

## Phone script for Legal Help Center voicemail line

This is the Legal Helpline for the Legal Help Center of the Placer County Superior Court. We can assist with family law, guardianships, evictions, Conservatorships, restraining orders, and other legal issues.

We also have a self help website which has answers to many questions that are frequently asked on this telephone line. Go to [www.placerco.org](http://www.placerco.org) and select “Legal Help Center/Self Help from the menu on the left side of the screen. That’s [www.placerco.org](http://www.placerco.org).

Calls will usually be returned during business hours but may be anytime from 8 a.m. to 8 p.m. When call volumes are high, it may be a few days until your call is returned—we appreciate your patience. Please leave a message with your name, your phone number, and your court case number. Please speak slowly and clearly. If we can’t understand your phone number, we cannot return your call, so it’s a good idea to repeat your phone number, especially if you are calling from a cell phone. Tell us what hours are best to call you back. If we call you and get an answering machine or voice mail, we will try to leave a detailed message answering your question, unless you tell us not to.

Legal Help Center staff cannot represent you in court, and cannot give you legal advice or have a confidential conversation with you; only a private attorney can do those things. We can help you with court paperwork, explain process and procedure, and help you make agreements. We assist both sides of the case, so the person you are opposing in court can receive the same kind of help that you do.

The Legal Help Center offers regular workshops on starting your divorce, starting your custody case, and motions. There are also walk-in clinic hours Monday-Friday 9 a.m. to noon at the family law courthouse, located at 11546 B Ave, Auburn, in DeWitt Center. During walk-in clinic hours, priority will be given to complex cases, emergencies, and issues not covered in workshops. We can also give you forms, instructions, and referral information by mail or email if you are not able to come to the clinic or a workshop.

After the beep, say your name, your phone number, your court case number (unless there is no court case filed yet), and a brief explanation of your problem. If you do not want us to leave a detailed message on your voice mail, don’t forget to say so, and don’t forget to repeat your phone number.