



Family Law Remote Proceedings Protocol

The Court allows for remote appearances by way of Zoom Audio/Video to be used in family law by justice partners and litigants to appear remotely for certain family law calendars and hearing types. Please refer to the [Calendar Appearance Requirement Matrix](#), a separate attachment, for specific details as to calendar appearance requirements (Zoom, in-person, etc.).

Appearance by video is **strongly** requested; however, you may also appear by audio. If the calendar you are appearing on requires a Zoom appearance, only those who are unable to appear by way of Audio/Video may appear in-person.

General Protocols

For added convenience, Zoom credentials are now available on the [Court's website](#)

The following is required of all Audio/Video conferencing attendees:

- Follow the same courtroom etiquette requirements when appearing remotely as you would in-person
- Change your zoom name to reflect your first name and last name
- Mute your audio when you are not speaking
- Should you be unable to appear by video as is **strongly** requested, and you appear by calling in only:
 - If you are using the audio only option, you must dial in; you cannot join with the audio only credentials on a desktop or tablet
 - Do not put the call on hold as music will play, and you will be disconnected by the Audio/Video conferencing host, and you will need to rejoin the Audio/Video conferencing session
- Attorneys, parties, witnesses, and any third parties are not permitted to record the proceeding without advance permission from the judicial officer calling the calendar; unauthorized recording of court proceedings violates California Rule of Court 1.150 and is punishable by monetary sanctions or contempt proceedings against the offending party
- If your case requires an interpreter:
 - The Court will only supply an interpreter if one is available and the parties provide sufficient notice to the interpreter coordinator
 - Interpreter requests must be received a minimum of two days prior to the hearing for the following languages: Spanish, Cantonese, Mandarin, Tagalog, Portuguese, Arabic, Vietnamese, Russian, Korean, Tongan
 - If any other language is desired, a minimum of seven days' notice is required; a timely request for an interpreter does not guarantee the Court will be able to supply one
 - Please submit all interpreter requests through the Court's website at www.sanmateo.courts.ca.gov, select 'Divisions,' and then select '[Interpreter Services](#)'

- Counsel that needs to have a private conversation with their client and are utilizing a Court provided interpreter, phone the interpreter coordinator at 650-261-5023, and we will connect you with an interpreter on standby who may assist you

Hearing-Specific Protocols

Status Conferences

- Remote appearance is mandatory
- Zoom credentials are now available on the [Court's website](#)
- Change your Zoom name to reflect your first name and last name
- Pro Per matters will be assisted by Volunteer Attorneys
- Be available from 1:15 pm -4:30 pm

Mandatory Settlement Conferences

- Remote appearance is mandatory
- Zoom credentials are now available on the [Court's website](#)

Requests for Order

- Remote or in-person appearance is allowed
- Zoom credentials are now available on the [Court's website](#)
- Change your Zoom name to reflect your first name and last name

Domestic Violence Prevention Act-Temporary Restraining Order

- If the matter proceeds to a hearing, the hearing may be conducted remotely or in-person. Personal appearance is not required of counsel and/or parties if the matter will proceed on the hearing date unless the Court orders otherwise.
- The moving party is expected to prepare a Proposed Order prior to the hearing and provide it to the Court for consideration (Orders will need to be completed before they leave the courtroom)
- Prior to a hearing, the standard admonishments will be presented to the parties. Parties will have the opportunity to view the admonishment video outside the courtroom or to read it in advance. Parties will be asked to confirm on the record that they have seen and understand the admonishment.
- The public may call (650) 261-5690 to obtain assistance regarding remote appearances. The telephone line will be open 30 minutes before the start of a court hearing and will remain open for the duration of the court session.

Family Law Support

- Remote appearances are required
- Change your Zoom name to reflect your first name and last name
- Prior to a hearing, the standard admonishments regarding the hearing being held by a Commissioner will be read over Zoom, in the courtroom, and in the hallway. If necessary to reach all parties while maintaining social distancing, it may also be provided in writing. Parties will be asked to confirm on the record that they have heard or read, and understand the admonishment.

Frequently Asked Questions

Is my matter in my Direct Department (Dept. 14, Dept. 15, Dept. 26) being heard?

All matters are currently being heard:

RFOs, Court Trials, DVs, Status Conferences

MSCs ***Department 14 will continue to only hear MSCs with upcoming Court Trials

If my matter is being heard, do I have to appear in person?

In order to ensure social distancing and reduce the spread of COVID-19, RFOs, Status Conferences, and MSCs in the Family Law Direct Departments (Department 14, 15, and 26) are being heard via Zoom. However, in-person appearances are allowed on RFO calendars. If your matter is going forward, Zoom credentials are now available on the [Court's website](#)

What if I have not received notice that my case has been rescheduled?

Due to the volume of cases being rescheduled, there may be a delay in receiving notice. You may also need to update your address with the Court. Your address will only be updated upon filing a change of address form MC-040 For assistance, you may contact the Self-Help/Family Law Facilitators at <https://www.sanmateo.courts.ca.gov/selfhelp/>.

Why is my RFO set so far out?

The court is working through the backlog incurred during Covid. We are continuing to schedule RFO's on the earliest available date.

The clerk's office is currently open. Hours are limited and by appointment only. For most up to date information please check the [Family Law division website](#).

The clerk's office will process filings in the order they are received. Due to reduced staff, there may significant delays. Any inquiries about the status of submitted documents should be directed to the Family Law Clerk's Office via e-mail at: family_law_webmaster@sanmateocourt.org

The Court has instituted a Mandatory E-filing Policy. For more information on e-filing, please visit [our e-filing website](#). Self-represented litigants may file in-person or by mail. Courtesy copies are not required.

Due to e-filing backlog, if your matter is scheduled within 3 court days of filing your documents, please e-mail the direct department a courtesy copy of your filing, along with proof of service to the opposing party. Be advised, you will still need to file your documents via e-filing, or in the clerk's office, if applicable. Please find the email addresses below.

I called or e-mailed the department and did not get a response. What should I do?

Due to the Court's limited resources and the volume of inquiries, the Family Law Direct Department e-mails and phone lines cannot ensure an immediate response. If you have not received a response within one week, please follow up with an e-mail to the department.

Department 14: Dept14@sanmateocourt.org

Department 15: Dept15@sanmateocourt.org

Department 26: Dept26@sanmateocourt.org

Why won't the Courtroom Clerk help me?

The Courtroom Clerk cannot assist you with legal advice. Please consult legal counsel or the Family Law Facilitator <https://www.sanmateo.courts.ca.gov/selfhelp>