

# UNDERSTANDING PROTECTIVE ORDERS IN RICHMOND, VA

I-CAN! Accessibility Project

Developed by the  
**I-CAN! Accessibility Project**  
Updated 2019

**This booklet is not intended to provide legal advice and is not a court document. The purpose of this booklet is to help people understand protective orders. In case of an emergency CALL 911.**

This booklet provides specific information and resources for individuals living in Richmond, Virginia, but it may also be helpful for individuals living in other areas of Virginia.

If you do not understand the information in this booklet, it is important that you contact a lawyer who can help you. If you do not qualify for a free lawyer through legal aid, you may have to pay to hire a lawyer to represent you. If you do not know how to find a lawyer, contact one of these agencies for help:

- Virginia State Bar's Lawyer Referral System (804) 775-0500, TDD line: (804) 775-0502
- Central Virginia Legal Aid Society (804) 648-1012
- Virginia Poverty Law Center (804) 351-5274
- Virginia Sexual and Domestic Violence Action Alliance's Project for the Empowerment of Survivors (PES), (804) 377-0335 Ext 2119 or [www.vadata.org/chat](http://www.vadata.org/chat)

This booklet was printed in 2019 and reflects laws passed in 2018.

# Understanding Protective Orders in Richmond, VA 2019

Developed by the

**I-CAN! Accessibility Project**

a collaboration with

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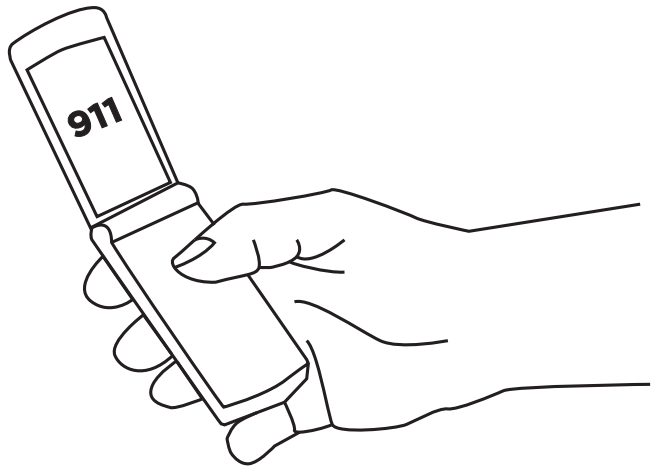
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# Are You Feeling Hurt or Threatened By Someone?

If someone is hurting you, or you feel like someone is trying to hurt you, there is help available. If you are afraid that someone will hurt you, you can **ask the court** for a **protective order**. When you ask the court for a protective order, a judge will decide if you receive it. Sometimes, a protective order is not the best way to protect you from the person who is hurting you. To find out if a protective order is the best option for you, read this booklet and/or talk to a lawyer. If you still have questions or want to talk to a lawyer, contact someone listed under “Helpful Resources” (*see page 27*).

There are many different things you can do to get help if someone is hurting you or is threatening to hurt you. If you are in immediate danger, **one thing you can do is call the police (911)**. Regardless of where you live in Virginia, you can talk with someone who can help you by calling the **Virginia Sexual and Domestic Violence Action Alliance hotline at (800) 838-8238** (v/tty); by text messaging **(804) 793-9999**; or by chat at **www.vadata.org/chat**. If you live in Richmond, you may contact the **Greater Richmond Regional Hotline at (804) 612-6126** or visit their website at **ywcarichmond.org**.



# What is a protective order?

A protective order is a piece of paper that has been signed by a judge that tells the person who is hurting you or threatening to hurt you that he or she is not allowed to do that anymore. The protective order may say that there should be **no contact** with you. No contact means that the person cannot see you or communicate with you in any way (even through someone else). The judge may say that there should be **no further abuse**, which means that the person who is hurting you or threatening to hurt you may not do that anymore. If the person who you want protection from does not obey the order, they may face additional legal consequences.

There are two types of protective orders. The type of protective order you can get depends on the relationship you have with the person who is hurting you or threatening to hurt you. The two types of protective orders are: **Family Abuse Protective Orders** (see page 8) and **Non-Family Abuse Protective Orders** (see page 10).



# How Do You Ask for a protective order?

The way to ask for a protective order is to go to court to file the paperwork and to stand before a judge and share your story. It is very important for the judge to understand how the person abused you, hurt you, or threatened to hurt you. **You do not have to be afraid or embarrassed to tell the judge anything.** If the person who hurt you or threatened to hurt you took away something you need, broke something you need, or did not let you do something that you have a right to do, it is important to tell the judge; so that the judge can write very specific warnings in your protective order. It is important that you tell the judge exactly how the person hurt you, especially if it has something to do with your disability.

If you think a protective order will help you, you will need to get paperwork ready before you ask the judge for a protective order.

Be prepared to set aside time to go to court to file the paperwork and to stand before a judge (sometimes multiple times) to share your story. When you stand before a judge to share your story, the person you asked for protection from may be present. If you have a disability and need help during the hearing, like an interpreter or translator, make sure to set this up/request it ahead of time. See page 21 for more information.

In Virginia, protective orders give you protection from the person who is hurting you for different amounts of time. Once you have a Family Abuse Protective Order or a Non-Family Abuse Protective Order, the paperwork will say how long it will last. You are only protected from the person who is hurting you or threatening to hurt you for the amount of time stated on your protective order. There are three different types of protective orders that last for different amounts of time; they are known as Emergency Protective Orders, Preliminary Protective Orders, and Protective Orders. Sometimes, they call the last one “full” Protective Orders.

# How Do You Ask for a protective order?

Asking for one type does not mean you are asking for all three. **You must ask separately for each one of these protective orders, which means you may need to go to court different times.** For more information about the length of time that protective orders last, (*see page 13*).

**It does not cost anything to file paperwork to ask for a protective order.** However, you may want to talk to a lawyer (which may cost money) if you have questions about your situation or the process to file for a protective order.



# Family Abuse Protective Orders

## Family Abuse Protective Orders

You can go to court and ask the judge for a **Family Abuse Protective Order** when the person who is hurting you or threatening to hurt you **is** a Family or Household member.

## Who can you get protection from with a Family Abuse Protective Order?

- Someone you have a child with, even if you do not live with the child's other parent now;
- Your husband or wife, even if you do not live together now;
- Your former husband or wife, even if you do not live together now;
- Your parents or stepparents, even if you do not live with them now;
- Your brothers, sisters, step-brothers, step-sisters, half-brothers, half-sisters, even if they do not live with you now;
- Your grandparents and grandchildren, even if they do not live with you now;
- Your children and stepchildren, even if they do not live with you now;
- Your spouse's family (mother-in-law, father-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law), but only if they live with you now;
- A boyfriend or girlfriend who lived with you within the past 12 months, even if you do not live together now;
- Any children of that boyfriend or girlfriend who lived with you within the past 12 months, as long as those children live with you now.

# Family Abuse Protective Orders

## How can you ask for a Family Abuse Protective Order?

To ask for a Family Abuse Protective Order, you will need to fill out some forms and go to court. The Intake Officer at the Juvenile and Domestic Relations District Court Services Unit will help you to fill out the necessary paperwork to ask for a Family Abuse Protective Order.

If you have access to the Internet (either at home or somewhere safe), you can fill out these forms online using the I-CAN! Virginia program by visiting **[www.ican.courts.state.va.us](http://www.ican.courts.state.va.us)** (see page 24 for information on how to use the I-CAN! Virginia program). Forms completed through I-CAN! Virginia are **not** automatically or electronically sent to the court or anywhere else. Once you print out the forms, you can take them to the Juvenile and Domestic Relations District Court. When you get there, **you may have to fill out the same forms again with** the Court Services Unit Intake Officer, but you can use the papers you printed out as helpful notes. For more information about I-CAN! Virginia, please see page 24. When you stand before a judge to share your story, the person you asked protection from may be present.

If you cannot get access to the Internet, you can go to the Juvenile and Domestic Relations District Intake Office at the Court Services Unit and ask for help to fill out the forms to ask for a Family Abuse Protective Order.

## Where do you go to ask for a Family Abuse Protective Order?

To ask for a Family Abuse Protective Order in the City of Richmond, you must go to the Juvenile and Domestic Relations District Court Services Unit Intake Office. In Richmond, Virginia, it is located at: **1600 Oliver Hill Way, Richmond, Virginia 23219. If you live outside of Richmond, you will have to go to your local Juvenile and Domestic Relations Court.**

# Non-Family Abuse Protective Orders

You can ask for a Non-Family Abuse Protective Order when the person who is hurting you or threatening to hurt you is not your Family or Household Member.

## Who can you get protection from under a Non-Family Abuse Protective Order?

- Your caregiver;
- Your neighbor;
- Someone who is threatening to hurt you or someone who is hurting you even if you do not know him or her;
- Someone who is contacting or trying to contact you when you do not want them to;
- Your co-worker;
- Your friend;
- Your boyfriend or girlfriend who you don't have a child with or you have not lived with within the past 12 months;
- Anyone who is hurting you or threatening to hurt you who is not a family member.



# Non-Family Abuse Protective Orders

## How do you ask for a Non-Family Abuse Protective Order?

To ask for a Non-Family Abuse Protective Order, you will need to fill out some forms. If you have access to the Internet (either at home or somewhere safe), you can fill out these forms online using the I-CAN! Virginia program by visiting [www.ican.courts.state.va.us](http://www.ican.courts.state.va.us) or by using the I-CAN! work stations located at (see page 24 for information on how to use the I-CAN! Virginia program). Forms completed through I-CAN! Virginia are **not** automatically or electronically sent to a court or anywhere else. Once you print out the forms, you can take them with you to the Clerk's Office of the General District Court. When you get there, you may ask the Clerk to file the I-CAN! documents generated through I-CAN! Virginia so you may ask the judge for a Non-Family Abuse Protective Order. For more information about I-CAN! Virginia, please see page 24. Protective orders last for different amounts of time and you may need to go to court each time you ask for a protective order. Be prepared to set aside time to go to court to file the paperwork and to stand before a judge to share your story. When you stand before a judge to share your story, the person you asked protection from may be present.

Please note that you need to get the forms ready before you ask for a Non-Family Abuse Protective Order. Richmond Victim Witness will help petitioners complete the Non-Family Abuse Protective Order documents at both General District locations and provide court accompaniment. Victim Witness will provide court accompaniment after the petitioner completes the Family Abuse Protective Order documents at Juvenile and Domestic Relations Court Intake. The I-CAN! Virginia program may be the easiest way for you to prepare forms to ask for a Non-Family Abuse Protective Order. Or you may hire an attorney to represent you so that you may ask the judge for a Non-Family Abuse Protective Order.

## Once you have the forms ready, where do you go to ask for a Non-Family Abuse Protective Order?

For a Non-Family Abuse Protective Order in the City of Richmond, you must go to the Clerk's Office of the General District Court. In Richmond, Virginia, this court is located at **920 Hull Street, Northside, Richmond, Virginia 23224 or 400 N. 9th Street, Richmond, VA 23219. If you live outside of Richmond, you will have to go to your local Clerk's Office of the General District Court.**

# Frequently Asked Questions about protective orders

## What if the court is closed on the day you need a protective order?

In Richmond, you can request an Emergency Protective Order for Family and Non-Family Abuse at the Magistrate's Office located at: **Richmond City Justice Center, 1701 Fairfield Way, Richmond, VA 23223**. See page 13 for more information on emergency protective orders.

## What if you are under 18?

If you are under 18, you can be protected from the person who is hurting or threatening to hurt you. You can file for a Family Abuse Protective Order or a Non-Family Abuse Protective Order. To find out more information, you should go to the Juvenile and Domestic Relations Court Services Unit Intake Office to get help. In Richmond, Virginia, this court is located at: **1600 Oliver Hill Way, Richmond, Virginia 23219**.

## What if you want a Protective Order against a same-sex partner?

In Richmond, you can ask for a Protective Order against a same-sex partner, whether or not you are married to that same-sex partner. Same-sex couples are seen in the Juvenile and Domestic Relations District Court. In Richmond, this court is located at: **1600 Oliver Hill Way, Richmond, Virginia 23219**.

Outside of Richmond, VA, if you want a Protective Order from your same-sex partner, whether you can ask for a Family Abuse Protective Order or a Non-Family Abuse Protective Order depends on how they do things in your local area. For help contact the Action Alliance (804) 377-0335.

## What if I have questions or need help?

If you need help understanding anything that happens at the courthouse in Richmond, you may ask for help at Richmond Victim Witness Services (804) 646-7665, which is located **at the John Marshall Courts Building: 400 N. 9th Street, Richmond, VA 23219**.

# How long does a protective order last?

In Virginia, protective orders give you protection for different amounts of time. Once you have a Family Abuse Protective Order or a Non-Family Abuse Protective Order, the paperwork will say the length of time it lasts. You are only protected from the person who is hurting you or threatening to hurt you for the amount of time stated on your protective order. You need to be sure that **you know** when your protective order ends. If you do not know when your protective order ends, **be sure to ask** someone at the court.

There are three different types of protective orders that last for different amounts of time; they are known as Emergency Protective Orders, Preliminary Protective Orders, and Protective Orders. Sometimes, they call the last one “full” protective orders. Asking for one type does not mean you are asking for all three. **You must ask separately for each one of the Protective Orders.**

## Emergency Protective Orders

You can get an Emergency Protective Order 24 hours a day; 7 days a week. If you need protection right away during a time when either the Juvenile and Domestic Relations District Court or the General District Court is not open, such as at night, on a weekend, or a holiday, you should ask for an Emergency Protective Order. Since there are no judges available when the court is closed, the court has officers called magistrates. The magistrate will ask you to swear that the information you are saying is true and decide if you should receive an Emergency Protective Order. If you or someone else called the police, and they came in response to your call, the police officer may ask the magistrate for an Emergency Protective Order to protect you. The Emergency Protective Order lasts only 3 days, but may last a little longer if the third day is a day when the court is closed, like a weekend or holiday.

# Emergency Protective Orders

If you do not know when your Emergency Protective Order ends, be sure to ask a police officer or the magistrate. To get an Emergency Protective Order, go to the magistrate's office at: Richmond City Justice Center, **1701 Fairfield Way, Richmond, VA 23223**. The magistrate's office is located in the Richmond Police Headquarters Building on the first floor. They operate 24 hours a day 7 days a week.

Emergency Protective Orders last for 3 business days. If the third day falls during a time when the Juvenile and Domestic Relations District Court or General District Court is closed, then the Emergency Protective Order is extended until the end of the next business day that the Juvenile and Domestic Relations District Court or General District Court is open.



# Preliminary Protective Orders

The Preliminary Protective Order usually lasts only 15 days or until the date of your “full” Protective Order hearing. Asking for and getting the Preliminary Protective Order is often the first step before you can ask for the Protective Order that lasts up to 2 years, which is sometimes called a “full” Protective Order. If you come to court for the “full” Protective Order hearing and the person who hurt you or was threatening to hurt you is not there because he or she was not served with all of the papers, your Preliminary Protective Order may sometimes be extended for up to 6 months. When someone is “served” with papers, that means a police officer gave him or her the following: a notice of when the “full” Protective Order hearing is scheduled, what you said the person who is hurting you or threatening to hurt you did to you, and a copy of the Preliminary Protective Order you received from the judge.

A Preliminary Protective Order can be issued either before or after the court gives the person who is abusing you notice and a chance for a hearing. A Preliminary Protective Order is good for 15 days and may be extended for up to 6 months if the reason the person who is abusing you has not shown up for the Protective Order hearing is that the court officer has not been able to serve them with the Preliminary Protective Order and notice of the hearing for the “full” Protective Order.



# “Full” Protective Orders

This Protective Order lasts for 2 years or until the judge says that it will expire. This type of order is **not** permanent! If you still want this Protective Order to be effective after it expires, you will have to ask the court to extend your 2-year Protective Order **before** it expires. You can do this by going to the court and requesting a hearing to extend the Protective Order. There will be a hearing where the judge will decide whether or not to extend the “full” Protective Order another 2 years.

The court may issue a “full” Protective Order after giving the person who is abusing you notice and a chance to participate in a hearing. A “full” Protective Order is good for up to 2 years and can only be extended if you request another hearing before it expires.



# Going To The Courthouse...

## You must have:

- A picture identification of yourself, such as a driver's license, work identification tag, or military identification;
- Your birth date (you do not need your birth certificate);
- The name and address of the person who hurt you and their date of birth or Social Security Number;
- Information about what the person who hurt you or is threatening to hurt you looks like: height, weight, eye color, hair color, tattoos, or birthmarks.

## If you can, and it is safe to do so, bring this information about the person who hurt you to court with you:

- A picture of the person;
- The address of the place where he/she works or visits often;
- The kind of car the person drives and the license plate number;
- The phone number of the person;
- Any information about drugs the person may have or weapons that the person may own.

## Bringing these can be helpful:

- Any pictures, police reports, and/or hospital records from when the person hurt you or threatened to hurt you;
- If you have children that you would like protected, bring their birth certificates and social security numbers;
- Any threatening letters, emails, text messages, or notes you might have received from the person.

# Going To The Courthouse...

## What happens in the courthouse?

Everyone that goes to the courthouse must go through a screening done by a sheriff's deputy. The sheriff's deputy at the door will look through any cases, purses, or bags that you bring with you. **You must also pass through a metal detector.** A wand or a pat-down may be used to screen you if you are unable to pass through the metal detector. There is no smoking at the courthouse. Please check [www.richmondgov.com/Sheriff/DivisionCourts.aspx#.W4a5nOhKguU](http://www.richmondgov.com/Sheriff/DivisionCourts.aspx#.W4a5nOhKguU) for a list of things that you can and cannot bring into the courthouse.

## How to dress:

Everyone who goes to court needs to dress in a respectful and appropriate manner, as if you were going for a job interview. This means you should:

- Cover your stomach and midriff;
- Keep your back and arms covered up by wearing a shirt with sleeves and a back;
- Wear skirts and shorts that are not shorter than your fingertips when you stand with your arms held straight down at your side;
- Keep your head uncovered unless it is part of your religion or a medical condition to cover your head;
- Wear shoes and keep them on at all times;
- Keep your underwear inside your pants;
- Tuck your shirt into your pants;
- Avoid wearing clothing with swear words or obscene pictures on it.

# Going To The Courthouse...

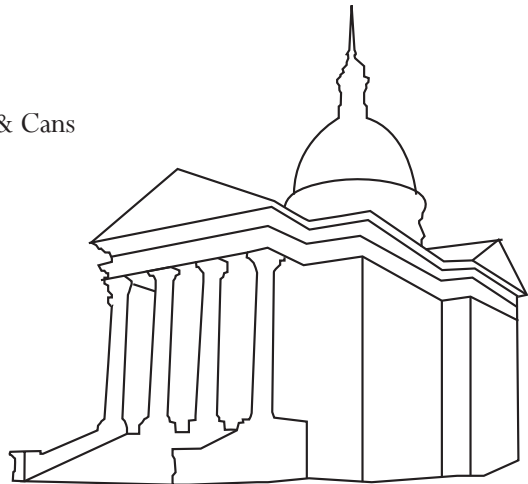
## What is not allowed in the courthouse?

There are some things that are not allowed in the courthouse. If you bring them in, the sheriff's deputy will make you take them outside the building. They will not watch them for you until you leave. Do not bring the following items into the courthouse:

1. Electronic Devices including:
  - Watches with Cell Phone Feature
  - Tape Recorders
  - Cell Phones/Cameras/Electronic Devices
  - Headphones/Bluetooth Devices

**Note:** If you need an electronic device because you have a disability you must contact the courthouse **before you go** there and let them know what items you need to bring because of your disability.

2. Any weapon or anything that could be used as a weapon, such as:
  - Guns/Ammunition
  - Knives /Scissors/Cutting Tools
  - Pepper Spray/Mace/Stun Gun
3. Handcuff Keys
4. Snacks and drinks
5. Any Construction Tools
6. Glass Containers/Drink Bottles & Cans



# Going To The Courthouse...

## What should you expect when you go to court?

You should be prepared to spend a few hours at the courthouse meeting with the Court Services Unit Intake Officer at the Juvenile and Domestic Relations District Court or the Clerk's Office at the General District Court, while waiting for your case to be called before the judge. The judge will ask you some questions about why you would like a protective order and will decide whether or not to give you one. It is very important to listen to the judge's questions and don't interrupt the judge. You should always tell the truth to the judge. Tell the judge as much information as you can about how the person has hurt you or threatened to hurt you, including:

- The date;
- The time;
- The place where it happened;
- How the person hurt you;
- If there were any weapons used;
- If your children were there when the person hurt you;
- If you fear that the person will hurt you or threaten to hurt you again and WHY.

## What if the person who hurt you or threatened to hurt you does not come to the hearing?

If there is a hearing for your protective order, you must show up to court. You must be there whether or not the person who hurt you or threatened to hurt you shows up. As long as the papers have been served on the person who hurt you or threatened to hurt you, you may still have the hearing, even if the other person does not show up. It is up to the judge to make the decision of whether to hold to the protective order hearing that day.

# Going To The Courthouse...

## What if your request for a Protective Order is turned down?

If you do not feel safe returning home, you should find another place to stay. If you cannot stay with a friend or relative, contact the Virginia Sexual and Domestic Violence Action Alliance or the RichmondYWCA.

### For Emergency Shelter Assistance:

Virginia Sexual and Domestic Violence Action Alliance  
(800) 838-8238 (v/tty) text (804) 793-9999; or for chat visit  
their website at [www.vadata.org/chat](http://www.vadata.org/chat).

Greater Richmond Regional Hotline (804) 612-6126 or visit  
their website at [ywcarichmond.org](http://ywcarichmond.org).

## Accessing the Court With A Disability

If you need an accommodation, you need to let the court know ahead of time. For example, if you need a listening device as an accommodation, you will need to make the court aware of this before you arrive and go through security. You must call ahead to make special arrangements with the courthouse to have a sign language interpreter available or to bring a service animal. In addition, if you need a support person with you please let the court know. For Family Abuse Protective Orders, call the Richmond Juvenile and Domestic Relations District Court Services Unit phone number at **(804) 646-2900**. For Non-Family Abuse Protective Orders, call the Richmond General District Court Clerk's phone number at **(804) 646-6677 or John Marshall General District Court Clerk at (804)646-6431**. There is no TTY at the courthouse.

# After You Receive Your Protective Order...

## Where do you keep your protective order?

You will be given 1 copy of the protective order. Keep this copy with you **at all times**.

## Will you be protected as soon as you get a Protective Order?

No. A sheriff's deputy or someone from the court must serve the person who is hurting you or threatening to hurt you with a copy of the protective order. Until that person has the papers in his or her hands, your protective order does not give you protection from the person who is hurting you.

## What if you change your mind after you get a Protective Order?

It is okay to change your mind, but you need to be sure to let the court know so they do not schedule court time for you. Before the date of your hearing, come into the court building and go to the Clerk's office. Tell the Clerk that you want to file a motion to dismiss the case. After you have done this, you will no longer have a hearing for any type of protective order.

## What if you want to change something that is written on your Protective Order?

If you want to change part of your protective order, you will need to go back to the Clerk's office at the court and ask to make changes on your order. You do not have to start the whole process over again to make changes. Tell the Clerk that you want to file a motion to amend your protective order and ask for the Motion to Amend form.

## How do you know if the person who you want protection from has

# After You Receive Your Protective Order...

## been served with the protective order?

You can call the Richmond Sheriff's office at **(804) 646-6600** and ask if the person who hurt you or is threatening to hurt you has been served with the protective order. If the person who hurt you has been served with the protective order, it has taken effect. The paperwork is filed under the name of the person who hurt you, not your name. You may be asked for your case number. It is on the upper right-hand corner of your copy of the protective order.

## What if the person who you want protection from does not obey the order?

It is against the law to disobey a protective order. You may tell the police that the person is disobeying the protective order. You may need to call 911 for emergency assistance. Some people will not obey a protective order and so it is important to continue to be very careful and report any unwanted contact with the person.

## What if the person comes to your home or workplace?

If your protective order prevents the person you got it against from contacting you or coming near you, you should consider calling the police. Tell the police officer that you have a protective order against the person. Make sure that you keep one copy of your protective order with you **at all times**.



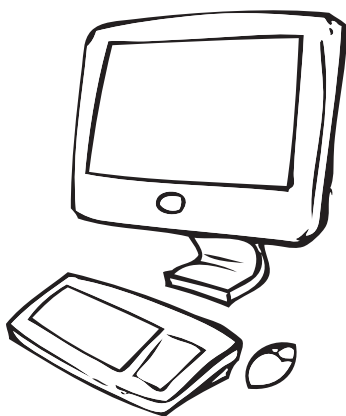
# I-CAN! Virginia

I-CAN! Virginia is an internet website that you can use to fill out the paperwork necessary to file for a protective order. You can use I-CAN! Virginia anywhere you have access to a computer and printer in Virginia, including work stations located in Chesterfield, Hampton and Virginia Beach general district courts.

I-CAN! Virginia is a program operated by the Supreme Court of Virginia. It is a **free service** and a convenient online tool that helps you complete the forms you need to ask the judge for a protective order. You can use I-CAN! Virginia for **both Family Abuse and Non-Family Abuse Protective Orders**. I-CAN! Virginia is available in English and Spanish. It does not matter what city or county you live in; as long as you are filing for a protective order in Virginia, you may use the I-CAN! Virginia program to complete your protective order paperwork. You can also fill out the paperwork at the courthouse.

When you start the program, you will be asked questions about your situation. Do not be afraid to answer these questions, and remember, providing details about your situation will help you! Your answers will be added to forms that you can print and take to the court. It can take about 30 minutes or longer to answer all of the questions.

If you do not finish answering all the questions, you can log back in at a later time using the PIN (Personal Identification Number) that was assigned to you when you started the program.



# I-CAN! Virginia

To use the I-CAN! Virginia program go to:

- [www.ican.courts.state.va.us](http://www.ican.courts.state.va.us)
- Click on the link that says “[Click Here](#) to Begin Your I-CAN! Virginia Session”

Please note that these forms are **not** sent to the court. **You have to bring them to the court** to ask for a protective order. If you change your mind and decide that you do not want to take the forms to court to ask for a protective order, nothing happens with your I-CAN! Virginia information or forms.

Look at the top left of the form that you printed out to find out what court you need to bring the forms to...

- If the form says Juvenile and Domestic Relations District Court, you should take the forms to the **Court Services Unit** of the court named on the forms.
- If the form says General District Court, you should take the forms to the **Clerk’s Office of the General District Court**.

You can find information about filing a protective order at the different courts throughout Virginia here: [www.courts.state.va.us/courtadmin/aoc/judpln/programs/afapo/home.html](http://www.courts.state.va.us/courtadmin/aoc/judpln/programs/afapo/home.html)

# The Virginia Sexual & Domestic Violence Action Alliance

The Virginia Sexual and Domestic Violence Action Alliance is a **statewide** organization that provides various domestic violence and sexual assault services to individuals throughout Virginia.

The Alliance runs a Virginia Family Violence and Sexual Assault Hotline that you can call if you need help. Anyone needing assistance can call the hotline, whether you are experiencing domestic violence or sexual assault, or you are a friend or family member of someone experiencing abuse. The hotline is also a resource that can be used by professionals, and the general public. When you call the hotline, you can get support and information about community resources that can assist you in your situation. It is toll-free, confidential, operated 24 hours, 7 days a week, 365 days a year. The hotline services are **bilingual, and accessible via V/TTY, the Virginia Relay Services, and the Language Line. All hotline services are free.**

All of the following services operated by the Action Alliance are  
**FREE AND CONFIDENTIAL.**

## **Virginia Family Violence and Sexual Assault Hotline:**

**1-800-838-8238** V/TTY

24/7, 365 days a year, bilingual

**Text: 804-793-9999**

Monday-Friday 8am-8pm

**Chat: [www.vadata.org/chat](http://www.vadata.org/chat)**

Monday-Friday 8am-8pm

## **LGBTQ Partner Abuse & Sexual Assault Helpline:**

**1-866-356-6998**

Monday-Friday 8am- 8pm

# Helpful Resources for Family and Non-Family Protective Orders

Agency Name	Services	Address	Website	Phone
Central Virginia Legal Aid Society	Help identifying a lawyer	101 West Broad Street, Suite 101 Richmond, VA 23220	<a href="http://www.cvlas.org/">www.cvlas.org/</a>	804.648.1012
Resources for Independent Living Inc.	Resources and referrals for people with disabilities	4009 Fitzhugh Avenue Suite 100 Richmond, VA 23230	<a href="http://www.ril-va.org/">www.ril-va.org/</a>	804.353.6503 (v) 804.353.6583 (tty)
Richmond Behavioral Health Authority	Mental health services	107 South 5th Street Richmond, VA 23219	<a href="http://www.rbha.org/">www.rbha.org/</a>	804.819.4000
Richmond General District Court	Request Non-Family Abuse Protection Order	* 400 N. 9th Street Room 203 Richmond, VA 23219	<a href="http://www.courts.state.va.us/courts/gd/Richmond-Civil/home.html">www.courts.state.va.us/courts/gd/Richmond-Civil/home.html</a>	804.646.6677
Richmond Juvenile and Domestic Relations District Court Services Unit	Request Family Abuse Protection Order	* 1600 Oliver Way Richmond, VA 23219	<a href="http://www.courts.state.va.us/courts/jdr/richmond/home.html">www.courts.state.va.us/courts/jdr/richmond/home.html</a>	804.646.2942
Richmond Magistrate's Office	Request Emergency Protective Order	1701 Fairfield Way Richmond, VA 23223	<a href="http://www.courts.state.va.us/courtadmin/aoc/mag/map/home.html">www.courts.state.va.us/courtadmin/aoc/mag/map/home.html</a>	804.646.6689
Richmond Police Department	Law enforcement	200 West Grace Street Richmond, Virginia, 23220	<a href="http://www.richmondgov.com/police">www.richmondgov.com/police</a>	Emergency: 911 Non-emergency: 804.646.5700 General: 804.646.5100
Richmond Sheriff's Office	Law enforcement	1701 Fairfield Way Richmond, VA	<a href="http://www.richmondgov.com/Sheriff/index.aspx">www.richmondgov.com/Sheriff/index.aspx</a>	804.646.4464
Richmond Victim Witness Services * 3 locations	Help identify a lawyer. Help navigating courthouse procedures	* 920 Hull Street, Northside Richmond, VA 23224	<a href="http://www.facebook.com/rvictimwitness">www.facebook.com/rvictimwitness</a>	804.646.7665
Richmond YWCA - Shelter And Greater Richmond Regional Hotline	Crisis support hotline. Emergency shelter assistance	6 N 5th Street, Richmond, VA 23219	<a href="http://www.ywcarichmond.org">www.ywcarichmond.org</a>	804.612.6126
Supreme Court of Virginia (I-CAN! Virginia)	Accessible forms to file a protective order	---	<a href="http://www.ican.courts.state.va.us">www.ican.courts.state.va.us</a>	804.786.2213
Virginia Anti-Violence Project	Support for survivors who identify as LGBTQ	---	<a href="http://virginiaavp.org/">virginiaavp.org/</a>	804.925.9242
Virginia Family Violence and Sexual Assault Hotline	Crisis support hotline. Emergency shelter assistance	1118 W. Main Street Richmond, VA 23220	<a href="http://www.vsdvalliance.org/">www.vsdvalliance.org/</a>	800.838.8238 (v/tty)
Virginia Poverty Law Center	Help identify a lawyer	919 East Main Street, Suite 610 Richmond, VA 23219	<a href="http://www.vplc.org/">www.vplc.org/</a>	804.782.9430
Virginia State Bar's Lawyer Referral System	Help identify a lawyer	1111 East Main Street, Suite 700 Richmond, VA 23219-0026	<a href="http://www.vsb.org/vlrs">www.vsb.org/vlrs</a>	804.775.0500 804.775.0502 (TDD)

## Notes:

The I-CAN! Accessibility Project would appreciate your feedback about this booklet.  
Please visit: [www.bit.ly/2A7FIgR](http://www.bit.ly/2A7FIgR) to provide feedback.



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# UNDERSTANDING PROTECTIVE ORDERS IN RICHMOND, VA

I-CAN! Accessibility Project