

What Can I Expect

When I Call

Clear*Sr?

At first, you may get a busy signal or a message stating that all circuits are busy. If this happens, try the call again later.

Our screener will verify that you are eligible for our services and that you have a type of problem that we handle.

We will ask you for information about the person, business or agency with whom you are having the problem. We have to make sure we do not jeopardize your rights, or the rights of another client, because of a conflict of interest.

We will then ask you about your problem. You should have all papers or documents related to your problem with you when you call CLEAR*Sr. You should also have important information such as the names of people involved

What Is CLEAR*Sr?

It is a statewide toll-free hotline for people ages 60 and older to get free legal help with many civil (non-criminal) legal problems.

When Should I Call CLEAR*Sr?

You should call CLEAR*Sr if:

- You are 60 years old or older; and
- You have a civil (non-criminal) legal problem. Some examples include consumer, senior abuse or exploitation, welfare, SSI, Medicaid, Medicare, housing; and,
- You do not already have a lawyer or other legal help looking at this problem.

What is Northwest Justice Project?



NJP is a not-for-profit law firm that provides free civil legal services to low-income persons and senior citizens throughout the state of Washington. NJP is a member of Washington State's Alliance for Equal Justice. We get federal funds and State funds. The CLEAR Senior (CLEAR*Sr) hotline receives additional support through the Older Americans Act.

with the problem, their addresses and telephone numbers.

We may give you verbal or written advice to help you solve your problem on your own. We also have a large library of informational materials to help you understand your legal rights and to better handle your problem yourself. If any of these materials covers your problem, we will send them to you free of charge. If you have Internet access, we will help you find them online.

We may try to solve some problems through negotiation.

What If I Need Someone to Represent Me?

If your problem is more complicated and you need an attorney to represent you, we will try to refer you to a legal services provider in your community.

We cannot guarantee that the agency or program we refer you

to will be able to help you. There may also be times when we will not be able to find an appropriate referral in your area. We will do our very best to see that you get all the help that is available.

You can reach CLEAR*Sr by dialing, toll-free:

1-888-387-7111

CLEAR*Sr phone lines are open from 9:15 a.m. to 12:15 p.m. Monday through Friday.

Deaf, hard of hearing, or speech impaired persons can call CLEAR *Sr using the relay service of your choice.

CLEAR*Sr will conference in interpreters when needed at no cost to callers.

Free educational and self-help legal materials are available at this web address:

www.washingtonlawhelp.org

Northwest Justice Project

Coordinated Legal Education Advice and Referral for *Seniors

FREE LEGAL SERVICES



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