


# Intake Process

**Do you need legal advice or legal information?  
Clients must start with our intake process first**



 **Call our Intake Line at  
416-441-1764 ext. 1**



Due to the high volume of calls we receive, clients will be asked to **leave a message** – you will not get a live person. In your message, please let us know when you are available, and if you need an interpreter. If the line is closed, please call again when it is open. Our Intake Line is closed certain hours (check our website).

If you would like to complete the intake process in person, you can also make an **intake appointment**. We have intake appointments available Mondays and Tuesdays from 1:30 pm to 4:30 pm. **Intake appointments can be booked by:**

- Calling our Intake Line and leaving a message. Please wait for a call back to schedule your appointment.
- or by visiting our reception desk during office hours (Monday to Friday, 9:00 am to 5:00 pm, closed for lunch 12:30-1:30 pm).



**Intake Staff will call you back.** Please wait at least **3 business days** for their call. If you miss the call, please leave another message on the Intake Line with times you are available.

After you complete our intake process, you may be referred to one of our paralegals or lawyers. If you are referred to a paralegal or lawyer at DVCLS, they will call you back within **5 business days of completing the intake process.**

