

# RHODES LAW

Divorce • Custody • Real Estate

## **Regular Business Hours**

Monday – Thursday: 9:00 a.m. – 5:00 p.m.

Friday: 9:00 a.m. – 1:00 p.m.

## **Holidays and Closed Dates Each Year**

Good Friday

Memorial Day

Independence Day, July 4

Labor Day

Thanksgiving Day Thursday and the following Friday

Christmas Eve and Christmas Day

December 26 – January 1

## Client Communication Guidelines

At Rhodes Law, we believe that regular, intentional communication with our clients is the best way to ensure sound case strategy, educate and reassure our clients throughout their case, and promote open discussion and feedback from the first day of representation until the day their case is closed.

We also believe that every single client deserves our undivided attention when we are working on that client's case. We find that we are most productive when we are able to work on your case and all of our other cases without interruptions.

Your attorney is often attending meetings, appearing in court, working on your case, working on other cases, or talking on the phone. As a result, there will be times when you will be unable to reach your attorney right away.

### **Phone Calls**

**We do not accept unscheduled phone calls.** This is different from most firms, which will be happy to let you call whenever you like and then send you a bill for the call. We do not accept calls from anybody – opposing counsel, judge, anybody. Our answering service takes a message and sends to us, and we call back when we are ready and have time to prepare for the call, which might involve looking at a case, research, and / or calendar in order to have a ready answer.

To honor everyone's busy schedules, **all phone calls must be scheduled.** As a Client of Rhodes Law, making an appointment saves you time, avoids playing "phone tag," and gets you prompt, undistracted attention. It also allows us to better serve you by giving time and space to prepare for the phone call.

### **Scheduling Calls and Appointments**

You may schedule a call with our office by emailing Elena ([elena@rhodeslaw.com](mailto:elena@rhodeslaw.com)). You may also book calls or appointments by visiting our scheduling page: [LINK](#). Except in special circumstances, we schedule all phone calls and appointments during our regular business hours.

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## **Email**

**Email is the best way to reach us.** Generally, we check and respond to emails twice a day between 10:00-10:30 a.m. and 4:30 – 5:30 p.m. Emails will be reviewed and addressed within a reasonable timeframe based on the circumstances. Except in legal emergencies as set forth below, all emails and voicemails received outside business hours or on holidays will be responded to during regular business hours.

## **Emergencies vs. Very Important vs. Routine Legal Issues**

Emergencies are defined as threats to life, liberty (freedom), or property. If you are facing a threat to one of these things, call 9-1-1. We cannot help you with actual emergencies.

We can, however, help you with *legal emergencies*, which are (thankfully) very rare in our practice based on the types of cases we accept. A legal emergency mandates an immediate response from us and your attorney will be interrupted.

The following are *legal emergencies*:

1. Your children have been kidnapped – not taken to Grandma’s house in Tennessee without your approval – but actually kidnapped.
2. DFCS is at your door.
3. The police are at your door regarding a family law issue.

The following, while *very important*, are *not* legal emergencies:

1. Someone is late or does not appear at all for picking up or dropping of the children.
2. You receive notification that the other parent wants to move away with the children.
3. Your spouse depletes or moves money or other assets or impairs your ability to access those assets.
4. You receive a copy of a document that you do not like or do not fully understand.

Please consider whether the matter is *very important* as opposed to a *legal emergency*. Important issues will be prioritized and handled as soon as possible. We ask this of ALL of our clients so that we can focus on our matters without unnecessary interruption.

If you have a *legal emergency*, send a **detailed** email with “EMERGENCY – YOUR NAME” in the subject line. If after reading the email we determine it is not an emergency we will prioritize it and respond in a reasonable timeframe.

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