

# INFORMATION FOR ARIZONA'S VICTIMS OF CRIME



To view and save this brochure electronically,  
in either English or Spanish,  
scan the code or visit  
the OVS Brochures and Publications page at  
<https://www.azag.gov/criminal/victim-services>



Being the victim of a crime can be traumatic. You may feel isolated and confused, and not know where to turn for practical advice or support. This brochure highlights resources available to assist you and explains your rights as a victim under Arizona law.

***\*Esta información en español, se puede obtener en [www.azag.gov/victim-services/resources](http://www.azag.gov/victim-services/resources)***

## VICTIM ASSISTANCE

### AGENCIES & SERVICES

See ***"Information and Resource Numbers"*** on the last page for a list of agencies that can provide victim assistance services.

### PROTECTIVE ORDERS

A protective order is a civil court order issued by a judge or magistrate that prohibits a defendant from contacting you or coming in contact with you. Any county court in the State of Arizona can review the petition and issue an order. An order of protection is valid for two (2) years after it is served. There are no fees for filing or serving an order. The types of orders you can request are:

1. **Order of Protection:** This type of order requires a qualifying relationship. You can fill out forms and figure out if you have a qualifying relationship through AZPOINT.
2. **Injunction Against Harassment:** If you do not have a qualifying relationship, victims of certain crimes may be eligible for this type of order. A *service* fee may apply. You can fill out forms through AZPOINT.
3. **Emergency Order of Protection:** This type of order is intended to protect individuals in immediate and present danger. To obtain an EOP, contact law enforcement. These orders expire seven (7) calendar days after issuance.
4. **Injunction Against Workplace Harassment:** A *service* fee may apply. You can fill out forms through AZPOINT.

If you are a party in an ongoing or pending family law case (ex. dissolution of marriage) or if the juvenile defendant is under the age of twelve, you must apply at any Superior Court location. To start the protective order process, go to <https://azpoint.azcourts.gov/>

**Your employer may be legally required to allow you leave from work to attend court and to obtain an order of protection pursuant to ARS §§ 13-4439/8-420.**

COVER SHEET - TEAR OFF FOR VICTIM



## DOMESTIC VIOLENCE

If you have been a victim of domestic violence, you may seek a protective order. For more information on protective orders, please refer to the "Protective Orders" section above.

If there is a firearm present when there has been an incident of domestic violence and a law enforcement officer believes that the firearm would expose the victim or another person in the household to a risk of serious bodily injury or death, the firearm may be temporarily seized and held by the law enforcement agency. To ensure that you, as the victim, are notified of the release of a firearm that has been seized, you must provide the law enforcement agency with any change of address or phone number.

## SEXUAL ASSAULT

If you have been a victim of a dangerous crime against children as defined in ARS § 13-705 or a sexual assault, you are entitled to a medical or forensic interview free of charge, without reporting to law enforcement, paid by the county in which the offense occurred pursuant to ARS § 13-1414.

**For more information on domestic violence/sexual assault or to get help, please visit [www.acesdv.org](http://www.acesdv.org)**

## ADDRESS CONFIDENTIALITY PROGRAM

The Arizona Address Confidentiality Program (ACP) is a program that helps victims of domestic violence, sexual offenses, and/or stalking from being located by the perpetrator through public records. The program provides a substitute address and confidential mail forwarding services to individuals and families across Arizona.

**To enroll, visit <https://azsos.gov/services/acp/eligibility-enrollment>**

## VICTIM COMPENSATION

If you are a victim of a crime or the next of kin of a victim who died as a result of a criminal act, you may be eligible for compensation. To obtain an application or to receive more information on Crime Victim Compensation, contact your county Victim Compensation Coordinator.

## VICTIMS' RIGHTS

As a victim of crime in Arizona, you have a Constitutional right to be treated with fairness, respect and dignity and to be free from intimidation, harassment or abuse throughout the criminal or juvenile justice process. All state, county and municipal justice agencies and courts in Arizona are required to perform certain duties to ensure that you receive your rights.

## WHO IS A VICTIM FOR PURPOSES OF EXERCISING RIGHTS?

State law says a victim is a person against whom a criminal or juvenile offense has been committed. This includes any felony, misdemeanor, petty offense or violation of a local criminal ordinance. If a person is killed or incapacitated, the person's spouse, parent, child, sibling, grandparent or any other person related to the person by consanguinity or affinity to the second degree or any other lawful representative of the person, except if that person is in custody for an offense or is the accused, may receive victims' rights. If a victim is incapacitated, deceased or otherwise incapable of designating another person to act in the victim's place, the court may appoint a lawful representative who is not a witness. If at any time the victim is no longer incapacitated or otherwise incapable of acting, the victim may personally exercise his or her victim's rights.



## REQUESTING/WAIVING RIGHTS

The law enforcement officer provided you with a form (Request/Waiver Form) that asks you to request or waive (decline) your rights. This form will assist you in exercising your victims' rights, whether you decide to request or waive your rights. Keep your copy of the form for your records. Your decision to request or waive your rights does not mean that you cannot change your mind later. However, if at first you waive your rights and then request them at a later time, you will be giving up some rights that only apply at certain stages of the justice process. There are other important benefits and protections that apply to crime victims as a case proceeds through the system. If you choose to waive your rights, it does not exclude your involvement in the prosecution of the case. You may be subpoenaed to testify in court.

***You can also learn more about Arizona's victims' rights laws by visiting the Arizona Attorney General website at [www.azag.gov](http://www.azag.gov)***

## YOUR RIGHT TO RESTITUTION

Victims of crime have a Constitutional right to receive prompt restitution. If someone is found guilty of the crime(s) committed against you, the court may order that person to re-pay certain financial costs related to your victimization. This court-ordered payment is known as restitution. Restitution is most often ordered at the time of sentencing and may include reimbursement for actual losses and expenses attributable to the offense. To determine the amount of restitution to be ordered, financial loss information is gathered from victims prior to sentencing. If you have faced financial losses as a result of the crime committed against you, it is recommended that you keep track of all your receipts as expenses are incurred. If charges are filed in your case, it is important that you contact the prosecutor's Victim Services program for more information and assistance with the restitution process.

***For more restitution resource information, please visit the Arizona Supreme Court's victim restitution website at [www.azcourts.gov/restitution](http://www.azcourts.gov/restitution)***

## FREE COPIES OF POLICE REPORTS, AUDIO RECORDINGS, & VIDEO RECORDINGS

A victim of a criminal offense or delinquent act that is a domestic violence, sexual offense, or part 1 crime\*, an immediate family member of the victim if the victim is killed or incapacitated, or the victim's attorney has the right to receive one copy of the police report, audio recordings, and video recordings from the investigating law enforcement agency or charging prosecutorial agency at no charge.

\*Part 1 crimes include: criminal homicide, rape, robbery, aggravated assault, burglary, motor vehicle theft, larceny-theft, arson, human trafficking-commercial sex acts, and human trafficking-involuntary servitude.

## WHEN A SUSPECT IS ARRESTED

Box 3 of the Request/Waiver Form provides information to assist you in exercising your rights immediately following the arrest of a suspect; however, you must act quickly. See next page for the specific scenarios outlining your rights as a victim.

**Your employer may be legally required to allow you leave from work to attend court and to obtain an order of protection pursuant to ARS §§ 13-4439/8-420.**



## SUSPECT IS AN ADULT AND HAS BEEN ARRESTED

***If the suspect is an adult and has been arrested***, law enforcement informed you of the time, place and date of the Initial Appearance. You are encouraged to contact the court for any changes to the Initial Appearance schedule. For any questions about the suspect's release, contact the custodial agency.

### *Initial Appearance (Court Hearing)*

- Purposes:           (1) Determine release eligibility of the accused;  
                          (2) Determine the terms and conditions of release of the accused;  
                          (3) Set the next court date(s);  
                          (4) Obtain a plea from the accused (for some misdemeanor offenses)
- When Held:         Within 24 hours of arrest
- Location:           Court and Custodial Agency
- Contact:            See "Information & Resource Numbers"
- Your Rights:        To be notified of the time, place and date for the Initial Appearance, to be present and heard at the Initial Appearance and to be informed of the suspect's release.

## SUSPECT IS A JUVENILE AND HAS BEEN DETAINED

***If the suspect is a juvenile and has been detained***, you must contact the detention screening section of the juvenile probation department immediately to request notice of the date, time and place of the Detention Hearing and any changes to the Detention Hearing schedule. You can also exercise your right to be informed of the juvenile's release by contacting the detention center.

### *Detention and Advisory Hearings*

- Purposes:           (1) Determine release eligibility of the accused;  
                          (2) If the accused is released, determine the terms and conditions of release;  
                          (3) Obtain a plea from the juvenile  
                          (4) Juvenile to admit guilt or deny
- When Held:         Detention Hearing – within 24 hours of arrest  
                          Advisory Hearing – within 24 hours of detention hearing
- Location:           Detention Screening Section, County Juvenile Probation
- Contact:            See "Information & Resource Numbers"
- Your Rights:        To be notified of the time, place and date for the detention and advisory hearings, to be present and heard at the detention and advisory hearings and to be informed of the juvenile's release.

If you choose to exercise your right to be heard through a written statement, contact the detention screening section for instructions on how to submit to the court.

## SUSPECT IS AN ADULT OR JUVENILE AND CITED AND RELEASED

***If an adult suspect is cited and released***, law enforcement informed you of the initial court date. ***If a juvenile suspect is cited and released***, law enforcement has provided you with the name of the court to obtain information about subsequent proceedings. Contact the court prior to the date and time to confirm that the suspect must appear.

## SUSPECT IS AN ADULT OR JUVENILE AND THERE IS NO ARREST

***If the arrest of a suspect is not immediate and you are not notified of an arrest within 30 days***, you can call the law enforcement agency that took the report to obtain case status information.



# INFORMATION AND RESOURCE NUMBERS - - MARICOPA COUNTY, ITS CITIES AND TOWNS

## VICTIM SERVICES

★EMERGENCY SERVICES ONLY . . . . .	911
★SUICIDE & CRISIS HELPLINE . . . . .	988
Identity Theft Resource Center (ITRC) . . . . .	1-888-400-5530 / www.idtheftcenter.org
Address Confidentiality Program . . . . .	(602) 542-1653
Maricopa Cty. Victim Witness Prog . . . . .	(602) 506-8522
Juvenile Victims' Rights Program: Westside Office. . . . .	(602) 372-4000
Maricopa Cty. Vict. Compensation . . . . .	(602) 506-4955
Maricopa County Juvenile Court Services: Victims' Rights Office . . . . .	(602) 506-4471
Avondale Police Victim Services . . . . .	(623) 333-7219
Chandler Police Dept. Victim Svcs . . . . .	(480) 782-4535
El Mirage Police Dept Victim Assistance . . . . .	(623) 500-3090
Fort McDowell Wassaja Family Services . . . . .	(480) 789-7990
Gilbert Police Dept. Victim Services . . . . .	(480) 503-6500
Gilbert Prosecutors Office Victim Services. . . . .	(480) 635-7900
Glendale Police Dept. Victim Services . . . . .	(623) 930-3030
Goodyear Police Dept. Crisis Services . . . . .	(623) 882-7677
Mesa Police Dept. Victim Services . . . . .	(480) 644-4075
Mesa City Prosecutor's Victim Services . . . . .	(480) 644-2188
Paradise Valley Victim Services . . . . .	(480) 346-3607
Peoria City Pros. Victim Assistance. . . . .	(623) 773-7414
Peoria Police Dept. Victim Assistance . . . . .	(623) 773-7019
Phoenix Police Dept. Victim Services . . . . .	(602) 261-8192
Scottsdale City Pros. Victim Services . . . . .	(480) 312-4226
Scottsdale PD Crisis Intervention Services . . . . .	(480) 312-5055
Surprise Police Dept. Victim Assistance . . . . .	(623) 222-4444
Surprise Prosecutor's Office Victim/Witness Services . . . . .	(623) 222-1177

### Domestic Violence Crisis Services:

National Domestic Violence Hotline . . . . .	1-800-799-SAFE (7233)
Arizona Coalition to End Sexual and Domestic Violence . . . . .	(602) 279-2900 or 1-800-782-6400
DV Stop / Autumn House - A New Leaf (24 hrs.) . . . . .	(480) 969-4024
Chrysalis Shelter - Phoenix (24 hrs.) . . . . .	(480) 890-3039
Chrysalis Program . . . . .	(602) 955-9059
De Colores - Chicanos por la Causa (24 hrs.) . . . . .	(602) 269-1515
Elim House - Salvation Army (24 hrs.) . . . . .	(602) 267-4111
Eve's Place . . . . .	(623) 537-5380 or (844) 301-7908
Faith House Shelter - A New Leaf (24 hrs.) . . . . .	(623) 939-6798
Faith House Agencies - A New Leaf . . . . .	(480) 969-4024
Fort McDowell Wassaja Family Services, Tribal Services, and Behavioral Health . . . . .	(480) 789-7990
Gila River Indian Community Tribal Social Services . . . . .	(520) 562-3396
Gila River Indian Community Crime Victim Services . . . . .	(520) 562-4106
My Sisters' Place - Catholic Charities (24 hrs.) . . . . .	(480) 821-1024
New Life Shelter (24 hrs.) . . . . .	(623) 932-4404
Salt River Pima-Maricopa Indian Community - Social Services . . . . .	(480) 362-5645
Senior Help Line (24 hrs.) . . . . .	(602) 264-4357
Sojourner Shelter (24 hrs.) . . . . .	(602) 244-0089
Sojourner Program . . . . .	(602) 244-0089
UJom . . . . .	(602) 275-7852

### Sexual Abuse/Assault Services:

EMPACT Sexual Assault Hotline . . . . .	(480) 736-4949
AZ State University - Counseling Services - Tempe. . . . .	(480) 965-6146
Arizona State Police Dept. Victim Services . . . . .	(480) 965-0107
Adult Protective Services . . . . .	1-877-SOS-ADULT / 1-877-767-2385
Department of Child Safety. . . . .	1-888-SOS-CHILD / 1-888-767-2445
AZ Community Information & Referral . . . . .	1-800-352-3792
Community Bridges . . . . .	(480) 962-7711

## VICTIM SERVICES CONTINUED

EMPACT Suicide Hotline . . . . .	(480) 784-1500
Terros (24-hour crisis service) . . . . .	(480) 546-7151
Crisis Recovery Network (24 hour crisis line) . . . . .	(602) 222-9444 or 1-800-631-1314
Lawyers Referral Service . . . . .	(602) 257-4434
Community Legal Services . . . . .	(602) 258-3434
Mothers Against Drunk Driving (MADD) (AZ Office): . . . . .	1-800-426-6233
City of Phoenix Family Advocacy Center. . . . .	(602) 534-2120
Jewish Family & Children's Services . . . . .	(602) 452-4640
City of Tempe Family Advocacy Center/CARE7. . . . .	(480) 350-8004
Southwest Family Advocacy Center . . . . .	(623) 333-7900
Child Crisis AZ . . . . .	(480) 834-9424
Area Agency on Aging. . . . .	(602) 264-4357
AZ Legal Women & Youth Services. . . . .	(602) 248-7055

## CUSTODIAL AGENCIES

Arizona Dept. of Corrections . . . . .	1-866-787-7233
Glendale City Jail . . . . .	(623) 930-3020
Maricopa County Jail . . . . .	(602) 876-0322
Maricopa County Sheriff's Office . . . . .	
Victim Assistance & Notification Unit – 1A Court 24/7 . . . . .	(602) 876-8276
Maricopa County Juvenile Probation . . . . .	
Central Index . . . . .	(602) 506-4011
Victims' Rights Office . . . . .	(602) 506-4471
Durango Detention Screening . . . . .	(602) 506-4280
SE Detention Screening . . . . .	(480) 506-4280
Mesa City Jail . . . . .	(480) 644-2042

## PROSECUTORS

Arizona Attorney General's Office . . . . .	(602) 542-4911
Maricopa County Attorney's Office . . . . .	(602) 506-3411

### MUNICIPAL PROSECUTORS

Avondale . . . . .	(623) 333-5825	Guadalupe . . . . .	(623) 932-0430
Buckeye . . . . .	(623) 349-6462	Litchfield Park . . . . .	(623) 393-1700
Carefree . . . . .	(602) 943-7239	Mesa . . . . .	(480) 644-2210
Cave Creek . . . . .	(480) 488-1409	Paradise Valley . . . . .	(480) 348-3691
Chandler . . . . .	(480) 782-4610	Peoria . . . . .	(623) 773-7335
El Mirage . . . . .	(602) 943-7239	Phoenix . . . . .	(602) 262-4781
Florence . . . . .	(520) 868-7514	Queen Creek . . . . .	(602) 285-5028
Fort McDowell Tribal . . . . .	(480) 789-7670	Scottsdale . . . . .	(480) 312-2710
Fountain Hills . . . . .	(480) 483-2404	Surprise . . . . .	(623) 222-1140
Gila Bend . . . . .	(928) 683-2940	Tempe . . . . .	(480) 350-8280
Gilbert . . . . .	(480) 635-7900	Tolleson . . . . .	(602) 523-0234
Glendale . . . . .	(623) 930-3475	Wickenburg . . . . .	(928) 684-5451
Goodyear . . . . .	(623) 882-7201		





## LAW ENFORCEMENT

Arizona State Capitol Police . . . . .	(602) 542-4580
Arizona Game and Fish Dept. . . . .	(602) 942-3000
Arizona Department of Public Safety . . . . .	(602) 223-2000
Maricopa County Sheriff . . . . .	(602) 876-1011

### MUNICIPAL POLICE

AZ. State University Police Department . . . . .	(480) 965-3456
Avondale Police Department . . . . .	(623) 333-7001
Buckeye . . . . .	(623) 386-4421
Carefree . . . . .	(480) 488-3686
Cave Creek . . . . .	(480) 488-6636
Chandler . . . . .	(480) 782-4130
El Mirage . . . . .	(623) 500-3000
Fountain Hills . . . . .	(480) 837-2047
Gila River . . . . .	(520) 562-7106
Gilbert . . . . .	(480) 503-6500
Glendale . . . . .	(623) 930-3000
Goodyear . . . . .	(623) 932-1220
Maricopa Community College Police Department . . . . .	(480) 784-0900
Mesa . . . . .	(480) 644-2211
Paradise Valley . . . . .	(480) 948-7410
Peoria . . . . .	(623) 773-8311
Phoenix . . . . .	(602) 262-6151
Queen Creek . . . . .	(480) 358-3535
Scottsdale . . . . .	(480) 312-5000
Surprise . . . . .	(623) 222-4000
Tempe . . . . .	(480) 350-8311
Tolleson . . . . .	(623) 936-7186
Wickenburg . . . . .	(928) 684-5411

## COURTS

Arizona Supreme Court: . . . . .	<a href="http://www.azcourts.gov/restitution">www.azcourts.gov/restitution</a>
Maricopa County Superior Court . . . . .	(602) 506-3011
Maricopa County Adult Probation . . . . .	(602) 372-5300
Maricopa County Juvenile Probation . . . . .	(602) 506-4500
Central Index . . . . .	(602) 506-4500

### MUNICIPAL COURTS

Apache Junction . . . . .	(480) 982-8250
Avondale . . . . .	(623) 333-5800
Buckeye . . . . .	(623) 349-6510
Carefree . . . . .	(480) 488-1689
Cave Creek . . . . .	(480) 488-1409
Chandler . . . . .	(480) 782-4700
El Mirage . . . . .	(623) 815-2186
Fountain Hills . . . . .	(480) 816-5103

## COURTS CONTINUED

Gila Bend . . . . .	(928) 683-2781
Gilbert . . . . .	(480) 635-7800
Glendale . . . . .	(623) 930-2400
Goodyear . . . . .	(623) 882-7200
Guadalupe . . . . .	(480) 505-5378
Litchfield Park . . . . .	(623) 935-7091
Mesa . . . . .	(480) 644-2255
Paradise Valley . . . . .	(480) 404-7000
Peoria . . . . .	(623) 773-7400
Phoenix . . . . .	(602) 262-6421
Queen Creek . . . . .	(480) 635-7800
Scottsdale . . . . .	(480) 312-2442
Surprise . . . . .	(623) 222-4800
Tempe . . . . .	(480) 350-8271
Tolleson . . . . .	(623) 474-4975
Wickenburg . . . . .	(928) 684-5451

### JUSTICE COURTS

Agua Fria Justice Court . . . . .	(602) 372-8001
Arcadia Biltmore Justice Court . . . . .	(602) 372-6300
Arrowhead Justice Court . . . . .	(602) 372-2000
Country Meadows Justice Court . . . . .	(602) 372-8000
Desert Ridge Justice Court . . . . .	(602) 372-7100
Downtown Justice Court. . . . .	(602) 372-6300
Dreamy Draw Justice Court . . . . .	(602) 372-7000
East Mesa Justice Court . . . . .	(602) 506-8117
Encanto Justice Court . . . . .	(602) 372-6300
Hassayampa Justice Court . . . . .	(602) 372-2000
Highland Justice Court . . . . .	(602) 372-8300
Ironwood Justice Court . . . . .	(602) 506-1589
Kyrene Justice Court . . . . .	(602) 372-3400
Manistee Justice Court . . . . .	(602) 372-2000
Maryvale Justice Court . . . . .	(602) 245-8002
McDowell Mountain Justice Court . . . . .	(602) 372-7000
Moon Valley Justice Court. . . . .	(602) 372-7000
North Mesa Justice Court . . . . .	(602) 372-4900
North Valley Justice Court. . . . .	(602) 372-2000
San Marcos Justice Court . . . . .	(602) 372-3400
San Tan Justice Court. . . . .	(602) 372-3400
South Mountain Justice Court . . . . .	(602) 372-6300
University Lakes Justice Court . . . . .	(602) 372-3400
West McDowell Justice Court . . . . .	(602) 372-6300
West Mesa Justice Court . . . . .	(602) 506-8100
White Tank Justice Court . . . . .	(602) 372-8003