Hello, I am _____ (intern’s name), I am not an attorney and therefore I cannot provide you with legal advice, I am a paralegal intern and can provide legal information only; how can I help you.”

STATISTICS

On the log sheet, record the following information of EVERY client you help:

1. Client Name
2. Whether or not the client is a student.
3. The client’s address. Make sure to find out which city they are from. If they are from a city that is “other” on the intake form, please note where that is.
4. The phone number of the client.
5. Whether the client was a walk-in or phone in.
6. If you referred the client to an outside agency, record which agency this was.
7. Use the Time Measurement Table to keep track of the *total time* while working on the intake.

**** Make sure to get this information EVERY time you speak with a client. Try to get the information before answering their question.**

General Intake

Date Opened: _____ Date Closed: _____ Phone-in Walk-in

Name: _____ Phone #: _____

Address: _____

Chico Oroville Paradise Other: _____

Referred by: TV /Radio /Court /Word of Mouth /Flyer /Table /CLIC Staff /Used Service Before

UnknownOther: _____

Referred to: LSNC/ SHARP/ Other: _____

CSUC Student: Yes /No /Unknown

Notes:

CHRON SHEET					
Date	Action Completed	Time In	Time Out	Total Time	Initial
11/7	Met with client or (MC)	3:10	4:00	.9	JS

AH	Attend Hearing	CA	Case Analysis	CF	Close File
CLD	Calendar Case for Future Action	CR	Case Review	CSA	Conference with Supervising Attorney
DHB	Draft Hearing Brief	DL	Draft letter	FX	Fax Documents
LR	Legal Research	LT	Letter to _____	M/	Meeting with _____
MC	Meeting with Client	PF	Prepare File -Photocopying documents-	Organize documents -Organize exhibits	
PT	Photocopy Documents	RC	Review Correspondence	RCO	Refer Case Out of CLIC
RD	Review Documents	RF	Review File	RFS	Review File Status
TC/	Telephone Call with _____	TCL	Telephone Call with Client		

Time Measurements: .1 = 1-6 minutes	.4 = 19-24 minutes	.7 = 37-42 minutes
.2 = 7-12 minutes	.5 = 25-30 minutes	.8 = 43-48 minutes
.3 = 13-18 minutes	.6 = 31-36 minutes	.9 = 49-54 minutes

CLIC CLIENT SURVEY

CLIC is partially funded by the City of Chico, and is required to assess our services to the community. The CLIC Client Survey is the tool we use to evaluate our quality of service and client demographics. **IT IS CRUCIAL EVERY WALK-IN CLIENT BE GIVEN THIS SURVEY.** The survey will be stapled to the walk-in intakes, and should be treated as just another part of the walk-in process. Do not forget to log the required time on the chron sheet like any other activity.

Every client you contact should be asked to complete the CLIC Client Survey. It is important to remind clients that the survey is anonymous, used solely for statistics and for improvement of our services. The CLIC Client Survey is available at the OMs desk for our walk-in clients and online at www.aschico.com/clic.

CLIC PROFESSIONAL RESPONSIBILITY

These "Rules" are based on, *Paralegal Ethics and Regulation*, by William Statsky.

1. Competence
 - * Provide information only in those areas, which through education, training and experience the intern is competent to provide based on the training provided through CLIC only.
 - * Let your director or supervising attorney know if you are given a task beyond your area of competence.
2. Diligence/ Unwarranted Delay
 - * Use reasonable diligence and promptness.
 - * Make reasonable efforts to expedite providing information to the client.
 - * Willful failure to use diligence or promptness result in harm. e.g. statute of limitations.
3. Fees

CLIC INTERNS AND DIRECTORS DO NOT TAKE FEES FOR ANY SERVICE
4. Frivolous Legal Positions-in advocacy programs with the approval of the supervising attorneys
 - * Is it frivolous because a good-faith argument cannot be made that existing law supports a position?
 - * Is it frivolous because a good-faith argument cannot be made that existing law should be changed or reversed to support a position?
5. Safekeeping of Clients' Property
 - * DON'T unless you obtain prior approval from your supervising attorney and it is a document relevant to the case, or you have approval of your attorney to accept the property
 - * Give your client a receipt for anything they leave with you and make sure they return a receipt accepting return of their property
6. False Statements and Failure to Disclose
 - * Don't knowingly make a false statement of material fact to a court or tribunal.
 - * Don't knowingly fail to disclose a material fact unless a legal privilege exists.
 - * Don't knowingly offer evidence that is known to be false.
7. Withdrawal

- * Withdrawal from a case may be required if continuing would result in a violation of ethical rules, if the client discharges you or if your physician or mental condition materially impairs your ability to represent the client.
 - * Alcohol, drug or related problems.
8. Confidentiality of Information (see additional information below)
- * Ethical obligation to maintain confidentiality relates to all information that relates to the representation of a client whatever its source. (Bus & Prof. Code section 6453)
 - * Watch for inadvertent disclosure, while talking to other interns at a restaurant, the elevator or in a class, in casual conversation with a relative, spouse, or roommate about interesting cases at CLIC.
9. Conflict of Interest (see additional information below)
- * "Divided loyalty that actually or potentially place one of the participants to whom the divided loyalty is owed at a disadvantage."
 - * Chico, Butte County, CSU, Chico are small communities, recognize that you may see people who come into CLIC that you know, you may need to disclose that you know them just to prevent the appearance of a conflict. Allow that person to decide whether you can assist them, whether CLIC can assist them, or whether we need to tell them we cannot assist them because of the conflict.
10. Communication with the Other Side
- * Do not communicate directly with the other side if an attorney represents them.
 - * Do not offer information or advise them to seek representation.
11. Solicitation
- * Do not solicit employment from a prospective client with whom you have no family or prior professional association when a significant motive for doing so is for monetary gains.
12. Unauthorized Practice of Law (see additional information below)
- * Practice of law involves three main activities:
 - Representing someone in court or agency proceeding.
 - Preparing and drafting legal documents for someone.
 - Providing legal advice or suggesting a specific course of action on someone's rights and obligation.
13. Paralegals
- * Misrepresentation of paralegal identity of status.
 - * Doing what only attorneys can do.
14. Use of CLIC Property
- * Make sure that all books and other research materials stay in the office unless you have gotten approval to take them out.
 - * CLIC letterhead may be used only for official CLIC business; all letters must be approved by a director.
 - * CLIC computers are for CLIC official business ONLY. Use of CLIC computers for personal use is misuse of CLIC property. So please do not use them for writing class papers,

working on your personal statements, surfing the internet, filling our law school applications, writing your resumes, etc. Using CLIC computers for personal use also means that you are not working on a CLIC-related activity which means that you should not be counting that time toward your total number of hours worked toward completion on your internship. There are many interns and directors working on CLIC-related matters causing stress on our computers, don't overstress them with your personal use. *Please refer to the CLIC Computer Use Policy below.*

15. Donations

*Donations are welcome at CLIC, but all money that comes into the office must be handled through an Office Manager or an Administrative Director

*Interns and directors cannot accept any personal donations from clients or any other person, group or organization wishing to donate to an intern or director because of the assistance they have received as a result of the CLIC contact.

*Programs maintain all their assets through properly recorded channels through the ADs.

ETHICS AND PROFESSIONAL CONDUCT OF CLIC INTERNS

The intern working and studying under the Legal Studies internships has duties and obligations to those he/she serves similar to that of an attorney. Generally, those duties can be summed up in words such as confidentiality, duty of care, and responsibility. Contained in this packet are examples of canons of ethics that California attorneys are required to abide by. These canons apply to the para-professional in similar ways. Please review these Canons and Ethics provisions.

As a CLIC intern, remember that you are NOT AN ATTORNEY and not yet an expert in the particular field you are studying and working. Rather, the internships exist to provide knowledge in a certain area of the law that will give you the tools necessary to help our clients, as well as the community.

If the intern remembers two things there should never be a problem with their professional conduct. *First*, the student is enrolled in an educational class. The student is here to learn information about an area in which he will be working, how to interview people, how to do proper research, and how to best serve and assist people in that limited field. *Second*, each person who comes to our office has problems and needs that the intern is there to attempt to aid in solving, you must have patience and respect for that person and their problems.

Intern should not assist a person on a subject or matter that is unfamiliar to them or upon a subject which the student has doubt as to the validity of his/her knowledge. Interns should only offer information related to the specific subject matter involved in their program, regardless of their prior experience or knowledge. Interns should not feel pressured by the person into giving an immediate answer if he or she wishes to do research in that area.

Confidentiality is one of the most important concepts for the lawyer and para-professional. A person should feel free to discuss and explain his/her problem to you with complete candor. Do not discuss CLIC cases outside of the CLIC office, unless it is with another CLIC staff member, for the purpose of discussing possible resolutions to that client's problem. If the person being interviewed feels that his/her confidence will be betrayed, the possibilities of that person lying to you are increased. In addition, lack of confidentiality lends itself to criticism of the intern program.

While the intern should always promote the interests of the person seeking assistance, the intern should be aware of the possibility that the person may have confused the facts, dates, times, and that on occasion is

“coloring” the facts to make them appear better to the intern. Playing the devil’s advocate is also helpful in discerning from the client additional information that the client may fail to disclose and that a less trained interviewer may fail to discover.

Academic Integrity is also an important part of the CLIC internship. As in other courses, CLIC faculty expects students to maintain a high standard of academic integrity. If you are unclear about a specific situation, ask your attorney, they will explain what is and is not acceptable in their classes.

If a student is thought to be cheating and charges are brought, the process can result in severe consequences, ranging from failure in an individual course to long-term suspension from the university and denial of a degree.

Academic dishonesty, generally, is taking credit for work which is not your own or attempting to receive credit or improve a grade through fraudulent or deceptive means. Examples include taking information from or providing information to another student, plagiarism, or altering a grade or record. Consult the guide on *Ethical Standards and Disciplinary Procedures* for complete definitions. Copies of the *Code of Student Rights and Responsibilities* and answers to questions about academic honesty may be obtained in the Office of the Coordinator of Student Judicial Affairs (KNDL 118, x6897).

UNAUTHORIZED PRACTICE OF LAW

From: Paul T. Persons, Professor/Attorney Supervisor

To: Legal Studies Interns

Date: Updated on February, 2011

Summary

California Business and Professions Code § 6125 et. seq., defines a “Paralegal” as a person who works under the direct supervision of an attorney and outlines the education, training or experience that a Paralegal must have to practice. The law requires four hours of legal ethics education every three years and four hours of continuing education in general law/specialized law every two years, Section 6450 subdivision (d). Persons who assist others with the filing of documents are “Legal Document Assistants” or “Unlawful Detainer Assistants” who must registered in the County where they work and be bonded, as statutorily mandated. Paralegals are subject to stringent ethical standards, essentially the same as those required of an attorney.

Discussion

“No person shall practice law in California unless the person is an active member of the State Bar” (Cal Bus & Prof Code § 6125).

California has defined a “Paralegal” in Business and Professions Code § 6450 as follows:

(a) "Paralegal" means a person who holds himself or herself out to be a paralegal, who is qualified by education, training, or work experience, who either contracts with or is employed by an attorney, law firm, corporation, governmental agency, or other entity, and who performs substantial legal work under the direction and supervision of an active member of the State Bar of California, as defined in Section 6060, or an attorney practicing law in the federal courts of this state, that has been specifically delegated by the attorney to him or her. Tasks performed by a paralegal may include, but are not limited to, case planning, development, and management; legal research; interviewing clients; fact gathering and retrieving information; drafting and analyzing legal documents; collecting, compiling, and utilizing technical information to make an independent decision and recommendation to the supervising attorney; and representing clients

before a state or federal administrative agency if that representation is permitted by statute, court rule, or administrative rule or regulation.

(b) Notwithstanding subdivision (a), a paralegal shall not do any of the following:

- (1) Provide legal advice.
- (2) Represent a client in court.
- (3) Select, explain, draft, or recommend the use of any legal document to or for any person other than the attorney who directs and supervises the paralegal.
- (4) Act as a runner or capper, as defined in Sections 6151 and 6152.
- (5) Engage in conduct that constitutes the unlawful practice of law.
- (6) Contract with, or be employed by, a natural person other than an attorney to perform paralegal services.

(7) In connection with providing paralegal services, induce a person to make an investment, purchase a financial product or service, or enter a transaction from which income or profit, or both, purportedly may be derived.

(8) Establish the fees to charge a client for the services the paralegal performs, which shall be established by the attorney who supervises the paralegal's work. This paragraph does not apply to fees charged by a paralegal in a contract to provide paralegal services to an attorney, law firm, corporation, governmental agency, or other entity as provided in subd (a).

(c) A paralegal shall possess at least one of the following:

- (1) A certificate of completion of a paralegal program approved by the American Bar Association.
- (2) A certificate of completion of a paralegal program at, or a degree from, a postsecondary institution that requires the successful completion of a minimum of 24 semester, or equivalent, units in law related courses and that has been accredited by a national or regional accrediting organization or approved by the Bureau for Private Postsecondary and Vocational Education.
- (3) A baccalaureate degree or an advanced degree in any subject, a minimum of one year of law related experience under the supervision of an attorney who has been an active member of the State Bar of California for at least the preceding three years or who has practiced in the federal courts of this state for at least the preceding three years, and a written declaration from this attorney stating that the person is qualified to perform paralegal tasks.
- (4) A high school diploma or general equivalency diploma, a minimum of three years of law related experience under the supervision of an attorney who has been an active member of the State Bar of California for at least the preceding three years or who has practiced in the federal courts of this state for at least the preceding three years, and a written declaration from this attorney stating that the person is qualified to perform paralegal tasks. This experience and training shall be completed no later than December 31, 2003.

(d) All paralegals shall be required to certify completion every three years of four hours of mandatory continuing legal education in legal ethics. All continuing legal education courses shall meet the requirements of Section 6070. Every two years, all paralegals shall be required to certify completion of four hours of mandatory continuing education in either general law or in a specialized area of law. Certification of these continuing education requirements shall be made with the paralegal's supervising attorney. The paralegal shall be responsible for keeping a record of the paralegal's certifications.

(e) A paralegal does not include a non-lawyer who provides legal services directly to members of the public or a legal document assistant or unlawful detainer assistant as defined in Section 6400. (f) If a legal document assistant, as defined in subdivision (c) of Section 6400, has registered, on or before January 1, 2001, as required by law, a business name that includes the word "paralegal," that person may continue to use that business name until he or she is required to renew registration.

If section 6450 does not make clear what a Paralegal can and cannot do, Business & Professions Code, § 6451 clears up any doubt as follows:

"It is unlawful for a paralegal to perform any services for a consumer except as performed under the direction and supervision of the attorney, law firm, corporation, government agency, or other entity that employs or contracts with the paralegal. Nothing in this chapter shall prohibit a paralegal who is

employed by an attorney, law firm, governmental agency, or other entity from providing services to a consumer served by one of these entities if those services are specifically allowed by statute, case law, court rule, or federal or state administrative rule or regulation. "Consumer" means a natural person, firm, association, organization, partnership, business trust, corporation, or public entity. (Bus & Prof Code § 6451)"

The practice of a Paralegal that is outside the scope of that allowed is punishable by a fine of not less than one thousand dollars (\$1,000) or more than two thousand dollars (\$2,000) and/or imprisonment for not more than one year for violations of LDA laws(Bus & Prof Code 6415). Section 6455 provides for a fine of up to \$2,500 and one year in county jail for violations of sections 6251 or 6452.

Paralegals will be held to the same legal standard as attorneys to maintain confidentiality and "at every peril to himself or herself" to preserve the attorney-client privilege of a consumer for who the paralegal has provided a service (Bus & Prof, section 6453).

CONFLICTS OF INTEREST

The Rules of Professional Responsibility require us to maintain a "duty of undivided loyalty to our clients." What this means is that we cannot serve two masters at the same time. Sometimes, however, a situation may arise in CLIC where disputing parties both contact CLIC for information; how do we serve these two masters? First, neither client can know about the other one. This is where the issue of confidentiality comes up. The advocate cannot tell the one client "sorry, I can't help you, but your landlord was in here earlier today and so, there's a conflict of interest." What we have disclosed to the tenant is that the property owner is in fact a client. We may have also disclosed that they are seeking out information and that they must have been talking about this particular tenant, because the tenant's story is one that we recognize. These disclosures would violate the rules of confidentiality.

Each program has a means for dealing with avoiding conflict circumstances. For example: Some programs like Family Law may provide information to petitioners, but not to respondents. The Worker's Rights Program may only serve workers and not provide information to the employer. Other programs provide information to both sides while maintaining confidentiality and avoiding the conflict of interest. Make sure you know how your specific program handles conflicts of interest before you start working with clients.

The ethical rules relating to conflict of interest fall into three main categories.

1. The duty not to represent (or provide information to) a client if that representation would be directly adverse to another client,
2. The duty to avoid conflict with the interests of former clients, and
3. The duty not to represent a person when the lawyer's (or paralegal's) own financial, business, property, or personal interests can interfere with professional judgment.

This duty also includes the duty to avoid the appearance of a conflict even though an actual conflict does not exist.

The following is a representative, although not exhaustive, list of relationships causing potential conflicts:

- A. Clients with interests potentially adverse to one another when a dispute exists between them may include, for example:
 - 1. Husband and wife, domestic partners, significant others
 - 2. Landlord/ Tenant
 - 3. Employer/ Employee
 - 4. Faculty Member/Student
- B. Professional Organizations
- C. Social Organizations
- D. Spouses
- E. Siblings
- F. Friends
- G. Roommates
- H. Family
- I. Supervising Attorneys, Directors, Interns, Office Managers

The following sections from the California Rules of Professional Conduct illustrate the restrictions against having a conflict of interest with clients and their interests:

Rule 3-300. Avoiding Interests Adverse to a Client

Rule 3-310. Avoiding the Representation of Adverse Interests

Rule 3-320. Relationship with Other Party's Lawyer

CLIC INTERNAL CONFLICT RESOLUTION POLICY CLIC COUNSELING NOTICE

In order to provide students with an optimum learning environment it is important for all students and faculty to conduct themselves in a professional manner. To do this we must keep the office free from harassment, discrimination and hostility. If an issue arises, it is our goal to resolve the issue as fairly, efficiently and timely as possible, therefore, we have developed an internal conflict resolution procedure. If you feel you have been harassed please tell your director, administrative director or supervising attorney as soon as possible.

Upon report of an alleged violation of CLIC, Associated Students or University policies the program directors, of the students involved in the incident, will meet with the administrative directors and supervising attorneys to develop a proposed resolution. The resolution will be presented to the alleged wrongdoer through a **CLIC Counseling Notice** by their program director. The student's response will be documented on the CLIC Counseling Notice and placed in the student's confidential file. If the student is required to complete some action as a part of the resolution the administrative directors will be responsible for verifying and documenting the completed act in the file. All proceedings and CLIC Counseling Notices will be kept confidential on a need to know basis and the CLIC Counseling Notices will be kept secure in the administrative directors' office. Even though it is the goal of CLIC to provide a timely and fair resolution, a student has the option of reporting any allegation of discrimination, harassment or violation of University

policy to Student Judicial Affairs. Please be aware, however, that there may be some incidents that are so disruptive to CLIC or such significant violations of law or policy that dismissal may be immediate.

CLIC Counseling Notice

Name: _____ Date: _____

Program: _____ Director/Attorney: _____

Reason for Counsel:

<input type="checkbox"/> Attendance	<input type="checkbox"/> No Show(s) Dates: _____ _____
<input type="checkbox"/> Tardiness	<input type="checkbox"/> Absent Called Dates: _____ _____
<input type="checkbox"/> Work Performance	<input type="checkbox"/> 1 st Counsel
<input type="checkbox"/> Conduct	<input type="checkbox"/> 2 nd Counsel
<input type="checkbox"/> Violation of CLIC Procedures	<input type="checkbox"/> 3 rd Counsel
<input type="checkbox"/> Other:	<input type="checkbox"/> Other:

(Attach additional sheet(s) if necessary)

Specify details of incident(s): _____

Cite the violation per the MIP/Other: _____

Intern's response: _____

AD's comments: _____

Supervising Attorney recommendation (Optional): _____

Intern Signature: _____ Date: _____

Director Signature: _____ Date: _____

Supervising Attorney Approval: _____

POLICIES AGAINST HARASSMENT, DISCRIMINATION AND HOSTILITY

**SEXUAL HARASSMENT AND DISCRIMINATION IS PROHIBITED
BY LAW AND BY THE COMMUNITY LEGAL INFORMATION CENTER**

The Community Legal Information Center is committed to providing a work and academic environment that is free of harassment, discrimination and hostility. In keeping with this commitment, CLIC will not tolerate any form of sexual harassment or unlawful discrimination. Harassment based on race, sex, national origin, disability, sexual orientation, religion, or any other protected characteristics is a violation of state and federal law. Any person who commits such a violation may be subject to personal liability as well as discipline by CLIC.

Sexual harassment of CLIC students and personnel by other interns, directors, or attorneys is strictly prohibited in and out of the office. Sexual harassment is defined as including, but not limited to, unwelcome sexual advances, requests for sexual favors, repeated derogatory sexist remarks, and other verbal, visual, or physical conduct of a sexual nature directed toward a student or employee. According to guidelines issued by the U.S. Department of Education Office of Civil Rights and the Equal Employment Opportunity Commission, behavior constitutes sexual harassment in an academic setting when:

- Submission to such conduct is explicitly or implicitly a term of condition of employment, academic grade, or enrollment;
- Submission to such conduct is used as the basis for employment or education decisions;
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work/academic performance or creates an intimidating, hostile, or offensive working or educational environment.

If you believe that you are or have been a victim of sexual harassment report the incident to your program director, administrative director or supervising attorney immediately. Pursuant to the CLIC Internal Conflict Resolution Policy the incident will be investigated and resolved in a fair and timely manner. Interns and directors who become aware of any violation of this policy must immediately advise the administrative directors. The goal in CLIC is to prevent such unlawful conduct. If you believe that you are being or have been retaliated against for reporting a violation, please contact the supervising attorneys so that immediate investigation can be conducted.

Students who believe they have been harassed have the right to seek information and/or assistance through the Director of Student Judicial Affairs in Kendall Hall 112, 898-6897. The Director for Student Judicial Affairs will report cases of alleged sexual harassment by University employees to the Director of Employment Practices.

What is Sexual Harassment

VERBAL

- Referring to an adult as a "girl", "hunk", "doll", "babe", or "honey"
- Making sexual innuendos, remarks or commenting about a person's body, clothing, anatomy or looks
- Humor or jokes about sex or gender
- Stories, cartoons, nicknames, and comments of a sexual nature may be offensive to others
- Asking personal questions about social or sexual life, asking about sexual fantasies, preferences, or history
- Repeatedly asking out a person who is not interested,
- Telling lies or spreading rumors about a person's personal sex life
- Sexual Orientation, sex-stereotyping, gender and peer harassment are common forms of sexual harassment

NON-VERBAL

- Looking a person up and down (Elevator eyes)
- Blocking a person's path or following the person
- Giving personal gifts
- Displaying sexually suggestive visuals
- Publishing sexual stories, information or comments on the internet (social networks)
- Making facial expressions such as winking, throwing kisses, or licking lips, or sexual gestures with body

PHYSICAL

- Giving a massage around the neck or shoulders
- Touching the person's clothing, hair, or body, or touching oneself in an inappropriate manner
- Hugging, kissing, patting, or stroking or standing close or brushing up against another person

This is only a partial listing of many forms of sexual harassment. CSU, Chico's sexual harassment policy is available at <http://www.csuchico.edu/sjd/harassment/index.shtml>; See also, EM 99-20 & Associated Students Policy #850.

What can you do?

CLIC's Internal Conflict Resolution Policy will provide you with an immediate informal avenue of redress for sexual harassment, discrimination or hostility complaints. The following approach is useful for resolving the situation and providing you with an academic setting free from harassment.

- **Say No** – If you feel safe make it absolutely clear to the harasser that his or her behavior is unwelcome and you want it stopped.
- **Don't Delay** - Pay attention to cues or comments indicating harassment. If a person's behavior makes you feel uncomfortable, say so.
- **Keep a Record** – Keep track of the dates, times, witnesses, statements and actions of the harassment. This information should be provided to support your memory and your complaint.
- **Get Help-**
 - Follow the CLIC Internal Conflict Resolution Policy on page 18.
 - Immediately inform your director, AD or supervising attorney of the conduct so the appropriate action can take place.
 - Students who want to file a formal complaint can contact the Director of Student Judicial Affairs in Kendall Hall 110, 898-6897.
 - CLIC employees of Associated Students can also contact the AS Human Resources office at 898-6411 & Equal Employment Opportunity Commission at <http://www.eeoc.gov>.

What will happen if you report it?

Some reports will be resolved informally through the CLIC Internal Conflict Resolution Policy. However, in some situations it may be necessary for faculty to contact the campus administration or University Police to provide for student safety and prevention of further harassment. Violations of University policy may be subject to appropriate disciplinary action pursuant to EM 99-20 and reporting requirements of Title IX of the Education Amendments of 1972, 20 U.S.C. §§ 1681 et seq.

Policy on Nondiscrimination and Affirmative Action in Employment and Education

CSUC Executive Memorandum 99-024, Revised June 5, 2008

California State University, Chico establishes this policy in recognition of its educational mission, its social concerns, its responsibility for the personal development of individuals, and its concern for the rights of individuals.

CSU, Chico will comply with federal and state regulations relating to affirmative action and nondiscrimination obligations. The University will provide equal opportunity in education and employment for all qualified persons; prohibit illegal discrimination based on age, race, religion, color, national origin, gender, sexual orientation, gender identity and/or gender expression, marital or veteran status, and physical or mental impairment; and promote the full realization of equal education and employment opportunities through a positive and continuing program of affirmative action for the University as a whole and for each constituent unit.

This policy governs all university educational and employment practices and procedures including, but not limited to, recruitment, employment, enrollment, rate of pay or other compensation, advancement, reclassification, promotion, financial aid, demotion, renewal, non-renewal, termination, dismissal, transfer, layoff, leave, training, employee benefits, grading and program access.

It will be a violation of this policy to dismiss, discharge, expel, penalize, discipline, harass, adversely alter academic grades or otherwise discriminate against any student, faculty, or staff member because he/she has opposed any discriminatory practice, filed an internal or external complaint of discrimination, or testified or assisted in any proceeding in accordance with this policy.

Responsibility and authority for the dissemination and implementation of this policy lies ultimately with the President of the University with the support of university administrators, faculty, and staff and with assistance from the Director of Employment Practices (or designee). Practically, the responsibility and authority to act affirmatively to provide equality of opportunity in education and employment lies with all who are in decision-making positions within the University. Support for the University's affirmative action policy will be considered in the annual evaluation of administrators and supervisors. The University will commit appropriate resources and create a supportive atmosphere for the implementation of this policy.

Nondiscrimination Policy Regarding Individuals with Disabilities

CSUC Executive Memorandum 99-021

California State University, Chico is committed to the full inclusion of individuals with disabilities in all educational and operational aspects of campus life. In accordance with Sections 503 and 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, CSU, Chico adopts this policy of nondiscrimination to ensure that any person with a disability will not, on the basis of that disability, be denied access to or enjoyment of any program, service, or opportunity provided by the campus.

Academic Programs

As an institution of higher education, the University will provide reasonable accommodations to students with disabilities in campus-sponsored academic programs, activities, and services to insure equally effective access to instructional materials and facilities. Such access will be provided unless such provision would impose an undue hardship on the University as described by law or cause a fundamental alteration of the course, program, activity, or service. Procedures for assuring access will be consistent with the fundamental rights and responsibility of faculty to select course materials, the principles of academic freedom, and the goal of providing high quality education.

CLIC GENERAL OFFICE POLICIES

(some policies have additional information in separate policy statements)

CLIC Smoking Policy

- Smoking breaks are taken on personal time, not during CLIC scheduled office hours.
- No smoking within 25 feet of any campus buildings.
- Only exit to smoke out of the front door. DO NOT use the back door or back porch of 25 Main.
- Never prop any doors open.

Bicycle and Parking Information

Please use the bicycle rack in the 35 Main office-building parking lot to store bicycles. DO NOT park bicycles on the sidewalk and DO NOT bring bicycles into the office or building lobby.

Please adhere to all City and campus parking regulations. The parking spots in front of the 25 Main office building are 30-minute visitor parking, 20 minute loading zone, and handicap parking only. There is 2 hour and 10 hour metered parking towards the back of the lots. To avoid being ticketed or towed, please utilize these alternative parking spots as opposed to parking in front of the building.

Personal Phone Calls and Cell Phone Usage

Personal phone calls/cell phone usage is not to take place during scheduled CLIC hours. If it is necessary for the Intern/Director to take a cell phone call, the Intern/Director must clock out and take the phone call out of the office and most importantly, **out of the office and building lobbies**. An appropriate place to take a call would be outside of the building and away from the front of the building. In this case, the Intern/Director must sign out using the Out-of-Office Log. Please do not have cell phones on the desks during office hours.

CLIC Counseling Notice

It is necessary for all students to follow CLIC policies and procedures in order to maintain a professional and legally ethical office. If an intern has acted or been treated in violation of any CLIC, AS or University policy it will be documented with a "CLIC Counseling Notice". This notice will describe the incident and the resolution and will be placed in the alleged violator's confidential student file. If the student receives three "Intern Counseling Notices" they will be asked to take corrective measures. In certain circumstances an intern may receive a 'no credit' for their internship or be expelled from the CLIC program immediately, without warning, depending on the severity of the violation. In some instances, it may be mandated that the incident be reported to the AS or University.

General Office Behavior

- Be aware that you are an official representative of CLIC. Often, the only impression people have of CLIC is of you at your desk or your voice and personality over the phone. Please act, dress, and speak professionally at all times.
- Along with the above, please keep your desk area neat and as organized as possible. Please don't leave wrappers, cans, cups, bottles or other trash around the office for others to pick up later.
- An intern's office hours are to be utilized for official CLIC business only. Doing homework, conducting personal business, or making personal calls during office hours is neither appropriate, nor acceptable. Interns who have spare time should be using it constructively by pursuing further knowledge of his or her program, or working on other projects. Interns who state that they do not work to do will be given assignments by other directors.
- At all times, try to be courteous and helpful.
 1. If possible, offer more than one resource for the client to use.
 2. If necessary, before referring a client to a different organization, call that office and make sure that they can adequately handle the client's situation.
 3. If you are unsure of where to refer the client, get their information and explain you will do more research and get back to them. Be prompt in getting back to the client.
 4. We cannot refer a client to a specific attorney. Refer such clients to the phone book and explain to them why we cannot give referrals to specific attorneys.

Intra-Office Personal Relationships

Relationships between faculty, staff, administrative directors, Program Directors, interns and employees may cause a conflict of interest. If a consensual intimate relationship between an individual in a supervisory role and an individual within that supervisor's direct or indirect area of responsibility is desired, it is the supervisor's responsibility to bring this to an advising attorney's attention for appropriate action. Appropriate actions may include possible reassignment of supervisory responsibilities to avoid a conflict of interest. Ethical principles preclude individuals from evaluating the work or academic performance of others with whom they have consensual/romantic or consensual/sexual relationships.

Printing, Copying, Faxing, Laptops & Emailing Policy

Printing is one of CLIC's biggest budget expenses, to try to minimize this expense; the general rule in CLIC is that all printing is done only by the program directors. All programs have a printing folder into which all documents that are to be printed are placed and the next time the director is in the office, the printing will be completed. Check your individual program's procedures for printing.

In determining whether printing will be completed, directors follow these guidelines to determine if the printing is necessary:

- The materials are necessary to provide the client with information she or he cannot obtain for him or herself.
- **There is a maximum of 10 pages printed per client.** Keep in mind 4 pages of text (2 on front and 2 on back) should be on each page. This is a total of forty pages of text on 10 pieces of paper
- Can the materials be faxed to the client?
- Can the materials be emailed to the client?
- The materials are client-related and not personal.

No laptops are allowed in CLIC, unless specifically approved by your Supervising Attorney.

We are putting a greater focus on saving paper by **emailing clients when possible**. It should be understood that only program directors may send the emails, but that interns should prepare all the information to be sent to their client. Your director will train you on the email process.

Keeping Office Hours

If you will be more than five minutes late or won't be coming in at all it is important to call the Office Managers and let them know. You should also let the OM know ahead of time if you will be leaving the office hour earlier than scheduled. The OM will **periodically** check to see that everyone scheduled has come in, **if you are not in the office at the time of the check, you will be marked absent**. An attendance list is kept at the front desk. If you arrive late and have not called in, it is your responsibility to see the OM and be taken off the list as a no show. This list will be given to Directors on a weekly basis. If there is a discrepancy in the list, let the OM know. Please do your best to adhere to your scheduled office hours as our clients depend on your consistent presence. Refer to the CLIC Attendance Policy for complete information on attendance.

Academic Honesty

If a student is thought to be cheating and charges are brought, a process is set in motion which can result in severe consequences, ranging from failure in an individual course to long-term suspension from the university and denial of degree. In general, academic dishonesty is taking credit through fraudulent or deceptive means. Academic dishonesty in CLIC can also be in the form of falsely recording hours. Other examples include taking information from or providing information to another student, plagiarism, or altering a grade or record. For a more complete definition refer to the student judicial affairs website. If a student is wrongly accused, they can start grievance procedures. This policy applies to all intern projects as well as Intern Hour logs.

Files

All client files are CONFIDENTIAL and must not be discussed or shared with anyone outside the CLIC office. Files are not to be taken outside of the office unless you have a legitimate business purpose and express permission from your director. YOU MUST ALWAYS check with your director before taking a file out of the office.

Library

The books in the CLIC library are available for all programs to use. Please be courteous to the other interns in the office and return books to the library as soon as you are done using them. Books must not leave the premises. The books in the library are also available for use by members of the community. From time to time, you may be called upon to explain how to use these books to a client. Some books in CLIC's library

are located in individual program offices. Please observe the office before entering to ensure that it is not being used for a client intake or a program meeting.

Media Coverage

All media statements or questions will be handled by the administrative directors. If any person affiliated with the media asks you about CLIC or the services we provide, please refer them to the AD office, and do not discuss CLIC-related matters with the media.

Outside Agencies

Remember confidentiality! In order to release client information to any outside party, an Authorization of Release of Information form or confidentiality waiver form signed by the client is required. See your Director for specific instructions on releasing such information.

After-Hours Work

The normal hours of business for the CLIC office are Monday through Friday from 9 AM to 5 PM (See CLIC Calendar). An Administrative Director, Program Director, or Office Manager must be present if an intern would like to work in the office after hours. There are no exceptions. Please see your director if you need to arrange hours to work when the office is closed.

Gifts and Donations

If a client would like to make a donation to CLIC consult with the Office Manager or Administrative Director about the proper procedure. All donations are made to the Community Legal Information Center as a whole and not to specific persons or programs. CLIC is a non-profit organization and we do not charge a fee for our services.

Bulletin Board and White Board

The bulletin boards located by the copy machine contain information related to CLIC and its services. Check them regularly to learn about upcoming events or important announcements concerning CLIC. Only OM's and AD's can post information. Feel free to ask the Office Manager or an AD to post any material related to CLIC. **Information posted on the bulletin and white board is limited to CLIC-related information.**

Alcohol or Drugs

Absolutely no alcohol or drugs are permitted on the premises of CLIC or at related functions (i.e. high school talks, trips to the jail, fundraisers, etc.) Any violation of this policy will be taken seriously and course credit will be jeopardized.

Printing

Due to budget restrictions at CLIC interns cannot print. Directors, office managers, and administrative directors are able to print for you. Each department has a procedure for printing and your director will train you on this in the coming weeks. **Using the copy machine for personal use will be treated as academic dishonesty.** We are trying to limiting printing and copying as much as possible, so set the example for your interns of having no waste, and using alternative options like email when possible.

Shredding

All paperwork that has client information on it must be saved unless otherwise stated by attorney or administrative director. If client paperwork can be discarded it must be shredded. This includes forms, call slips or duplicate intakes.

Grades

The majority of interns at CLIC are working toward a paralegal certificate or their major, which entails completing an internship with this or some organization. They are working for units, so directors are required to compile information for grading **by the supervising attorneys** at the end of the semester. Completion of minimum required hours, adequate performance during their hours, and the fulfillment of other contract obligations are necessary to receive credit. For more information on receiving units, see your director. Interns are graded on a Credit/No Credit basis only, no exceptions can be made.

Confidential Information

Personal phone numbers **of all CLIC students, staff, and faculty** as well as last names are not to be released to anyone. If someone needs to contact a director, Intern, or Supervising Attorney (other than during their office hours), take a message and explain that you will try to reach them at home and relay the message. If you cannot reach that person at home, make sure to call the client back and let them know that you were unable to reach the person, but you will be leaving a message in their box. All directors and interns should expect to be called at their home periodically. No personal phone numbers or e-mail addresses should be visible in any of the offices. **If you use your personal cell phone to make any calls outside of the CLIC office, make sure to block your number before making the call.**

Program Mail Boxes

Program boxes are located in the lobby behind the Office Manager's desk. Directors and Interns should check them for phone messages and other pertinent information periodically throughout their shift. Feel free to put messages in these boxes for other programs. Please respect other people's messages and the OM's space by going around the mailboxes and retrieving messages from behind the OM desk.

Supplies

When you need supplies, please see the Office Manager. We will try to accommodate every program in what they need for their office. However, because CLIC has a limited budget, it is important to use supplies conservatively. Please leave all CLIC supplies in the CLIC office, they are CLIC property. Do not buy supplies for your department without first consulting the administrative directors, as we will not be able to reimburse you unless you got prior permission.

Non-Discrimination Policy

The California State University at Chico and CLIC do not discriminate on the basis of age, race, religion, color, national origin, gender, sexual orientation, marital or veteran status, and disability. For full description of this policy, please refer to the University Catalog. You can also contact Education Equity Services Retention program, Judicial Affairs, or the Associated Students for more information. For more complete information on sexual harassment refer to the Mass Intern Packet.

Privacy Rights

Federal Law directs that the campus must provide students with access to their educational records. The law generally requires the written consent of the student before releasing record, without written consent student information, release of the information may violate the student's federally protected privacy rights. For more complete details, please consult the University Catalog.

Professionalism

Maturity and professionalism are essential qualities in the office. When speaking with clients, remain calm and in control. If you are having difficulty dealing with a client, refer them to your Director or an Administrative Director. You should not have to accept rude treatment from anyone and no one should accept rude treatment from anyone in CLIC.

CLIC is a professional office. You are expected to appear and act in a professional and responsible manner at all times. You are a CLIC representative both in the office and outside. Always use appropriate office language and behavior in the office. Do not discuss confidential issues outside of the CLIC office. How you talk about CLIC outside the office determines how outsiders perceive us as a professional organization so please keep that in mind when talking about CLIC. Do not represent CLIC badly outside the office. Also, when in the office, be aware that others are listening to your conversations, including clients, so please keep your personal matters personal.

Field Trips

Field Trips or travel cannot occur without prior authorization. When conducting CLIC business outside of the office, your first responsibility is to provide safety for everyone attending, as well as maintaining CLIC's reputation for professionalism. When on a field trip, ALWAYS keep your professional role in mind. Field trips require completion of AS and University forms, make sure they are completed prior to the field trip.

LSNC

One of CLIC's programs, PBAP, is located in LSNC, when making referrals to PBAP make them through the main LSNC number (345-9491).

SHARP

A common referral this office makes is to the Self Help Assistance & Referral Program (SHARP). They provide services in helping self-represented litigants in preparing court documents and informing them about court procedures. They also provide assistance with paperwork for landlord/tenant issues. Please make sure that SHARP does handle a particular situation before referring them to a client. Tell all referrals to SHARP to call SHARP first rather than walk into their offices.

Outside Referrals

We cannot make referrals to specific attorneys. If a client's problem cannot be handled by CLIC, identify the nature of the client's problem and look it up in the Referral Notebook on the reception desk. Each program should also have a list of common referrals made to their clients in their respective offices. If possible, try to provide the client with as many options as possible. In the event that we do not have any referrals for a client and they ask for an attorney referral, please let them know that we are not authorized to do so. Let them know that their option for finding an attorney is simply looking in the yellow pages of their county phone book, or refer them to the Lawyer Referral Service. **Local, state and federal agencies are often very useful referrals to give to clients, check the internet for these numbers.**

Mail

The mail will be picked up once a day.

1. ON-CAMPUS MAIL does not require a stamp. Look up the campus zip in the Campus Directory at the front desk. Place this in the outgoing mail box in the mail center.
2. ALL OTHER OUTGOING MAIL should be stamped with the CLIC address stamp located on top of the mail center before being put in the outgoing mail box.
3. INCOMING MAIL will be delivered twice a day and distributed into the appropriate program boxes daily.
4. All mail being sent out from CLIC should be made to fit in one of the 4 x 11 white envelopes. It is possible to fit more than 20 pages at a time. Before placing an envelope in the out box you should make sure that it fits through the card board slot provided at the mailing station. You may drop off personal mail, but it must have a stamp on it already. CLIC cannot pay for your personal postage.

Dress Code

Dress in appropriate clothing. NO CUTOFFS, GYM SHORTS OR SLOPPY CLOTHING IS ALLOWED. Shoes and shirts are required. The visual impression you give to clients **may leave a lasting impressions of our** office. Please dress according to the professional standards our office encompasses. See the Dress Code Policy for specific information. Please understand that any director and OM can enforce the dress code, including sending you home for inappropriate attire.

Correspondence

The material going out of this office should convey our professional reputation at all times. Therefore:

1. ALWAYS proofread letters, etc. Look for grammatical and typographical errors.
2. ALWAYS use your program format as established by your director.
3. Everything should be neatly typed. Do not send handwritten letters.
4. All letters must be approved by director before printing.
5. Keep an electronic copy of all letters.

Smoking

Smoking is not a justifiable reason to leave the office during your scheduled office hours. If you are entitled to a break per the Attendance Policy, you may use this time to go smoke. Please make sure that you are at least twenty-five feet away from the building as California Law requires.

Records Binders

There are three binders at the OMs' desk in which all interns and directors need to record their activities:

Additional Hours Binder: This binder maintains a record of all department meetings attendance.

Directors are responsible for taking attendance at their department meetings and inputting it into the binder every week.

Program Schedule Binder: This binder maintains all program schedules. ANY TIME your weekly schedule changes tell the Office Manager, with at least one week's notice. It is especially important at the beginning and end of each semester and during the summer when things get hectic. You can also arrange prescheduled absences using this binder.

Outreach Binder: All interns must record their outreach hours. As with the hours binder, all outreach must be recorded in the week of the outreach event. The required five hours of outreach counts toward the total 120, 90, 60 intern hours.

Burger/Pasta Feed Fundraiser

Each semester CLIC holds a CLIC-wide fundraiser, either a pasta feed or burger feed. Every intern is expected to sell tickets and participate in the fundraiser. CLIC interns and directors will receive outreach hours for selling tickets and participating. This bi-annual fundraiser is critical to the continuation of CLIC and an intern or director's failure to participate in good faith in selling tickets will be used as a basis for evaluating their full participation in CLIC.

Answering Phone/Identifying Intern Status

When an intern answers the telephone or begins a conversation with a walk-in client the conversation begins as follows:

"Hello, I am _____ (intern's name), I am not an attorney and therefore I cannot provide you with legal advice, I am a paralegal intern and can provide legal information only; how can I help you."

Work Station

An intern and director workstation is available near the break area. This station is to be used as an overflow area if client meetings require that an intern vacate their office. Please respect the need to keep this area quiet.

Lobby Lounging

The lobby area is reserved for clients and guests of CLIC. Periodically interns will be asked to leave their program offices so other interns can conduct an intake for a client meeting; this is a permissible reason for an intern or director to be seated in the lobby if the workstation is occupied. If a client walks into our office, interns and directors should offer their seat to that client. Interns or directors who spend too much time in the lobby area will be asked to return to their offices if there is no client-based reason for them to be there.

Internal Conflict of Interest Policy

Personal relationships between faculty, staff, administrative directors, program directors, interns and employees may cause a conflict of interest. If a consensual intimate relationship between an individual in a supervisory role and an individual within that supervisor's direct or indirect area of responsibility is desired, it is the supervisor's responsibility to bring this to an advising attorney's attention for appropriate action. Appropriate actions may include possible reassignment of supervisory responsibilities to avoid a conflict of interest.

Ethical principles preclude individuals from evaluating the work or academic performance of others with whom they have consensual/romantic or consensual/sexual relationships. All faculty, staff, directors, interns and employees are accountable for compliance.

The most important thing to remember is that disclosure of the relationship will avoid the appearance of impropriety. The disclosure should be made to both the ADs and supervising attorneys.

Laptops

Use of personal laptops in CLIC is prohibited. Under extraordinary circumstances permission to use a personal laptop can be obtained from the Supervising Attorney.

Correspondence Confidentiality Statement

Whenever providing written information to a client, include the following statement which is stated in the CLIC general cover letter:

“Enclosed is the information that you requested based on the information you gave us. This information should not be considered legal advice because we are not attorneys, we are paralegal interns and provide only legal information; this information provides just one of what may be several options to resolve your issue. As always, the Community Legal Information Center recommends consulting an attorney before making any serious legal decisions.”

E-Mail Confidentiality Statement

Every e-mail communication from CLIC must contain the following statement:

Community Legal Information Center Confidential or Privileged Communication: The communication in this e-mail and any attached files contains information intended only for the exclusive use of the individuals to whom it is addressed and may contain information that is privileged, confidential, or exempt from other disclosure under applicable law. If you are not the intended recipient, you are notified that any disclosure, printing, copying, distribution, or use of the contents is prohibited. If you have received this in error, please notify the sender immediately by telephone or by returning it by reply email and then permanently delete the communication from your system. Thank you.

Social Networking

Social networking is the use of various activities involving technology, social interaction and content creation using such means as Facebook, LinkedIn, blogging, wikis, photo and video sharing, podcasts and other online social media vehicles. This policy is intended to provide CLIC students and staff with guidelines to eliminate any confusion concerning the use of social media.

CLIC uses various methods of social networking to inform individuals about our services and activities, but these are strictly controlled through the administrative directors, the director of Community Outreach and the Associated Students. To protect the confidentiality of our clients, students and staff at CLIC are not permitted to use any social media in the following ways if the social media use is, or might be perceived as being, associated with their internship, directorship or employment with CLIC:

- To discuss or conduct CLIC matters whether related to client matters or CLIC operations
- To discuss other CLIC students, staff or administration
- To engage in vulgar or abusive language
- To engage in personal attacks of any kind against any other CLIC students, administration or clients
- To engage in acts that offensively target any individuals or groups
- To endorse any commercial products, services or entities
- To endorse any political parties, candidates or groups
- To represent that the student speaks on behalf of CLIC, the University or the Associated Students
- To post photos or videos of CLIC offices, students or events without the permission of those depicted in the photos or videos
- To use materials that do not respect the copyright protections of the creators of those materials

Outreach, Tabling, & Fundraising Policy

*Please remember that each intern needs to complete five outreach hours each semester as a requirement to earn credit for their internship. These hours are not in addition to the hours they must complete for their units; these hours are included in the set amount of hours required.

Outreach hours will be counted as follows:

- Every intern must complete one hour of TABLING each semester. These events can be found under the tabling tab of the Outreach Binder at the OM's desk. Once your name is written on the sign-up sheet, you are committed to participating in that event, only the Community Outreach Director or Administrative Director can make changes to the Outreach Binder. Absent Calls and No Shows apply to tabling events. Tabling hours should not overlap your office hours. Only your director has authority to take the Binder to log your hours.
- Pasta Feed Outreach: Interns will receive one outreach hour for every four tickets they sell, and can earn up to two outreach hours for working at the event
 - Pasta Feed tickets may be returned before the event. However on the day of the event, tickets will no longer be accepted and interns must pay the amount of their unsold tickets. The last date to turn in tickets will be specified on the directions given with the tickets.
- The following are examples of how to count your Outreach hours accurately:
 - If you work at your department's fundraising or outreach event for 2 hours: you earn 2 Outreach hours, additional hours can count as office hours
 - If you *attend/participate* in any (whether it be your department or not) fundraising or outreach event: you earn 1 Outreach hour
 - No additional hours are counted for attending an event
 - We offer the 1 hour as a "thank you" for paying/taking time to participate in an event
 - If you *work* 1 hour of your fundraising or outreach event, and then stay and *participate*: you earn 2 hours of Outreach
 - This is because you have earned your outreach hour by working, and then another for staying and participating in the event
 - The **MAXIMUM** amount of hours towards outreach that can be earned at an event is 2 hours
 - If you *work* 2 hours and then stay and *participate*: it is only 2 hours of Outreach
 - If you are working towards amending an absent call, no Outreach hours can be earned at that event
 - The only way to earn more than 2 hours per event is if your department offered an hour to pre-sell tickets for an event and then you worked 2 hours at the event, or worked 1 and participated for 1 (as listed above as ways to earn 2 hours at an event)
- Directors are not required to work any specific amount of outreach hours, however your semester self evaluation asks you to list the events you attended to support CLIC, as a factor in the grading process.

Tabling, speeches, conferences, and seminars all count as events for which interns can receive outreach hours. Interns can obtain one outreach hours at each event. This limit is designed to encourage participation in multiple events.

Supervising Attorneys have complete discretion in the approval of an Outreach event. Be creative, interns are encouraged to develop their own outreach opportunities.

Roles of the Outreach Director and Interns:

- To plan and facilitate tabling, community, on-campus and fundraising events.
- To create opportunities for interns to be involved with CLIC, CSU Chico and community events
- To assist in the planning and facilitating of department events
- To assist interns with "branding guidelines" according to our sponsor's specifications

Outreach Materials:

All materials such as pamphlets or flyers that are created representing CLIC must contain the following three logos that can be obtained from the Community Outreach Director:

Associated Students Logo

City of Chico Logo

POLS Dept Logo

CLIC logo



BY

Purpose of Policy: Our clients and guests judge us primarily by the caliber of our work, however they also judge us by our dress and appearance. We show respect for our clients in small part through how we dress to address their legal issues. Although we work in a casual and educational atmosphere, we still must present ourselves in an appropriate and professional manner, inside of CLIC and outside of CLIC when representing CLIC or on CLIC business. Please note that CLIC is a paralegal internship and that part of that internship is to learn appropriate law office functionality.

This policy is intended to serve as a guide for what is and what is not appropriate attire for working as an intern, director and volunteer in CLIC. While the policy contains guidelines for dress, please understand that if it is deemed by a Program Director, Administrative Director or supervising attorney that a CLIC intern or staff member's attire is not appropriate within these guidelines, that staff member will be given the option of leaving the office to change their attire or to reschedule their office hours for another time that week.

Exceptions to this policy will be made to accommodate any religious, disability, cultural or economic concerns or interests. Political speech is protected; however, expressions that are not political are not protected and thus may be deemed inappropriate for the office. As a non-profit organization we cannot advocate for any matters that are placed on a ballot for election. If an intern or director has questions or concerns about how their concerns or interests are to be addressed they may discuss the matter with their Program Director, administrative director or their supervising attorney, whomever they feel most comfortable discussing these matters with.

Slacks, Pants, and Shorts

Appropriate:

- Slacks that are clean
- Jeans that are clean

Inappropriate:

- Sweatpants (when working directly with clients)
- Exercise pants
- Short shorts
- Tight leggings, and any spandex or other form-fitting clothing worn as pants
- Ripped, soiled, or stained clothing
- Exposed midriff/tops
- Excessively short clothing
- Excessively tight clothing
- Excessively revealing clothing
- Pants worn in a manner that reveal undergarments

Skirts, Dresses, and Suits

Appropriate:

- Casual dresses, pant suits and skirts
- Dress and skirt length should be no shorter than a length at which you can sit comfortably in public

Inappropriate:

- Short, tight skirts-if you can't bend over to pick something up comfortably, your skirt is too short

- Mini-skirts, and spaghetti-strap dresses
- Ripped, soiled, or stained clothing. Exposed midriff/tops
- Skirts or dresses that expose undergarments
- Excessively short clothing
- Excessively tight clothing
- Excessively revealing clothing
- Anything where underwear is exposed

Shirts, Tops, Blouses, and Jackets

Appropriate:

- Casual shirts
- Golf (collared) shirts
- Dress shirts
- Sweaters
- Turtlenecks
- Most suit jackets or sport jackets
- T-shirts that are not otherwise inappropriate as described below

Inappropriate:

- Tank tops (for men)
- Spaghetti straps (for women)
- Midriff tops
- Shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans; "offensive" in terms of disrespecting the diversity of our colleagues and clients
- Halter-tops
- Tube tops or other tops with no straps
- Ripped, soiled, or stained clothing
- Tops that expose undergarments
- Excessively short clothing
- Excessively tight clothing
- Excessively revealing clothing

Shoes and Footwear

Shoes or sandals must be worn in the office at all times. This is a safety issue as well as a dress policy issue.

Jewelry, Makeup, Perfume, and Cologne

Perfume and cologne or aftershave should not be strong or excessive.

Hats and Head Covering

Hats are not appropriate in the office. Head covers that are required for religious purposes or to honor cultural tradition are allowed.

Community Legal Information Center POLICY ON THE USE OF COMPUTERS AND DATA COMMUNICATIONS

Purpose:

This document has three purposes:

1. To identify the appropriate uses of CLIC computers
2. To identify the inappropriate uses of CLIC computers
3. To identify the relationship of CLIC and its computers to the academic and service missions of CLIC, as these relate to the University and the Associated Students.

Appropriate Uses of CLIC Computers and Data Communications

The University's mission of teaching, research, and public service, includes education, self-training, and discussion on a wide range of subjects, not just those immediately necessary for a person's job or courses. Interns, directors and staff members in CLIC are granted the *privilege* of use of computers to assist in the educational and service work of CLIC. In this context, CLIC students-interns, directors and staff- are provided computers and data communications systems to fulfill their internships, but are also accountable for how they use time and equipment at work. For example, just like a telephone, an Internet connection at an employee's desk does not automatically confer permission to use it for personal purposes or entertainment.

It is essential that CLIC's computer systems, and computer networks, as well as the data they store and process, be operated and maintained in a secure and confidential environment and in a responsible manner. It is critical that these systems and machines be protected from misuse and unauthorized access.

This policy applies to all University computer systems and refers to all hardware, data, software and communications networks associated with these computers. In particular, this policy covers computers ranging from multi-user timesharing systems to single user personal computers, whether stand-alone or connected to the network. CLIC students, as students at CSU, Chico are also held to the standards of Executive Memorandum 97-18, Policy on Use of Computing and Communications Technology and Associated Students Policy No. 887, Acceptable Use of Computing and Digital Devices.

Computing resources are valuable, and their abuse can have a far-reaching negative impact. Computer abuse affects everyone who uses computing facilities. The same morality and ethical behavior that applies in the non-computing environment applies in the computing environment.

Examples of appropriate uses and activities include, but are not limited to, those in the following list:

1. Preparation of client's cases
2. Research of client's cases
3. Checking for conflicts of interest
4. Maintaining statistics
5. Recording information related to research

6. Maintaining the CLIC website
7. Conducting outreach activities to the community
8. Researching fundraising activities
9. Any other use authorized by Program Directors, Administrative Directors and Supervising Attorneys.

Penalties:

Abuse or misuse of computing services may violate of this policy, but it may also violate the criminal statutes. Therefore, CLIC will take appropriate action in response to user abuse or misuse of computing services. Action may include, but not necessarily be limited to:

1. suspension or revocation of computing privileges. Access to all computing facilities and systems can, may, or will be denied;
2. reimbursement for resources consumed;
3. suspension or termination from the CLIC internship;
4. other legal action including action to recover damages;
5. referral to law enforcement authorities;
6. referred to the appropriate office for disciplinary action such as Student Judicial Affairs.

Inappropriate Uses of CLIC Computers and Data Communications

Examples of abuse and misuse include, but are not limited to, the activities in the following list.

1. **Breaches of Privacy and Confidentiality** -Investigating or reading another user's files is considered the same as reading papers on someone's desk - a violation of their privacy. Reading protected files, by whatever mechanism, is considered the same as "breaking and entering." Releasing confidential client information. Violations include, but are not limited to:
 - a. attempting to access another user's computer files without permission;
 - b. supplying or attempting to supply false or misleading information or identification in order to access another user's account;
 - c. deliberate, unauthorized attempts to access or use CLIC computers, computer facilities, networks, systems, programs or data;
 - d. the unauthorized manipulation of CLIC's computer systems, programs or data.
 - e. the unauthorized capturing of computer network data directly from network backbone or local area networking media;
 - f. failure to follow reasonable measures to maintain the confidentiality of client information maintained in the computers, such as:
 - i. keeping client files on the screen when other clients are present
 - ii. failing to be careful in addressing client-related e-mail messages
 - iii. allowing the release of client information to unauthorized third parties.
2. **Harassment**-Harassment of other users may be the sending of unwanted messages or files. Violations include, but are not limited to:
 - a. interfering with the legitimate work of another user;
 - b. the sending of abusive or obscene messages via computers;
 - c. the use of computer resources to engage in abuse of computer personnel or other users;
 - d. sending SPAM messages.
3. **Theft**-Theft includes the stealing of any property of the Institution, or State of California. Violations include, but are not limited to:
 - a. using subterfuge to avoid being charged for the use of computer resources;
 - b. deliberate, unauthorized use of another user's account to avoid being billed for the computer usage;
 - c. abusing specific computer resources, such the INTERNET or the World Wide Web;

- d. attempting unauthorized access to computers outside the University using the University's computers or communications facilities;
 - e. removing any computer equipment (hardware, software, data, etc.) without written authorization;
 - f. copying, or attempting to copy, data or software without proper authorization.
4. **Vandalism**- Any user's account, as well as the operating system itself, is a possible target for vandalism. Attempted or detected alteration of user system software, data or other files, as well as equipment or resources disruption or destruction, is considered vandalism. Violations include, but are not limited to:
- a. sending either mail or a program which will replicate itself or do damage to another user's account;
 - b. tampering with or obstructing the operation of the Universities' computer systems (for example, attempting to "crash" the system);
 - c. inspecting, modifying, or distributing data or software without proper authorization or attempting to do so;
 - d. attempting to interfere with the performance of the system;
 - e. damaging computer hardware or software;
 - f. attempting to circumvent data protection schemes or uncover security loopholes;
 - g. attempting to monitor or tamper with another user's electronic communications, or reading, copying, changing, or deleting another user's files or software without the explicit agreement of the owner;
 - h. knowingly performing an act which will interfere with the normal operation of computers, terminals, peripherals, or networks;
 - i. knowingly running or installing on any computer system or network, or giving to another user, a program intended to damage or to place excessive load on a computer system or network. This includes but is not limited to programs known as computer viruses, Trojan horses, and worms.
5. **Unauthorized Personal/Business Usage**-Unauthorized Business Usage includes any use of university resources for promoting or conducting business for personal use. Violations include, but are not limited to:
- a. conducting an outside business or private employment;
 - b. supporting, promoting, or soliciting for an outside organization or group unless otherwise provided by law and University/S policy;
 - c. personal use of any University resources, computers, or equipment to support political activities (such as assisting a campaign for election, or promoting or opposing a ballot proposition or initiative);
 - d. advertising and selling for commercial purposes;
 - e. sending mass mailings;
 - f. using computer accounts for work not authorized for that account;
 - g. using computers for school work not directly related to CLIC services.
6. **Copyright Issues**-The University and AS owns licenses to a number of proprietary programs. Users who redistribute software from the computing systems break agreements with its software suppliers, as well as applicable federal copyright, patent and trade secret laws. Therefore, the redistribution of any software from computing systems is strictly prohibited except in the case of software which is clearly marked as being in the public domain. Violations include, but are not limited to copying, transmitting, or disclosing data, software or documentation without proper authorization.
7. **Miscellaneous**-Other uses commonly considered unethical, such as:
- a. unauthorized and time consuming recreational game playing;
 - b. using computer accounts for work not authorized for that account;
 - c. sending chain letters or unauthorized mass mailings;

- d. using the computer for any illegal purposes;
- e. deliberately wasting computing resources;
- f. attempting to override any security measures to access unauthorized web sites such as MySpace and Facebook;
- g. using the computers and printers to complete homework for other classes.

IV. Computer Usage Guidelines

- a. Users are to have valid, authorized accounts and may only use those computer resources that are specifically authorized. Users may only use their account in accordance with its authorized purpose. Users are responsible for safeguarding their own computer account and their logins and passwords. Users should not let another person use their account unless authorized by the system administrator for a specific purpose.
- b. Users may not change, copy, delete, read or otherwise access files or software without permission of the custodian of the files or the system administrator. Users may not bypass accounting or security mechanisms to circumvent data protection schemes. Users may not attempt to modify software except when intended to be user customized.
- c. Users may neither prevent others from accessing the system nor unreasonably slow down the system by deliberately running wasteful jobs, playing games, engaging in non-productive or idle chatting, or sending mass mailings or chain letters.
- d. Users shall assume that any software they did not create is copyrighted. They may neither distribute copyrighted proprietary material without the written consent of the copyright holder nor violate copyright or patent laws concerning computer software, documentation or other tangible assets.
- e. Users must not use the computer systems to violate any rules in the University Staff Handbook, Faculty and Student Handbooks or any local, state or federal laws.
- f. A user shall disclose to the appropriate authorities misuses of computing resources or potential loopholes in computer systems security and cooperate with the systems administrator in the investigation of abuses. In connection with inquiries into possible abuses, the University reserves the right to examine files, programs, passwords, accounting information, printouts or other computing material without notice.

Laptops are not permitted in CLIC. However, with prior approval from your Program Director and Supervising Attorney you may bring in your laptop for limited purposes and length of time.

Relationship of CLIC and its computers to the academic and service missions of CLIC, as these relate to the University and the Associated Students

CLIC's computers are owned (some are University property) and maintained by the Associated Students. The contents of the CLIC computers are part of the academic program that operates CLIC through the University. The strength of this partnership between the University and the Associated Students is what has continued to keep CLIC such as strong academic and service program. As noted above, CLIC is governed by both University and Associated Students policies so that the operation of the computers is to be done keeping this relationship in mind. The contents of CLIC's computers are tied to the AS system and their contents are protected by AS policy and security systems.

ASSOCIATED STUDENTS' ACCEPTABLE USE OF COMPUTING AND DIGITAL DEVICES POLICY NO.887

Purpose:

Effective security is a team effort involving the participation and support of every Associated Students employee who deals with information and/or information systems. It is the responsibility of every computer user to know these guidelines, and to conduct their activities accordingly.

The Associated Students therefore establishes this system use policy in conjunction with personnel policies 870 and 886 in an effort to make certain that employees are utilizing computing and digital devices in a secure and safe manner.

Policy:

This policy outlines the rules for system security and defines what are inappropriate uses of computing and digital devices at the Associated Students. These rules are in place to protect the employee, other system users, our customers and the Associated Students. Inappropriate use exposes the Associated Students to risks including virus attacks, compromise of network systems and services, and legal issues.

Associated Students requires that any information that the Associated Students or users consider sensitive or vulnerable be housed on an AS server or be encrypted. For security and network maintenance purposes, authorized individuals within Associated Students may monitor equipment, systems and network traffic at any time and reserve the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

Guidelines for security and proprietary information:

- All information contained on Internet/Intranet/Extranet-related systems should be classified as either confidential or not confidential. Examples of confidential information include but are not limited to: customer and personal data. Employees should take all necessary steps to prevent unauthorized access to this information. All confidential data is to be stored on the Associated Students central system. The central system is the specified local file server that is assigned to each respective area.
- Confidential information in electronic files (e.g. Word or Excel) must be stored on the Associated Students central system.
- The use of programs utilizing file transfer protocol (FTP) including IRC instant messaging chat, etc. and other like protocols have been limited to ensure that Associated Student systems are not exploited. Employees may not be able to download from certain sites because of these restrictions.
- Passwords are to be kept secure and accounts are not to be shared. Users are responsible for the security of their passwords and accounts. System Administrator passwords should be changed quarterly, user level passwords should be changed every six months.
- All computing and digital devices should be secured with a password-protected screensaver with the automatic activation feature set at 10 minutes, or by logging-off (control-alt-delete for Microsoft Users) when the computing and digital device or other host equipment will be unattended. Please note that lab and student email accounts follow different guidelines regarding screensavers.
- Information contained on portable devices (e.g. laptops, thumb drives, etc.) is especially vulnerable so special care should be exercised. All confidential data should not be stored on these types of devices but stored on the central system unless the data is encrypted.

- Employee-owned computing and digital devices that are brought to the workplace must be cleared by the Associated Students Information Technology (IT) Department prior to use on the network. Employee-owned computing and digital devices, if used on the network, must adhere to all current system standards and procedures.
- All computing and digital devices connected to the Associated Students network must run approved virus scanning software with a current virus database.
- All computing and digital devices must be turned off at night.
- Network login credentials and new email accounts are to be requested through User Services Help Desk. The Associated Students IT Department will configure the new accounts on the computing and digital devices.
- Employees should notify the Associated Students IT Department prior to opening any questionable email attachments or downloading from a questionable site. Email received from unknown senders can contain viruses, email bombs, or Trojan horse code.

Guidelines for unacceptable use of systems and network activities:

The following activities are, in general, prohibited. Employees may be exempt from these restrictions during the course of their legitimate job responsibilities (e.g. system administration staff may need to disable the network access of a host if that host is disrupting services.)

The list below is by no means exhaustive but an attempt to provide a framework for activities that fall into the category of unacceptable use:

- Engaging in any activity that is illegal under local, state, federal or international law while utilizing Associated Students-owned resources.
- Violating of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by Associated Students.
- Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which Associated Students or the end user does not have an active license is strictly prohibited.
- Introducing of malicious programs or malware/spyware into the network or server (e.g. viruses, worms, Trojan horses, email bombs, etc.)
- Installing software on AS systems. All software must be installed by the Associated Students IT Department. The requirement is to ensure that spyware is not loaded onto the workstation and to comply with copyright restrictions.
- Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties. Disruption can include, but is not limited to, network sniffing, pinged floods, packets spoofing, denial of service, and forged routing information.
- Executing any form of network monitoring which will intercept data not intended for the employee's host, unless this activity is part of the employee's normal job/duty.
- Circumventing user authentication or security of any host, network or account.
- Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.

Any violations of these guidelines or provisions of policies 870 or 886 may result in disciplinary action up to and including termination of employment.

Executive Memorandum 08-040
July 2, 2008

CODE OF STUDENT RIGHTS AND RESPONSIBILITIES

This Code of Student Rights and Responsibilities defines and explains students' rights, obligations, and responsibilities while they are members of the CSU, Chico campus community.

This Code is subject to and limited by federal and state law, including regulations adopted by the Board of Trustees of The California State University, Executive Orders issued by the Chancellor, and Executive Memoranda and campus policy as published by the President of the University. Title 5, California Code of Regulations and Executive Order 970 are included in the Appendix.

I. STUDENT RIGHTS

A. The Right of Access to Higher Education.

The University is open to all persons who are qualified according to its admission standards unless current resource limitations result in the closure of a requested academic program. The University will make every attempt to inform all prospective students of the academic level required for admission through its University Catalog and other official communications.

B. Rights in the Classroom.

1. Students are free to take reasonable exception to the data, processes, or views offered in courses of study. At the same time they are responsible for meeting standards of academic performance established for each course.
2. By the end of the first week of their initial attendance, students have the right to receive a course syllabus from faculty members containing clearly written objectives which are consistent with the nature of the course. Students should be informed by the instructor about the level of achievement which is expected for each letter grade. (Reference: Executive Memorandum 92-13, Grading Policy).
3. Students have the right to know what material will be covered on midterms and finals and to inspect and discuss their graded examinations, projects, and papers with their instructors. These must be graded promptly enough so as to make them a part of the student's learning experience.
4. Students have the right to have faculty meet their classes at scheduled times. When circumstances require cancellation of a class, the instructor shall make an effort to notify students in a timely manner.
5. Students have the right to have instructional faculty schedule a reasonable number of office hours for student conferences, including availability during the week of final examinations. Students should have the right to expect faculty members' office hours will be posted on their office doors and recorded in their department offices.
6. Students have the right to a course grade which represents the professor's good-faith judgment of the student's performance in the course.
7. Students have the right to expect that faculty will not discriminate on the basis of personal prejudices.
8. Students have the right as well as the responsibility to participate in procedures for evaluating the teaching effectiveness of faculty.

Students who have complaints about alleged unfair treatment at CSU, Chico have recourse through the Student Grievance Procedures (Executive Memorandum 05-10). The Student Grievance

Procedures may be obtained from the Student Judicial Affairs office or website at www.csuchico.edu/sjd.

C. Right to Freedom from Sexual Harassment

Students have the right to expect freedom from sexual harassment (Executive Order 927 and Executive Memorandum 99-20, Policy on Sexual Harassment). Students wishing more information regarding these policies or their procedures can contact the Student Judicial Affairs Office.

D. Right to Freedom from Discrimination

California State University, Chico is committed to maintaining an environment free from unlawful discrimination, including discriminatory harassment (Executive Memorandum 99-24). CSU Chico complies with federal and state regulations relating to affirmative action and nondiscrimination obligations. Students wishing more information regarding these policies or their procedures can contact the Student Judicial Affairs Office.

E. Right to Privacy and to Inspect Public Records

In compliance with federal Family Education Rights and Privacy Act of 1974 (20 U.S.C. 1232g) (FERPA) and its regulations adopted under (34 C.F.R. 99) Executive Order 796, and Executive Memorandum 06-34, California State University, Chico accords current and former students the following rights regarding their student education records:

- The right to be informed about educational records
- The right to inspect their educational records
- The right to request amendment to their educational records
- The right to a formal hearing if the request for amendment is denied
- The right to prevent unauthorized disclosure of any or all information in their educational records, subject to specific exceptions identified in FERPA
- The right to complain to the U.S. Department of Education about a violation of FERPA regarding their education record

The right to waive these rights in writing.

F. Right to Freedom of Association, Expression, Advocacy, and Publication

Students are free to organize, join associations, and promote their common interests. Students may discuss openly all questions of interest to them and to express their opinions publicly or privately. Students are free to affiliate and organize for educational, political, social, religious, or cultural purposes. For a more detailed description, see Executive Memorandum 86-12, Guidelines for Speech and Advocacy.

G. Right to Contribute to University Governance and Curriculum

Students shall have the opportunity to participate in the formulation and notification of policies, rules, and sanctions affecting them in accordance with the laws of the State of California, rules and regulations of the Board of Trustees of The California State University, and the Chancellor's Executive Orders.

H. Right to Accommodation for Individuals with Disabilities

California State University, Chico is committed to the full inclusion of individuals with disabilities in all educational and operational aspects of campus life. In accordance with Sections 503 and 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, CSU, Chico issued Executive Memorandum 07-09, Nondiscrimination Policy Regarding Individuals with Disabilities to ensure no person is denied access to or enjoyment of any program, service, or opportunity provided by the campus on the basis of their disability.

II. STUDENT RESPONSIBILITIES

Just as students have rights, they also have responsibilities. Student rights in themselves exist primarily to meet their educational responsibilities. Violations of Title 5, California Code of Regulations, 41301, can subject students to disciplinary action, which may result in a formal sanction(s). Disciplinary sanctions may affect a student's ability to hold an Associated Student

office, be an officer of a recognized university organization, play varsity or club sports, represent the University, or continue to attend the University.

A. Related Policies

1. Academic Integrity Policy EM 04-36.
2. Sexual Assault Policy EM91-01
3. Alcohol Policy EM 99-11

B. Executive Order 1043

Student disciplinary actions will be conducted according to the provisions of the Chancellor's Executive Order 1043. In accordance with Executive Order 1043, California State University Chico has determined that attorneys will not be part of the campus conduct process. Both students and the campus may consult attorneys outside of actual conduct proceedings

TITLE 5 CALIFORNIA CODE OF REGULATIONS § 41301.STANDARDS FOR STUDENT CONDUCT.

(a) Campus Community Values

The University is committed to maintaining a safe and healthy living and learning environment for students, faculty, and staff. Each member of the campus community should choose behaviors that contribute toward this end. Students are expected to be good citizens and to engage in responsible behaviors that reflect well upon their university, to be civil to one another and to others in the campus community, and contribute positively to student and university life.

(b) Grounds for Student Discipline

Student behavior that is not consistent with the Student Conduct Code is addressed through an educational process that is designed to promote safety and good citizenship and, when necessary, impose appropriate consequences.

The following are the grounds upon which student discipline can be based:

- (1) Dishonesty, including:
 - (A) Cheating, plagiarism, or other forms of academic dishonesty that are intended to gain unfair academic advantage.
 - (B) Furnishing false information to a University official, faculty member, or campus office.
 - (C) Forgery, alteration, or misuse of a University document, key, or identification instrument.
 - (D) Misrepresenting one's self to be an authorized agent of the University or one of its auxiliaries.
- (2) Unauthorized entry into, presence in, use of, or misuse of University property.
- (3) Willful, material and substantial disruption or obstruction of a University-related activity, or any on-campus activity.
- (4) Participating in an activity that substantially and materially disrupts the normal operations of the University, or infringes on the rights of members of the University community.
- (5) Willful, material and substantial obstruction of the free flow of pedestrian or other traffic, on or leading to campus property or an off-campus University related activity.
- (6) Disorderly, lewd, indecent, or obscene behavior at a University related activity, or directed toward a member of the University community.
- (7) Conduct that threatens or endangers the health or safety of any person within or related to the University community, including physical abuse, threats, intimidation, harassment, or sexual misconduct.
- (8) Hazing, or conspiracy to haze. Hazing is defined as any method of initiation or pre-initiation into a student organization or student body, whether or not the organization or body is officially recognized by an educational institution, which is likely to cause serious bodily injury to any former, current, or prospective student of any school, community college, college,

university or other educational institution in this state (Penal Code 245.6), and in addition, any act likely to cause physical harm, personal degradation or disgrace resulting in physical or mental harm, to any former, current, or prospective student of any school, community college, college, university or other educational institution. The term "hazing" does not include customary athletic events or school sanctioned events.

Neither the express or implied consent of a victim of hazing, nor the lack of active participation in a particular hazing incident is a defense. Apathy or acquiescence in the presence of hazing is not a neutral act, and is also a violation of this section.

- (9) Use, possession, manufacture, or distribution of illegal drugs or drug- related paraphernalia, (except as expressly permitted by law and University regulations) or the misuse of legal pharmaceutical drugs.
- (10) Use, possession, manufacture, or distribution of alcoholic beverages (except as expressly permitted by law and University regulations), or public intoxication while on campus or at a University related activity.
- (11) Theft of property or services from the University community, or misappropriation of University resources.
- (12) Unauthorized destruction, or damage to University property or other property in the University community.
- (13) Possession or misuse of firearms or guns, replicas, ammunition, explosives, fireworks, knives, other weapons, or dangerous chemicals (without the prior authorization of the campus president) on campus or at a University related activity.
- (14) Unauthorized recording, dissemination, or publication of academic presentations (including handwritten notes) for a commercial purpose.
- (15) Misuse of computer facilities or resources, including:
 - (A) Unauthorized entry into a file, for any purpose.
 - (B) Unauthorized transfer of a file.
 - (C) Use of another's identification or password.
 - (D) Use of computing facilities, campus network, or other resources to interfere with the work of another member of the University community.
 - (E) Use of computing facilities and resources to send obscene or intimidating and abusive messages.
 - (F) Use of computing facilities and resources to interfere with normal University operations.
 - (G) Use of computing facilities and resources in violation of copyright laws.
 - (H) Violation of a campus computer use policy.
- (16) Violation of any published University policy, rule, regulation or presidential order.
- (17) Failure to comply with directions or, or interference with, any University official or any public safety officer while acting in the performance of his/her duties.
- (18) Any act chargeable as a violation of a federal, state, or local law that poses a substantial threat to the safety or well being of members of the University community, to property within the University community or poses a significant threat of disruption or interference with University operations.
- (19) Violation of the Student Conduct Procedures, including:
 - (A) Falsification, distortion, or misrepresentation of information related to a student discipline matter.
 - (B) Disruption or interference with the orderly progress of a student discipline proceeding.
 - (C) Initiation of a student discipline proceeding in bad faith.
 - (D) Attempting to discourage another from participating in the student discipline matter.
 - (E) Attempting to influence the impartiality of any participant in a student discipline matter.

- (F) Verbal or physical harassment or intimidation of any participant in a student discipline matter.
- (G) Failure to comply with the sanction(s) imposed under a student discipline proceeding.
- (20) Encouraging, permitting, or assisting another to do any act that could subject him or her to discipline.

(c) Procedures for Enforcing This Code

The Chancellor shall adopt procedures to ensure students are afforded appropriate notice and an opportunity to be heard before the University imposes any sanction for a violation of the Student Conduct Code.

(d) Application of This Code

Sanctions for the conduct listed above can be imposed on applicants, enrolled students, students between academic terms, graduates awaiting degrees, and students who withdraw from school while a disciplinary matter is pending. Conduct that threatens the safety or security of the campus community, or substantially disrupts the functions or operation of the University is within the jurisdiction of this Article regardless of whether it occurs on or off campus. Nothing in this Code may conflict with Education Code Section 66301 that prohibits disciplinary action against students based on behavior protected by the First Amendment.

Note: Authority cited: Sections 66017, 66452, 66600, 69810, 89030, 89030.1 and 89035, Education Code. Reference: Sections 66450, 69813 et seq. and 89030, Education Code; and Section 245.6, Penal Code.

Associated Students' Acceptable Use of Computing and Digital Devices & Campus Email Accounts

I acknowledge that I have read and understand Policy 887, Acceptable Use of Computing and Digital Devices. I understand that each employee plays an important role in the security of Associated Students systems and information, and I agree to comply with this policy.

I also acknowledge that it is my responsibility to set up and check my campus email account on a daily basis. I understand that the Associated Students uses email for various time-sensitive and important information. I further acknowledge that I will not hold the Associated Students responsible for missed information or untimely response to same in the event that I fail to regularly check my email messages.

I _____ certify that I have read, accept and agree to the Associated
(Print Name)

Students Acceptable Use Policy of Computing and Digital Devices Policy and understand that it is my responsibility as an AS employee to create and check my campus email account on a daily basis.

Signed

Date

Community Legal Information Center
Alcohol Policy

1. The possession, sale, use or consumption of alcoholic beverages during a CLIC event, in any situation sponsored or endorsed by CLIC or in any event an observer would associate with CLIC, must be in compliance with any and all applicable laws of the state, county, city and University, as well as all state Alcohol Beverage Control statutes and regulations.
2. No interns, collectively or individually, shall purchase for, serve to, or sell alcoholic beverages to any minor, anyone under the age of 21 years.
3. The possession, sale or use of any illegal drugs or controlled substances while on CLIC premises, during a CLIC event or at any event associated with CLIC is strictly forbidden.
4. No intern shall operate a motor vehicle during a CLIC event or any event associated with CLIC while under the influence of alcohol or Drugs.
5. Neither the organization nor any intern of the organization shall possess alcoholic beverages in any park of the City of Chico.
6. The following state and University rules and regulations that apply to students and student organizations:
 - Executive Order No. 1043-Student Conduct Procedures
 - Executive Order No. 1006-Student Activities
 - California Code of Regulations, Title 5, §41301

The Administrative Directors of CLIC are responsible for ensuring the enforcement of these rules and Program Directors and interns are responsible for reporting violations.

I fully understand the CLIC Alcohol rules above and understand that the above-referenced documents also apply to my actions and behaviors as an intern and director in CLIC and agree to abide by all of them. I also understand that violation of any of these rules may result in not only dismissal from CLIC but also may subject me to disciplinary actions by the University and possible criminal sanctions.

Print Name

Signature

Date

INTERN / DIRECTOR INFORMATION SHEET

NAME: _____ **PROGRAM:** _____

STUDENT ID #: _____ **DRIVER'S LICENSE:** _____

COURSE #: _____ **DOB:** _____

LOCAL ADDRESS: _____

CITY, STATE, ZIP: _____

LOCAL PHONE: _____ **PERMANENT PHONE:** _____

PERMANENT ADDRESS: _____

CITY, STATE, ZIP: _____

EMEGENCY CONTACT: NAME: _____

TELEPHONE NUMBER: _____

EMAIL: _____

I, _____ (Name) I waive my right to confidentiality with regard to the emergency contact information to allow the Supervising Attorneys to contact that person if deemed necessary.

Name (Print)

Supervising Director name (Print)

Signature

Supervising Director Signature

Date

Associated Students / California State University, Chico

ASSUMPTION OF RISK AND RELEASE OF LIABILITY (Agreement)

I release and hold harmless the State of California, the Board of Trustees of California State University, the California State University, Chico and the Associated Students and each and every officer, employee, and agent of each of them, from any and all claims and causes of action that I may have against any of these entities or persons, by reason of any accident, illness, injury, death, or other consequences resulting directly or indirectly from or in any manner arising out of, or in connection in any way in my participation in the Associated Students program. **This document affects your legal rights. You should read and understand it before signing it.**

I _____ (print name), will be participating in an Associated Students Activity Fee funded program (hereafter "Program"). I will be volunteering at the Community Legal Information Center, CLIC, from September 12, 2012 December 21, 2012. In consideration of my participation in this Program, I agree with the following terms and conditions:

RISK OF PROGRAM ACTIVITIES: I understand that my participation in the Program specified above involves the risks of physical injury or death, or loss or damage to personal property that are inherent in service activities including, but not limited to, working with people of all ages, participating in sports and recreation activities, participating in cleaning and maintenance projects, preparing and serving food.

INDEPENDENT ACTIVITY: I understand that the Associated Students is not responsible for any loss or damage I may suffer when I am engaged in Program activities and that the Associated Students cannot and does not guarantee my personal safety. In addition, I specifically acknowledge that in performing Program activities, I am doing so independently as a student of the Program I choose, and not as an employee or agent of the Associated Students. I waive any and all claims which may arise from such Program activities. I acknowledge that workers' compensation benefits are provided to me in my capacity as a volunteer of the Associated Students, I hold the Associated Students harmless from any of my negligent acts.

I further agree that I am solely responsible for my own equipment, supplies, personal property, and effects during the course of Program activities.

I understand that I am not authorized to transport items or persons on behalf of or as an agent of the Associated Students unless approved through the AS Administration office in advance. I agree that if I drive or provide my own motor vehicle for transportation to, during, or from the Program site, I am responsible for my own acts and for the safety and security of my own vehicle, and I accept full responsibility for the liability of myself and my passengers. I understand that if I am a passenger in another's private vehicle, the Associated Students is not in any way responsible for the safety of such transportation and that the Associated Students insurance does not cover any damage or injury suffered in the course of traveling in such a vehicle.

HEALTH AND SAFETY: I state that I have no medical problems, allergies, or health-related issues that preclude or restrict my participation in this Program. I understand that I am responsible for any medical expenses that I incur while participating in this Program. I acknowledge that the Associated Students is not obligated to attend to any of my medical needs and I assume all risk and responsibility therefore, the Associated Students may (but is not obligated to) take any actions it considers warranted under circumstances possibly affecting my health and safety. I agree to pay all expenses relating thereto and release the Associated Students from any liability for any actions.

Participating in any activity is an acceptance of some risk of injury. I agree that my safety is primarily dependent upon taking care of myself. I understand that it is my responsibility to know what personal equipment is required (such as footwear, clothing, and other personal protective equipment) and, unless provided by the Associated Students, I will provide the proper personal equipment for my participation in the Program and ensure that it is in good and suitable condition. I agree to ask questions to ensure that I understand how to safely participate in the Program activities, and I agree to observe the rules and practices which may be employed to minimize the risk of injury while participating in the Program activities. I agree to reduce the risk of injury to myself or others by limiting my participation to reflect my personal fitness level, wearing the proper protection as dictated by the activity, not wearing something that would pose a hazard in the performance of the activity, and by not ingesting or using any substance during the activity which could

pose a hazard to myself or others. I agree that if I fail to act in accordance with this Agreement that I may be prohibited from further participation in the activity.

ASSUMPTION OF RISK AND RELEASE OF LIABILITY: I understand that I may be injured or may lose or damage personal property as a result of participation in the Program. I assume all risks related to the Program activities. Knowing the risks described above, and in consideration of being permitted to participate in the Program, I release and hold harmless the State of California, the Board of Trustees of California State University, the California State University, Chico and the Associated Students and each and every officer, employee, and agent of each of them, from any and all claims and causes of action that I may have against any of these entities or persons, by reason of any accident, illness, injury, death, or other consequences resulting directly or indirectly from or in any manner arising out of, or in connection in any way in my participation in the Associated Students program.

SIGNATURE: I have read and understand these terms and conditions of participation and agree to abide by them. I agree that this Agreement shall be governed by the laws of the State of California which shall be the venue for any lawsuits filed under or incident to this Agreement or to the Program. I further agree that if any portion of this Agreement is held invalid, the rest of the document shall continue in full force and effect.

Signature of **Program Participant**

Date

Printed Name of Program Participant

Date of Birth

Signature of **Parent/ Legal Guardian**

Date

Printed Name of Parent/ Legal Guardian
(if student is a minor)

Participant Contact Information

Home phone _____ Cell phone _____

E-mail _____

Address [Street] _____ City _____ ST ____ Zip _____

Emergency Contact Information

Name _____ Relationship _____

Home phone _____ Cell phone _____

VOLUNTEER ACKNOWLEDGEMENT FORM

Name _____

Program _____

Current Semester _____

Volunteer Job Description

I have been given a copy of my volunteer job description. (See *CLIC program syllabus*)

I understand that I am covered by the Associated Students' workers' compensation program only while performing those volunteer duties I am authorized to perform as outlined in the job description.

Workers' Compensation

I have been given a copy of the workers' compensation information sheet.

Physician Designation:
(Please check one box.)

- I wish** to designate a personal physician or personal chiropractor and have been provided the necessary form which will be returned as soon as possible. Please note: 1. The physician must be in the local Chico area and must meet all of the requirements as noted on the physician's designation form; 2. You must be treated at the facility designated by the Associated Students for any injury that occurs prior to submission of this form to the Associated Students; 3. You must also be treated at the facility designated by the Associated Students if the form is incomplete or if the physician does not meet the requirements as noted.

- I do not wish** to designate a personal physician or personal chiropractor. I understand and agree that at such time medical treatment is required, I will be instructed to seek treatment at one of the facilities designated by the Associated Students listed below:

Enloe Medical Center, 1531 The Esplanade, Chico, CA
Enloe Prompt Care, 888 Lakeside Village Commons, Chico, CA
Enloe Prompt Care, 560 Cohasset Road, Chico, CA

Signature: _____

Date: _____

POLICY ACKNOWLEDGMENT FORM

I ACKNOWLEDGE THAT I HAVE READ, UNDERSTAND, AND WILL COMPLY WITH ALL THE POLICIES, PRINCIPLES, PROCEDURES AND RULES AS LISTED BELOW AND UNDERSTAND THAT FAILURE TO COMPLY MAY RESULT IN RECEIVING A "NO CREDIT" AND POSSIBLE DISCIPLINARY REFERRAL

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(SIGNATURE)

(DATE)

(PRINT NAME)

CRIMINAL RECORD DISCLOSURE

Name: _____

Program: _____

Address: _____

Phone #: _____

Have you ever been convicted of a crime greater than an infraction?

Yes _____ No _____

If yes, please provide details: _____

Are you currently under probation or parole?

Yes _____ No _____

If yes, please provide the conditions of your probation or parole: _____

The information in this form will remain confidential and in the possession of the supervising attorneys.