

**Operating Procedure for the Suffolk Division of the Probate and Family Court Under Standing Order 2 – 20, as amended July 1, 2020 and Supreme Judicial Court third updated order regarding court operations under the exigent circumstances created by the COVID-19 (coronavirus) pandemic effective July 1, 2020**

**Court Operations starting on July 13, 2020**

**A. Access to Courthouses**

As outlined in Paragraph 4 of SJC Order OE-144 effective July 1, 2020, starting on July 13, 2020, courthouses will reopen for court staff and persons who are present in courthouses for attending in-person court proceedings as described in Sections E and F below; conducting in-person business with a register's office; meeting with a probation officer or probation staff person; or conducting business at other offices that are open to the public and housed in the courthouse.

1. It is strongly recommended that you utilize the Virtual Registry to connect with court staff while remaining in the safety of your own home.

As of July 13, 2020, the Suffolk Virtual Registry will be available from 8:30 a.m. to 4:00 p.m., Monday through Friday.

Additional information about the Virtual Registry can be found at:

<https://www.mass.gov/service-details/suffolk-probate-and-family-court-virtual-registry> or at <https://www.mass.gov/info-details/remote-court-services>.

2. Record requests from our archive or storage location may still be made. Rather than come to the courthouse in person, we strongly recommend that you email your request to: (tanya.brussa-pagan@jud.state.ma.us). Registry representatives will scan and email the plain copies to you at the email address used to make your initial request. Any fees for copies provided in this manner must be paid by credit card charge to be made by court cashier over the phone.

**B. Virtual Proceedings**

To continue to limit the number of persons entering courthouses, the Probate and Family Court will continue to conduct most business virtually. **The volume and type of cases to be heard virtually will be determined by the Register and First Justice, collectively, and will be scheduled based upon on-site and remote staffing availability and the availability of technological support and training needed to conduct virtual hearings. Because of the unique characteristics of each physical location, some courts will not be able to safely increase staffing levels in the same way as other locations.** To facilitate the business of each division, in the discretion of the First Justice, the individual assignment of cases may be relaxed so that all cases may be heard as scheduled.

Whether it is practicable to address certain case types/events will differ for each division of the Probate and Family Court, and will be based on a variety of

considerations. However, the Probate and Family Court is committed to hearing as many case types/events as is possible.

Most cases in Suffolk County will be heard virtually and you will receive a notice with unique Zoom or call in instructions.

**C. New Filings**

1. For the actions listed in Section D below, parties may file by email, mail, in-person, e-filing where available, or utilizing the MassAccess filing procedure where available.
2. For all other matters: Parties may file by the above means, except that email may only be used for filing when done so by a Court Service Center staff member or an attorney volunteering through a Lawyer for the Day program on behalf of a self-represented litigant.
3. Drop-box: Every courthouse location will have a drop-box for filings.

New filings can be made utilizing a drop-box located inside the courthouse on the first floor near security. Please complete the form with your contact information. If a telephone number is included, you will be contacted within the hour by a Registry Staff Member who will confirm receipt of your pleadings and advise as to whether they are acceptable.

Requests for Divorce Certificates and additional Letters of Appointment and/or Letters of Authority can also be made utilizing this box. Please be sure to include contact information as payment will need to be submitted prior to the documents being released for pick up at the drop-box location.

There will be a table in the lobby near the drop-box where commonly used forms can be obtained. Kindly note: these forms should be retrieved and then brought back to the drop-box when completed. These forms are not meant to be completed at the table.

**D. Occupancy Limits**

As outlined in Paragraph 4 of SJC Order OE-144 effective July 1, 2020, entry into a courthouse may be limited to avoid exceeding occupancy limits. In that event, the Probate and Family Court considers the below actions to be emergency proceedings for purposes of entry into a courthouse. This list is not ranked in order of importance.

1. Restraining Orders Pursuant to G. L. c. 209A/Orders to Vacate Pursuant to G. L. c. 208, § 34B, although hearings under G. L. c. 209A are presumptively virtual (See Section G below);
2. Petitions/motions seeking a Do Not Resuscitate/Do Not Intubate/Comfort Measures Only (DNR/DNI/CMO) order, authorization for medical treatment order, or order for antipsychotic medication;

3. Petitions seeking appointment of a temporary guardian or conservator;
4. Petitions pursuant to G. L. c. 19A, § 7 and G. L. c. 19C, § 20 – protective services;
5. Health Care Proxy actions;
6. Petitions/Motions for Appointment of Special Personal Representative;
7. Petitions for marriage without delay;
8. Complaints for Dependency (SIJS) and any related motions;
9. All requests for injunctive relief;
10. Motions for temporary orders where exceptional/exigent circumstances have been demonstrated; and
11. Contempt actions where exceptional/exigent circumstances have been demonstrated.

**E. In-Person Matters Starting on July 13, 2020**

On July 13, 2020, the Probate and Family Court may begin hearing the below actions in person. All other matters will be heard virtually, unless the First Justice and Register of a division determine that additional actions may be heard in person.

1. Evidentiary hearings; and
2. Trials.

All matters in which the assigned judge has determined that an in-person hearing is required in the interests of justice will be heard in person.
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**F. In-Person Matters Starting on August 10, 2020**

Beginning on August 10, 2020, the Probate and Family Court may hear the actions listed below in person. All other matters will be heard virtually, unless the First Justice and Register of a division determine that additional actions may be heard in person.

1. Evidentiary hearings;
2. Trials;
3. Motions for temporary orders involving custody/parenting time; and
4. Contempt actions.

All matters in which the assigned judge has determined that an in-person hearing is required in the interests of justice will be heard in person.
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**G. Abuse Prevention Orders**

Proceedings pursuant to G. L. c. 209A (abuse prevention orders) shall be conducted virtually unless otherwise ordered by the court. Virtual hearings shall be conducted by videoconference, unless it is not practicable to conduct the hearing by videoconference, in which case the hearing may be conducted by telephone.

An in-person hearing may be permitted by a judge if requested by one or more of the parties, or as ordered by a judge. In determining whether to permit an in-person hearing to occur, the judge should take into consideration all relevant factors, including but not

limited to the positions of the parties, case scheduling constraints, building and courtroom occupancy limits, and social distancing accommodations.

**H. Protocol in the event of a court closure by the Trial Court**

If the Brooke Courthouse is closed, you may call the Trial Court Help Line at 1-833-91COURTfor assistance. You may also email the court at [Suffolk.questions@jud.state.ma.us](mailto:Suffolk.questions@jud.state.ma.us).

**I. Contact Information**

Emergency phone number	857 972 3058 or 857 972 3599 or 857 330 1938 or 857 330 1261
Emergency email address	<a href="mailto:Suffolkquestions@jud.state.ma.us">Suffolkquestions@jud.state.ma.us</a>
Registry phone number	617 788 8300
Probation contact	Chief Edwin Welch 617 788 8383
Judicial Case Manager	Patrick Yoyo <a href="mailto:Patrick.yoyo@jud.state.ma.us">Patrick.yoyo@jud.state.ma.us</a> 617 788 8398
Assistant Judicial Case Manager	Kathy Kavey, <a href="mailto:Kathy.kavey@jud.state.ma.us">Kathy.kavey@jud.state.ma.us</a> 617 788 8300
Assistant Judicial Case Manager	Sharon Blocker, <a href="mailto:Sharon.blocker@jud.state.ma.us">Sharon.blocker@jud.state.ma.us</a> 617 788 8385
Assistant Judicial Case Manager	JohnJoe Hallissey, <a href="mailto:johnjoe.hallissey@jud.state.ma.us">johnjoe.hallissey@jud.state.ma.us</a> 617 788 8346
Assistant Judicial Case Manager	Maria Rizzo-LaFace, <a href="mailto:Maria.rizzolaface@jud.state.ma.us">Maria.rizzolaface@jud.state.ma.us</a> 617 788 8364
Sessions clerk	Weber Lyncee, <a href="mailto:Weber.lyncee@jud.state.ma.us">Weber.lyncee@jud.state.ma.us</a> - FJ Dunn
Sessions clerk	Amanda Bourgeois, <a href="mailto:Amanda.bourgeois@jud.state.ma.us">Amanda.bourgeois@jud.state.ma.us</a> - J. Christopher
Sessions clerk	Kristen Antolini, <a href="mailto:Kristen.antolini@jud.state.ma.us">Kristen.antolini@jud.state.ma.us</a> - J. Giordano
Sessions clerk	Brian Powell, <a href="mailto:Brian.powell@jud.state.ma.us">Brian.powell@jud.state.ma.us</a> - J. Rivers
Sessions clerk	Erica Lewis-Bowen, <a href="mailto:Erica.lewisbowen@jud.state.ma.us">Erica.lewisbowen@jud.state.ma.us</a> - J. Ward
Judicial Assistant	Donna Anderson, <a href="mailto:Donna.anderson@jud.state.ma.us">Donna.anderson@jud.state.ma.us</a> 617 788 8293
Judicial Assistant	Althea Lewis, <a href="mailto:Althea.lewis@jud.state.ma.us">Althea.lewis@jud.state.ma.us</a> 617 788 8342