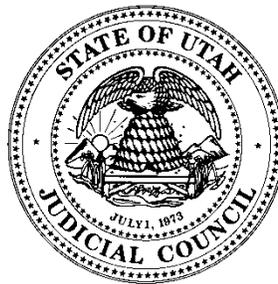




Utah State Courts

Volunteer Court Visitor Program
Orientation Manual



May 6, 2016

(1) Acknowledgments

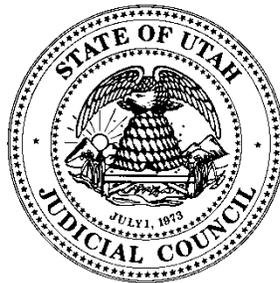
This manual is adapted from a manual by Erica Wood and Ellen Klem of the American Bar Association Commission on Law and Aging, Volunteer Guardianship Monitoring and Assistance: Serving the Court and the Community (2011), developed under a grant from the State Justice Institute. Reprinted by permission of the American Bar Association.

Contributors to that manual are not included here.

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(2) Message from the chief justice

Congratulations on becoming a court visitor, and thank you. You have embarked on what I hope will be a personally rewarding experience. You will be helping the court to appoint and monitor guardians of incapacitated adults. Your contribution of time and effort will make a real difference to the court, to the guardians responsible for vulnerable adults, and to the vulnerable adults themselves.

The court has prepared this series of manuals to introduce you to the world in which people under guardianship live and to serve as a continuing resource as you do your work.

Your contributions will improve the lives of incapacitated adults in our community, provide information on which the judge can base decisions, teach guardians to perform their duties with integrity, and protect incapacitated adults from abuse, neglect and exploitation.

The Utah courts value your important contributions. Again, thank you.

A handwritten signature in black ink, appearing to read 'Matthew B. Durrant', with a long horizontal line extending to the right.

Matthew B. Durrant
Chief Justice, Utah Supreme Court
Presiding Officer, Utah Judicial Council

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(3) Role of the court visitor

The court visitor is a special appointee of the court who has no personal interest in the proceedings. The court visitor program is a district court volunteer program with the goal of improving the lives of incapacitated adults, assisting guardians and improving judges' decisions. A court visitor investigates, observes and reports to the court, ensuring that the protected person's needs are met, that their property is protected and being used for their benefit, and that the court's orders are being followed. The Utah courts have developed four different roles for volunteers, all under the rubric of "court visitor."

- Depending on the circumstances, the **interviewer** will focus on one of three separate objectives. All three involve interviews and observations, but the purpose of the information is different, and that purpose determines the scope of the inquiry. The three objectives:
 - Obtain information to help the judge decide whether to excuse the respondent from the hearing.
 - Obtain information about the respondent's circumstances before a guardian is appointed.
 - Obtain information about the protected person's well being after a guardian has been appointed.

Most of the visitor's work is in the homes of the people being interviewed and institutional settings, such as an assisted living residence.

- The **auditor**, a visitor with accounting skills, may be assigned to review financial reports filed by guardians and report any problems. Most of the visitor's work is in the courthouse.
- The **tracker**, a visitor with forensic skills, may be assigned to find guardians with whom the court has lost contact. The visitor's work environment varies depending on the nature of the research: visiting social media websites; contacting friends, family and colleagues; and researching bank, medical or other records that might show the guardian's whereabouts.
- The **teacher**, a visitor with teaching skills, may train other visitors, guardians and the public. Most of the visitor's work is in a classroom setting, usually in a public building like a library.

(4) Confidentiality and conflict of interest

The relationship between the volunteer visitor and the protected person and between the visitor and the guardian is a professional relationship and one of absolute confidentiality. You will learn very sensitive and personal things about the parties, and you must keep this information confidential. If you are discussing a case in a class or volunteer meeting, avoid using any person's name. Outside of the courts, do not discuss cases with anyone, even without naming names.

Confidentiality and emotional involvement will preclude you from taking a case in which you know any of the parties. So you must disqualify yourself from taking cases in which you have personal knowledge of anyone involved. This is especially difficult in small communities, but confidentiality must be respected.

You should avoid any activity that creates a conflict of interest or the appearance of conflict. For example, volunteers in a profession such as sales should not suggest or recommend anything from which they or their associates might profit. Volunteers in service industries or the long-term care industry must not suggest or recommend services from their employer.

Any information gained as a volunteer should not be used for any purpose except to complete the court assignment. You should not apply things learned about a case to a situation from which you can profit.

You must not accept any gifts or loans from a protected person, guardian or anyone else involved in the case, nor make any gifts or loans to these people.

(5) Introduction to guardianship

Your role in helping the court to appoint and monitor guardians occurs during and after the appointment process, and it may be helpful to understand that process.

(a) What is guardianship?

Adults have the right to make decisions about their lives. An adult who loses the capacity to make decisions may need special protection. There are several ways to help a person with diminished capacity. One option is for a “guardian” to make decisions on behalf of the protected person. (A person under guardianship is known as a “protected person.” During the appointment proceedings, the protected person is referred to as the “respondent.”) The order appointing a guardian transfers the right to make decisions from the protected person to the guardian. A guardian is a position of high trust, with responsibilities for the protected person and duties to the court.

A **guardian of an adult** is a person or institution appointed by a court to make decisions about the personal well-being — residence, health care, nutrition, education, personal care, etc. — of an incapacitated adult, who is called a “protected person.” “Incapacity” means that an adult’s ability to:

- receive and evaluate information; or
- make and communicate decisions; or
- provide for necessities such as food, shelter, clothing, health care, or safety

is impaired to the extent that s/he lacks the ability, even with appropriate technological assistance, to meet the essential requirements for financial protection or physical health, safety, or self-care. Incapacity is a judicial determination, and is measured by the respondent’s functional limitations. Utah Code [Section 75-1-201](#).

Generally speaking, a guardian is responsible for decisions about a protected person's personal well-being: residence, healthcare, nutrition, education, recreation, personal care, etc. Generally speaking, a "conservator" is responsible for making decisions about a protected person's estate: money, property, investments, business, contracts, etc. Under appropriate facts, the court might appoint one, or the other, or both. The guardian and the conservator might be two different people, or they might be the same person. If the court does not appoint a conservator, the guardian has many of the conservator's duties. Both offices are also known as "fiduciaries," and, upon appointment, both submit to the authority of the court.

You are a "court visitor," someone the court assigns to observe and report about the protected person's conditions and other matters as the court directs. The visitor does not give an opinion on the protected person's capacity but reports on observable facts. A visitor is a special appointee of the court with no personal interest in the proceedings. The parties may request that a visitor be assigned. The court may assign a visitor on its own initiative.

As you begin working on guardianship cases, remain aware of two things:

- Guardianship is a positive, protective device that helps to keep a person with diminished capacity from harm and helps them to be as independent as possible. Yet, at the same time, guardianship removes the fundamental right of a protected person to make their own decisions.
- Being a guardian is a most demanding role. A guardian must provide for the protected person's care and welfare, manage their funds prudently, and, with the protected person's values in mind, make medical treatment decisions—sometimes including end-of-life decisions. Often a guardian must decide where the person will live and must advocate for effective services. A guardian must make regular reports to the court.

(b) Procedure for appointing a guardian

(i) Petition to appoint a guardian

Any adult may file the petition. The petitioner may request that s/he or someone else be appointed guardian. The petitioner must file the petition in the county in which the respondent resides or is present.

(ii) Service of the petition and notice of hearing

Who must be served, how they must be served, and what they must be served with are governed by [Utah Code Section 75-5-309](#) and [Section 75-1-401](#). The petition and notice of the hearing must be served on the respondent and on the respondent's:

- spouse;
- parents;

- adult children;
- closest adult relative if no one listed above can be found;
- current guardian and conservator;
- caregiver or custodian; and
- guardian appointed by the will of respondent's parent or spouse.

Only the notice of the hearing must be served on:

- respondent's health care decision making agent; and
- respondent's agent under power of attorney.

(iii) Objecting to the petition

Usually a party "responds" to a petition, but in a guardianship, any person served with notice may "object" to the petition. The person may file a written objection before the hearing or appear at the hearing to raise the objection verbally.

(iv) Lawyer for the respondent

Utah law requires that the respondent be represented by a lawyer except in limited circumstances. The respondent's lawyer represents the respondent in the traditional sense as an advocate for the respondent.

If the respondent has not chosen a lawyer, the court must appoint one. The court may need to continue the hearing until the respondent has a lawyer. The respondent will usually have to pay for the lawyer unless the petition is without merit. Some lawyers have volunteered to represent respondents in guardianship proceedings through a Utah State Bar sponsored program known as the Guardianship Signature Program. The petitioner or respondent may request a lawyer under this program. The court may waive the requirement of a lawyer for the respondent if the respondent is the biological or adopted child of the petitioner, the value of the respondent's entire estate does not exceed \$20,000, the respondent appears in court with the petitioner, the respondent is given the opportunity to communicate his or her acceptance of the appointment of petitioner, and the court is satisfied that counsel is not necessary to protect the respondent's interests.

(v) Court visitor

If it is proposed that the respondent not be present at the hearing, the court must assign a court visitor to investigate the ability of the respondent to appear unless there is clear and convincing evidence from a physician that the respondent has fourth stage Alzheimer's disease, extended coma, or an intellectual disability with an intelligence quotient score under 25.

The court may also assign a court visitor to observe and report about the respondent's conditions and other matters. The visitor does not give an opinion on the respondent's capacity but reports on observable facts.

A visitor is a special appointee of the court with no personal interest in the proceedings. The petitioner, respondent or any interested person may request that a visitor be assigned. The court may assign a visitor on its own initiative.

(vi) Mediation

If someone objects, the parties must try to mediate their dispute before proceeding to trial.

(vii) Hearing

The court will set a date for a hearing when the petition is filed. If the respondent is not already represented, the court will appoint a lawyer at the hearing. This hearing is not a trial with testimony by witnesses, although the judge may ask questions. The judge will consider:

- whether the petitioner has the necessary claims and proof;
- whether proper notice of the petition and hearing has been given;
- whether the respondent is present or whether the respondent's presence has been properly waived;
- whether there is a need to assign a court visitor;
- whether the respondent is represented by a lawyer;
- whether the necessary documents have been filed;
- whether the proposed guardian is willing to serve;
- whether the proposed guardian has taken the guardianship test and filed the declaration of completion of testing, whether required; and
- whether there are any objections.

Unless someone objects to the petition, the judge will appoint the guardian at the hearing. If there is an objection, the case will be referred to mediation or set for trial at which the petitioner will have to prove the claims made in the petition.

(viii) Evidence of incapacity

The petitioner must prove that the respondent is incapacitated by clear and convincing evidence. That means the evidence must leave no serious doubt that the respondent's ability to:

- receive and evaluate information; or
- make and communicate decisions; or
- provide for necessities such as food, shelter, clothing, health care, or safety

is impaired to the extent that s/he lacks the ability, even with appropriate technological assistance, to meet the essential requirements for financial protection or physical health, safety, or self-care. Incapacity is a judicial determination, and is measured by the person's functional limitations. Utah Code [Section 75-1-201](#).

(ix) Evidence of need for authority

The petitioner must also present evidence on what authority the guardian should have. The petitioner must present evidence that the guardian's authority to make decisions in specific areas is necessary or desirable as a means of providing continuing care and supervision for the respondent. The court's order will limit the guardian's authority to these areas.

If the petitioner is seeking plenary authority, the petitioner must prove that no alternative exists and that nothing less than a full guardianship is adequate.

(x) Pre-appointment test

[Rule 6-501](#) requires that, before a person can be appointed as guardian, the person must take a test about their authority and responsibilities and file a [Certificate of Completion](#) with the court. The law does not require a test for a professional guardian or a parent appointed as guardian of their adult child. The test is not meant to screen anyone out of their role as guardian; it is meant to reinforce some of the responsibilities of the office.

(xi) Order and letters of guardianship

If the court is satisfied that the respondent is incapacitated and that the appointment is necessary or desirable as a means of providing continuing care and supervision of the respondent, the court will appoint a guardian. The guardian's authority will be limited unless nothing less than a full guardianship is adequate. The court's order will include the guardian's authority, and the letters of guardianship will conform to the order.

The letters show the guardian's authority to make decisions for the protected person.

(c) Who can serve as guardian?

Only a person appointed by a judge can serve as guardian. The judge can appoint any competent person, but [Utah Code Section 75-5-311](#) creates a priority list, and the judge will appoint in the following order unless there is a good reason not to.

The guardian may be a family member or friend. Usually family guardians have known the protected person for a long time and are familiar with the person's background and values. Family guardians likely have never served in this role before and are unfamiliar with it. They may need a lot of assistance.

The guardian may be a professional guardian who has experience serving in the role and who often has several protected persons for whom s/he is responsible.

The guardian may be the [Office of Public Guardian](#), a state agency, if there is no one else available to serve and insufficient money to pay a private agency.

(d) Guardian's authority

The guardian might have authority to make decisions only about certain things, sometimes called a limited guardianship. Or the guardian might have authority to make decisions about all aspects of the protected person's life, sometimes called a plenary guardianship. Utah law prefers limited guardianships, so that the protected person retains as much independence as possible. The court can give the guardian plenary authority only if nothing less than a full guardianship is adequate.

(i) Limited authority

Utah law prefers a guardian with limited authority. The guardian's authority should be tailored to the protected person's needs and abilities, and the challenge will be to describe that authority specifically enough to be clear and generally enough to be flexible. Depending on the protected person's needs and abilities, the guardian may need authority to make decisions about:

- medical or other professional care, counsel, treatment, or service;
- custody and residence;
- care, comfort, and maintenance;
- training and education; and
- clothing, furniture, vehicles, and other personal effects.

If no conservator has been appointed, the guardian may need authority to make decisions about:

- proceedings to safeguard the protected person's property;
- proceedings to compel a person to support the protected person; and
- receiving money and tangible property deliverable to the protected person and applying the money and property for the protected person's support, care, and education.

If the petitioner believes that other authority is needed, the petitioner should describe and request that authority in the petition and present evidence of the need at the hearing. The order and letters of guardianship must clearly describe the authority that the judge grants. A court may, in the order of appointment, place specific limitations on the guardian's power.

(ii) Plenary authority

If the court finds that nothing less than a full guardianship is adequate, the guardian has the same powers, rights, and duties respecting the protected person that a parent has

for a minor child. But, a guardian may not unreasonably restrict visitation with the protected person by family, relatives, or friends, unless permitted by court order.

Even with a plenary appointment, Utah law is unclear about whether the guardian has authority to make decisions about the protected person's religion, and sexual activity; whether the protected person can marry or divorce; whether the protected person may drive, consume legal substances or own a firearm. If the petitioner believes that authority is needed for these matters, the petitioner should describe and request that authority in the petition, present evidence of the need at the hearing, and include the authority in the order.

The right to vote cannot be assigned to the guardian in any event. The petitioner should consider whether to include in the petition and order whether the protected person retains the right to vote. The guardian can assist the protected person to cast votes.

(e) Emergency and temporary guardians

An "emergency guardianship" is an appointment for a limited period of time (not to exceed 30 days) during which the emergency guardian has authority to make decisions on the respondent's behalf. The court may appoint an emergency guardian if an emergency exists, the respondent's welfare requires immediate attention, and the respondent has no guardian or the guardian is not effectively performing their duties. Within 14 days after the order, the court must hold a hearing and begin the process to determine the respondent's incapacity.

The court may also appoint a temporary guardian, convert an emergency guardian to a temporary guardian, or appoint a different person as temporary guardian to replace the emergency guardian.

Until a full hearing and further order of the court, the temporary guardian is responsible for the protected person's care and custody and must not permit the protected person to leave Utah. The authority of any previously appointed guardian is suspended so long as a temporary guardian has authority. A temporary guardian may be removed at any time, and shall obey all orders and make any reports required by the court.

(f) Guardian ad litem

A "guardian ad litem" is not the same as a "guardian." The court might appoint a guardian ad litem to represent the best interests of the respondent at a hearing.

(6) Some problems after court appointment of a guardian

- (a) The guardian does not file care reports or financial reports in a timely manner.
- (b) The reports are incomplete or inconsistent.
- (c) Conflict among family members affects the protected person's care or finances or results in the guardian being unable to make decisions.

- (d) The guardian wants or needs to resign. For example, the guardian is overloaded as the health of the protected person declines, or the guardian him or herself experiences diminished capacity.
- (e) Need for change in scope of guardianship. For example, if a protected person's functioning improves, the guardian needs to return to court to modify or terminate the guardianship.
- (f) Physical, sexual or emotional abuse.
 - The use of physical force that may result in bodily injury, physical pain, or impairment.
 - Inappropriate use of drugs and physical restraints, force-feeding, and physical punishment.
 - Non-consensual sexual contact of any kind with the protected person or sexual contact with a protected person who is incapable of giving consent.
 - The infliction of anguish, pain, or distress.
- (g) Neglect. The guardian fails to perform required duties in caring for the protected person or managing the person's property. For example, a guardian fails to make suitable living arrangements or medical appointments or moves the protected person without informing the court. Or the guardian has difficulty fulfilling responsibilities and needs help.
- (h) Financial exploitation is the illegal or improper use of a protected person's funds, property, or credit. For example, a guardian improperly uses the funds of the protected person to support someone other than the protected person or the protected person's dependents, charges unreasonably large fees, or make transactions not permissible without court review.
- (i) Abandonment is the desertion of the protected person.
- (j) Changing the protected person's lifestyle. For example, the guardian does not honor the protected person's values and preferences. Or the guardian spends too little (or too much) to support the standard of living to which the protected person is accustomed.
- (k) The guardian does not encourage and help the protected person to be as independent, engaged, and comfortable as possible in the circumstances.

(7) How the court responds to problems

If problems arise the court has a number of means to encourage—and, if necessary, to order—changes. Measures that the court can take include:

- (a) Request information or clarification from the guardian.
- (b) Inform the guardian of community resources or services.

- (c) Request the guardian to submit a plan for making improvements.
- (d) Request the guardian to take specific actions within a designated time.
- (e) Assign a visitor or appoint guardian ad litem for further investigation.
- (f) Appoint a co-guardian.
- (g) Refer the case to another agency, such as adult protective services or the long-term care ombudsman.
- (h) Order the guardian to a hearing to determine what problems exist and what changes are needed (sometimes called an “order to show cause” why the guardian should not be held in contempt of court).
- (i) If there is a serious emergency, appoint a new temporary guardian, without a hearing.
- (j) Remove the guardian and appoint a new guardian.
- (k) Terminate the guardianship if capacity has been restored or limit the guardian’s authority if capacity has improved—or expand the authority if capacity has diminished.
- (l) Make any other orders necessary to assure the safety and well being of the protected person.

(8) Association between a protected person and a relative of the protected person

Utah law recognizes that a protected person retains the right to association. Association means visitation and communication in any form including by telephone, mail, or electronic communication. The protected person may associate with a relative or a “qualified acquaintance”—which means an individual who has established a significant, mutual friendship with the protected person, or who is clergy in the protected person’s religion or religious congregation. If the protected person is unable to express consent to visitation, then consent is presumed based on evidence of a prior relationship between the protected person and the relative or qualified acquaintance.

A guardian may prohibit association if a court order prohibits the association or if the protected person expresses a desire to not associate with the relative or qualified acquaintance.

A prohibition of a specific association may be part of the initial petition and order or the guardian may subsequently petition the court to modify an order. In addition, the protected person, relative or qualified acquaintance may at any time after the initial guardianship proceeding petition the court to modify or otherwise enforce an order.

The court may appoint a court visitor to meet with the protected person to determine his or her wishes about the association.

(9) Volunteer court visitor program administration

(a) State court organization

The mission of the Utah state courts is to provide an open, fair, efficient, and independent system for the advancement of justice under the law.

The Utah state court system is comprised of two appellate courts—the Supreme Court and Court of Appeals; three trial courts—the District, Juvenile, and Justice Courts; and two administrative bodies—the Judicial Council and the Administrative Office of the Courts.

The district court is the trial court of general jurisdiction. It has original jurisdiction to try all civil and all criminal cases. The district court case load includes probate cases, including petitions to appoint guardians.

The Administrative Office of the Court is responsible for implementing the standards, policies, and rules established by the Utah Judicial Council and organizing and administering all of the non-judicial offices of the Utah state courts.

The court visitor program is administered by the Administrative Offices of the Courts in the district courts for [the Second, Third, Fourth, Fifth and Seventh Judicial Districts](#).

- Second District includes Davis, Morgan and Weber Counties;
- Third District includes Salt Lake, Summit and Tooele Counties;
- Fourth District includes, Juab, Millard ,Utah and Wasatch Counties;
- Fifth District includes Beaver, Iron and Washington Counties, and
- Seventh Judicial District includes Carbon, Emery, Grand and San Juan Counties.

It is expected that the program will eventually expand statewide. The court visitor program is headquartered at the Matheson Courthouse in Salt Lake City.

(b) Assignments

A judge who needs a court visitor will contact the program coordinator and describe the nature of the assignment. The program coordinator will contact you to make sure you can take the assignment. The coordinator will spread the assignments as evenly as possible. Volunteers are expected to accept the assignments when offered, unless they do not feel competent to complete the work, they have commitments that will not allow them to complete the assignment on time, or they have a conflict of interest.

Upon the visitor's acceptance, the judge will sign an order making the assignment and directing the inquiry. Depending on the nature of the assignment, the order will give the visitor access to court records, access to the records of other organizations, access to the protected person's residence, and access to the people involved in the case for

interviews. After completing all of the necessary inquiries, the visitor will file a written report with the court, which will be provided to the parties. If the case is contested, the visitor may be called to testify.

(c) Court visitor program contacts

Court Visitor Program Coordinator
Administrative Office of the Courts
450 South State Street, Suite N31
Salt Lake City, UT 84114-0241

Karolina Abuzyarova, 801-578-3925, karolinaa@utcourts.gov

Holly Kees, 801-238-7030, hollyk@utcourts.gov

(d) Getting to the courthouse; Local contacts

The courthouses have airport-type security, so leave whatever might be considered a weapon at home or in your car.

(i) Second Judicial District

- [Davis County: 800 W State St // Farmington](#)
 - Guadalupe Moreno // phone: 801-447-3876// fax: 801-447-3881 // guadalupem@utcourts.gov
- [Davis County: 805 S Main St // Bountiful](#)
 - Lana Swanson // phone: 801-397-7037 // fax: 801-397-7011 // lanas@utcourts.gov
- [Davis County: 425 N Wasatch // Layton](#)
 - Linda Osgood // phone: 801-444-4316 // fax: 801-444-8224 // lino@utcourts.gov
- [Morgan County: 48 Young St // Morgan](#)
 - Janae Kidd // phone: 801-845-4020 // fax: 801-829-6176 // janaek@utcourts.gov
- [Weber County: 2525 Grant Ave // Ogden](#)
 - Diane Wood // phone: 801-395-1070 // fax 801-395-1182 // dianemw@utcourts.gov

(ii) Third Judicial District

- [Salt Lake County: Matheson Courthouse // 450 South State Street // Salt Lake City](#)

- Joanne Bueno Sayre // phone: 801-238-7162 // fax: 801-238-7404 // joannes@utcourts.gov
- [Summit County: 6300 North Justice Center Road // Park City](#)
 - Debra Anderson // phone: 435-615-4300 // fax: 435-658-1067 // deba@utcourts.gov
- [Tooele County: 74 South 100 East // Tooele](#)
 - 435-833-8000

(iii) Fourth Judicial District

- [Juab County: 160 N Main St // Nephi](#)
- [Millard County: 765 S Highway 99 // Fillmore](#)
- [Utah County: 125 N 100 W // Provo](#)
 - Teri Kuchar // phone: 435-429-1062 // fax: (801) 429-1020 // terik@utcourts.gov
- [Wasatch County: 1361 S Highway 40 // Heber City](#)
 - Mykel Dalley, phone: 801-429-1150 // fax: 801-429-1130 // mykelmd@utcourts.gov

(iv) Fifth Judicial District

- [Beaver County: 2270 South 525 West // Beaver](#)
- [Iron County: 40 North 100 East // Cedar City](#)
- [Washington County: 206 West Tabernacle, Suite 100 // St. George](#)
 - Judy Brader // phone: 435-986-5708 // fax: (435) 986-5723 // judyymb@utcourts.gov

(v) Seventh Judicial District

- [Carbon County: 149 East 100 South // Price](#)
 - Polly Atwood // phone: 435-636-3409 // fax: 435-637-7349 // pollya@utcourts.gov
- [Emery County: 1850 North 560 West // Castle Dale](#)
 - Polly Atwood // phone: 435-636-3409 // fax: 435-637-7349 // pollya@utcourts.gov
- [Grand County: 125 East Center Street // Moab](#)
 - Claudia Page // phone: 435-259-1349 // fax: 435-259-4081 // claudiap@utcourts.gov

- [San Juan County: 297 South Main // Monticello](#)
 - Claudia Page // phone: 435-259-1349 // fax: 435-259-4081 // claudiap@utcourts.gov

(vi) Trax directions to the Matheson Courthouse

Courthouse Station is the closest stop on the North/South Line, about one-half block from the courthouse west entrance. On the University Line, the closest stop is Library Station, about 1½ block from the east entrance, or Courthouse Station, about one-half block from the west entrance.

(vii) Driving and parking directions to the Matheson Courthouse

Validated parking is available for volunteers who park at the courthouse. Public parking (Level P2) is accessible only from 400 South, eastbound. If you are already west of the Courthouse, drive eastbound on 400 South and turn right into the driveway about mid-block between Main and State. (Don't go to the parking garage for the Ken Garff Building.) If you are east of the Courthouse, take 500 South to Main Street, turn right, and then right again on 400 South. Enter the driveway as above. Bear to the left as you descend the driveway. A deputy sheriff might ask you your business at the courthouse. After parking, take the elevator to the first floor rotunda.

(e) Record keeping and reimbursement

Volunteers are reimbursed for mileage to and from visits in guardianship cases. Mileage is not reimbursed for trips to the courthouse for court hearings or training. You can claim mileage reimbursement by the Mileage Reimbursement Form on the volunteer court visitor's webpage.

In addition to the report that a volunteer might file with the court, volunteers should complete an on-line "work report" which will help us measure the size and effectiveness of the volunteer program. To complete the information on-line, please go to:

- <http://www.surveymonkey.com/s/ZQDZL8K>