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## Our volunteers

Volunteers at the Clinic will be able to provide you with information on the law, procedures and recourses.

They can also help you figure out government forms and explain how to write a letter of demand requesting action from another person or company to address a problem.

However, only lawyers can represent you in court, prepare court documents on your behalf or advise you on the best option for you. We would be happy to refer you to another organisation or law firm if this is the type of service you need.

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## Your satisfaction

This is a service with limited opening hours but we will do all in our power to try to answer your questions in a timely manner while staying within our legally-imposed limitations. Please feel free to contact us with feedback and ideas for improvement.

*Bien que notre service soit limité, nous ferons tout en notre pouvoir pour essayer de répondre à vos questions dans un délai raisonnable, tout en respectant les limites imposées par la loi.*



**LIC**

Legal Information Clinic

**SGW: 1455 de Maisonneuve W. Suite H-729  
Montreal (Quebec) H3G 1M8  
Monday-Friday 1PM-5PM  
T. 514-848-7474 ext. 7375  
F. 514-848-7450  
legalclinic@csu.qc.ca | legalclinic.csu.qc.ca**

**LOY: 7141 Sherbrooke W. Suite CC-426  
Montreal (Quebec) H4B 2B9  
514-848-7474 ext. 7318**



# Getting you the legal information you need.

***Obtenez l'information juridique  
dont vous avez besoin.***

A free service for the Concordia  
undergraduate community!

*Un service gratuit offert à la communauté  
universitaire de Concordia.*



**LIC**

Legal Information Clinic



The **CSU Legal Information Clinic** is a free service that provides legal information and referrals in both French and English to undergraduate students, CSU clubs and associations. Volunteer law students are available to assist you at the Clinic.

*La Clinique d'information juridique du CSU est un service gratuit qui offre information juridique et références en français et en anglais aux étudiants du premier cycle universitaire de Concordia, aux clubs du CSU et aux associations de Concordia.*

### What areas of law are covered?

We can provide you with information about the following areas of law:

#### **Immigration**

Permanent resident applications, family sponsorships, visitors visas, etc.

#### **Discrimination**

Based on different factors such as race, religion, ethnicity, disability or sexuality and in diverse settings such as employment and housing.

#### **Consumer Protection**

Cell phone contracts, travel agencies, defective products, and other problems you

may have had with a business that provided you a service and/or sold you something.

For any other areas of law, the volunteers at the Clinic may also be able to assist you with your issue.

If you have a question about landlord-tenant or employment law, please contact the **CSU Housing and Job Bank** at [hojo@csu.qc.ca](mailto:hojo@csu.qc.ca).

If you have a question regarding academics, the Code of Rights and Responsibilities or you need a commissioner of oaths for certified copies, please contact the **Advocacy Centre** at [advocacy@csu.qc.ca](mailto:advocacy@csu.qc.ca)

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## Clinic hours

The Clinic is open 20 hours per week: Monday to Friday from 1:00pm to 5:00pm, at SGW. Please note that the Loyola offices are closed during the summer months.

### Here's how it works:

1. Call or email ahead to make an appointment and bring all documents concerning your problem. (See back of flyer for contact information.)
2. Explain your problem to a volunteer law student and they will help you write a fact summary of your situation. Based on this information, the volunteers will carry out the research.

3. You may wait for them and receive the answer immediately if the question is not too complicated or you may arrange to return at another time or receive the answer by telephone.

4. If you require further information after that, we can refer you to an organization or lawyer for further assistance (we will always do our best to identify free or reduced-rate options but such services may require you to pay).

5. We also offer you an accompaniment service, to provide moral support and act as an observer between yourself and third parties such as courts, government agencies, or law offices.

### What we can & can't do for you

We can help you to prevent a conflict or deal with one once it's arisen by supplying you with information about your options, rights and responsibilities. Prevention is generally the best way but we're happy to help in either situation!

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#### Disclaimer\*

The Concordia Student Union's Legal Information Clinic is an independent organization that provides free legal information to Concordia undergraduate students. The Clinic Volunteers and Clinic Coordinator do not provide legal advice, they only provide information. By accepting this disclaimer you acknowledge that the services provided by the Clinic are for information purposes only and are not in any circumstance a substitute for the advice of a lawyer or a notary. The Legal Information Clinic is independent from Concordia University and the University cannot be held responsible for any actions of the Clinic personnel.