

# AVAILABLE ASSISTANCE TO COURT PATRONS

## HOW CAN COURT PERSONNEL HELP YOU?

### WE CAN...

- ✓ Provide general legal information about court rules, court terminology and court procedures
- ✓ Provide information about available legal resources and referrals, including free and low-cost legal help
- ✓ Help identify approved court forms and related instructions relevant to a court patron's case
- ✓ Provide information about how to request a foreign or sign language interpreter
- ✓ Check a court patron's forms to make sure they are complete
- ✓ Answer general questions

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### WE CANNOT...

- X Provide legal advice or help with legal strategy
- X Recommend whether a case should be brought to court or comment on the merits of a pending case
- X Give an opinion about what will happen in court
- X Represent a court patron in court
- X Disclose any information that would violate a court order, statute or rule
- X Deny a self-represented litigant access to the court or any services provided to other court patrons
- X Refer a court patron to a specific lawyer for fee-based representation

***For more information, see the Illinois Supreme Court Policy on Assistance to Court Patrons by Circuit Clerks, Court Staff, Law Librarians, and Court Volunteers (approved April, 2015).***