

**Henrico Juvenile and Domestic Relations District Court**  
**Family Abuse Protective Order Filing Information**

La Corte Juvenil y Doméstica de las Relaciones Condado de Henrico  
Informacion sobre órdenes protectoras

**Underlined** words are further explained in the glossary at the end of this document.

**In Virginia, there are 3 kinds of protective orders that can protect you and others in your family or home:**

- **Emergency Protective Orders** – generally last only 72 hours and are usually issued by a magistrate.
- **Preliminary Protective Orders** – last 15 days or until a full hearing and require that you file a petition at court.
- **Permanent Protective Orders** – last up to 2 years and are issued by the court after a full hearing where both parties are before the judge.

En el estado de Virginia, hay tres tipos de órdenes protectoras que pueden protegerle o otras de su familia o hogar:

- Orden protectora de la emergencia (E.P.O) – Que dura por 72 horas, dado por un magistrado.
- Orden protectora preliminar: Que dura por 15 días o hasta un audiencia. Para obtener este orden, debe registrar una petición en la corte.
- Orden protectora – que dura hasta dos años.

**ALERT:**

- **If you are in immediate danger – call 911**
- **The first Friday of each month, you MUST be in the Office by 9:00 AM to be seen by a Judge.**
- **You MUST arrive at the courthouse to file paperwork two hours prior to 11:00 AM on the first Friday of each month, 2:00 PM on Wednesday and 1:00 PM on Monday, Tuesday, Thursday and Friday (2<sup>nd</sup>, 3<sup>rd</sup> & 4<sup>th</sup>) in order to have a petition for a Family Abuse Protective Order heard the same day.**
- **If an order is issued, DO NOT LEAVE the courthouse without a copy of the order.**
- **PLEASE remember that having a protective order does not guarantee that you will be safe. It is critical that you take extra safety precautions before and AFTER the order is issued.**

**ATTENCION:**

-Si Ud. esta en peligro inmediato, Ud. llama 911.

-Ud. necesita llegar sobre la corte antes de 11:30 en la mañana para presentar su petición antes del juez. (Una petición es una petición formal que pide la corte hacer algo).

-Si ud. obtener un orden, Ud. NO SALIR la corte sin una copia de la orden.

-RECUERDE que un orden protectora, no hay garantía que Ud. será seguro. Ud. necesita tomar medidas de seguridad adicionales antes y después que tiene una orden protectora.

**¿Qué debo hacer si no hablo ni entiendo ingles?**

Puede llamar el Programa de ayuda Victimas y Testigos al numero 501-1680.

**1. Where is the Court located?**

Both the Court and Court Service Unit are located in the Henrico Juvenile and Domestic Relations Court Building at:

4201 East Parham Road  
Henrico, Virginia 23228

See: <http://www.co.henrico.va.us/doodads/govtctrampus.pdf>

**2. What are the driving directions to Henrico Juvenile and Domestic Relations District Court?**

**From the South** (*Western Chesterfield*): Take Chippenham Parkway North to the Willey Bridge. Once you cross the Willey Bridge, the street name becomes Parham Road. Stay on Parham Road crossing Broad Street. From the intersection of Broad Street and Parham Road, go through three intersections. The Henrico Juvenile and Domestic Relations District Court will be on the right off Dixon Powers Drive.

**From the South** (*Petersburg*): Take I-95 North, exit onto I-64 West. Take Exit #181B (Parham Road North). Travel 2.3 miles crossing five intersections. The Henrico Juvenile and Domestic Relations District Court will be on the right off Dixon Powers Drive.

**From the North (Ashland):** Take I-95 South, take Exit #83B (73 West/Parham Road). Travel 3.6 miles. The Henrico Juvenile and Domestic Relations District Court will be on the left off Dixon Powers Drive.

**From the West (Charlottesville):** Take I-64 East, take Exit #181 (Parham Road). Take a left onto Parham Road North at the stoplight at the end of the exit. Travel 2.5 miles. The Henrico Juvenile and Domestic Relations District Court will be on the right off Dixon Powers Drive.

**From the East (Williamsburg):** Take I-64 West, take Exit #181B (Parham Road North). Travel 2.3 miles. The Henrico Juvenile and Domestic Relations District Court will be on the right off Dixon Powers Drive. OR

**From Broad Street (West):** From the intersection of Broad Street and Parham Road, make a left on Parham Road. Cross three light intersections. The Henrico Juvenile and Domestic Relations District Court will be on the right off Dixon Powers Drive

**From Broad Street (East):** From the intersection of Broad and Parham Road, make a right on Hungary Springs Road. Travel to the second traffic light (Parham Road) and make a right on Parham Road. The Henrico Juvenile and Domestic Relations District Court will be on the right off Dixon Powers Drive.

Google map link to 4201 East Parham Road, Richmond, VA 23228:

<http://maps.google.com/maps?ie=UTF8&q=4201+East+Parham+Drive&om=1&z=16&ll=37.631958,-77.511163&spn=0.007409,0.026994&iwloc=addr>

**To Zoom in or out:**

- Click on the up or down arrow in the upper left corner

**To Navigate closer to the location of choice:**

- Click and drag your mouse on the map

**For Driving Directions:**

- Under the address text box click on [Get Directions](#)
- Type your address or starting point in the empty text box
- Click the “Get Directions” button.

### 3. Where can I park?

Accessible parking for the public and the disabled is available in front of the Juvenile and Domestic Relations Court building. A public parking lot is located on Hooper Street located across from the courthouse. There is no fee for parking.

***Please do not park in the Reserved Staff Parking or Restricted Areas.***

#### **4. What bus transportation is available to the courthouse and at what cost?**

Detailed information on specific bus service can be found at the Greater Richmond Transit Company (GRTC) web site [www.ridegrtc.com](http://www.ridegrtc.com) or call the Customer Service Center at 358-4782.

GRTC can make accommodations for people who need special assistance after they have approved an application for CARE services. Contact the Customer Service Center at 358-4782 for an application.

The #18 Henrico Shuttle (Willow Lawn Shopping Center, West Broad St., Henrico Government Center, Parham Road, and Staples Mill Road) serves the courthouse. Stop **A** is closest to the Juvenile and Domestic Relations District Court. For more information, go to [www.ridegrtc.com](http://www.ridegrtc.com) in the “Find a Schedule” box, type 18, then click “Find It”.

Currently, the GRTC local route cash fare is \$1.50, commuter express fare is \$2.00, transfer fee is \$0.25 (25 cents). You should be prepared with exact change for fares.

#### **5. What taxi service is available to the courthouse?**

Refer to yellow pages in telephone book

#### **6. What should I do if I need help because of a physical challenge?**

You can call the Henrico Victim Witness Assistance Program at 804-501-1680.

#### **7. What should I wear to Court?**

The Order of the Court requires all parties involved in matters before the Juvenile and Domestic Relations District Court of Henrico dress in a respectful and appropriate manner, indicative of the dignity of court proceedings when entering the court building. This includes but is not limited, to the following guidelines:

- Midriffs/stomachs are to be covered at all times.
- No halter-tops, or muscle shirts are to be worn. Backs are to be covered at all times.
- No mini skirts or short-shorts allowed.
- With religious and medical exception, no hats, headscarves, headbands, or kerchiefs may be worn.
- Shoes must be worn at all times.

- No exposed underwear. Pants must be worn at the waist and may not be below the waist even if covered by a shirt.
- No clothing with obscene or vulgar wording or pictures.

This dress code is designed to encourage order during, and respect for, the proceedings in the Juvenile and Domestic Relations District Court. The Court expects and appreciates the full cooperation of the public and all employees with the terms of the Order. Violation of this Order may result in a finding of contempt

## **8. When can I file for a Family Abuse Protective Order at Henrico Juvenile and Domestic Relations District Court?**

You are encouraged to arrive at the Court Service Unit within the Henrico Juvenile and Domestic Relations Court by 11:00 AM on Monday, Tuesday, Thursday and Friday (12:00 PM on Wednesday and 9:00 AM on the first Friday of the month), in order to meet with an intake officer to complete the paperwork and have your case heard the same day. The Court is open Monday through Friday 8:00 AM to 4:30 PM except for state holidays. In the event of bad weather please listen to WRVA AM 1140 or Channel 6, 8, or 12 for the latest closing information or call 804-501- 4688.

## **9. What should I bring with me?**

Please bring with you any and all items that may support your petition for a protective order, including your Emergency Protective Order, any court orders, especially custody orders for any involved children, a description of the event causing you to seek a protective order, photographs and/or medical records related to the event, and any witnesses to the alleged abuse. If you used the I-CAN system to print documents pertaining to your case, please bring them as well.

You should also bring a complete physical address where the respondent can be served with the protective order (not a PO Box), and as much identifying and contact information about him or her as possible, because the sheriff must be able to find this person in order for the protective order to take effect. Try to provide:

- name, nicknames, and any aliases
- date of birth, age, social security number
- home, work, cell and pager telephone numbers
- addresses for home, work, friends, relatives and places frequented (include apartment number or letter, if applicable and directions)
- name and address of place of employment
- physical description including race, height, weight, eye and hair color, distinguishing marks or tattoos
- information on weapons carried (especially firearms) including concealed weapons permit and violent tendencies

- history of drug and alcohol abuse or mental illness
- a recent photograph

## **10. What should I NOT bring with me?**

All persons entering the courthouse are required to enter into the building through a security scanner. Any bag, purse and all other items are screened by the use of an x-ray machine. Prohibited items include, but are not limited to, lighters, electronic devices such as cell phones, cameras, photographic, recording or similar equipment; any sharp tool such as a knife, crochet, knitting or sewing tools, scissors or similar equipment; any items having a projectile such as a weapon, gun, bow/arrow or similar equipment; and any deterrent spray such as pepper spray. A Deputy Sheriff must be advised/told if the above listed items are needed as evidence to your petition.

## **11. Who should I bring with me to file for a Family Abuse Protective Order?**

You may and should bring any witness to the abusive event.

You are discouraged from bringing young children with you since there are no facilities to care for a child at the courthouse. If you must bring them with you, bring diapers, bottles, food, and toys with which they can play quietly, and an adult to supervise the children. You may be at the courthouse for several hours.

*Avoid bringing anyone who may cause a disturbance* during your visit to the courthouse.

## **12. How late can I arrive to file for a Family Abuse Protective Order and have the petition reviewed the same day?**

You must arrive at the Court Service Unit within the Henrico Juvenile and Domestic Relations Court by 11:00 AM on Monday, Tuesday, Thursday and Friday (12:00 PM on Wednesdays and 9:00 AM on the first Friday of the month), in order to meet with an intake officer to complete the paperwork and have your case heard the same day.

If you appear before 11:00 AM (12:00 PM on Wednesdays and 9:00 AM on the first Friday of the month), a judge will hear your case at 1:00 PM (2:00 PM on Wednesdays and 11:00 AM on the first Friday of the month). An advocate from the Henrico Victim/Witness Program will be there to assist you at 12:30 PM (1:30 PM Mon. & Wednesdays).

If you arrive later than 11:00 AM (12:00 P.M. on Wednesdays and 9:00 AM of the first Friday of the month), you can complete the necessary paper work but your case may be heard the next day. You must arrive at the Court Service Unit no later than 3:30 PM to complete the necessary paper work.

**13. How long should I expect to spend at the courthouse in order to file the petition for a Family Abuse Protective Order and have the petition heard the same day?**

Be prepared to spend several hours at the courthouse meeting with the Court Service Unit intake officer completing paper work, meeting with other court personnel and going before a judge.

**14. Where should I go after passing through the security check at the door?**

After entering the courthouse and passing through the scanner, turn right and pass through the glass doors into the Court Service Unit. See the receptionist at the desk on the other side of the waiting area, who will direct you to the intake registrar's window.

**15. Who can I talk with to learn more about the protective order court process?**

Between 8:00 AM and 4:00 PM you can contact:  
Court Service Unit at 804-501-4227 or  
Henrico Victim Witness Assistance Program at 804-501-1680.

**16. What should I do if I feel I am in immediate danger?**

If you feel that you are in immediate danger, you should call 911 for police assistance.

You may also want to contact Safe Harbor at 804-287-7877, which is available 24 hours a day, 7 days a week.

## **17. What should I do when the Court Service Unit is not open or accepting petitions for Family Abuse Protective Orders?**

You may go to the Magistrate's office and testify under oath as to why you were unable to petition for the Preliminary Protective Order and why a protective order is still necessary. You will be asked to fill out a written affidavit (statement). Please bring a photo I.D. and a copy of any previously issued Emergency Protective Order with you.

## **18. How do I contact the Magistrate's Office for more information?**

The Magistrate's Office is open 24 hours a day, seven days a week.

The Henrico Magistrate's Office is located at:  
4301 East Parham Road  
Henrico, Virginia 23228  
804-501-5285 or  
804-501-5062

See: <http://www.co.henrico.va.us/doodads/govtctrcampus.pdf>

Google map link to 4301 East Parham Road, Henrico, VA 23228:

<http://maps.google.com/maps?ie=UTF8&q=4301+East+Parham+Drive&z=16&ll=37.630785,-77.51451&spn=0.007409,0.026994&om=1&iwloc=addr>

**To Zoom in or out:**

- Click on the up or down arrow in the upper left corner

**To Navigate closer to the location of choice:**

- Click and drag your mouse on the map

**For Driving Directions:**

- Under the address text box click on Get Directions
- Type your address or starting point in the empty text box
- Click the "Get Directions" button.

## **19. Do I need a lawyer to file a petition for a Preliminary Protective Order?**

You do not need a lawyer to file for a Preliminary Protective Order. The Court Service Unit intake officer will provide assistance to help you complete the petition/necessary paperwork and will provide basic information about preparing for your court hearing. The intake officer, however, cannot give you legal advice. You may want to retain an



attorney to represent you at your full hearing, especially if the person from whom you want protection will have an attorney. (See question 21)

## **20. How can I find a lawyer to help me?**

The Henrico Victim/Witness Program participates in a pro-bono (free) program with local lawyers who volunteer to assist person requesting a protective order. Please contact the Protective Order Specialist at (804) 501-1680 for more information.

You may qualify for a lawyer to help you at no cost by contacting Central Virginia Legal Aid located in downtown Richmond. Their number is (804) 648-1012. Their website is: [www.cvlas.org](http://www.cvlas.org)

You may also contact the Virginia State Bar Lawyer Referral Service at (804) 775-0808 or 1-800-552-7997. Their website is: [www.vsb.org](http://www.vsb.org)

And finally, the Richmond-Area Pro-Bono Clearinghouse is affiliated with the Bar Association of the City of Richmond. The RBA Clearinghouse Coordinator is Carol Murray at (804) 780-2600.

## **21. What is the time frame in which an Emergency Protective Order, a Preliminary Protective Order, or a Permanent Protective Order will be served on the respondent?**

For an Emergency Protective Order, if the respondent's address is in Henrico County, the Police Department is notified of the order when issued and service is attempted on the same day until served up to 72 hours.

For a Preliminary Protective Order, if the respondent's address is in Henrico County, the Sheriff's Office is notified of the order when issued and service is attempted on the same day until served or up to expiration of the order (15 days).

For a Permanent Protective Order, if the respondent's address is in Henrico County, the Sheriff's Office is notified of the order when issued and service is attempted on the same day or until served. If the respondent is present at the hearing he/she is handed the order by a sheriff at the courthouse.

If the respondent's address is located outside of Henrico County boundaries, the Court will fax the order to the appropriate jurisdiction/locality for service.

## **22. How will I know when the Family Abuse Protective Order is served on the person from whom I want protection?**

If the respondent was served in Henrico County, the petitioner can call the Henrico Sheriff's Office Monday-Friday from the hours of 8:00 a.m. to 4:30 p.m. at (804) 501-5860 or 501-4950.

If the respondent was served in another location outside of Henrico County, a Protective Order Specialist may be contacted Monday-Friday from the hours of 8:00 a.m. to 4:30 p.m. at (804) 501-1680.

Once service is completed, information about the order is communicated through the Virginia Criminal Information Network. This allows information to be obtained by law enforcement agencies, if needed.

## **23. What should I do if I am the person named as a "respondent" in a Family Abuse Protective Order?**

In addition to a copy of the order, you will receive a brochure from the Sheriff "What You Should Know About Protective Orders". Read both carefully. Strict compliance with the order will avoid additional problems that can result in criminal penalties.

You may ask the court to dismiss or change the terms of the order. **ONLY a judge** may dismiss or change the terms.

If the order has a date and time for a hearing, arrive at the Courthouse at least 30 minutes ahead to allow time for parking. You or your attorney may present your case at the hearing.

The location of the court and other information about the court's policies are contained in this document under separate questions.

## **24. What if I am being stalked?**

If you feel that you are in immediate danger, you should call 911 for police assistance.

You can also contact Safe Harbor at 804-287-7877, which is available 24 hours a day, 7 days a week.

You may go to the Magistrate's office and testify under oath as to why you think you are being stalked and why a protective order is necessary. You will be asked to fill out a

written affidavit (statement). Please bring a photo I.D. with you. See question 19 for information on how to contact the Magistrate's office.

## 25. Where else can I get help?

- **Safe Harbor 804-287-7877** – provides a 24-hour a day, 7 days a week Hotline for victims of domestic violence. In addition, Safe Harbor provides education, advocacy, counseling & shelter services to victims and their children.
- **Richmond YWCA** provides a 24-hour crisis hot line (**804-643-0888 in Richmond; 804-796-3066 in Chesterfield**). In addition, the YWCA offers emergency shelter, short-term crisis counseling, support groups and will accompany victims of family abuse and/or sexual assault to the hospital. For non-emergency services call **804-643-6761**.
- **Henrico Victim/Witness Program 804 - 501-1680** can answer questions about the court process, be with you (but not speak for you) during the court process and help you find other services you may need.

## GLOSSARY

**Emergency Protective Orders:** are most often issued by Magistrates and may last only 72 hours.

**Family Abuse Protective Order:** a legal document issued by a judge or magistrate to protect the health and safety of someone who has been injured or threatened by a family or household member. In Virginia there are 3 kinds of protective orders: Emergency Protective Orders, Preliminary Protective Orders and Protective Orders.

**Full hearing:** a hearing in court before a judge where both parties are present and tell their story.

**Intake Officer:** a person with the Court Service Unit who will ask you questions and complete the forms and paperwork needed file a petition for a Family Abuse Protective Order.

**Magistrate:** a judicial officer with limited powers who handles certain matters such as the issuance of warrants, determination of bail and issuance of Emergency Protective Orders.

**Petition:** a formal request to a court asking the court to take action on a matter.

**Petitioner:** the person asking the court to do something.

**Preliminary Protective Orders:** require that you file a petition at court and are issued by a judge. They last 15 days or until a full hearing and require that the other person receive a copy of the order.

**Protective Orders:** are issued by the court after a full hearing where both parties are before the judge. These orders may last up to 2 years.

**Respondent:** the person against whom the protective order is issued.

**Service of process - personal:** when a summons or other court document such as a protective order is delivered and given in person to the person named in the document. A sheriff or other law enforcement officer most often serves protective orders.

**Stalked:** a series of actions, rather than a single act, coupled with the intent to, or knowledge that the acts instill fear or cause injury. These actions become a pattern of behavior called stalking, which is illegal.

**Victim/Witness Coordinator/Program:** a person available to answer questions about the court process, be with you (but not speak for you) during the court process and help you find other services you may need.

**Witness:** a person who testifies to what he/she has seen, heard or observed.