



VENTURA SUPERIOR COURT FAMILY RESOURCE CENTER

JUVENILE JUSTICE CENTER
4353 East Vineyard Avenue
Oxnard, CA 93036

The Ventura Superior Court is only admitting members of the public by appointment to protect the health and safety of the public and court personnel.

SELF-HELP SERVICES

E-mail

If you have questions about court forms or processes, please email us at one of the email addresses below:

- For Civil cases, email SHLAC.workshop@ventura.courts.ca.gov
- For Family Law cases, email FLF.IS.workshop@ventura.courts.ca.gov

Self-Help Call Center – Civil: (805) 289-8812

Self-Help Call Center – Family: (805) 289-8732

The Call Center hours are 1:30 pm – 3:30 pm Monday through Friday (except court closures and holidays, and the Family Law Call Center is closed on Tuesdays). The Call Center will direct self-represented litigants on how to access court forms, how to e-mail the Self-Help Center, and how to register for a webinar and/or set a phone or Zoom appointment. **The Call Center does not provide full self-help services.**

Webinars

Webinars are available to answer your questions. Visit calendly.com/vcselfhelpcenter to sign up.

Hours of Operation

Monday through Friday from 9:00 AM – 3:30 PM (closed from 12:00 PM – 1:30 PM). Appointments are required.

TELE-SELF-HELP ONLINE RESERVATION SYSTEM FOR VIRTUAL SELF-HELP

The Ventura Superior Court has created an online reservation system that the public can use in order to receive self-help assistance through phone or Zoom video conferencing appointments. Scan the QR code to schedule your appointment for the Family Resource Center.



This QR code also allows you to make appointments at other court departments as needed.

You can also visit calendly.com/vcscreservations to make an appointment at the Court.

THE COURT REQUIRES THAT YOU FOLLOW COVID-19 GUIDELINES:

- Wear a face mask over your nose and mouth at all times within public areas of the courthouse or courtroom
- Maintain at least 6 feet of physical distance from all persons (except those within your household) at all times
- Cough or sneeze into your elbow
- If you are COVID-19 positive – **do not come in**

PLEASE REVIEW CAREFULLY BEFORE YOUR VIRTUAL APPOINTMENT

WHAT SHOULD I HAVE AVAILABLE?

- Full names, birth dates, and any other identifying information of the other, parties and minor children involved in your case
- Pens (black or blue)
- If needed, reading glasses
- Any documents related to your case
- Case number

WHAT SHOULD I EXPECT AT MY VIRTUAL APPOINTMENT?

We are only providing general legal information and form assistance. If you need forms, contact us BEFORE your scheduled appointment at one of the email addresses below:

- For Civil cases, email SHLAC.workshop@ventura.courts.ca.gov
- For Family Law cases, email FLF.IS.workshop@ventura.courts.ca.gov

The duration of your phone or Zoom appointment will be no longer than 15 minutes. Please gather all forms and questions that you want to ask during your appointment to make the most out of your time.

HOW WILL I BE CONTACTED FOR MY VIRTUAL APPOINTMENT?

If you requested a phone appointment, we will contact you at your scheduled phone appointment time at the phone number you provided in the Calendly registration. We will call you once and if you do not answer, we will call you back one more time within 10 minutes. **After the second call without answering, you may have to schedule another phone appointment.**

If you requested a Zoom appointment, we will e-mail you instructions, the meeting ID and the password to the e-mail you provided in the Calendly registration. **If you do not log in or contact us within 10 minutes of your appointment time, we will cancel the appointment and you will need to reschedule.**

CAN I FILE THE SAME DAY I RECEIVE SELF-HELP ASSISTANCE?

You must have a reservation for the clerk's office to file any forms. **IF** your forms are complete and ready to file, you can make the reservation at calendly.com/vcscreservations for:

- Family Law Clerk's Office – Family Law and ALL Restraining Order forms
- Civil Clerk's Office – Civil forms
- Juvenile/Probate Court – Guardianship and Conservatorship forms

There is no guarantee that a same day reservation will be available. Please expect to make a reservation for the Clerk's office for another day and/or another time to file your forms.