

Henrico County Resources for Domestic Violence Information and Assistance

Content on Henrico County government agency websites listed within this document can be translated into the following languages when the website is accessed.

| | | |
|-------------------------|-----------------------|------------------------|
| Arabic/العَرَبِيَّة | Chinese/汉语; | French/Français |
| German/Deutsch | Japanese / 日本語 | Korean/한국어 |
| Nepali / नेपाली/खस कुरा | Farsi/Persian / فارسی | Russian / русский язык |
| Spanish / Español | Tamil / தமிழ் | Telugu / తెలుగు |
| Vietnamese / tiếng Việt | | |

The [Deaf Hotline](#) is a 24/7 hotline formed by a partnership between Abused Deaf Women’s Advocacy Services and National Domestic Violence Hotline. Deaf Hotline advocates receive extensive training in domestic & sexual violence to support the national deaf community. Staff can offer culturally adept advocacy in American Sign Language or also through email and live chat.

Adult Protective Services (APS)

APS investigates reports of abuse, neglect, and exploitation of adults aged 60 and over and incapacitated adults over 18 years of age. The goal of APS is to protect a vulnerable adult’s life, health, and property without a loss of liberty. When this is not possible, APS attempts to help with the least disruption of lifestyle and with full due process, protection, and restoration of the person’s liberty in the shortest possible period. If protective services are needed and accepted by the individual, APS may arrange for a wide variety of services to stop the mistreatment or prevent further mistreatment. To report suspected adult abuse, neglect, or exploitation, call the Henrico APS hotline Monday to Friday, 8:00am to 4:00pm at 804-501-7346, or the 24-hour, toll-free APS hotline at: 888-832-3858.

Aging Services / Elder Abuse

[EngAGE in Henrico: Resources for Older Citizens](#)

The Advocate for the Aging Office is a service offered under the Henrico County Division of Fire that strives to fulfill needs of Henrico County’s aging population by enhancing social engagement, wellness, and independence. The Advocate for the Aging serves Henrico residents 60 and older, their family members, and caregivers by providing information and referral services. The EngAGE in Henrico website connects seniors to services offered within the local County departments and in the region. To reach the Advocate for the Aging, call 804-501-5065.

[Henrico County Recreation and Parks - Senior Clubs & Leagues](#)

[Henrico County Public Schools – Golden Age Program](#)

Henrico County Public Schools welcomes the opportunity to provide a benefit for our senior citizens. Henrico County residents, age 60 or older, are eligible to participate in the Golden Age Program.

Animal Cruelty

Henrico Animal Protection Police

The Henrico Animal Protection Police is comprised of trained sworn and civilian staff. For animal cruelty related issues, please call Henrico Police Non-Emergency at (804) 501-5000 and you will be contacted by an Animal Protection Police Officer.

Child Protective Services (CPS)

To report suspected child abuse, neglect, or exploitation, call the Henrico CPS hotline Monday to Friday, 8:00am to 4:00pm at 804-501-5437, or the 24-hour, toll-free CPS hotline at: 800-552-7096.

Childcare Services

[Childcare information sites and resources.](#)

Employment

[Henrico County Public Library - Job Hunting and Career Resources](#)

The library offers resources that can help you find a job, like our trained staff, public computers, and books on interviews, resumes, and cover letters. If you need in-depth help to get information for your job search, call your local library in advance of your visit.

[Virginia Career Works – Henrico Center](#)

Website lists upcoming hiring events and provides access to career support coaches and services. For additional information, call 804-952-6116.

Healthcare

[Henrico Health Department](#)

Offers services through a family planning clinic and provide maternity care. A sexually transmitted infections clinic offers testing and treatment of sexually transmitted infections. Additional health services are offered.

804-501-4522 Main Office
804-501-4651 West End Clinic
804-652-3190 East End Clinic

Henrico Juvenile and Domestic Relations District Courts

[Juvenile and Domestic Relations District Courts Informational Pamphlet](#)

[14th District Court Services Unit](#)

Provides domestic intake services and juvenile probation services to the County of Henrico. They partner with Henrico Mental Health and Developmental Services to provide mental health, substance abuse, trauma assessments, and substance abuse education for youth involved with the Court Service Unit. For walk-in hours to petition for preliminary protective orders, custody, visitation, and support check the website. Call the 14th District Court Services Unit at 804-501-4693.

Clerk's Office

The Clerk's Office provides case related information and court documents. They also assist 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.

804-501-4202 Circuit Court Clerk's Office
804-501-4723 General District Court Clerk's office
804-501-4688 Juvenile and Domestic Relations Court Clerk's Office

Hope Card Program

A Hope Card is a laminated card, similar in size and shape to a credit card, that contains all the essential information about a civil protective order in a durable, easy-to-read format. Hope Cards are available only to holders of a final civil protective order.

[Frequently Asked Questions](#)

[Frequently Asked Questions \(Spanish\)](#)

[Application/Request Form](#)

[Application/Request Form \(Spanish\)](#)

[I-CAN! Virginia Program \(Assistance with Protective Orders\)](#)

I-CAN! Virginia is a free online program that helps with the preparation of court forms required to file for a protective order. I-CAN! Virginia is also available in Spanish.

Financial Services

[Henrico Extension Office – Family and Consumer Sciences](#)

Offer financial management programs providing education on how to establish spending plans and create goals. Programs on budgeting, improving credit score, planning for home ownership, reducing debt, and preventing identity

theft to help secure a healthy financial future. Contact the Henrico Extension Office at 804-501-5160.

Henrico County Public Utilities

If more time is needed to pay a bill, contact the DPU Customer Service Call Center at 804-501-4275 to request extensions. A representative will be available to help you with your request. Customers are encouraged to have their most recent bill available when they call and to have determined, based on your budget, what payment arrangements are being requesting.

Firearms/Firearm Safety

[Federal and State Firearms Law: Domestic Violence Offender Gun Ban](#)

An Important Notice to Persons Convicted of Misdemeanor Crimes of Domestic Violence

[Youth Anti-Violence Presentations](#)

The Henrico County Youth Anti-Violence presentation is a combined presentation of one firefighter and one police officer. Discussion topics will include de-escalation topics, resources for youth and youth caretakers, gun violence/safety, and how to Stop the Bleed. This is an interactive presentation with hands-on time to practice tourniquet application and an open forum for questions and answers. This is a presentation for your community event (i.e., youth group, apartment clubhouse, Boy/Girl Scouts, etc.). The target audience is middle/high schoolers and their caretakers.

Housing

[Address Confidentiality Program](#)

A confidential mail-forwarding service, managed by the Office of the Attorney General of Virginia, for victims of domestic violence, stalking, sexual violence, and human trafficking who have recently relocated.

[Henrico County Community Revitalization](#)

- Financial assistance with down payment and closing costs for qualified first-time, low- and moderate-income homebuyers.
- Assist current homeowners with improvements to their homes with both minor and emergency repairs.
- Assistance for Those in Need of Housing Resources via the [Housing Resource Line](#) which guides residents to resources and services. Verbal translation services are available for non-English Speakers. Individuals that are homeless or within 3 days of becoming homeless can receive help from the [Homeless Connection Line](#).

804-501-4757 Community Revitalization
804-422-5061 Housing Resource Line
804-972-0813 Homeless Connection Line

[Home or Business Security Audit](#)

Henrico County Police Crime Prevention Officers or Specialists will conduct a free Security Audit onsite survey of your home or business and recommend specific steps to take to make your property more secure. All security survey activity is confidential and includes a formal letter of written recommendations and available resource information. Call the Prevention Services Unit at 804-501-4838 to request a Crime Prevention Officer or Specialist to conduct a Security Audit onsite survey at your home or business. Please include your request for a Security Audit, your name, address, telephone number, and the best time to reach you. Also include several dates and times you would be available for the onsite survey. Prevention specialists will then schedule a time for the audit.

Jail Services

[Henrico Inmate Search](#)

Lookup Henrico County Jail Inmate Information.

[VineLink](#)

The Virginia VINE system is a free service through which victims of crime can use the telephone or Internet to search for information regarding the custody status of their offender and to register to receive telephone and e-mail notifications when the offender's custody status changes.

Magistrate's Office

A principal function of a magistrate is to provide an independent, unbiased review of complaints of criminal conduct brought by law enforcement or the public. Magistrate duties include issuing various types of processes such as arrest warrants, summonses, search warrants, emergency protective orders, emergency custody orders, and certain civil warrants. Magistrates also conduct bail hearings in instances in which an individual is arrested to determine under what conditions the arrestee should be released from custody prior to trial. Magistrates provide services 7 days a week, 24 hours daily, 365 days a year. To reach their office, call 804-501-5285 or arrive in-person at 4313 East Parham Road, Henrico, VA 23228.

Mental Health Services

[Henrico County Mental Health & Developmental Services](#)

Many mental health problems experienced by adults arise in response to family crises, unusually high stress, and traumatic events. Brief adult services provide a variety of therapeutic services for adults experiencing severe

psychological and/or interpersonal difficulties. Services are provided in individual and group therapy format. Since interpersonal relationship problems are frequently present, family members may also be involved in treatment.

804-727-8515 Access Services Call Center

804-727-8500 Main Office Phone

804-727-8484 [Emergency Services \(Mental Health\)](#)

Probation Services/Domestic Violence Intervention Classes

[Henrico County Community Corrections Program](#)

Provide face to face meetings with probationers, manage all aspects of court requirements, and provide referrals to services such as Domestic Violence Intervention Classes. The Community Corrections Program can be reached by calling 804-501-5188.

Domestic Violence Intervention Classes are provided certified by the Virginia State Batterer's Intervention Program.

[Commonwealth Catholic Charities Healthy Relationships Group](#)

This 24-week program teaches new ways of dealing with relationship conflicts. Participants learn ways to handle conflicts and identify feelings, attitudes, and behaviors to prevent escalation and aggression, experience better communication, more control over behaviors, and stronger relationships.

[Frank D Manners & Associates Domestic Violence Program](#)

Protective Orders for Family and Household Members

[Protective Orders in Virginia - A Guide for Victims](#)

A brochure, produced by the Virginia Department of Criminal Justice Services, that provides summary information regarding family abuse and non-family abuse protective orders.

[What You Need to Know About Protective Orders](#)

An information sheet that explains the different types of protective orders and answers frequently asked questions regarding how to prepare for a hearing and what to expect.

Victim Services

LGBTQ+ Partner Abuse and Sexual Assault Helpline

The LGBTQ+ Partner Abuse and Sexual Assault Helpline focuses on anti-violence in the queer community. This is a space for survivors and people impacted by violence, like friends, family, professionals, and the public, to connect about LGBTQ+ centered resources. Free. Confidential. 24 hours a day. 7 days a week. 365 days a year.

804-793-9999
1-866-356-6998

Text
LGBTQ Helpline

Safe Harbor

Safe Harbor provides the support that survivors of sexual and domestic violence and human trafficking need to overcome their crisis and to transform their lives. Services are available in both English and Spanish. Services for survivors of sexual assault and intimate partner sexual violence include trauma-informed individual and group counseling to adult survivors; services to youth, ages 13 and up, who are the victim of sexual assault or dating violence; equine-assisted therapy groups for male and female survivors of sexual assault; court advocacy within the Henrico County Courts to assist persons seeking protective orders; and emergency shelter to survivors in imminent danger. Safe Harbor also provides community outreach and education. For more information about education and outreach activities, call 804-249-9470.

804-612-6126

24-Hour Helpline

804-249-9470 ext. 12.

Counseling Referral Line

If you would like to schedule a counseling appointment, call the counseling referral line. Leave a message with your name and contact information. Your call will be returned within 48 business hours.