

# 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 -- PIMA, PINAL, & SANTA CRUZ COUNTIES, THEIR 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 . . . . . (602) 542-1653  
 AZ Community Information & Referral . . . . . 1-800-352-3792  
 Mothers Against Drunk Driving (MADD) (AZ Office) . . . . . (602) 240-6500 or 1-800-553-6233  
 National Domestic Violence Hotline . . . . . 1-800-799-SAFE (7233)  
 Crisis Response Network . . . . . (520) 622-6000  
 Arizona Coalition to End Sexual and Domestic Violence . . . . . (602) 279-2900 / 1-800-782-6460  
 Southern Arizona Legal Aid . . . . . (520) 623-9465  
 Adult Protective Services . . . . . 1-877-SOS-ADULT / 1-877-767-2385  
 Department of Child Safety . . . . . 1-888-SOS-CHILD / 1-888-767-2445

**PIMA**  
 Pima County Victim Services . . . . . (520) 724-5525  
 Juvenile Victim Services . . . . . (520) 724-2991  
 Tucson City Prosecutor . . . . . (520) 791-4104  
 Pima County Victim Compensation . . . . . (520) 724-5525  
 Help-On-Call, 24-Hour Crisis Line . . . . . (520) 323-9373

**DOMESTIC VIOLENCE CRISIS SERVICES:**  
 EMERGE . . . . . (520) 795-4266 / 1-888-428-0101  
 Casa De Los Niños . . . . . (520) 624-5600  
 Gospel Rescue Mission . . . . . (520) 740-1501  
 Brewster Center Domestic Violence Services: . . . . . (520) 881-7201

**Sexual Assault Programs:**

Las Familias . . . . . (520) 327-7122  
 Southern Arizona Center Against Sexual Assault . . . . . (520)-327-7273 or (520) 327-1171  
 ARC (Elder Victims) . . . . . (520) 623-9383  
 Homicide Survivors . . . . . (520) 207-5012  
 Jewish Family & Children's Services of Southern AZ . . . . . (520) 795-0300

**PINAL**  
 Pinal County Victim Services Program . . . . . (520) 866-6813 or 1-800-208-6897 x6813  
 Apache Junction PD Victim Services . . . . . (480) 982-8260  
 Pinal County Sheriff's Office Victims' Rights . . . . . (520) 866-5089  
 Pinal County Victim Compensation . . . . . (520) 866-6805  
 Domestic Violence Crisis Services . . . . . (520) 795-4266  
 Against Abuse . . . . . (520) 836-0858  
 Behavioral Health Agency of Central Arizona . . . . . (520) 836-1688  
 Community Alliance Against Family Abuse (CAAFa) . . . . . 1-877(480)-982-0196  
 Eloy Family Advocacy Center . . . . . (520) 866-7500  
 San Tan Family Advocacy Center . . . . . (520) 866-7020  
 City of Maricopa Family Advocacy Center . . . . . (520) 866-3920

**SANTA CRUZ**

Santa Cruz County Victim Compensation . . . . . (520) 375-7780  
 message . . . . . (520) 281-5868  
 Domestic Violence Shelter & Crisis Intervention: . . . . . (520) 287-5828  
 Crossroads Nogales Mission . . . . . (866) 495-5735  
 Family Guidance Center . . . . .

**CUSTODIAL AGENCIES**

Arizona Dept. of Corrections . . . . . (602) 542-5497

**PIMA**  
 Pima County Jail . . . . . (520) 351-8111  
 Pretrial Services . . . . . (520) 724-3310  
 Pima County Juvenile Detention . . . . . (520) 724-2000

**PINAL**  
 Pinal County Jail . . . . . 1-855-355-0358  
 Pinal County Juvenile Detention . . . . . (520) 866-4000

**SANTA CRUZ**  
 Santa Cruz County Jail . . . . . (520) 761-7875  
 Santa Cruz County Juv. Detention . . . . . (520) 375-8195

**PROSECUTORS**

Arizona Attorney General's Office . . . . . (520) 628-6456

**PIMA**  
 Pima County Attorney's Office . . . . . (520) 724-5600  
 Juvenile Division . . . . . (520) 740-2991

**MUNICIPAL PROSECUTORS**  
 Marana . . . . . (520) 382-1942  
 Oro Valley . . . . . (520) 229-4760  
 Sahuarita . . . . . (520) 822-8830  
 South Tucson . . . . . (520) 740-1802  
 Tucson . . . . . (520) 791-4221

**PINAL**  
 Pinal County Attorney's Office . . . . . (520) 866-6271  
 or 1-800-208-6897 x 6271

**MUNICIPAL PROSECUTORS**  
 Apache Junction . . . . . (480) 474-2604  
 Casa Grande . . . . . (520) 421-8600 x 504  
 Coolidge . . . . . (520) 426-3824  
 Eloy . . . . . (520) 836-6265  
 Florence . . . . . (520) 868-7557  
 Kearny . . . . . (520) 836-6265  
 Mammoth . . . . . (520) 836-6265  
 Maricopa . . . . . (520) 426-3824  
 Superior . . . . . (520) 509-3555

**SANTA CRUZ**  
 Santa Cruz County Attorney's Office . . . . . (520) 375-7780  
**MUNICIPAL PROSECUTORS**  
 Nogales . . . . . (520) 287-6571 x 244  
 Patagonia . . . . . (520) 394-2229



## LAW ENFORCEMENT

Arizona State Capitol Police . . . . . (602) 542-4580  
Arizona Game and Fish Dept. . . . . (602) 942-3000

**PIMA**  
Pima County Sheriff's Office . . . . . (520) 741-4700  
Arizona Department of Public Safety . . . . . (520) 746-4600

**MUNICIPAL POLICE**  
Marana Police Dept. . . . . (520) 382-2000  
Oro Valley Police Dept. . . . . (520) 229-4900  
Pima Community College DPS . . . . . (520) 206-2700  
Sahuarita Police Dept. . . . . (520) 344-7000  
South Tucson Police Dept. . . . . (520) 622-0655  
Tucson Airport Authority . . . . . (520) 573-8100  
Tucson Police Dept. . . . . (520) 791-4444  
University of AZ Police Dept. . . . . (520) 621-8273

**PINAL**  
Pinal County Sheriff's Office . . . . . (520) 866-5111  
Arizona Department of Public Safety . . . . . (520) 746-4500

**MUNICIPAL POLICE**  
Apache Junction Police Dept. . . . . (480) 982-8260  
Casa Grande Police Dept. . . . . (520) 421-8700  
Central AZ College Police Dept. . . . . (520) 494-5445  
Coolidge Police Dept. . . . . (520) 723-5311  
Eloy Police Dept. . . . . (520) 466-7324  
Eloy City Jail . . . . . (520) 466-4141  
Florence Police Dept. . . . . (520) 868-7681  
Kearny Police Dept. . . . . (520) 363-5566  
Mammoth Police Dept. . . . . (520) 487-2947  
Maricopa Police Dept. . . . . (520) 316-6800  
Superior Police Dept. . . . . (520) 689-5752

**SANTA CRUZ**  
Santa Cruz County Sheriff's Office . . . . . (520) 761-7869  
Arizona Department of Public Safety . . . . . (520) 746-4500

**MUNICIPAL POLICE**  
Nogales Police Dept. . . . . (520) 287-9111  
Patagonia Marshal's Office . . . . . (520) 394-2091  
Tohono O'odham Police Dept. . . . . (520) 383-3275

## COURTS

Arizona Supreme Court . . . . . www.azcourts.gov/restitution

**PIMA**  
U.S. District Court, District of Arizona - Tucson . . . . . (520) 205-4200  
Pima County Superior Court  
Pima County Adult Probation  
Pretrial Services . . . . . (520) 724-3800  
Administration . . . . . (520) 724-3310  
Calendar / Case Information . . . . . (520) 724-4217  
Restitution Clerk . . . . . (520) 724-4200  
Pima County Juvenile Court . . . . . (520) 724-3200  
Victim Liaison (Restitution) . . . . . (520) 740-2001

## COURTS CONTINUED

**MUNICIPAL COURTS**  
Marana . . . . . (520) 382-2700  
Oro Valley . . . . . (520) 229-4780  
South Tucson . . . . . (520) 917-1568  
Tucson . . . . . (520) 791-4216

**JUSTICE COURTS**  
Precinct #1, 2, 4, 6, 8, 9, 10 . . . . . (520) 724-3171  
Precinct #3 - Ajo . . . . . (520) 387-7684  
Precinct #7 - Green Valley . . . . . (520) 222-0200

**PINAL**  
Pinal County Superior Court - Clerk's Office . . . . . (520) 509-3555  
Apache Junction - Satellite Office . . . . . (520) 509-3555  
Pinal County Adult Probation . . . . . (520) 866-5600  
Pinal County Juv. Court Services/Juv. Probation  
or . . . . . 1-800-208-6897 x 7065

**MUNICIPAL COURTS**  
Apache Junction . . . . . (480) 982-8250  
Casa Grande . . . . . (520) 421-8675  
Coolidge . . . . . (520) 723-6031  
Eloy . . . . . (520) 466-3913  
Florence . . . . . (520) 868-7514  
Kearny . . . . . (520) 363-7752  
Mammoth . . . . . (520) 487-2262  
Maricopa . . . . . (602) 262-6421  
Superior . . . . . (602) 506-3204

**JUSTICE COURTS**  
Precinct #1 - Pioneer JP (San Tan Valley) . . . . . (480) 380-7312  
Precinct #2 - Casa Grande JP (Casa Grande)  
Precinct #3 - Central Pinal (Florence/Eloy) . . . . . (520) 866-7475  
Precinct #4 - Western Pinal JP (Maricopa/Stanfield) . . . . . (520) 866-7900  
Precinct #5 - Copper Corridor JP (Superior/Mammoth/Oracle) . . . . . (520) 866-6950  
Precinct #6 - Apache Jct. JP . . . . . (480) 982-2921  
Kearny Justice Court . . . . . (520) 363-5308

**SANTA CRUZ**  
Santa Cruz County Superior Court . . . . . (520) 375-7700  
Santa Cruz County Probation Dept. . . . . (520) 375-7600

**MUNICIPAL COURTS**  
Nogales . . . . . (520) 287-3181  
Patagonia . . . . . (520) 394-2958

**JUSTICE COURTS**  
Precinct #1 - Nogales . . . . . (520) 375-7760