

## Section 13 - Domestic Violence

Domestic Violence is a crime which affects people of every race, religion, sex, and financial status. Domestic violence can take many forms from physical abuse, sexual violence, harassment, and even murder. Specific offenses covered include assault of any kind, threatening and intimidating, kidnap or false imprisonment, criminal damage, and disorderly conduct.

There are provisions in the Domestic Violence law which permits police officers to arrest the offender based on evidence that an offense has occurred. The officer does not have to witness the offense. This law also provides that an offender may be arrested even if the victim is unwilling to press charges. These are important factors in protecting the victims from repeated violence and help to break the cycle of abuse. It is important to remember domestic violence is a crime. Help is available for both the victim and the offender. For more information, contact the [Arizona Coalition to End Sexual and Domestic Violence](http://www.azcadv.org) at 1-800-782-6400 / 602-279-2900 or visit [www.azcadv.org](http://www.azcadv.org).

If you need help, contact the [National Domestic Violence Hotline](http://www.azcadv.org) at 1-800-799-7233 or the [National Sexual Assault Hotline](http://www.azcadv.org) at 1-800-656-4673.

## Section 14 - Court Orders

**Order of Protection** - a protective order that has been issued by the court for a person who has a domestic relationship with the defendant as defined by statute A.R.S. 13-3601(A). Whether an Order of Protection is appropriate is based on a two-fold test. The first is your relationship with the defendant and the second is whether or not a crime defined as domestic violence has been or may be committed.

**Injunction against Harassment** - a protective order that has been issued by the court pursuant to A.R.S. 12-1809. An Injunction against Harassment is appropriate if the conduct of any person is “harassment” as defined by Arizona law. Harassment is defined as a series of acts over any period of time that are directed at a specific person and that would cause a reasonable person to be seriously alarmed, annoyed or harassed without serving a legitimate purpose; causing a reasonable person to suffer substantial emotional distress. An Injunction against Harassment is not limited to domestic violence crimes, the defendant can be anyone, whether or not related to you.

Court orders can be obtained at any court. For more information on protective orders, go to [www.azpoint.azcourts.gov](http://www.azpoint.azcourts.gov).

**If you or other parties listed on the order have filed for dissolution (divorce); separation; annulment; paternity/maternity; or child support, you must contact one of the courts listed below to obtain an order.**

**Maricopa County Superior Court**  
Self-Service Center  
101 W. Jefferson (1st Floor), Phoenix  
(602) 506-7353  
[services@sccl.maricopa.gov](mailto:services@sccl.maricopa.gov)

-OR-

**Northwest Regional Court Center**  
14264 W Tierra Buena Ln., Surprise  
(602) 506-3204

To find information on Justice Courts visit  
<https://justicecourts.maricopa.gov>

For additional information, please contact  
Glendale Victim Assistance Unit at (623) 930-3030.

## Section 15 - Community Resources Directory

### EMERGENCIES

Police, Fire, and Paramedics 9-1-1

### Glendale Police Department

Emergencies ONLY 9-1-1  
Non-emergencies (623) 930-3000  
Jail information (623) 930-3020  
Glendale Family Advocacy Center (623) 930-3720  
Records (623) 930-3100  
Victim Assistance (623) 930-3030  
Online Reporting [policereport.glendaleaz.com](http://policereport.glendaleaz.com)

**Glendale City Court** (623) 930-2400  
**Glendale City Prosecutor** (623) 930-3475

### Maricopa County Attorney

Juvenile Division (602) 372-4000  
Victim Services Division (602) 506-8522

**Crisis Response Network** (800) 631-1314  
Alcoholics Anonymous (AA) (602) 264-1341  
Community Bridges (detox) (602) 273-9999

### Legal

Community Legal Services (602) 258-3434  
Lawyer Referral Service (602) 257-4434  
Superior Court Self Help (602) 506-SELF  
Family Lawyers Assistance Project (602) 506-7948

### Parent/Child-Teen Conflicts

Florence Crittenton Services (602) 274-7318  
Families In Need of Services (FINS) (602) 506-5913

### Domestic Violence Shelters

Faith House/Glendale (623) 939-6798  
Sojourner Center/Phoenix (602) 244-0089  
DeColores/Phoenix (602) 269-1515  
Chrysalis/Phoenix (602) 944-4999  
New Life/Goodyear (623) 932-4404  
CONTACTS Shelter Hotline (800) 799-7739

AZ Coalition to End Sexual & Domestic Violence  
[www.azcadv.org](http://www.azcadv.org) (602) 279-2900 / (800) 782-6400

National Coalition Against Domestic Violence  
[www.ncadv.org](http://www.ncadv.org)

### Shelter (not domestic violence)

Central AZ Shelter Services (CASS) (602) 256-6945  
Family Housing Hub (602) 595-8700  
Salvation Army Family Shelter (602) 267-4130  
U.M.O.M. (602) 275-7852

### Abuse

Jewish Family & Children’s Services (623) 486-8202  
Department of Child Safety (888) 767-2445  
Teen Crisis Line (602) 248-8336  
Adult Protective Services (877) 767-2385  
Streetlight (child prostitution) (623) 435-0900  
Child Help (602) 271-4500  
Senior Helpline (602) 264-4357  
National Domestic Violence Hotline (800) 799-7233



## The Glendale Police Department Victim Assistance Unit (VAU)

affirms its commitment to provide equal opportunity and access to anyone seeking victim services through this office. The Victim Assistance Unit prohibits discrimination on the basis of race, national origin, color, creed, religion, sex, age, disability, citizenship, political affiliation, marital status, veteran status, sexual orientation, or gender identity.

If you feel you have been discriminated against, you may file a complaint with the Glendale Police Department; Professional Standards Unit 6835 N. 57th Drive Glendale, AZ 85301; 623-930-3056 or by visiting our website at [www.glendaleaz.com](http://www.glendaleaz.com).

The City of Glendale Police Department does not discriminate on the basis of race, color, national origin, religion, sex, disability or age. If you are a victim as defined by A.R.S. §13-4401(19) and you believe your rights have been violated during the criminal or judicial process, the first step is to contact the agency in question and request the relief you believe is appropriate. If you are unsuccessful in resolving the issue, you may file a complaint with:

**Arizona Attorney General’s Office**  
**Office of Victim Services**  
2005 N. Central Ave.  
Phoenix, AZ 85004  
(602) 542-4911 | [www.azag.gov](http://www.azag.gov)

If you have any questions about information contained in this pamphlet, please contact the Glendale Victim Assistance Unit at (623) 930-3030.

# YOUR RIGHTS AS A CRIME VICTIM



The City of Glendale regrets that you have been a victim of a crime. We want to give you information about your rights as a victim and about the services available to assist you.

Glendale Police Report Number \_\_\_\_\_ Date \_\_\_\_\_

Type of Crime \_\_\_\_\_

Reporting Officer(s) \_\_\_\_\_

**Upon Request Rights are:** \_\_\_\_\_ requested \_\_\_\_\_ waived

**Current Status.** The identified section within this brochure will give you more specific information.

- A. Initial Report Only.
- B. Citation issued, appearance date and time:

- C. Submitted to County Attorney as felony.
- D. Submitted to City Prosecutor as misdemeanor.

- E. Juvenile referred but not detained.
- F. Felony arrest.
- G. Misdemeanor arrest.
- H. Juvenile detained.

### Suspect (s) Information

Name(s) \_\_\_\_\_ Date(s) of birth \_\_\_\_\_

“Community and Police Working in Partnership”

GLENDALE POLICE DEPARTMENT

## Section 1 - Information For All Victims

The victim's rights mandates apply to all felonies; all misdemeanors; petty offenses; or violations of local criminal ordinances in which the victim is an individual or a business (A.R.S. 13-4401 (6)). Some rights are automatic, and others are “**upon request**” that can be waived. If you waive these **upon request** rights now, they can be requested at a later time. The rights of businesses and neighborhood associations are limited. (See Section 8 and Section 9).

A victim of crime has a right:

1. To be treated with fairness, respect, and dignity, and be free of intimidation, harassment or abuse throughout the criminal justice process.
2. **Upon request**, to have any property taken in evidence returned or to be given an explanation for any refusal to return such property. For further information concerning the release of your property, please contact the primary investigator on your case.
3. To have medical expenses, from securing evidence at the direction of the County Attorney of a sexual assault or dangerous crime against children, paid by the county where the crime occurred.
4. To be told if a prosecutor decides NOT to proceed with a prosecution, to be given the reason, and **upon request**, to confer with the prosecutor before the decision not to proceed is final.
5. To choose someone to exercise your rights if you are physically or emotionally unable to do so. A “victim representative” (usually a relative) can also act for a child, incapacitated, or deceased victim.

If you are a victim as defined by A.R.S. § 13-4401(19) and you believe your rights have been violated during the criminal or judicial process, the first step is to contact the agency in question and request the relief you believe is appropriate. If you are unsuccessful in resolving the issue, you may file a complaint with the Arizona Attorney General's Office of Victim Services.

**Office of Victim Services  
Victims' Rights Complaint**  
2005 N. Central Avenue  
Phoenix, AZ 85004  
(602) 542-4911

## Section 2 - Supplemental Reports

If you have additional information that could be helpful to the investigation, or in the case of a theft, have discovered additional items missing that you wish to add to your initial report, please call (623) 930-3000 and ask to make a supplemental report and refer to the original report number on the front of this brochure.

## Section 3 - Copies of Police Reports

Police reports are public information. Edited copies may be released provided that the release will not jeopardize an ongoing investigation. Edited copies sufficient for an insurance claim are usually available five days after your initial report. More complete copies are available under the Public Records Law and may take 7-10 days to be released after being requested. You can request a report either personally or by mail at the **Records Division of the Police Department, 6835 N. 57th Dr., Glendale, Arizona, 85301**. Office hours are 8 a.m. to 5 p.m., weekdays. The request form is available online at [www.glendaleaz.com](http://www.glendaleaz.com). Go to Live/Police/Reporting/Public Records Request. One copy of each report will be provided to the victim of a crime at no charge.

## Section 4 - Current Case Status

**A - Your INITIAL POLICE REPORT has been made.** Detectives that do follow-up investigations give priority to cases involving the most serious crimes and those where there are evidence and/or cooperative witnesses that will support successful prosecution. If you are not contacted within 30 days, you may call a **Victim Assistance Caseworker** at (623) 930-3030, Monday - Friday, 9 a.m. to 5 p.m. for the status of your case.

**B - This case involves an offender who has been cited and released.** The offender is to appear at the **Glendale City Court, 5711 W. Glendale Ave., Glendale, Arizona, 85301** on the date and time indicated on the front of this pamphlet. If a citation is issued, the accused may appear at any time prior to the date and time shown.

**C - This case is a felony and will be submitted to the Maricopa County Attorney's Office** for review and possible filing of charges. Please be patient as it is not uncommon for the review process to take several months. For further information, contact the **Maricopa County Victim Services Division** at (602) 506-8522.

**D - This case is a misdemeanor, petty offense, or violation of a local criminal ordinance and is being submitted to the Glendale City Prosecutor** for review and possible filing of charges. For further information, contact the **Glendale City Prosecutor's Office** at (623) 930-3475. Please be patient as it is not uncommon for the review process to take several months.

**E - The suspect in your case was referred to Juvenile Court but not detained.** It usually takes four to six weeks for formal action to begin. For further information concerning your rights on this case, please contact the **Maricopa County Attorney's Juvenile Office** at (602) 372-4000.

## Section 5 - Arrest-Related Rights

After an adult is arrested or a juvenile detained, a court must decide the terms and conditions of release within 24 hours. The victim has the right to be heard or give input on this release decision. To exercise this important right, you must **act quickly**. Many suspects are released from jail by posting bond within 24 hours. Refer to sub-sections F, G and H.

If you requested your “upon request” rights, you will be notified if the suspect is released from custody. If you initially declined your “upon request” rights and now wish to exercise those rights, please call. You must also notify us if you change your contact information. For felony or felony/misdemeanor charges call (602) 876-8276. For misdemeanor charges call (623) 930-3030. You may leave a message with your input for the judge.

**F - This case involves a felony charge or a mixture of felony and misdemeanor charges.** Initial Appearances are held at the **Maricopa County Superior Court, 225 W. Madison St., Phoenix, Arizona, 85003**. These hearings are held every 3 hours. For information, call the **Victims' Rights Notification Unit** at (602) 876-8276, and they will let you know how to make your wishes known about the defendant's release. The case will be submitted to the **Maricopa County Attorney's Office, (602) 506-3411**. The County Attorney must file charges within two working days if court action is to continue on the case.

**G - This case involves a misdemeanor, petty offense, or a violation of a local criminal ordinance.** Initial Appearances are held at the **Glendale City Court, 5711 W. Glendale Ave., Glendale, Arizona, 85301** at 9 a.m. daily. On Monday through Friday, you may attend the Initial Appearance by going to the City Court. The defendant will not be physically present but will be seen by the judge on television. On weekends and holidays, the judge and proceedings are accessible via closed circuit TV and an intercom located on the northwest side of the court building. **Caution: This is a public area and family and friends of the defendant may also be present.** Prior to every Initial Appearance, you may also leave a message with your input for the judge by calling (623) 930-3030.

**H - This case involves a juvenile who was detained at juvenile Court's Detention Center.** A Screening Officer has discretion to either release the juvenile (if the juvenile does not meet the criteria for detention) or to hold the juvenile subject to a formal petition being filed by the County Attorney within 24 hours. The Screening Officer can be reached at (602) 506-4285 for your input. It is important to give this input in a timely manner as these decisions are made soon after the juvenile arrives at the Detention Center.

If the juvenile is held, you can learn how to exercise your right to input at the Detention/Advisory Hearing by calling the County Attorney's Juvenile Office at (602) 372-4000.

## Section 6 - Rights Following Arrest

1. You have the right and shall be notified by the law enforcement agency after the arrest of a suspect.
2. You have the right and shall be notified of an escape of the incarcerated person who is accused or convicted of committing a criminal offense against the victim.
3. You have the right to request a copy of the defendant's conditions of release.
4. You may ask the court to revoke bond or release if there have been threats or harassment by or on behalf of the defendant.
5. You have the right to be protected from unnecessary contact with the defendant, defendant's immediate family and defense witnesses.

## Section 7 - VINE

VINE is an automated victim notification service used by the Glendale City Jail to notify crime victims of a prisoner's transfer or release from custody. If you requested your “**upon request**” rights, the arresting officer will register you for the Glendale jail VINE notification service. Since VINE provides immediate notifications, do not be startled if you receive a late night call. You will be asked to press a number on your telephone keypad to confirm that you have received the notification. A letter is sent if the proper confirmation is not received after a series of telephone notifications or you do not have access to a telephone.

A crime victim should not depend on VINE or any other program for one's personal safety. If you feel threatened, please take precautions as if the inmate was already released.

The AZ Glendale VINE system is a service through which victims of crime can use the Internet to search for information regarding the custody status of their offender and to register to receive telephone and e-mail notification when the offender's custody status changes. This service is provided to assist victims of crime who have a right to know about their offender's custody status. **VINELink** can be accessed 24 hours a day, seven days a week, to provide the most reliable information for custody status changes and criminal case information. Go to [www.vinelink.com](http://www.vinelink.com).

## Section 8 - Other Rights

Once formal court action begins, victims have many more rights under the Arizona Constitution, laws, and the Rules of Criminal Procedure. These rights are designed to keep you informed and an active participant in the court process while at the same time insuring that you are treated in a fair and safe manner. If you previously requested your “**upon request**” rights, this request will continue to be honored. All victims are encouraged to invoke and use the rights afforded them in Arizona.

Victims can expect to receive more detailed information about these rights from the prosecutor once the case gets to court. **It is your responsibility to keep the prosecutor informed of your current address if it is different from what was reported to the police.**

All victims can receive a complete listing of victims' rights in Arizona by contacting the **Attorney General's Office of Victim Services** at (602) 542-4911.

## Section 9 - Business / Legal Entities

Businesses and other “legal entities” have limited rights related to restitution and notification of sentencing. If there has been an arrest in your case, contact the **Glendale City Prosecutor's office** at (623) 930-3475 (misdemeanor) or the **Maricopa County Attorneys Office; Victim Services Division** at (602) 506-8522 (felony or juvenile).

## Section 10 - Neighborhood Associations

Neighborhood associations have limited victims' rights related to cases involving drugs, prostitution, and chop shops in their neighborhood. To be eligible, the association must be registered with the **City's Neighborhood Services Division, (623) 930-2663**, and either the crime must have occurred, or the defendant lives within the boundaries of the association.

## Section 11 - Restitution

Victims have the right to have the court order the defendant to pay restitution for your economic losses directly related to the crime. Pain and suffering and punitive damages cannot be considered for restitution purposes, but may be recovered through a civil court. If you choose not to request restitution in the criminal proceeding, you may still seek a civil recovery for your financial losses. A juvenile's parent may also be pursued civilly for restitution.

Please discuss your restitution concerns with the prosecutor's office handling your case. Your request and documentation must be received prior to the defendant's sentencing. Restitution payments are collected by the court and forwarded to the victim.

## Section 12 - Victim Compensation

Victim Compensation provides financial assistance to crime victims for certain out-of-pocket expenses that are related to a crime. These include medical expenses, funeral costs, lost wages, and mental health counseling. Unlike restitution, this compensation is available whether or not the criminal is identified and prosecuted.

You may be eligible for Victim Compensation if:

- the crime was reported within 72 hours;
- a claim is filed within two years of the crime;
- you willingly cooperate with appropriate law enforcement agencies;
- the crime directly resulted in physical injury, extreme mental distress or death;
- a loss was incurred such as a medical bill or funeral expenses as a result of the crime; and
- you are NOT serving a sentence of imprisonment in any detention facility.

For further information or to apply, please call **Maricopa County Victim Compensation Office** at (602) 506-4955.