



INFORMATION AVAILABLE FROM COURT STAFF

Providing Information vs. Giving Legal Advice

Court Staff May:	Court Staff May Not:
Provide basic information applicable to all litigants about court procedures, rules, and practices.	Advise or recommend that a customer use one procedure, form, or pleading over another if more than one option exists.
Provide instructions and forms developed by the Judicial Department, including forms and instructions approved by the local court or presiding judge for release to the public.	Suggest that a customer seek a specific remedy, or tell the customer what they think the customer should do or what they would do in similar circumstances.
Provide public information contained in case files, Oregon eCourt Case Information (OECI), Appellate Case Management System (ACMS), and other court records as appropriate.	Answer a question unless they are sure the answer is appropriate and correct. Disclose information or documents in court records that are confidential, sealed, or otherwise not available to the public.
Indicate where to provide information on a form. Fill in blanks under the direction of a customer on forms selected by the customer.	Substitute their own words for a customer's words on a form being completed for a customer.
Provide court schedules and information on how to get matters scheduled. Upon request, provide contact information for lodging a complaint.	Encourage litigation by suggesting that customers sue or file complaints, or discouraging litigation by suggesting that a litigant dismiss an action or not pursue legal remedies.
<p>Provide information about the general legal information available on the Oregon State Bar's website: http://www.osbar.org/public/legalinfo.html.</p> <p>Provide links to OJD websites that may have helpful information and applicable forms.</p> <p>Provide information about the Oregon State Bar's Lawyer Referral Service (and Modest Means program).</p> <p>Provide information about the location of local law libraries that are open to the public.</p>	<p>Take sides or tell a customer what they think of the customer's case, or offer opinions about judges or possible outcomes of court matters.</p> <p>Recommend the services of a specific attorney or a group of attorneys.</p> <p>Unless authorized, process any court document or matter involving anyone who is a personal acquaintance or relative or member of their family.</p>