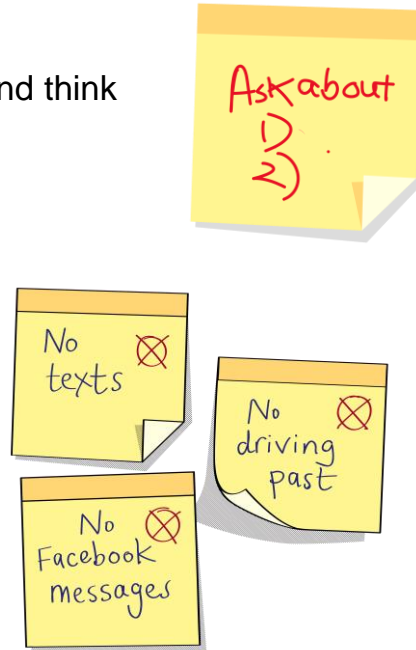


# Getting ready for important phone calls and virtual court appearances

## Get ready

- Find a quiet place where you can listen and think
  - What do you need to find out?
  - What do you want to say?
  - What questions have you got?
- Get some paper and a pen.

You might want to write things down.



## Support

You might be able to ask someone to listen too. They can:

- help you remember the information
- remind you about the questions you want to ask

## During the meeting or appearance

- Say when you don't understand something

"Say that again"

"I don't know what you mean"

"What did you say?"

"That was too fast"

- Check you know what the next steps are:
  - What do you have to do?
  - What are other people going to do?



- Ask someone to send you the important things you need to know (text, email, voicemail, video-chat) and check you understand everything. It's good to ask if you're not sure.