



## Legal Aid

### Case Assessment Chart

When calling legal aid, please make sure that you clearly expressed that you are helping a client to apply for legal aid.

If the applicant is making the call directly make sure you can provide a phone number for contact.

Also, please make sure to have the following details available.

Legal Aid # Toll free: +1 800-668-8258

Legal Aid # (Toronto only): 416-979-1446

FCJ Refugee Centre phone number (If the phone call is made from our office): 416-469-9754

#### Initial Questionnaires

1. Client Name:
  - **CLT**
  - **CE**
2. Date of Birth:
3. Country of Origin:
4. Current Address:
5. Current Mailing Address (If not the same with the Residential Address):
6. Current Phone No.:
7. Email address:
8. Current Status in Canada: refugee / visitor:
9. Type of case: Please mark case applicable.  Refugee Claimant  Humanitarian and Compassionate Case  Other
10. Basis of Claim:
11. For refugee claimant, is the client in land or port of entry claimant? In land
12. When and where is the port of entry?
13. How much money they have when they enter Canada, (Or in the USA, may vary to the situation of the client.):
14. Amount of the remaining money:
15. Is there any dependent: \_\_\_\_\_
16. Do the client/s have the hearing schedule already? \_\_\_\_\_
17. Do they have a lawyer? \_\_\_\_\_



# FCJ Refugee Centre

*Walking with Uprooted People*

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- ❖ If the client currently does not have a lawyer, the agency will refer them to a lawyer if the client permits.
- ❖ If the client have not done any steps regarding their case, please explain to the legal aid specialist that the agency will explain and guide the client with all the steps/processes.
- ❖ After the first interview please make sure to write down the client number (CLT), this number will be requested when talking to the specialist (second interview).
- ❖ If a legal aid certificate is issued for the client please make sure to write down the certificate number (CE).
- ❖ Please note, you will be representing the client during the phone call and the specialist will ask for some details about you such as, name, agency, and phone number. Please make sure that you provide the agency's contact number.
- ❖ If the client is a refugee claimant, please make sure that they speak with Carolina about the refugee hearing tour and provide hearing guideline online link.