



## ADLG EMERGENCY DEFINED

**Definition:** An emergency is a situation that requires immediate attention by our staff. There are a few situations that our office considers an emergency. All other matters can be addressed within 24 hours. We encourage all clients to call the office to schedule a phone appointment with the paralegal or attorney to discuss their case if it does not fall under the definition of an emergency.

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### Examples of an Emergency:

- 1.) Client has a hearing tomorrow, and he/she cannot attend it.
- 2.) Client have a hearing today, and he/she cannot get to court.
- 3.) Client are in the middle of a custodial exchange when issues arise.
- 4.) Client's spouse/ex-spouse is physically taking child(ren) away breaching the bounds of the custodial agreement set forth.
- 5.) Police are present: at the marital property, at school, or someone is being arrested.
- 6.) Locks get changed on joint property, and client no longer has access.
- 7.) Utilities get shut off.
- 8.) Unscheduled DFAC visit.

A Client should be told hang up and call 911 immediately if one of the following things occur. He/she should call the firm back after the police have handled the matter to provide the firm with an update. Clio should be updated and task set for the paralegal to follow up within 24 hours as well.

- 1.) TPO (restraining order) is violated.
  - 2.) Client feels scared or threatened.
  - 3.) A child has been taken and no contact can be made.
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Items that are not Emergencies and can be handled in the next 24 hours and should be scheduled on the attorney's calendar for call back.

- 1.) Client spouse/ex-spouse threatens to take away child(ren) but is not actually doing so.
- 2.) Opposing Counsel calls.
- 3.) Money is moved and a joint account is closed.
- 4.) Most other matters will fall under this category.