

# Domestic and Sexual Violence Resources for Henrico County Residents

## Animal Protection

**Animal Protection Unit** - (804-501-5000) - Answers all animal related calls for service and other animal involved concerns. Officers offer wellness checks on animals and will remove a companion animal in cases of physical abuse against the animals if there are signs of neglect. In situations of domestic violence, animal protection will work with area rescue groups and shelters to find temporary housing for pets.

## Adult and Child Protective Services

**Henrico County Department of Social Services** - *Main Office (804-501-4001); for Benefits (804-652-3123) for child abuse, call child protective services at (804-501-5437) (After 4:30 PM, call 1-800-552-7096) For abuse of adults age 60 and older or abuse of an incapacitated adult age 18 and older, call adult protective services at (804-501-7346) (After 4:30PM, call 1-888-832-3858.)* – Provides financial assistance and social services programs that effectively assist individuals and families to meet their basic human needs, increase their capacity to function independently, and to provide protection for abused and neglected children, elder abuse, and disabled adults. They also offer fatherhood support group, a grandparent support group, and nurturing parenting programs.

## Batterer Intervention Programs (BIP)

**Commonwealth Catholic Charities** - (804-545-5907) - provides educational group sessions for people who are abusive in their relationships. The Batterer Intervention Program (BIP) is a 24-week educational program. Members are challenged to self-identify their abusive behavior by listening to other group participants describe their own abusive behavior. Members also participate in group discussions about selected topics on "power-and-control" and equality in a relationship. An assessment is required prior to starting this program. The agency also offers an 8-week Anger Management group, which provides educational group sessions for individuals who exhibit destructive behavior or experience ongoing personal concerns as a result of their anger. Individuals who exhibit abusive, controlling or violent behaviors with their intimate partners are best served in the Batterer Intervention Program. Fees apply.

**Frank D. Manners and Associates, Inc.** - (804-672-8390) - a private practice that offers domestic violence assessments, and a 24 week batterer's educational program, also offers Saturday sessions. Fees apply.

## Domestic and Sexual Violence Programs

**Safe Harbor** - (804-249-9470x12 for counseling; 24 hour hotline 804-612-6126) - provides supportive counseling, crisis intervention, safety planning, court advocacy, hospital accompaniment, children's counseling and support, connection with community resources, and

support groups in English and Spanish. These services are available to individuals who have experienced intimate partner violence. Emergency shelter and a 24-hour hotline are also available for survivors of intimate partner violence. Safe Harbor also provides educational presentations related to the issue of intimate partner violence and the services and support offered by Safe Harbor. All services are provided free of charge.

### **Healthcare Related Services**

**Henrico Area Mental Health and Developmental Services** - 24- hour crisis line (804-727-8484) general line (804-727-8500) - serves people experiencing the effects of or are at- risk for mental illness, mental retardation, substance abuse, and children with developmental delay. Mental health and substance abuse counseling provided to individuals and families. Services provided on a sliding scale fee schedule.

#### **Henrico Doctor's Hospital**

**Parham Campus** - (804-747-5600)

**Forest Avenue Campus** - (804-289-4500)

**Retreat Campus (Grove Avenue)** - (804-254-5100)

**St. Mary's Hospital** - (804-285-2011)

**VCU Medical Center** - (804-828-9000) - for adult victims

Victims of sexual assault should be encouraged to seek immediate medical attention. Upon arrival to the healthcare facility, the victim will be provided with three options. These options include: (1) evidence collection with notification to law enforcement, (2) evidence collection without notification to law enforcement or (3) medical treatment only. It is recommended that victims of sexual assault receive care at a facility with 24/7 forensic nursing services available. Forensic nurses are registered nurses that have received extensive training in the care of patients reporting sexual assault. A comprehensive forensic evaluation, including evidence collection will be completed with the victim's permission. Forensic nurses work closely with law enforcement, attorneys, rape crisis advocates and victim witness personnel.

**Regional Hospital Accompaniment Response Team (RHART)** - is an emergency companion service program for people who have experienced domestic and/or sexual violence. Upon request of hospital staff, trained Hospital Accompaniment Volunteers (HAV) responds within 45 minutes to area Bon Secours hospitals and VCU Medical Center. Once there, the HAV meets with the client to provide supportive counseling, crisis intervention, advocacy, and resource and referral information. The HAV also connects clients with additional domestic and sexual violence services, including long term counseling, court advocacy, and emergency shelter resources.

**Henrico County Health Department** - East Office (804-652-3190);

West Office (804-501-4651) - promotes health and healthy behaviors for the community by providing quality, customer-focused care. They offer clinics, immunization, Women Infants and Children Nutrition Program (WIC), tuberculosis screening, sexually transmitted disease program, and a dental program. They also have maternity clinic, family planning, and refugee clinics. All these clinics are offered to the residents of Henrico County who are at or below the poverty level, have no insurance, or use Medicaid. They offer interpretation services for non-English speaking clients.

## **Legal Related Services**

**Clerk's Office** – *Circuit Court (804-501-4202); General District (804-501-4723); Juvenile and Domestic Relations (804-501-4688)* - provides case related information and court documents. The clerk's office also assists judges by preparing, recording and maintaining court orders, subpoenas, pleadings and managing court dockets and juries. The General District Court Clerk's Office prepares petitions for non-family abuse protective orders.

**Commonwealth's Attorney's Office** - (804-501-4218) – Investigate and prosecutes criminal offenses, ensure that both victims and defendants receive a fair trial and obtain orders for compensation for crime victims. They answer citizen inquiries concerning criminal complaints and the criminal justice system.

**Fourteenth District Court Service Unit** - (804-501-4693) - provides intake services for the Henrico Juvenile and Domestic Relations Court, and refers juveniles to an array of community-based services. The Court Service Unit prepares petitions for family abuse protective orders, custody, visitation, and child support. Families involved in custody and visitation matters receive mediation and parent education services through a contracted private vendor.

**Henrico County Community Corrections Program** - (804-501-5188) – enhances public safety through assessments and community supervision guided by best practices in both pretrial and local probation services. Local Probation Services provides local probation supervision to adult misdemeanor and local felon offenders placed in the program by judges of Henrico Courts. County Probation Officers conduct a risk assessment on all cases, provide local probation supervision, test for substance abuse, place offenders to do community service and verify work performed, facilitate payment of restitution, and refer to treatment, education or other services. Most cases involve shoplifting, substance abuse, mental health, domestic violence or anger related offenses.

Pretrial Services staff members provide the courts with a risk assessment, background information and bond recommendations on jailed defendants at the time of arraignment in the General District and JDR Courts. Pretrial also provides supervision services as a condition of release until the defendant's trial. Pretrial services officers meet weekly or bi-weekly with defendants, test for substance abuse, refer for treatment or community resources, write status reports to the court and testify as needed in violation hearings.

**Henrico County Police Division** – *Emergency – 911; Non- Emergency (804-501-5000)* - law enforcement officers respond to 911 calls for service; may request emergency protective orders; and in cases of assault law enforcement officers will arrest the predominant physical aggressor. The Police Division may assign detective to cases of sexual violence.

*Police Domestic Violence Coordinator* - (804-501-5732) - provides training and technical assistance to law enforcement officers and professionals in the community. The coordinator also follows up with victims of stalking, strangulation, and domestic violence, and makes referrals to other service providers.

**Henrico County Sheriff's Office - (804-501-5860)** – provides security for county jails, courthouses, and judges. They also serve civil process and court ordered documents; such as summonses, complaints and subpoenas, writs of possession for real estate, injunctions for protection against domestic violence, writs of garnishment, and arrest orders/writs of bodily attachment. Certain documents may require a bond for service processing.

**Henrico County Victim/Witness Assistance Program - (804-501-1680)** - Operates under the Henrico County Commonwealth Attorney's Office - provides comprehensive direct services to crime victims and witnesses in accordance with the Virginia Crime Victim and Witness Rights Act, Virginia Code section 19.2-11.01. It is the purpose of this office to ensure that the full impact of crime is brought to the attention of the courts of the Commonwealth; that crime victims and witnesses are treated with dignity, respect and sensitivity; and that their privacy is protected to the extent permissible under the code. Henrico Victim/Witness strives to ensure that victims and witnesses are informed of their rights; that they receive authorized services as appropriate; and that they have the opportunity to be heard by law-enforcement agencies, attorneys for the Commonwealth, corrections agencies and the judiciary at all critical stages of the criminal justice process to the extent permissible under law. These services include: emotional support during court proceedings, explanation of court procedures, case status, crisis counseling, advocacy, referrals to local social service agencies, assistance with safety planning, lethality assessments, inmate custody status, victim impact preparation, and assistance in filing for reimbursement through the Criminal Injuries Compensation Fund.

#### **I-CAN (Interactive Community Assistance Network)**

<http://www.courts.state.va.us/courtadmin/aoc/judpln/programs/afapo/home.html/>

This is a free internet based service that provides education on eligibility and assistance with preparing family abuse protective order petition forms. It is available in both English and Spanish, and can be accessed from any computer 24 hours a day. The completed and printed forms are then taken to the appropriate Juvenile and Domestic Relations Court Service Unit.

**Magistrate's Office - (804-501-5285)** - principal function of the magistrate is to provide an independent, unbiased review of complaints of criminal conduct brought to the office by law enforcement or the general public. Magistrate duties include issuing various types of processes such as arrest warrants, summonses, bonds, search warrants, subpoenas, and certain civil warrants. They also determine terms of bail, issue emergency custody orders, temporary mental detention orders, medical emergency temporary detention, and issue emergency protective orders.

#### **Additional Services**

**Virginia Sexual and Domestic Violence Action Alliance –24 hour hot line (1-800-838-8238)**  
*General number (804-377-0335)*– the Action Alliance is a nonprofit statewide coalition that operates a hotline to provide information and support for survivors, friends, family, and the general public. They also provide links to local crisis centers, shelters, or other human resource agencies through referrals and by directly connecting callers to local agencies via a 3-way calling system. In an effort to make the Hotline accessible to a wide array of callers, the Hotline employs bi-lingual (English/Spanish) staff and interpreters for over 140 different languages. Hotline advocates are also trained to respond to TTY or Voice Relay calls for callers who are deaf or hard of hearing.

They provide written information, training, statistical and legislative information on how to stop domestic violence, and help those who have been victimized. They also operate a LGBTQ Partner Abuse and Sexual Assault Helpline Monday through Friday from 8am – 8pm, the phone number is 1-866-356-6998.

**Commonwealth Catholic Charities** -(804-285-5900) - serves thousands of people each year through three main focus areas: nurturing children, strengthening families, and supporting people in times of crisis. A range of programs including emergency food supplies, debt management, homeless support and prevention, home care, mental health counseling, foster care, pregnancy counseling, adoption, and refugee resettlement and immigrant services help vulnerable individuals get the quality help they need to lead healthier, more stable lives.

The Commonwealth Catholic Charities Refugee and Immigration Services provides comprehensive refugee resettlement, including reception and placement, employment services, and cultural orientation. CCC RIS provides services to both refugees and other immigrants include assistance in accessing community services, including neighborhood outreach, English language and citizenship instruction for adults, and school liaison services. Immigration legal service staff is accredited by the Board of Immigration Appeals to provide low cost services to help qualified immigrants in transition to stabilize or adjust their legal status; professional interpreter services are available for a wide range of service providers.

**Virginia Cooperative Extension** - (804-501-5160) - is a collaborative effort between Henrico County, Virginia Tech, and Virginia State University. They offer classes on a variety of topics, including personal finances and money management. Fees may apply.