

Alivia Haram:

We work for you. We want you to feel like you can come to us, give us all the information, and feel like we're on your side and we're on your team.

My name is Alivia and I am a paralegal at Richards Carrington. When you call Richards Carrington, I will most likely be doing your intake. Our attorneys are often very busy, either in court or with other clients, and when we have a potential client call, we don't want people to feel like they're just being sent to voicemail, and that's where I come in. I want to be the first person to say, "Tell me about what's going on," and look up your case, and gather as much information so I can get it sent over to the attorneys. It's a lot of personal information, so I try to be as understanding as possible, non-judgemental. I often feel like they are relieved, in a sense, because they've spoken to someone, they're on to their next steps of getting things taken care of.

I used to work on a domestic violence crisis line, and that's not that different from when people are calling us sometimes. They can be very skeptical of the information they're giving out, or they're very upset. They are also trying to tell me their side of the story, and it's important to make someone feel like you are listening to their story, and not just reading the alleged crime and then making a judgment on whether or not we will take their case.