



Juvenile Court of Memphis and Shelby County

616 ADAMS AVENUE MEMPHIS, TENNESSEE 38105
P. O. BOX 310 MEMPHIS, TENNESSEE 38101

Public Protocols for Zoom Virtual Courtroom Hearings

YOU HAVE BEEN ORDERED TO APPEAR BEFORE THE JUVENILE COURT OF MEMPHIS AND SHELBY COUNTY, VIA THE ZOOM MEETING APP. You must follow these instructions and appear for your hearing. Failure to appear may result in your claims being denied, or opposing claims granted against you, or a warrant being taken for your arrest.

1. If you are receiving this Zoom invitation, please be advised that you should not appear in person at the Juvenile Court building unless you have no other access to a phone, tablet, or other device that will permit you to participate from a remote location.
2. You will join the virtual courtroom at the scheduled time by clicking the link provided to you by the child's or your attorney or the court counselor.
3. Please test your audio and video equipment prior to being admitted into the Zoom hearing. While in the virtual waiting room you should be able to "test" your audio.
4. Please rename your device with your first and last name. If you are with a state or private agency, please ensure your agency name is listed with your first and last name.
5. Upon joining the Zoom hearing, you will be placed in the waiting room until the Magistrate or Judge admits your case to be heard. There may be several cases set on the docket. Your case will be called as close to your designated time as possible.
6. Please be prepared to provide identification if requested to do so by the Magistrate or Judge. If your identity cannot be confirmed, then you will be removed from the Zoom hearing.
7. Please find a stable, stationary, and appropriate area for your Zoom hearing to avoid distracting movement and noise in the background. Turn off any radios, televisions, or any other items that cause background noise.
8. In most circumstances, you and any witness **MUST** appear via video for your Zoom hearing. Judicial permission is required for any party or witness to appear via audio only.
9. If you are using a device that allows video and you are unable to connect your audio, you will not be permitted to remain in the virtual courtroom and will be asked to dial into the Zoom meeting using the Zoom phone number. Again, judicial permission is required for any party or witness to appear via audio only. If you are unable to connect your audio to the hearing once admitted, please submit to the Court an appropriate phone number where you can be reached.
10. Speak directly and clearly into your device's microphone.
11. When using video, you must have ample lighting to show your face and not just your silhouette.
12. You will not be allowed to participate in the Zoom hearing:
 - a. while lying or reclining in bed,
 - b. while driving or being driven by another person,
 - c. while smoking,
 - d. while in a state of partial undress or not fully dressed, and
 - e. while engaged in conduct or behavior that is not permitted in an actual courtroom.

13. If you are not alone when asked to identify yourself, you must inform the court of all other persons around you. Any persons unrelated to the parties' immediate family and not associated with the hearing will be asked to leave so that the confidentiality of the hearing is maintained.
14. Please do not allow your spouse, significant other, family member, or any other person other than your attorney to be in the room to comment or coach you during your Zoom hearing. If your testimony is coached or corrected by a third party your testimony will not be considered as reliable by the Magistrate or Judge and the case will proceed without your testimony.
15. Please do not allow your children who are the subject of a child support hearing to be present during the hearing. These are adult issues between parents only. You should not involve the children in any part of the litigation.
16. Any profanity or inappropriate behavior will result in you being muted and/or removed from the Zoom hearing.
17. The proceedings are recorded by the court and the court's standing rules prohibiting video and audio recording in the courtroom remain in effect. You are prohibited from recording these proceedings in any way. **It is unlawful for you to record or live stream your Zoom hearings.**
18. If you repeatedly interrupt the Zoom hearing by speaking out of turn, you will be placed in the waiting room until the case has concluded.
19. If you wish to confer with your attorney, please let the court know and you and your attorney will be placed in a private and confidential breakout room so that you may discuss any issue that you have.
20. Please have your income information available, i.e. check stubs, W-2's, 1099 forms, etc. Income information from ALL sources is relevant. Child support is calculated based on your gross income from all sources, including financial assistance from family or others and second, part-time jobs.
21. Please have proof of your work-related childcare expenses, private school tuition, and costs of your child's extracurricular activities.
22. If your spouse who is not the parent of the subject child provides the medical, dental, and/or vision insurance for the child who is the subject of the child support order, please provide proof of those costs.
23. Even if you have provided the child support office with a copy of your relevant documentation, please have it with you for your hearing. There is no guarantee the State's attorney will have a copy of it or will have viewed it prior to the hearing.
24. Exhibits and other documents you wish for the court to consider must be emailed to the court at least 24 hours prior to the hearing by sending the documents to JCC-Orders@shelbycountyttn.gov (non-child support cases) or Alisha.Partee@shelbycountyttn.gov (child support cases). Evidence not anticipated or submitted prior to the hearing may only be considered based upon the discretion of the court. The only formats that will be accepted are PDF or documents, JPG and PNG for images, and MP4 for videos. No DOC formats or executables will be accepted.
25. All exhibits or other documents should be named in this format: the case number and short description, e.g. "XX1234 Plea Papers" or "ZZ9876 Wage Documents".