

VICTIM/WITNESS SERVICES GUIDE



JACKSONVILLE SHERIFF'S OFFICE
501 E. BAY STREET, JACKSONVILLE, FL 32202
EMERGENCY: 9-1-1 (TTY SERVICES AVAILABLE)
NON-EMERGENCY: (904) 630-0500
GENERAL INFORMATION: (904) 630-7600
JAXSHERIFF.ORG

MESSAGE FROM SHERIFF MIKE WILLIAMS



If you are reading this booklet, you or someone close to you has been the victim of a crime. I regret that this has happened to you. As your Sheriff, I commit to you the resources and services of the Jacksonville Sheriff's Office to assist you.

The services listed in this publication are carefully tailored to meet your needs. They can be very useful to you as you go through the investigation and other aspects of the criminal justice system. In the coming weeks you may experience many feelings such as frustration, confusion, sadness and anger. Talking with someone who understands can help.

The employees of the Jacksonville Sheriff's Office will use their professional skills and work hard to uncover the facts, identify the responsible person or people, and work for a successful prosecution. To make this process a little easier for you, we have provided two support services: a Victim Services Counselor and the Victim Information and Notification Everyday (VINE) System.

The Jacksonville Sheriff's Office cares about you. We are working every day to support victims of crime and their families.

Sincerely,

Mike Williams

Mike Williams, Sheriff
Duval County, FL

YOUR CASE INFORMATION

Law Enforcement Agency: Jacksonville Sheriff's Office (JSO)

Emergency: 9-1-1 (*TTY Services Available*)

JSO's Non-Emergency: (904) 630-0500

JSO's General Information: (904) 630-7600

Case Number: _____

Date of Report: _____, 20____

Incident Type: _____

Officer's Name: _____

Officer's ID Number: _____

VINE Pin Number: _____

Local domestic violence center:

Hubbard House

www.hubbardhouse.org

24-Hour hotline: (904) 354-3114 or 1-800-500-1119

TTY: (904) 354-3958



hubbardhouse.org

Local designated rape crisis center:

The Women's Center of Jacksonville (*Rape Recovery Team*)

www.womenscenterofjax.org

5644 Colcord Avenue, Jacksonville, FL 32211

Phone: (904) 722-3000

24-Hour Rape Crisis Hotline: (904) 721-7273



womenscenterofjax.org

Notes:

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Note: This booklet references certain crimes, but it is a tool for victims of all types of crimes.

Notice of Legal Rights and Remedies for Victims IT ISN'T JUST WRONG. IT'S A CRIME.

BURGLARY

The Jacksonville Sheriff's Office Burglary Unit investigates business and residential burglaries, as well as grand theft cases involving a significant loss.

If you are a victim and need to speak with the detective working your case please call JSO's Burglary Unit at **(904) 630-2175**.

ROBBERY

JSO's Robbery Unit investigates the crimes of armed robbery, unarmed or "strong-arm" robbery, home-invasion robbery, carjacking and robbery by sudden snatching.

If you are a victim and need to speak with the detective working your case please call JSO's Robbery Unit at **(904) 630-2179**.

ECONOMIC CRIMES

The Economic Crimes Unit investigates forgeries, frauds, including Internet fraud, bank fraud and credit card fraud, along with identity theft, con games and other economic crimes. To contact JSO's Economic Crimes Office please call **(904) 630-2177**.

If you or someone you know is over the age of 65 and a victim of an Economic Crime (or fraud) please contact Seniors vs. Crime for assistance at **www.seniorsvscrime.com** OR **1-800-203-3099**.

HUMAN TRAFFICKING-FLORIDA STATUTE; SECTION 787.06

Human Trafficking is the international or domestic recruitment, harboring, transporting, or obtaining of any human through force, fraud, or coercion, for the purpose of exploitation which includes, at minimum, the exploitation of the prostitution of others or other forms of sexual exploitation, forced labor or services, slavery or practices similar to slavery, and servitude. If you are a victim, please call **9-1-1** or **(904) 630-0500**, or **1-888-373-7888 (TTY: 711)**, (National Human Trafficking Resource Center). **(please see the Victim's Rights section on pages 10-12)**

WHAT IS SEXUAL BATTERY?

*Includes information from FDLE
(www.fdle.state.fl.us)*

In Florida, the legal term for rape or sexual assault is sexual battery (F.S. 794.011).

Sexual battery means oral, anal, or vaginal penetration by, or union with, the sexual organ of another or the anal or vaginal penetration of another by any other object, committed without your consent.

Consent means intelligent, knowing, and voluntary consent and does not include coerced submission. Failure to offer physical resistance to the offender does not imply consent.

WHAT IS SEXUAL VIOLENCE?

*Includes information from FDLE
(www.fdle.state.fl.us)*

Under the provisions of Section 784.046 of the Florida Statutes, sexual violence is one incident of

- Sexual battery, as defined in chapter 794;

- A lewd or lascivious act, as defined in chapter 800, committed upon or in the presence of a person younger than 16 years of age;
- Luring or enticing a child, as described in chapter 787;
- Sexual performance by a child, as described in chapter 827; or

Any other forcible felony wherein a sexual act is committed or attempted, regardless of whether criminal charges were filed, reduced, or dismissed by the state attorney based on the incident.

MEDICAL CARE AND EVIDENCE COLLECTION

*Includes information from FDLE
(www.fdle.state.fl.us)*

When a sexual crime has occurred, you may be examined by a registered nurse or a doctor. Law enforcement should provide or arrange for transportation to the appropriate medical facility. Once there, in a private area, you will be examined by a medical professional. As a victim, you have the right to:

- Stop the exam at any time
- Have an advocate from a rape crisis center with you
- Be informed about the status of the kit during processing

During the exam, the medical professional may collect blood, urine, saliva, pubic hair combings and/or nail samples. They may also collect items of your clothing. The medical professional may ask you some questions about what occurred and your medical history.

EVIDENCE: If you make a report to law enforcement, your sexual assault kit

will be sent to the regional or statewide lab within 30 days for testing. The lab is required to process the kit within 120 days. If a kit is not collected by a medical provider, a victim has the right to request a law enforcement agency that collects other DNA evidence associated with the sexual offense to submit this evidence for testing. [CFA 35.06]

If you don't report the crime to law enforcement at the time you obtain the exam, your kit will be stored anonymously. Your kit may be stored for only a limited time, depending on your community's storage space. The local rape crisis center can advise you about the storage timelines in your community.

CARE & ASSISTANCE: The medical professional can work with you regarding any medical concerns. You may be prescribed medications to protect you from certain sexually transmitted infections and recommend follow-up medical care. If the medical professional is unable or unwilling to assist you, the local rape crisis center can assist you. You may be responsible for paying for medications and additional health care costs.

By law, medical providers **cannot charge you** for an exam, even if you have insurance and you don't report the crime to law enforcement.

WHAT IF I FEAR FOR MY SAFETY?

*Includes information from FDLE
(www.fdle.state.fl.us)*

If you fear for your safety or fear offender contact, you can seek an injunction (Florida Statute 784.046),

sometimes referred to as a restraining order or protection order.

The application can be made at the local courthouse (501 W. Adams St.) with assistance from the court clerk. A Victim's Advocate can also assist you in the process.

HELP IS AVAILABLE

*Includes information from FDLE
(www.fdle.state.fl.us)*

Victims of sexual crimes need compassion, sensitivity and empathy. Being the victim of a crime can be overwhelming. Your reactions are normal. Local **certified rape crisis centers** have advocates who are there to help all victims, **regardless of whether or not they report to law enforcement**. Services are free and confidential – **certified rape crisis centers are legally and ethically required to protect your confidentiality, unless you allow, in writing, the release of your information**.

Advocates are available to:

- Provide crisis intervention
- Speak to you on the 24-hour hotline
- Discuss your options
- Navigate available resources
- Go with you to appointments
- Address safety concerns
- Advocate on your behalf
- Help you apply for victim compensation

Call the Florida Council Against Sexual Violence at 1-888-956-7273 to be referred to local services.

**Our local certified rape crisis center is: The Women's Center of Jacksonville
5644 Colcord Avenue
Jacksonville, FL 32211**

(904) 722-3000

24-Hour Rape Crisis Hotline:

(904) 721-7273

www.womenscenterofjax.org

WHAT IS DOMESTIC VIOLENCE?

*Includes information from FDLE
(www.fdle.state.fl.us)*

Under the provisions of Section 741.28 of the Florida Statutes, domestic violence means any assault, aggravated assault, battery, aggravated battery, sexual assault, sexual battery, stalking, aggravated stalking, kidnapping, false imprisonment, or any criminal offense resulting in physical injury or death of one family or household member by another family or household member. A family or household members are spouses, former spouses, persons related by blood or marriage, persons who are presently residing together as if a family or who have resided together in the past as if a family, and persons who are parents of a child in common regardless of whether they have been married. With the exception of persons who have a child in common, the family or household members must be currently residing or have in the past resided together in the same single dwelling unit.

Domestic Violence includes:

Physical Abuse— Pushing, slapping, kicking, punching, choking, and beating

Emotional/Verbal Abuse — Verbal intimidation, credible threats, following and stalking, acting out in anger

Sexual Abuse or Battery— Any unwanted touching or forcing of someone to engage in a sexual act against his or her will

According to Florida State Statute 741.29—"IF YOU ARE THE VICTIM OF DOMESTIC VIOLENCE*, you may ask the state attorney to file a criminal complaint. You also have the right to go to court and file a petition requesting an injunction for protection from domestic violence which may include, but need not be limited to, provisions which restrain the abuser from further acts of abuse; direct the abuser to leave your household; prevent the abuser from entering your residence, school, business, or place of employment; award you custody of your minor child or children; and direct the abuser to pay support to you and the minor children if the abuser has a legal obligation to do so."

**You should contact law enforcement*

WHAT IS DATING VIOLENCE?

*Includes information from FDLE
(www.fdle.state.fl.us)*

Under the provisions of Section 784.046 of the Florida Statutes, dating violence is violence between individuals who have or have had a continuing and significant relationship of a romantic or intimate nature. The existence of such a relationship shall be determined based on the consideration of the following factors:

- A dating relationship must have existed within the past 6 months;
- The nature of the relationship must have been characterized by the expectation of affection or sexual involvement between the parties; and
- The frequency and type of interaction between the persons involved in the relationship must have included that the persons have been

involved over time and on a continuous basis during the course of the relationship.

The term does not include violence in a casual acquaintanceship or violence between individuals who only have engaged in ordinary fraternization in a business or social context.

WHAT IS REPEAT VIOLENCE?

*Includes information from FDLE
(www.fdle.state.fl.us)*

Under the provisions of Section 784.046 of the Florida Statutes, repeat violence means two incidents of violence or stalking one of which must have been within 6 months of filing a petition and must have been directed against the petitioner or the petitioner's immediate family member.

WHAT IS STALKING?

*Includes information from FDLE
(www.fdle.state.fl.us)*

Under the provisions of Section 784.048 of the Florida Statutes, stalking occurs when a person willfully, maliciously, and repeatedly follows, harasses, or cyber stalks another person. *Aggravated* stalking occurs when that person makes a credible threat to that person. It is important to report any violation of order(s) or this behavior.

WHAT DOES THE LAW MEAN?

*Includes information from FDLE
(www.fdle.state.fl.us)*

You have the right to ask the state attorney to file a criminal complaint, and you have the right to go to court and file a petition requesting an injunction for protection against domestic violence, repeat violence, dating violence, sexual violence, or stalking if you are

- The victim of domestic violence, repeat violence, dating violence, sexual violence, or stalking
- The parent of any minor child living at home who is seeking an injunction for protection against domestic violence, repeat violence, dating violence, sexual violence, or stalking OR
- If you have reasonable cause to believe, you or your minor child is in imminent danger of becoming the victim of any act of domestic violence.

This may include, but is not limited to provisions that:

- Direct the abuser to leave your household
- Restrain the abuser from any contact or further acts of abuse such as a “no contact” condition of pretrial release, which prohibits the abuser from being within 500 feet of your residence, vehicle, school, business, or place of employment
- Award you custody of your minor child or children
- Direct the abuser to pay support to you and the minor child or children if the abuser has a legal obligation to do so

For safety reasons, you may furnish your address to the court in a separate confidential filing when filing the petition for injunction.

You are not required to remain in a residence or household where you are a victim of domestic violence. Your address may be different from that of your partner without penalty.

**In accordance with Florida State Statute 960—
YOU HAVE RIGHTS.
KNOWING YOUR
LEGAL RIGHTS AND
OPTIONS IS THE
FIRST STEP TOWARD
ENDING ABUSE.**



F.S.S. 960

HOW CAN THE LAW HELP ME?

*Includes information from FDLE
(www.fdle.state.fl.us)*

If you have been a victim of domestic violence, repeat violence, dating violence, sexual violence, stalking, or if you are afraid that you will be hurt, Florida’s domestic violence law enables you to work with the court system to help keep you safe. Contact your local domestic violence center for safety planning prior to **filing for an injunction**. The Clerk of the Court is required to assist you in seeking both injunctions for protection and enforcement for a violation of an injunction. Representation by an attorney is not required of either party as per Section 741.30(1)(f) of the Florida Statutes.

To file for an injunction:

Go to the Clerk of the Court’s Office in your county **courthouse** located at **501 W. Adams Street, (904) 255-2000**
For more information and what you should bring with you please visit:
<http://www2.duvalclerk.com>

WHAT DO I DO IF THE ABUSER VIOLATES THE INJUNCTION?

*Includes information from FDLE
(www.fdle.state.fl.us)*

You will receive a copy of the injunction. Keep it with you at all times.

- If the abuser violates the conditions of an injunction, call the

- police (9-1-1) immediately.
- The abuser may be arrested.
- If the abuser is arrested, he/she will be held until the court determines bail.
- The judge will consider your safety and the safety of your children.
- You may go to court if you wish.
- The court may order penalties as allowed by law.

If the injunction has been violated, report the violation to the Clerk of the Circuit Court only if law enforcement states it cannot obtain an arrest warrant, or issue a notice to appear because there is no criminal violation. Report the violation in the county where the violation occurred and complete an affidavit in support of the violation. The judge will determine what action should be taken for your safety and the safety of your children. Under the provisions of Section 741.315(2), Florida Statutes, if you have an out of state court order for protection against domestic violence, federal and state law provides that law enforcement recognize and act on the protections in the order as if issued by a Florida court, as long as the issuing court gave the accused the opportunity for a hearing before issuing the order. This includes orders issued by courts from the District of Columbia, Indian tribes, commonwealth territories, or possessions of the United States.

WHOM SHOULD I TALK TO FOR MORE INFORMATION?

Local domestic violence center:

Hubbard House

- 24-hour hotline: (904) 354-3114 or
- 1-800-500-1119

- TTY: (904) 354-3958
- www.hubbardhouse.org

**Florida Coalition Against Domestic Violence
Florida Domestic Violence Hotline**

- 1-800-500-1119 (For legal assistance hit prompt #3)
- TTY Hotline: 1-800-621-4202
- www.fcadv.org

Florida Abuse Hotline
(To file confidential reports of child abuse)

- 1-800-962-2873
- TTY Hotline: 1-800-453-5145
- <https://reportabuse.dcf.state.fl.us/>

National Child Abuse Hotline
(24-hour help line which provides crisis counseling, information and referrals)

- 1-800-422-4453

National Domestic Violence Hotline

- 1-800-799-7233
- TTY Hotline: 1-800-787-3224

National Teen Dating Abuse Hotline

- 1-866-331-9474

IMMIGRANT VICTIMS

If you are a domestic violence victim and have immigration concerns, you may call the Florida Domestic Violence Legal Hotline for confidential help and referral to legal and other services.

1-800-500-1119
Choose Language Prompt
Then Choose Prompt #3
for the Legal Hotline

EXEMPTION FROM PUBLIC INSPECTION

*Includes information from FDLE
(www.fdle.state.fl.us)*

Under the provisions of Section 119.071 (2)(j) of the Florida Statutes information which reveals the home or employment telephone number, home or employment address, or personal assets of a person who has been the victim of aggravated stalking*, harassment, aggravated battery, or domestic violence is exempt from public inspection, examination and is exempt and confidential from public disclosure.

You must make a written request and provide official verification, such as a law enforcement report, to the custodian of the records that an applicable crime has occurred. Such information shall remain exempt for 5 years, after which it will become available to the public.

Victims of most sexual offenses and aggravated child abuse are deemed by statute as **confidential**. This means certain identifying, information cannot be released, except as provided by statute.

Florida Office of the Attorney General

- Citizen Services: (850) 414-3990
- Florida Toll Free: 1-866-966-7226
- www.myfloridalegal.com



myfloridalegal.com

If you are the victim of human trafficking please refer to Florida Statute 943.0583 to learn about exemptions from public record and expunction that may be available to you. For more information please visit www.leg.state.fl.us or scan the QR code below.



www.leg.state.fl.us



JACKSONVILLE SHERIFF'S OFFICE
Victim Request for Public Records Exemption

Case or CCR #: _____

Pursuant to F.S. section 119.071(2)(j)1, I verify that I am the victim of one or more of the following offenses: sexual battery, aggravated child abuse, aggravated stalking, harassment, aggravated battery or domestic violence.

I understand that any information not otherwise confidential or exempt from F.S. section 119.07(1) which reveals my home or employment telephone number, home or employment address, or personal assets will be exempt from disclosure for a period of five (5) years after the execution and receipt of the request by the Jacksonville Sheriff's Office in response to my (the victim's) request.

I understand that a federal or state government agency that is authorized to inspect any of the referenced information may be granted the ability to review the documents/information when authorized by applicable law.

I, _____, request that the Jacksonville Sheriff's Office not release any information set forth in F.S. section 119.071(2)(j)1.

Name (Please Print)

Signature

Date

Mail, Fax or Email to:
Jacksonville Sheriff's Office
Attn: Central Records
501 E. Bay Street, Jacksonville, FL 32202

Fax: (904) 630-7641 | Public.Records@jaxsheriff.org

Notes:

IF YOU HAVE BEEN THE VICTIM OF A CRIME (OR IN CERTAIN CASES, THE SURVIVING SPOUSE, FAMILY MEMBER OR A PERSON LEGALLY DEPENDANT UPON THE VICTIM) , YOU MAY BE ENTITLED TO FINANCIAL ASSISTANCE FROM THE **CRIMES COMPENSATION TRUST FUND.** PURSUANT TO FLORIDA STATUTE 960.065.

Victim Compensation
1-800-226-6667
<http://myfloridalegal.com>
Or
Division of Citizen Services
(850) 414-3990

**TDD users can call through Florida
Relay at 1-800-955-8771**

VICTIM COMPENSATION

*Includes information from FDLE
(www.fdle.state.fl.us)*

As a victim of a crime, you may be eligible for financial assistance for:

- medical care,
- lost income,
- mental health services,
- relocation, and
- other expenses related to injuries as a result of the crime.

To apply for assistance, check on the status of your application, or if you are in need of any other help, contact the Division of Victim Services within the Office of the Attorney General toll free at 1-800-226-6667.

Victims of Crimes have various other rights, many that are found in Chapter 960 of the Florida Statutes and in the Victim's Rights section of this handbook. The following are rights that are specific to victims of sexual crimes

and include the right to:

- Obtain a forensic exam whether or not you report to law enforcement
- Have an advocate at the forensic exam with you
- Have the forensic exam sent for testing within 30 days, if reported to law enforcement
- Review the law enforcement report prior to final submission
- Be informed, present, and be heard at all crucial stages of the criminal or juvenile proceeding
- Have an advocate with you during a discovery deposition
- Have identifying information about the criminal investigation kept confidential
- Have the offender, if charged, tested for certain medical conditions
- Attend sentencing or disposition of the offender
- Notification of judicial proceedings and scheduling changes
- Notification about the release of incarcerated offender
- Request restitution
- Give a victim impact statement
- Not be subjected to a polygraph or truth-telling device
- Take up to 3 days of leave from work (with eligible employer)
- Apply for an injunction if you fear for your safety or offender is nearing release

ADDITIONAL RESOURCES

Victim Compensation

- 1-800-226-6667
- **TDD users can call through Florida Relay at 1-800-955-8771**

- <http://myfloridalegal.com>

Florida Council Against Sexual Violence

- Statewide information and referral line: 1-888-956-7273
- www.fcasv.org

Florida Department of Corrections

Victim Information and Notification Everyday (VINE) & Victim Assistance Office

- 1-877-8-VICTIM (1-877-884-2846)
- Toll-Free VINE Line: 1-877-VINE-4-FL (1-877-846-3435)
- TTY: 1-866-847-1298
- www.dc.state.fl.us/oth/victasst/index.html
- www.vinelink.com

Florida Department of Law Enforcement

Sexual Offender/Predator Unit

- 1-888-357-7332 or (850) 410-8572
- TTY: 1-877-414-7234
- Email: sexpred@fdle.state.fl.us
- www.fdle.state.fl.us

Florida Abuse Hotline

- 1-800-962-2873
- TTY Hotline: 1-800-453-5145
- <https://reportabuse.dcf.state.fl.us/>

AS A VICTIM OR WITNESS, IT IS IMPORTANT THAT YOU ARE PROVIDED WITH INFORMATION TO HELP YOU THROUGH THE CRIMINAL JUSTICE PROCESS. IT IS ALSO IMPORTANT THAT YOU COOPERATE WITH LAW ENFORCEMENT AND WITH THE ASSISTANT STATE ATTORNEY AS-

SIGNED TO YOUR CASE.

The following information is from the Florida Department of Law Enforcement’s Victims’ Rights Brochure. (*Publication Date: 08/16*)

CRIMINAL JUSTICE PROCESS

The stages of the criminal justice system are as follows:



CRIME COMMITTED –

After a crime is reported to law enforcement an investigation will be conducted. If law enforcement is able to collect enough evidence, they may make an arrest.

ARREST – Suspect(s) taken to jail, fingerprinted and photographed. Some are immediately released or have to post a bond to ensure they will show up in court. (or)

INTAKE – Victim reports a crime to the local State Attorney’s Office. If probable cause is found, the State Attorney’s Office may choose to file charges and summons the suspect into court.

FIRST APPEARANCE – Occurs within 24 hours of an arrest. Each suspect kept in jail must appear before a Judge who establishes whether charges are reasonable. The Judge will also consider whether a bond should be set and if so how much. The Judge will also consider conditions of release and appoint a defense attorney if the suspect cannot afford one.

FILING OF FORMAL CHARGES – The State Attorney’s Office may file formal charges after reviewing law enforcement arrest reports, and within 21 days in certain circumstances.

ARRAIGNMENT – The accused is formally charged and enters a plea of guilty, not guilty, or no contest.

TRIAL PREPARATIONS – The prosecutor and defense attorney interview witnesses and exchange evidence in preparation for trial.

TRIAL – The prosecutor presents evidence to either the judge or a jury about the case. The defendant may be found guilty or not guilty. The process ends if the defendant is found not guilty.

PLEA – Defendant pleads guilty or no contest without a trial.

SENTENCING – If the defendant is found guilty, the Judge reviews sentencing guidelines, plea agreements, etc., and determines what type of sentence the defendant should receive.

JUVENILE JUSTICE PROCESS

INTAKE – The process of determining where a child under the age of 18 will be placed until the case is resolved. There are three forms of detention status: home, non-secure or secure.

DIVERSION PROGRAMS – An alternative to trial where the juvenile is placed in a community based program such as juvenile arbitration, juvenile alternative services program (JASP), or a treatment plan (Walker plan). If a juvenile successfully completes the diversion program, then the charges are generally dismissed.

FORMAL CHARGES – The filing of a petition in court by the State Attorney's Office. The charge may be filed in either juvenile court or adult court, depending upon the crime and age of the offender.

ARRAIGNMENT – The accused is formally charged and enters a plea of guilty, not guilty, or no contest.

ADJUDICATORY HEARING – The trial of the juvenile, conducted in front of a

judge. The judge will decide whether the juvenile committed the charged offense(s).

DISPOSITIONAL HEARING

(SENTENCING) – When a juvenile is found to have committed a delinquent act the court will hold a dispositional hearing to determine which sanctions to impose on the juvenile. The sanctions could range from community-based sanctions like probation and community services up to residential commitment.

JUVENILES TRIED AS ADULTS – Juveniles who commit very serious crimes may be tried as adults. Juveniles who are prosecuted as adults may be sentenced to adult or juvenile sanctions.

You may contact your State Attorney or law enforcement agency for more information regarding the stages of the criminal and juvenile justice process.

**In accordance with
Florida State Statute
960— YOUR RIGHTS IN
THE CRIMINAL AND
JUVENILE JUSTICE
SYSTEMS**



F.S.S. 960

If you are a victim of a crime or a witness because you have seen, heard, or know something about a crime that has been committed, you are important to the case. Your testimony may be necessary to establish the facts. Understandably, you might feel anxious about testifying in court. However, without your testimony the defendant might go unpunished.

VICTIM Is defined as a person against whom a crime was committed. Some victims suffer physical injury or property damage, and some have psychologi-

cal injury or both. Victims have certain rights in Florida. Others who can claim these rights are the victim's parent or guardian if the victim is a minor, the lawful representative of the victim or of the victim's parent or guardian if the victim is a minor, and the next of kin of a homicide victim. As a victim of a crime, you have the following rights:

1.) Either you or the State Attorney's Office with your consent, have standing to assert any legal rights of a crime victim as provided by law or The Florida Constitution.

2.) In some cases, victims (or their relatives where the victim is deceased) may be eligible for financial compensation from the State of Florida. Information regarding eligibility may be obtained from the State Attorney's Office, local Witness Coordination Office (where available), law enforcement agency or from the Bureau of Crimes Compensation, Office of the Attorney General 1-800-226-6667.

3.) The right to receive information on available crisis intervention services and local community services to include counseling, shelter, legal assistance, or other types of help, depending on the particular circumstances. Telephone numbers of these services are provided at the end of this brochure.

4.) The right to receive information regarding the role of the victim in the criminal or juvenile process, including what the victim may expect from the system as well as what the system may expect from the victim.

5.) The right of a victim or witness with autism or an autism spectrum disorder or his or her parent or guardian to request a psychiatrist, psychologist, mental health counselor, special education instructor, clinical social worker, or

related professional is present at all interviews of the individual. The defendant shall reimburse the victim for all expenses related to the attendance of the professional at the interview, in addition to other restitution or penalties provided by law, upon conviction of the offense of which the individual is a victim.

6.) The right to receive information regarding the stages of the criminal or juvenile justice process and the manner in which information about such stages may be obtained. Note: You cannot be notified if we cannot locate you. It is your responsibility to keep the State Attorney's Office informed of any changes in your address or telephone number.

7.) The right to be informed, present, and heard when relevant, at all crucial stages of a criminal or juvenile proceeding, to the extent the right does not interfere with the constitutional rights of the accused.

8.) The right, if you are incarcerated, to be informed and submit written statements at all crucial stages of the criminal and juvenile proceedings.

9.) The right to a prompt and timely disposition of the case as long as it does not interfere with the constitutional rights of the accused.

10.) The right to be notified of the arrest and release of the offender, including release to community control and/or work release. When an arrest is made in a reported case, the victim, witnesses, relatives of minor victims and witnesses and relatives of homicide victims, where those persons have provided current addresses and telephone numbers, shall be notified.

11.) The right to receive information on the steps available to law enforcement and the State Attorney's Office to

protect you from intimidation and/or harassment. It is a third degree felony to knowingly use intimidation or physical force, or threaten another person, or attempt to do so, or engage in misleading conduct toward another person, or offer pecuniary benefit or gain to another person. If you are being threatened or intimidated, please contact a law enforcement officer.

12.) The right of the victim of domestic violence to be informed of the address confidentiality program administered through the Attorney General's Office. You may contact the Attorney General's Office at 1-800-226-6667. The State Attorney's Office may assist with this paper work if necessary.

13.) The right of each victim or witness who has been scheduled to attend a criminal or juvenile justice proceeding to be notified as soon as possible by the agency or person scheduling his/her appearance of any change in scheduling which will affect the victim's appearance.

14.) The right to receive advance notification of judicial and post judicial proceedings relating to the case, including all proceedings or hearings relating to:

- a.)** The arrest of the accused.
- The release of the accused pending judicial proceedings, any modification of release condition to include release to community control or work release.
 - Proceedings in the prosecution or petition for delinquency of the accused, including the filing of the accusatory instrument, the arraignment, disposition of the accusatory instrument, trial or adjudicatory hearing, sentencing or disposition hearing, appellate review, subsequent modification of

sentence, collateral attack of a judgment, and when a term of imprisonment, detention, or involuntary commitment is imposed, the release of the defendant or juvenile offender from such imprisonment, detention or juvenile offender from such imprisonment, detention or commitment by expiration of sentence or parole and any meeting held to consider such release.

15.) The right to not be excluded from any portion of any hearing, trial or proceeding pertaining to the offense based solely upon the fact that such person is subpoenaed to testify, unless the court determines otherwise.

16.) In addition to the provisions of s. 921.143, F.S., the rights of the victim of a felony involving physical or emotional injury or trauma, or in a case in which the victim is a minor child or in a homicide, the guardian or family of the victim shall be consulted by the State Attorney in order to obtain the views of the victim or family about the disposition of any criminal or juvenile case brought about as a result of such crime, including their views about:

- The release of the accused pending judicial proceedings.
- Plea Agreements.
- Participation in pretrial diversion programs.
- Sentencing of the accused.

17.) The right to review certain portions of a pre-sentence investigation report for adult and youthful offenders prior to the sentencing of the accused.

18.) The right to a prompt return of

property unless there is a compelling law enforcement need to retain it. **19.)** The right to request that the State Attorney or law enforcement agency help you explain to employers and creditors that you may face additional burdens by taking time off from work to assist law enforcement and you may undergo serious financial strain either because of the crime or by cooperating with authorities.

20.) Law Enforcement agencies and the State Attorney shall inform you of your right to request and receive restitution and of your rights of enforcement in the event an offender does not pay. The State Attorney shall seek your assistance in the documentation of your losses for the purpose of requesting and receiving restitution.

If an order of restitution is converted to a civil lien or civil judgment against the defendant, the clerks shall make available at their office, as well as on their website, information provided by the Secretary of State, the court, or The Florida Bar on enforcing the civil lien or judgment.

The State Attorney shall inform you if and when restitution is ordered.

21.) The right to submit an oral or written impact statement to the court, pursuant to s. 921.143 F.S., prior to sentencing of the offender. The State Attorney or any assistant state attorney shall advise all victims or, when appropriate, the victim's parent, guardian, next of kin, or lawful representative that statements, whether oral or written, shall relate to the facts of the case and the extent of any harm, including social,

psychological, or physical harm, financial losses, loss of earnings directly or indirectly resulting from the crime for which the defendant is being sentenced, and any matter relevant to an appropriate disposition and sentence.

22.) The right to receive reasonable consideration and assistance from employees of the State Attorney's Office, Sheriff's Office, or Police Department. When requested, you will be assisted in locating accessible transportation and parking, and shall be directed to separate pretrial waiting areas when such facilities are available. When requested, you shall receive assistance in attempting to locate translators when practicable.

23.) The right to be notified when the offender escapes from custody. The State Attorney shall make every effort to advise the victim, material witness, parents or legal guardian of a minor who is a victim or witness, or immediate relative of a homicide victim of the escape of a criminal defendant. The State Attorney shall also notify the Sheriff of the county where the criminal charge or petition for delinquency arose. The Sheriff shall offer assistance upon request.

24.) The right of the victim to request that a victim advocate be permitted to attend and be present during any deposition. The victim advocate may be designated by State Attorney's Office, Sheriff's Office, or Municipal Police Department, or one representative from a not for-profit victim services organization, including, but not limited to, rape crisis centers, domestic violence advocacy groups, and alcohol abuse or substance abuse groups.

25.) The right of the victim of a sexu-

al offense to have the courtroom cleared, with certain exceptions during his or her testimony, regardless of the victim's age or mental capacity.

26.) The right to request, in certain circumstances that the offender be required to attend a different school than the victim or siblings of the victim. If the victim of an offense committed by a juvenile is a minor, and the victim or any sibling of the victim attends or is eligible to attend the same school as that of the offender, the Department of Juvenile Justice or the Department of Corrections shall notify the victim's parent or legal guardian of the right to attend the sentencing or disposition of the offender and request that the offender be required to attend a different school.

27.) The right of the victim who is not incarcerated to not be required to attend discovery depositions in any correctional facility.

28.) The statutory obligation of the victim, or next of kin of a homicide victim, that any information gained pursuant to FS Chapter 960, regarding any case handled in juvenile court, must not be revealed to any outside party, except as reasonably necessary in pursuit of legal remedies.

29.) The right to know in certain cases and at the earliest possible opportunity, if the person charged with an offense has tested positive for human immunodeficiency virus (HIV) infection. In such cases, upon request of the victim or the victim's legal guardian, or the parent or legal guardian of the victim if the victim is a minor, the court shall order such person to undergo HIV testing. In

some cases, you can be notified of the results of the test within two weeks of the court's receipt of the results.

30.) The right of a victim or the victim's legal guardian, or the parent or legal guardian of a victim, if the victim is a minor, to request that a person who is charged with any offense enumerated in section 775.0877(1)(a)-(n), Florida Statutes, that involves the transmission of body fluids from one person to another, undergo hepatitis and HIV testing.

31.) The right to request, for specific crimes, that your home and work telephone numbers, home and work addresses, and personal assets not be disclosed to anyone.

32.) The right of a victim of a sexual offense to request the presence of a victim advocate during the forensic medical examination. An advocate from a certified rape crisis center shall be permitted to attend any forensic medical examination.

33.) No law enforcement officer, prosecuting attorney, or government official shall ask or require a victim of a sexual offense to submit to a polygraph examination or other truth-telling device as a condition of the investigation.

**VICTIM INFORMATION &
NOTIFICATION EVERYDAY (VINE)
CALL 1-877-VINE-4-FL
Toll-Free: 1-877-846-3435
TTY: 1-866-847-1298
www.vinelink.com
www.dc.state.fl.us/oth/victasst/
index.html**

WHAT IS VINE?

VINE is a toll-free, 24-hour telephone program that provides information and notification on offenders in the custody of the Florida Department of Corrections. Victims and the general public may register at any time to be notified. When an offender is released, transferred, escapes, or dies, registered persons will receive an automatic telephone notification.

HOW DO I REGISTER?

To register, call VINE at **1-877-846-3435 (TTY: 1-866-847-1298)** and follow prompts. Caller will simply enter telephone number, including area code, where they want to be reached. Caller will then be asked to enter a Personal Identification Number (PIN) for use during notification to confirm that the message was received.

AUTOMATIC REGISTRATION

The Jacksonville Sheriff's Office will automatically register the victim or the appropriate next of kin of the victim who have reported an offense involving *domestic violence, homicide, attempted murder, sexual battery, stalking, cyber-stalking, kidnapping related to domestic violence, and false imprisonment related to domestic violence.*

Victims of the crimes listed above who do not have a phone may be notified by United States Postal Service (mail) of an inmate's release or arrest.

NOTIFICATION

VINE calls automatically when an offender's custody changes, regardless of the time of day. Listen to the entire message, enter the PIN and press the # when prompted.

The VINE service will keep trying to reach you. If there is no answer or the line is busy, VINE will continue to call every half an hour for 24 hours, until a PIN number is entered to stop the notification calls. Call 1-877-846-3435 (TTY: 1-866-847-1298) or go to www.vinelink.com.

INFORMATION

For custody information, call VINE and follow prompts. VINE will quickly tell the caller if the offender is in custody, and the name and location of the facility where the offender is in custody. Anyone may call VINE to check on an offender's custody status. Live operator assistance is available, 24 hours a day, seven days a week.

Do not depend solely on the VINE program for your protection. If you feel that you may be at risk, take precautions as if the offender has already been released.

IF YOU HAVE BEEN THE VICTIM OF A CRIME (OR IN CERTAIN CASES, THE SURVIVING SPOUSE, FAMILY MEMBER OR A PERSON LEGALLY DEPENDANT UPON THE VICTIM) , YOU MAY BE ENTITLED TO FINANCIAL ASSISTANCE FROM THE **CRIMES COMPENSATION TRUST FUND.** PURSUANT TO FLORIDA STATUTE 960.065.

Victim Compensation

1-800-226-6667

OR

**Division of Citizen Services
(850) 414-3990**

**Information on both of these can
be found at [http://
myfloridalegal.com](http://myfloridalegal.com)**

COMMUNITY RESOURCES

There are also many local agencies that can provide assistance to you and your family. For general information on a variety of different services available in our community, contact the United Way at 2-1-1

ALL NUMBERS HAVE A 904 AREA CODE UNLESS OTHERWISE INDICATED

CLOTHING

Downtown Ecumenical Services Council 358-7955

COUNSELING SERVICES AND SELF-HELP SUPPORT GROUPS

Mental Health:

River House (Arlington) 726-0026
National Alliance for the Mentally Ill (Jacksonville Chapter) 724-7782
Jewish Family & Community Services 448-1933
Lutheran Social Services 448-5995
Mental Health Resource Center—North 695-9145
Mental Health Resource Center—South 642-9100
Northwest Behavioral Health Services (Northside) 781-0600
River Region 899-6300
Women’s Center of Jacksonville 722-3000

Children’s Mental Health Providers:

Child Guidance Center 448-4700
Northwest Behavioral Health Service 781-0600
Daniel (Residential) 296-1055
Mental Health Resource Center 642-9100
Youth Crisis Center—Family Link (South) 725-6662

Homeless Mental Health Services:

I.M. Sulzbacher Center 359-0457
Mental Health Resource Center—Quest/Link Program 358-2411

Substance Abuse:

Alcoholics Anonymous Info Center 399-8535
City Rescue Mission, 234 W. State St. 387-4357
Narcotics Anonymous First Coast Area Help Line 723-5683
Gateway Community Services (Alcohol and Drugs) 387-4661, x172
River Region Human Services (Narcotics) 899-6300

CREDIT COUNSELING / IDENTITY THEFT

Equifax Credit Bureau Fraud Department 1-800-525-6285
Experian Information Solution 1-888-397-3742
Federal Trade Commission 1-877-IDTHEFT (438-4338)

Social Security Administration Fraud Hotline	1-800-269-0271
Family Foundations — Consumer Credit Counseling Services	396-4846

CRISIS LINES

Domestic Violence Hubbard House Shelter	354-3114
Florida Domestic Violence Hotline/ Florida Coalition Against Domestic Violence	1-800-500-1119
Florida Child and Elderly Abuse Hotline	1-800-962-2873
National Child Abuse Hotline	1-800-422-4453
National Domestic Violence Hotline	1-800-799-7233
National Teen Dating Abuse Hotline	1-866-331-9474
24-Hour Rape Crisis Hotline	721-RAPE(7273)
United Way (Community Access to Health, Social & Human Services)	632-0600 / 2-1-1 1-866-318-0211
Youth Crisis Center	725-6662

FINANCIAL ASSISTANCE

Beaches Emergency Assistance Ministry	241-2326
Catholic Charities	632-0600
Downtown Ecumenical Services Council	358-7955
Northeast Florida Community Action Agency	398-7472
Victim Compensation	1-800-226-6667

FOOD ASSISTANCE

Beaches Emergency Assistance Ministry	241-2326
Catholic Charities	632-0600
Downtown Ecumenical Services Council	358-7955
Jewish Family Services	448-1933
Lutheran Social Services—Nourishment Network	448-5995
Salvation Army Food Pantry	301-4875
United Community Outreach Ministry	396-2401

SHELTERS

Circle of Love, 13519 N. Main St.	696-3105
City Rescue Mission, 234 W. State St.	387-4357
New Life Inn, 234 W. State St.	421-5161
Hubbard House	354-3114 TTY: 354-3958
Salvation Army, 900 W. Adams St	356-8641
Sulzbacher Center for The Homeless, 611 E. Adams St	359-0457
Community Connection of Jacksonville, 327 E. Duval St	350-9949

VICTIM SERVICES—GENERAL

Abuse Registry (Elderly and Children)	1-800-962-2873
City Victim Services Center	630-6300

Dept. of Children & Families (Abuse , Neglect, & Exploitation)	1-800-962-2873
Disabled Services	630-4940
First Coast Child Protection Team	633-0300
Fleet & Family Support Center, N.A.S. Jax	542-5745
Fleet & Family Support Center, N. A.S. Mayport	270-6600
Independent Living Resource Center	399-8484
Seniors vs. Crime	1-800-203-3099
Sheriff's Office Victim Services Coordinators (Victim's Advocates)	630-1764
State Attorney's Victim-Witness Services	255-2500
Women's Center of Jacksonville	722-3000

VICTIM SUPPORT GROUPS

Compassionate Friends	
(Bereaved help for Families of Deceased Children)	308-7481
Family Support Services of Northeast Florida Inc.	421-5800
Families of Slain Children, Inc.	683-4986
Hurting Families with Children in Crime Inc.	755-9863
MADD (Mothers Against Drunk Driving) Local Office	388-2455
24-Hour Victim Help Line	1-877-623-3435
M.A.D. D.A.D.S Jacksonville	718-1649 OR 705-2914
Justice Coalition	783-6312
Survivors of Suicide (Hotline)	868-5156

ADDITIONAL NUMBERS THAT MAY BE OF ASSISTANCE:

AIDS Hotline	1-800-352-2437
N.E.F. AIDS Network	356-1612
City Information	630-2489
First Coast Crime Stoppers	1-866-845-TIPS (8477)
Courthouse Information	255-1000
Department of Juvenile Justice	391-3877
Florida Council Against Sexual Violence	1-888-956-7273
Florida Department of Corrections Victim Information and Notification Everyday (VINE)	
& Victim Assistance Office	1-877-8-VICTIM (1-877-884-2846)
Toll-Free VINE Line:	1-877-VINE-4-FL (1-877-846-3435)
	TTY: 1-866-847-1298
Florida Department of Law Enforcement (FDLE)	
Sexual Offender/Predator Unit	1-888-357-7332 TTY: 1-877-414-7234
Jail Information	630-5787
JSO Public Records	630-2209
JSO Information	630-7600
Medical Examiner's Office	255-4000

National Human Trafficking Resource Center	1-888-373-7888
	TTY: 711
Public Defender's Office	255-4673
State Attorney's Office	255-2500

LEGAL ASSISTANCE

Jacksonville Area Legal Aid	356-8371
Florida Bar	(850) 561-5600
State Attorney's Office Legal Information	255-2500

MEDICAL FACILITIES

Baptist Emergency at Town Center	202-6800
Baptist Medical Center (Downtown)	202-2000
Baptist Medical Center (Beaches)	627-2900
Baptist North Medical Campus	202-6900
Baptist Medical Center (South / Old St. Augustine Rd.)	271-6000
Health Department (main)	253-1000
Memorial Hospital	399-6111
UF Health Jacksonville	244-0411/633-0411
	TTD: 244-4536
UF Health North	244-0411/ 383-1000
St. Vincent's Medical Center (Riverside)	308-7300
St. Vincent's Medical Center (Southside)	296-3700
Wolfson Children's Hospital	202-2000

The clean-up of a crime scene can be a very traumatic event that is sometimes burdensome to an already victimized family. Companies are available that provide these services to a family. The Jacksonville Sheriff's Office is not affiliated with and cannot recommend a particular company. The Florida Department of Health maintains a list of companies that are permitted to be biomedical waste generators. The list can be found at: <http://www.floridahealth.gov/environmental-health/biomedical-waste/bmw-transporter-list.html> Families may also check the Internet or phone book for crime scene clean-up or trauma clean-up for a listing of local service providers.

CHECKLIST

DOCUMENTS YOU MAY NEED

Below is a checklist of documents you may be asked to provide when seeking services as a victim of a crime.

- Automobile Title and Registration Papers
- Bank and Retirement Account Records
- Birth Certificate of Decedent
- Birth Certificate for minor child, dependent or vulnerable adult
- Child Custody, Court Orders
- Copy of Decedent's Will
- DD Form 214 and V.A. Claim Number for Veterans
- Death Certificates (10—15 certified copies)
- Deed and Titles to Property
- Income Tax and W-2 Forms (most recent)
- Insurance Policies
- Loan and Installment Payment Books and/or Contracts
- Marriage Certificate and Divorce Decrees
- Passports and Visas
- Social Security Card of the Decedent
- Stock Certificates

VICTIM SERVICES COORDINATORS (VICTIMS ADVOCATES) - (904) 630-1764

INVESTIGATIONS DIVISION - (904) 630-2170

Aggravated Battery	(904) 255-2626
Auto Theft / Marine Theft	(904) 630-2173
Burglary	(904) 630-2175
Cold Case	(904) 630-1157
Economic Crimes	(904) 630-2177
Homicide	(904) 630-2172
Missing Persons	(904) 630-2627
Robbery	(904) 630-2179
Special Assault	(904) 630-2168
Traffic Homicide	(904) 630-2178

To ask about RECOVERED PROPERTY (904) 588-0005

PATROL DIVISION - (904) 630-2190

Zone 1 (5258-13 Norwood Ave., 32208)	(904) 924-5361
Zone 2 (9501 Arlington Expressway, 32225)	(904) 726-5100
Zone 3 (8875 Liberty Ridge Drive, Suite 110, 32256)	(904) 538-9902
Zone 4 (3726 Blanding Blvd., 32210)	(904) 573-3165
Zone 5 (Edward Waters College, 1767 Kings Rd., 32209)	(904) 470-8900
Zone 6 (936 Dunn Ave., 32218)	(904) 696-4335
Crime Prevention / Sheriff's Watch	(904) 630-2160

Email Crime Tips to: JSOCrimeTips@jaxsheriff.org

This email address is not monitored 24 hours a day. *If this is an emergency please call 9-1-1 immediately or (904) 630-0500 for a non-emergency. If you observed suspicious activity anywhere in the city please call 9-1-1 immediately. (TTY Services Available)*

HOW TO GET INVOLVED AND PARTNER WITH POLICE

Call (904) 630-2160 OR visit www.jaxsheriff.org—Search Term: “Citizen Involvement Opportunities”

Connect with us: www.jaxsheriff.org


 [Facebook.com/JacksonvilleSheriffsOffice](https://www.facebook.com/JacksonvilleSheriffsOffice)


 [Twitter.com/JSOPIO](https://twitter.com/JSOPIO)


 [YouTube.com/JAXSHERIFF](https://www.youtube.com/JAXSHERIFF)

 [Instagram.com/JAXSHERIFF](https://www.instagram.com/JAXSHERIFF)

 [Periscope.tv/JSOPIO](https://www.periscope.tv/JSOPIO)

 Snapchat: JAXSHERIFF

 [Nextdoor.com](https://www.nextdoor.com)

 Mobile App: JAXSHERIFF (FL)



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