

**Self-Help Center/Family Law Facilitator's Office  
Restraining Order Help Center**

# HOW TO GET HELP

## In-person

**Emergency issues only:**

Restraining Orders  
Emergency custody and visitation requests  
Emergency guardianships  
Evictions (limited to emergencies only)

▪ **Visit the Restraining Order Help Center:**

Monday to Thursday: 8:30 am – 1:30 pm

Friday: 8:30 am - 12:00 pm

## Remote

► **For all other issues:** Call, Live Chat or email

► **Limited hours for calls and Live Chat:**

Mondays, Tuesdays, & Thursdays 8:30 am - 1:30

- **Call: (408) 882-2926, option 3** (voicemail not available)
- **Live Chat:** [www.scscourt.org](http://www.scscourt.org) (click "Contact the Self Help Center")
- **Email:** [www.scscourt.org](http://www.scscourt.org) (click "Contact the Self Help Center")

Self-Help Center/Family Law Facilitator's Office  
Superior Court, County of Santa Clara  
201 N. First Street, San Jose, CA 95113

Eff. 6/14/2021

## Important Information

(please read before you visit or contact our office)

- You must be **self-represented** (not have a lawyer in your case) to qualify for assistance at our office.
- We **cannot give you legal advice or be your lawyer**. We can give you legal information and forms, explain the court process, and provide referrals to local resources.
- **Bring an interpreter**. For faster assistance, please consider having an adult with you who is fluent in English and your language (reading and writing). If you email or call us before you visit our office (see contact information below), we may be able to schedule a court interpreter to help during your visit. Please note: (1) Court interpreters may not be available at the time of your visit for all languages; (2) interpreters cannot complete forms for you.
- **Have copies of your court documents with you**, as we may need to see them before we can help you.
- **Have income information with you**. Have proof of your income for now and the last two months available to show the source and amount of your income from any and all sources including self-employment, disability and any jobs.
- **No kids in the SHC please**. The Children's Waiting Room is currently closed due to COVID-19 protocols. If you do not have childcare available, we can assist with most issues through remote assistance. Go to [www.scscourt.org](http://www.scscourt.org) and click on "Contact the Self Help Center".
- **Forms are available online by going to [www.scscourt.org](http://www.scscourt.org), click on "Complete Forms at Home"**.