

Washington Co. Juvenile and Domestic Relations District Court

Family Abuse Protective Order Filing Information

ALERTS:

- ❖ **IF YOU ARE IN IMMEDIATE DANGER, CALL 911.**
- ❖ **If the Court Service Unit or Court is not available and you are in danger, you may go to the Magistrate's Office to seek an Emergency Protective Order; the Magistrate's Office is open 24 hours a day, seven days a week. (For directions, see #18 below)**
- ❖ **REMEMBER that a Protective Order does not guarantee your safety; it is important to take extra safety measures even if you have this Order.**
- ❖ **There are people that want to help you through this process if you feel overwhelmed or need additional safety advice. Information can be found in the "Where else can I get help" section below.**

A **Family Abuse Protective Order** is a civil court order against a family or household member who has put you in fear of bodily or sexual harm. You are the Petitioner. The person you are requesting protection from is the Respondent. Issuance of a protective order may prohibit the person who has harmed you from committing further acts of violence; contacting you or your family members in anyway; coming to where you live or work; damaging your property; taking possession of (or causing harm to) your companion animals.

There are 3 types of Family Abuse Protective Orders in Virginia:

Emergency Protective Order (EPO): lasts 72 hours or the next session of court and is issued by a magistrate or police officer. The expiration of the EPO is included on the order. If you have an EPO and believe you need longer protection, you must go to the Court Service Unit at the courthouse to request a Preliminary Protective Order, preferably BEFORE the EPO expires; it is best to go as soon as possible.

Preliminary Protective Order (PPO): may last up to 15 days or until a full hearing in front of a judge. To receive one, you MUST file a petition at the Court Service Unit and be seen by a judge. You do not need an EPO in order to request a PPO.

"Permanent" Protective Order (PO): may last up to 2 years and is issued by the court after a full hearing where both parties have been notified and had the opportunity to appear before the judge.

1. Where is the court located?

Both the Washington County Juvenile & Domestic Relations District Court and the Court Service Unit are located in the Washington County Courthouse and the addresses are:

- Washington County Juvenile & Domestic Relations District Court
187 East Main Street
Abingdon, VA 24210 (First floor of the Courthouse)
- 28th District Court Service Unit
193 East Main Street
Abingdon, VA 24210 (Third floor of the Courthouse)

Follow the signs posted around the courthouse to enter. Due to construction, sidewalks and parking spaces may be restricted at times.

What are the driving directions? From North or South:

- Take I-81 to Exit 17 to Cummings Street

- Turn right on Cummings Street if coming from I-81 South OR turn left on Cummings Street if coming from I-81 North
- Travel approximately 0.7 miles and then turn right onto West Main Street/US 11
- Travel approximately 0.4 miles and the courthouse will be on your left, at the corner of Main Street and Court Street.

From East:

- Take I-64 West to I-81 South
- Take Exit 17 to Cummings Street and continue to follow the directions above “From North or South.”

From West:

- Take Route 460 East to I-81 South
- Take Exit 17 to Cummings Street and continue to follow the directions above “From North or South.”

2. Where is parking available?

For both the Court and the Court Service Unit: Parking is available behind the Courthouse and there are also a few parking spaces on the Court Street side of the Courthouse. There is also public parking on both sides of Main Street within walking distance of the courthouse. Additional parking can also be found in the church parking lot of Sinking Springs Presbyterian Church located at the intersection of Main Street and Pecan Street.

For both the Court and the Court Service Unit: Handicap parking spaces are located in the first row behind the Courthouse and several are located immediately in front of the courthouse on Main Street.

3. What bus transportation is available to Courthouse/cost?

Abingdon/Washington County Transit: Mountain Lynx Transit Dispatch can be reached at 276-676-0700 from 8 am - 5pm Monday through Friday and is located at 335 Cummings Street, Abingdon, VA. Call dispatch for detailed information or to make a reservation. Additional information is available at <http://www.district-three.org/transit/> Services cost 50 cents each time you board the bus.

Mountain Lynx Transit provides several trips to the courthouse daily within the town of Abingdon.

You can see the schedule here <http://district-three.org/index.php/Town-of-Abingdon/> Mountain Lynx Transit is available for any rider requesting transportation within the town limits. Service is provided Monday through Friday, 8 am-5 pm, exact change or a pass must be presented at time of each boarding. All transit vehicles are wheelchair accessible. The loop bus operates hourly along a flexible-fixed route. You may board the bus anywhere along the route.

Mountain Lynx Transit provides weekly service to various parts of Washington County. You can determine on which day of the week your area is served at <http://district-three.org/index.php/Washington-County/>

To schedule a trip- Reservation line: 276-676-0700 (TTY: Virginia Relay dial 711)

Call the reservation line by 4 pm on the last business day before the trip. Be ready to provide your name, telephone number, exact address of your pick-up point, and destination. Let them know if assistance is needed beyond standard curb-to-curb service. You will be given a pick-up

time with a 30-minute window. Please be ready and waiting. The bus may arrive 15 minutes prior to or after your pick-up time. The bus driver cannot wait longer than five (5) minutes.

4. What taxi service is available?

There are no taxi services available at this time.

5. What other assistance is available for transportation?

You may contact the Washington County Victim Witness Office at 276-676-4200 or Abuse Alternatives' Outreach Office at 276-628-6940 or their 24-hour Hotline at 800-987-6499. Assistance will be provided as available. If you are in an Emergency Crisis Shelter, staff from the facility will transport you to court.

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

To file for a protective order, you will need to first go to the Court Service Unit located on the third floor of the courthouse. Court Service Unit staff will direct you to the Juvenile & Domestic Relations Court (located on the first floor) after your paperwork has been processed.

7. What should I do if I need help with a physical challenge?

Contact the Intake Officer at the Court Service Unit at 276-676-6284 or the Clerk's Office at 276-676-6282 and inform them of your accessibility concerns.

8. What should I do if I do not understand or speak English well?

Tell the Intake Officer at the Court Service Unit when you first go to file your petition. You are welcome to bring a family member or friend to accompany you that speaks English to assist you in the process. For assistance in the courtroom, contact the Clerk's Office at 276-676-6282 as soon as your hearing is scheduled.

I-CAN! Virginia (online assistance with protective orders) is available in Spanish.

See: <http://www.courts.state.va.us/courtadmin/aoc/judpln/programs/afapo/home.html>

Use the "Click Here" tab to start your petition and select your language preference.

9. What should I wear to Court?

- Appropriate dress is required for all parties during the court hearing. Please do **not** appear in:
 - Shorts
 - Halter or tank tops or low-cut tops
 - Hats
 - Exposed undergarments
 - Clothing with vulgar or obscene words or pictures
 - Ripped or torn clothing

No food, drinks, or gum are permitted in the courtroom.

10. What should I bring with me?

- You must have:
 - A full description of what happened that led you to seek a protective order. If you used the I-CAN! Virginia system, you need to print all the forms and bring them with you. You will have to tell the judge what happened that makes you believe you need protection.

- **PLEASE KNOW:** the person from whom you are seeking protection will receive a copy of both your Affidavit and Petition for a Preliminary Protective Order when he/she is served. If you are staying in a safe location or Emergency Crisis Shelter, do not include this information in your Affidavit.
- The full name and address of the person from whom you are seeking protection (not a Post Office Box).
- You should also bring with you:
 - Any photographs or medical records related to the event that led you to ask for a family abuse protective order or anything else you think the judge needs to know about why you need protection.
 - Any prior or existing protective orders you have, **INCLUDING** your Emergency Protective Order, if you have one. Also bring any other court orders you have including: custody orders for any children involved, any existing protective orders from other states or Indian Tribal Lands; safety plans or orders issued by the Department of Social Services.
 - As much identifying information and contact information as possible about the person from whom you are seeking protection. This information is important because law enforcement must find the person and personally serve them in order for the protective order to be in effect. Bring any of the following information about the person that you have:
 - Name, nickname, aliases
 - Date of birth and social security number
 - Addresses and directions for the person's home, work, friends, relatives and places he or she goes a lot
 - Home, work, and cell phone numbers
 - Description of what the person looks like including age, height, weight, eye color, hair color, distinguishing marks or tattoos
 - Information about weapons the person owns or carries, especially firearms
 - Recent photograph of the person
 - Mental health or medical conditions
 - The names and full addresses of anyone who witnessed what happened

11. What should I NOT bring with me?

All persons entering the Washington County Courthouse are screened. This includes all bags, cases, and other items being carried.

The courthouse does **NOT** allow anything that could be used as a weapon, including but not limited to, guns, knives, scissors, knitting needles, and nail trimmers.

You are NOT allowed to bring cell phones or smart watches into the courthouse OR any electronic devices including but not limited to: photographic and recording sound devices to include still cameras, video cameras, sound recording machines or similar equipment.

- Deputies at the security area will NOT hold any of these items nor take responsibility for any items left outside the courthouse.
- Tell security staff if information on a cell phone or camera is needed as evidence in your case.

You are discouraged from bringing young children with you. If you must bring children, it is suggested you bring an adult with you to supervise them and have all items they will need to be entertained and cared for as you may be there for several hours.

Assistive devices or adaptive equipment for persons with hearing impairment or other needs including service/companion animals ARE allowed.

The Washington County Courthouse is a smoke free environment.

12. Who should I bring with me?

You only **need** to bring yourself to file for a Family Abuse Protective Order; however, you may bring anyone with you that was a witness to the incident that caused you to come to court. You may bring a friend, family member or advocate, if working with one, for support if you wish. Try not to bring anyone who may cause a disturbance.

13. What days can I file for a Family Abuse Protective Order?

Both the Court Service Unit and the Juvenile & Domestic Relations District Court Clerk's Office are open Monday through Friday from 8 am - 4:30 pm, with the offices being closed for lunch from 12-12:30 pm.

- The offices are closed for state holidays and occasionally for inclement weather. For bad weather, call the Court Service Unit or the Clerk's Office at the above numbers.
There are NO filing fees for filing a Protective Order Petition.

14. How early can I arrive for Family Abuse Protective Order?

The Court Service Unit opens at 8 am Monday through Friday. The Office Services Assistant at the Court Service Unit will give you instructions about filing for the protective order. It is best to get to the Court Service Unit AS EARLY AS POSSIBLE.

15. How late can I arrive for a Family Abuse Protective Order?

You must come to the Court Service Unit **NO LATER THAN 2:45 pm** in order to have your request for a protective order considered by the judge on the same day.

- AGAIN, if you believe you are in immediate danger and your protective order petition cannot be heard on that particular day, you can go to the Magistrate's Office, which is open 24 hours a day, seven days a week, to seek an Emergency Protective Order.

16. How long should I expect to spend at the courthouse to file and have my protective order petition heard the same day?

You should plan on being at the courthouse for a few hours.

You will meet with an Intake Officer from the Court Service Unit to prepare the request for a protective order; this will include reviewing your I-CAN! Virginia documents or preparing an affidavit, which is your written statement about what happened.

- The Intake Officer will answer questions about the court process. When you have finished at the Court Service Unit, you will take your paperwork to the first floor of the Courthouse to file it with the Juvenile & Domestic Relations District Court Clerk's Office.
 - The Clerk's Office will instruct you on where you can wait or if you should return at a specific time. You will be required to testify in front of a judge of why you feel you need protection. You need to remain at the courthouse until you have gone in front of the Judge or the Clerk's Office has given you instructions telling you to do otherwise.
- If the judge grants you a Preliminary Protective Order, you **MUST STAY UNTIL** you are given a copy of the Order. Do not leave until you have a copy.

17. What should I do if an Emergency Protective Order that was issued expires before I am able to have a petition for the Family Abuse Protective Order filed and heard by a judge?

Emergency Protective Orders are usually issued for approximately 72 hours. Make every effort to get to the Court Service Unit BEFORE your Emergency Protective Order expires so you can file for a preliminary protective order. You may still petition for a preliminary protective order even if your Emergency Protective Order expired.

Please note: You DO NOT need an Emergency Protective Order to request a Preliminary Protective order.

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

Magistrates are available seven days a week, 24 hours a day, including state holidays.

The Washington County Magistrate's Office is located in the Southwest Virginia Regional Jail facility: 15205 Joe Derting Drive Abingdon, VA 24210 Phone: 276-676-6228.

When you arrive at Southwest Virginia Regional Jail, enter the building through the glass double doors in the front and go to the rear of the lobby area. The office is marked Magistrate. There are no fees for any service from the Magistrate's Office.

19. Do I need a lawyer for a Family Abuse Protective Order?

You do not need a lawyer to file for a Preliminary Protective Order. The Court Service Unit Intake Staff will provide information to assist you in completing the necessary paperwork. Additionally, the Victim Witness Director and/or Abuse Alternatives' Court Advocate may accompany you through the process and provide basic information to prepare you for the court hearing.

PLEASE NOTE: The Court Service Unit, the Clerk's Office, the Victim Witness Director and the Domestic Violence Advocate CANNOT give you legal advice. For this reason, you may want to consider having a lawyer at the full hearing (when both parties are present and have a hearing in front of the judge); especially if the person from whom you seek protection has a lawyer.

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

- **The Virginia State Bar Association Lawyer Statewide Referral Service:** 800-552-7977 Their website is vsb.org
- **The Project for the Empowerment of Survivors (PES)** is comprised of trained legal advocates, attorneys, and law students who can provide free, confidential, and healing-centered legal advice and information to survivors. The PES Legal Helpline offers advice and information on issues such as housing, protective orders, employment accommodations, name changes, immigration, access to public benefits, child custody and support, termination of parental rights, crime victim compensation and Title IX related issues. The PES does not provide in-person, in-court, or ongoing representation. **To access PES legal services,** contact the Statewide Hotline at **1.800.838.8238**, chat at www.vadata.org/chat, or text at 804.793.9999. (Chat feature works best on a computer or tablet.)

- **Southwest Virginia Legal Aid Society:**

A non-profit law firm providing free legal representation in civil legal services, including the representation of victims of domestic violence, sexual assault, stalking and elder exploitation. In addition to helping to obtain protective orders, Legal Aid also provides representation with child custody issues and child support. Attorneys may be able to resolve issues with consumer/debt collections, public benefits such as SNAP (Food Stamps), Medicaid, WIC, and TANF, housing, or unemployment. **Contact Southwest Legal Aid at 1-888-201-2772**, Mon-Thur. 8:30 am-12 pm OR 1 pm-4 pm & Friday: 8 am-12:30 pm OR Apply Online at www.svlas.org. *TTY and language line if needed. Interpreters are available upon request.* A full list of services can be found at www.svlas.org.

21. When is the protective order in effect?

After a hearing before the judge (this includes both when you ask for a preliminary protective order and the “permanent” protective order), a copy of the Protective Order must be personally given to the person from whom you asked for protection by a court official or law enforcement officer. Once the person receives the order (this is called personal service) it is enforceable.

22. How will I know when the Protective Order is served on the person from whom I need protection?

- Contact Washington County Central Dispatch: 276-676-6277
- Contact Clerk’s Office: 276-676-6282

23. What if I am the respondent?

A respondent is the person against whom the protective order is issued. A deputy or police officer will serve you with a copy of the Protective Order.

Be sure to carefully read the Order. You must strictly comply with the Order to avoid more problems, which could result in a criminal penalty such as jail time.

The Order can only be dissolved or changed by the judge. Neither party can decide the Protective Order is no longer valid. This can only be done by filing a “Motion to Amend” at the JDR Clerks’ Office and after a full hearing before a judge. Motions to Amend should be given priority on the court docket.

The Order will have a date and time for a full hearing. Arrive at the courthouse at least 30 minutes before the hearing is set to begin to allow time to park and go through security. At the hearing, you will have a chance to tell your side of the story to the judge. The issuance of a protective order against you will affect your ability to purchase, transport, and/or possess firearms. This prohibition is in effect for the duration of the protective order and courts are required to notify the respondent of these firearms restrictions verbally and in writing.

You have the right to hire an attorney if you want; HOWEVER, the Court CANNOT appoint you an attorney for a Protective Order matter. Those working in the court system (court service, clerks, judge, etc.) cannot give you legal advice.

24. What should I do if the Protective Order is violated?

If your protective order is violated, and you are in danger, immediately call 911 and tell them that you have a protective order and you feel you are in danger because the abuser is violating the order.

You also can go to the Magistrate's Office to ask that a warrant be filed against the person for violating the order. If you have an attorney, be sure to notify her/him.

25. What if I need to move after my Protective Order is entered?

If you move or travel within the state or anywhere else in the country including United States territories and Indian Tribal Lands, your protective order will still be valid. Full faith and credit is a legal term that means a court in any jurisdiction will honor and enforce orders issued by courts in other jurisdictions.

If you are thinking about moving or traveling, you can find more information about Full Faith and Credit here:

https://www.niwrc.org/sites/default/files/files/g.%20Full%20Faith%20_%20Credit%20-%20Advocate%20Guide.pdf

26. What if my Permanent Protective Order is about to expire?

If you feel you may still be in danger and want to extend the protective order, you can file a "Motion to Amend" at the JDR Clerk's Office. This must be filed **before** your protective order expires. Proceedings to extend a protective order are supposed to be given high priority by the court. **You can file to extend your order more than once.** The court will set a date for a hearing and the other party (respondent) will be served with a copy of the motion and a request to be present. You (the petitioner) must attend this hearing and tell the judge why you feel the extension is necessary. The extended protective order must be served on the respondent before it can be enforced.

27. Where else can I get help?

- **Abingdon Police Department: 276-628-3111**
- **Abuse Alternatives, Inc.** A non-profit domestic violence intervention agency providing comprehensive, confidential, free services to survivors of family and relationship abuse/violence.
 - 24-Hour Hotline:** Answered 24 hours a day, 365 days a year by trained staff. Hotline counselors provide crisis counseling, individual counseling, advocacy, safety planning, and referral information. **423-764-2287 or 1-800-987-6499**
 - Emergency Crisis Shelter:** While in shelter, victims and their children receive counseling and support in a safe environment provided by staff that specialize in dealing with domestic violence issues. Staff provides safety planning, case management, and victim/court advocacy.
 - Washington County Outreach: Abingdon, VA:** Services includes safety planning; counseling, support; crisis intervention; referrals to community organizations and legal services; civil and criminal court advocacy and accompaniment; assistance and information on filing protective orders, custody, and child support petitions; information and resources on how to meet basic needs. To speak with the Director of Outreach Services, call **276-628-6940**

- **Highlands Community Services** is committed to “improving lives and discovering possibilities” by providing the highest quality continuum of behavioral health care, creating a center of excellence for all individuals seeking mental health, substance use or developmental services. For more information or to learn more about all the programs available, call **276-525-1550**

Project Jane: Specialized services within Highlands Community Services that focus on creating *a change for life* by providing a variety of interventions for the entire family. Services provided include individual and group therapy to treat trauma, substance use, and mental health symptoms. For more information, call **1-855-I AM JANE (426-5263)** Monday – Friday 8:30 am-5 pm.
- **Latinos in Virginia Empowerment Center**
 24/7 Hotline in Spanish for victims of violence/ Línea de Ayuda en el estado de Virginia para víctimas que hablan español, 24 horas al día: **1-888-969-1825**
 Nuestra misión es brindar educación, defensa y apoyo a las personas de habla hispana afectadas por violencia en Virginia, para garantizar que puedan acceder a servicios que les permitan ser autosuficientes, felices y saludables.
- **Victim/Witness Assistance Program:** The Victim/Witness Assistance Program helps ensure crime victims and witnesses receive fair and compassionate treatment as well as information and support throughout the court process. Located within the Commonwealth’s Attorneys’ Office Monday-Friday 8:30 am-5 pm, closed holidays. To speak with the Victim/Witness Program Director, call **276-676-4200**
- **Victim Information and Notification Everyday:** VINE is the nation’s leading victim notification network. It allows survivors, victims of crime, and other concerned citizens to access timely and reliable information about offenders or criminal cases in U.S. jails and prisons.
 Register to receive automated notifications via email, text, or phone call, or check custody status information online at any time.
 Register by downloading the VINELink Mobile App; VINELink.com; or calling **24/7 Help: 1-866-277-7477**. Over 200 languages are available via live operator support.
- **Virginia Sexual and Domestic Violence Action Alliance:** A non-profit network of survivors, Sexual and Domestic Violence Agencies, and allies working to strengthen how communities across Virginia respond to and prevent sexual and intimate partner violence.

 - chat with an advocate. (Chat feature works best on a computer or tablet.)
 - text with an advocate: Text us at **804.793.9999**
 - speak with an advocate: Toll-free hotline **1.800.838.8238** (Note: Access to interpreters for more than 200 languages via the Language Line.)
 Free. Confidential. 24 hours a day. 7 days a week. 365 days a year
- **Washington County Central Dispatch: 276-676-6277**
- **Washington County Commonwealth’s Attorney: 276-676-6291** Address: 165 East Valley Street, Abingdon, VA

- **Washington County Department of Social Services: 276-645-5000 or 276-623-2661**
- **Washington County Domestic Violence Officer: 276-676- 6031 or 276-676-6000**

Resources:

- **2-1-1 Virginia** is the Commonwealth’s 24-hour information and referral service that provides access to free and confidential crisis and emergency counseling, disaster assistance, food, health care, insurance assistance, stable housing and utility payment assistance, employment services, Veteran services, and childcare and family services. Virginians can access resources within their local area by dialing 2-1-1, texting “**Connect**” to 247211, or by visiting 211virginia.org. Deaf and hard of hearing: Dial 7-1-1 for Virginia Relay then [1-800-230-6977](tel:1-800-230-6977).
- **Abingdon Redevelop & Housing Authority: 276-628-5561**
abingdonhousingauthority.com/inicio.html Monday- Thursday 8:30 am-4:30 pm, closed Fridays and holidays. Address: 190 E. Main St. Abingdon, Va. 24210
- **Bristol Housing Authority: 276-642-2001**brha.com Monday- Friday 8 am-4:30 pm, closed holidays. Address: 120 Hope Lane Bristol Va. 24201
- **District Three Government Cooperative:** Assistance for adults aged 60 and over including meals, care management, medical transportation, chore service, emergency financial assistance. 276-783-8157 or 800-541-0933 info@district-three.org Address: Main Office 4453, Lee Highway Marion Va. 24354
- **Faith in Action:** A Christian mission outreach serving residents of Abingdon and Washington County, VA. Services include: emergency financial assistance; advocacy & referral; food pantry; emergency medications. 276-628-4813 Monday, Wednesday, and Thursday 8:30 am-3 pm and Fridays 8:30 am-1 pm. Address: 798 Hillman Hwy.NE, Abingdon, Va. 24201
The food pantry hours are:
 - Monday 10 am-1pm
 - Tuesday 4 pm-6 pm
 - Friday 10 am-1pm
- **Highland Fellowship Food Pantry: 276-628-3297**Address: 22417 Watauga Rd. Abingdon, Va. 24211 Open: Wednesday from 10 am-12 pm closed the fifth Wednesday of the month.
- **Medical:**
 - **Southwest Virginia Community Health Systems** have several locations. Check their website for locations and contact information <https://www.svchs.com/contact/>
After-hours emergency call: 1-888-531-8354
 - **Stone Mountain Health Services** have several clinics throughout Southwest Virginia. Call 276-299-1659 or go to their website to schedule an appointment: <https://www.stonemountainhealthservices.org/contact.html>
- **Pathways Pregnancy Resources Center:** A no cost confidential women’s center. Call 800-421-4673 or 423-968-4673 text 423-742-7850 pathwaysprc.org Monday, Wednesday, Thursday, and Friday 9 am-3 pm Address: 17 24th St. Bristol Tn. 37620
- **People Inc.** Services include community development, education, employment training, family services, financial services, housing. 276-623-9000 Monday- Friday 8 am-4:30 pm Address: 1173 W. Main St. Abingdon, Va. 24210

- **National Suicide Hotline:** 1-800-273-8255
 - **The Trevor Project:** Crisis and suicide prevention efforts among lesbian, gay, bisexual, transgender, queer and questioning youth. 1-866-488-7386
<https://www.thetrevorproject.org/>

If you or someone you know is in crisis, contact the 988 Suicide and Crisis Lifeline by calling or texting 988 or visiting 988lifeline.org

28. Where are computers the public can use?

- **Damascus Public Library**
310 Water Street
Damascus, VA 24236
Phone: 276-475-3820
 - Located on Water Street, behind Old Rock School
 - Hours: Monday, Wednesday, and Friday 9 am-5 pm; Tuesday and Thursday 11 am-6 pm; Saturday 9 am-1pm
 - Library card needed or ask for a visitor's pass at the help desk.
 - Library has 10 computers available. There is a two-hour time limit on computer use.
 - Costs: 15 cents per page for black /white; 50 cents per page for color.
- **Glade Spring Public Library**
305 North Glade Street Glade
Spring, VA 24340
Phone: 276-429-5626
 - Hours: Tuesday – Thursday 10 am-6 pm (computer access closes at 5:30 pm); Friday 9 am-5 pm. (computer access closes at 4:30 pm); Saturday 9 am-1 pm
 - A library card is not required. Ask the help desk for a library pass; you will be given two hours of computer use.
 - Library has six computers with 2-3 available at all times.
 - Busiest time for computers is after 4 pm
 - Cost: 15 cents per page for black/white; 50 cents per page for color.
- **Hayter's Gap Public Library**
7720 Hayter's Gap Road
Abingdon, VA 24210
Phone: 276-944-4442
 - Located in the old Hayter's Gap Elementary School
 - Hours: Tuesday and Thursday 10 am-6 pm; Wed 11 am-5 pm; Friday 11 am-5 pm, Saturday 9 am-1pm
 - Library has four computers available. You must have library card. No limit on amount of time on computer.
 - Costs: 15 cents per page for black/white; 50 cents per page for color.
- **Kelly Library--Emory & Henry College Campus**
30480 Armbrister Drive
Emory, VA 24237
Phone: 276-944-6208
 - Hours: Monday-Thursday 7 am-Midnight; Friday 7:30 am-5 pm; Sat 10 am-5 pm Sunday 2:00 pm-Midnight
 - Summer Hours: Monday - Friday 8 am-4 pm; Closed on Saturday and Sunday.

During summer school session, the library is open until 6 pm on Mondays and Thursdays.

- Closed for breaks: Easter, Memorial Day, and July 4th, Thanksgiving, Christmas, and New Year's Day.
- Schedule changes are posted on the following link:
<http://www.ehc.edu/academics/resources/kelly-library/about-kelly-library/hours/>
- Cost: 10 cents per page for black/white; 50 cents per page for color.

You must ask for a guest pass to have access to the computers. You will need a photo ID

- **Mendota Branch Public Library**

2562 Mendota Road
Mendota, VA 24272
Phone: 276-645-2374

- Hours: Tuesday, Wednesday and Thursday 10 am-6 pm and Sat 9 am-1 pm, Closed Sunday, Monday, and Friday.
- Computer access closes 1/2 hour before the library closes.
- Library card needed to access Internet. Visitor's pass available only for persons from out of town who are passing through town.
- Cost: 15 cents per page for black /white; 50 cents per page for color.

- **Southwest Virginia Higher Education Center**

One Partnership Circle
Abingdon, VA 24212
Phone: 276-619-4300

- Take Exit 14 from I-81 and go past first entrance to Virginia Highlands Community College and follow street to parking lot at bottom of roadway. Go to the front desk of the Higher Education Center. You will be asked to leave your keys and you will be given a swipe card to enter the lab.
- Hours: Monday-Saturday from 7:30 am-10 pm
- You must take your own paper for printing or purchase a package of 25 sheets for twenty-five cents.
- There is no other fee for use of the computer/lab area.

- **Virginia Highlands Community College Library**

100 VHCC Drive
Abingdon, VA 24210
Phone: 276-739-2542

- Library Hours: Monday-Thursday 8 am-9 pm, Friday 8 am-5 pm, Saturday 11 am-3 pm.
- The college and library are closed for state holidays.
- The Library has 16 computers available for public access and there is no fee at this time for computer use or printing.

- **Washington County Public Library**

205 Oak Hill Street
Abingdon, VA 24210
Phone: 276-676-6233

- Library Hours: Monday-Thursday 9 am-8 pm, Friday-Saturday 9 am-5 pm, Sunday 2 pm-5 pm
- Closed all state and federal holidays
- 11 public computers available; if you have a library card, you can log on with your

- card. If you do not have a library card, the desk can issue a day pass for no cost.
- Library staff are available to give assistance with logging on and using the computers.
- Print cost is 15 cents per page for black /white; 50 cents for color.
- There is a 2-hour time limit for using library computers with extensions available.

29. How do I delete webpage history?

Delete as you browse the web the webpage history:

Your computer stores information about the websites you visit as you browse the web. If you are in an abusive situation, you may consider deleting certain websites from your browser history for safety reasons.

Note: Deleting all browsing history does not delete your list of favorites or subscribed feeds. It only deletes temporary files, browsing history, cookies, saved form information, and saved passwords.

- **Internet Explorer:**
 1. In Internet Explorer, click the Tools button and select internet options, then on the general tab go down to the browsing history section and click the delete button.
 2. Select the boxes beside all of the things you would like deleted, including the history, click delete and click apply before exiting internet options.
- **Chrome:**
 1. Click the Chrome Menu icon in the top right corner of the browser window.
 2. Select History. Select Clear browsing data.
 3. Click the Remove selected items button below the blue bar at the top of the page. Click OK when the confirmation window appears. From the menu select the history you want deleted; to clear the entire browsing history, select beginning of time.
 4. Check the boxes for the data to be cleared, including “browsing history,” and click the button clear browsing data.
- **Mozilla Firefox:**
 1. Select menu and either click new private window to continue browsing privately or click history. If you choose history, click the clear recent history and select how far back you would like to delete and click clear now.