

## 24-HOUR CRISIS LINE

### DOMESTIC VIOLENCE VICTIM'S MOBILE RESPONSE TEAM 1.800.947.8301

As a program of the FAMILY VIOLENCE LAW CENTER, the Mobile Response Team provides emergency assistance and advocacy to women and children in immediate danger of violence. The services available in this program include:

- \*24-hour availability.
- \*DV counselors are available for crisis counseling, safety planning and emergency relocation to confidential locations.
- \*Next day follow-up providing shelter referrals and additional information.

## MOBILE RESPONSE CRITERIA

- \* Caller is fleeing from abuse at the hands of an intimate partner, and is seeking emergency assistance.
- \* Caller's place of residence or the place they are calling from is within Alameda County or they need to be relocated to Alameda County.
- \* There is a sense of urgency and need for immediate action, meaning the caller cannot wait until morning or the next working day. The sense of urgency is usually manifested as immediate physical danger.
- \* Victim and children (if any) have no place to spend the night, they are unable to stay with family members or friends, or all shelters in the Bay Area are full or unable to do intake.

## LEGAL ASSISTANCE

**BAY AREA LEGAL AID (OAKLAND)**  
510.663.4744

**NATIONAL DOMESTIC  
VIOLENCE HOTLINE**  
1.800.799.7233

**ALAMEDA COUNTY BAR ASSOCIATION  
LAWYER REFERRAL SERVICE**  
510.302.2222

**FAMILY JUSTICE CENTER (OAKLAND)**  
510.267.8800

## DOMESTIC VIOLENCE SHELTERS

**BUILDING FUTURES (SAN LEANDRO)**  
1.866.A.WAY.OUT | 866.292.9688

**HAYWARD EMERGENCY SHELTER (HAYWARD)**  
510.786.1246

**A SAFE PLACE (OAKLAND)**  
510.536.SAFE | 510.536.7233

**TRI VALLEY HAVEN (LIVERMORE)**  
925.449.5842

## COUNSELING SERVICES

**COMMUNITY ORIENTED RESPONSE AND  
ENGAGEMENT (CORE) (SAN LEANDRO)**  
**ALAMEDA COUNTY SHERIFF'S OFFICE**  
510.667.3642

**ASIAN MENTAL HEALTH (OAKLAND)**  
510.451.6729

**JEWISH FAMILY SERVICES**  
510.536.SAFE | 510.536.7233

**LA FAMILIA**  
510.881.5921

**COMMUNITY OVERCOMING  
RELATIONSHIP ABUSE**  
1.800.300.1080

**HORIZONS FAMILY COUNSELING (LIVERMORE)**  
925.371.4747

**MULTI-LINGUAL COUNSELING (OAKLAND)**  
510.451.0661



## ALAMEDA COUNTY SHERIFF'S OFFICE

RESOURCE INFORMATION FOR

## VICTIMS OF DOMESTIC VIOLENCE

### EDEN TOWNSHIP SUBSTATION

15001 FOOTHILL BOULEVARD  
SAN LEANDRO, CA 94578

510.667.7721

DEPUTY: \_\_\_\_\_

BADGE# \_\_\_\_\_

REPORT# \_\_\_\_\_

VINE PIN# \_\_\_\_\_

AGENCY NUMBER FOR VICTIM INFORMATION AND NOTIFICATION EVERYDAY  
(VINE): 00100

AlamedaCountySheriff.org

## INFORMATION FOR VICTIMS OF DOMESTIC VIOLENCE

Domestic violence or assault by a person who is known to the victim, including assault by a person who is the spouse of the victim, is a crime.

As a victim of domestic violence, there are many community resources available to you. In addition, you can take legal action to protect yourself, your family and your property.

The Alameda County Sheriff's Office is committed to protecting victims of domestic violence. An arrest will occur when the responding deputy determines a domestic violence crime has occurred. The offender will be taken to jail and a criminal complaint will be submitted to the District Attorney's Office.

Domestic violence can include sexual assault. Sexual assault by a person who is known to the victim, including sexual assault by a person who is the spouse of a victim, is a crime.

There are many forms of violence such as strangulation that may cause internal injuries not visible to the naked eye. All victims of domestic violence should seek medical care as soon as possible.

As a victim of domestic violence, you have the right to appear in Superior Court of the County of Alameda to obtain a restraining order to protect yourself, your family, and your property.

The order may include, but is not limited to, the following:

- Restraining the offender from abusing family members, or directing the offender to leave the residence.
- Preventing the offender from entering your home, place of employment or children's school.
- Giving you custody of minor children and preventing the offender from molesting or interfering with them.
- Directing the offender to pay support if the offender is legally obligated to and /or make debit payments coming due while an order is in effect.
- Directing either or both parties to participate in counseling

## RESTRAINING ORDER INFORMATION

Q: WHAT TYPES OF RESTRAINING ORDERS ARE THERE?

A: If you are in immediate danger of being re-victimised by the offender, an Emergency Protective Order (EPO) can be put in place by the responding deputy/officer. This lasts five (5) days. Within the five (5) days, before an EPO expires, a Temporary Restraining Order (TRO) may be sought through the court that lasts up to three (3) years. If there is already a criminal matter pending involving you and the restrained party, the judge may issue a Protective Order.

Q: WHO CAN GET A RESTRAINING ORDER?

A: Anyone who has been the victim of violence i.e. threatened, harassed, abused or assaulted.

Q: WHAT CAN A RESTRAINING ORDER DO?

A: Order the restrained party to stay a specific distance away from you. Order the restrained party not to contact you. Order the restrained party to stay away from your work, residence, children's school, childcare center or babysitter.

Q: HOW MUCH DOES A RESTRAINING ORDER COST?

A: There is no cost to anyone who is a victim of a violent crime.

Q: WHO CAN SERVE A RESTRAINING ORDER?

A: Anyone over the age of eighteen (18) years old and not a party of the action.

Q: WHAT DO I DO IF THE RESTRAINED PARTY VIOLATES THE ORDER?

A: If the EPO, restraining order, or protective order is violated, the victim should call law enforcement immediately for a report documenting the incident. Call 911 immediately if there is a threat of violence.

Q: WHO DO YOU CONTACT IF YOU HAVE ANY QUESTIONS?

A: You may contact the District Attorney's Office-Victim/Witness Program at 510.272.6180 (Oakland) or 510.670.5100 (Hayward) during business hours.

## VICTIM INFORMATION AND NOTIFICATION EVERYDAY

The Alameda County District Attorney's Office provides a computerized service to victims of violence throughout the County. The system is called **VINE**.

Although the offender will be taken to jail, the individual may be released through the posting of bail or other action. To provide the victim with information on the release of the offender, VINE will call all registered victim telephone numbers. There is no limit on the number of phone numbers you can register. VINE can also notify the victim via e-mail, fax, letter or TTY.

There is no cost to use VINE. You may register for VINE by calling 1-877-411-5588 or online at [www.vinelink.com](http://www.vinelink.com)

To register for VINE, you must have the following:

- A phone number that VINE can call with the information on the release of the offender.
- A Personal Identification Number (PIN)
- The offender's name, jail number (PFN), or police report number and police agency number.

It is important that the PIN you pick is a number you will remember. It is also important that you keep the PIN to yourself.

Upon release of the offender, VINE will call the registered numbers until one of two criteria are met:

- The proper PIN is entered as requested.
- Twenty-four hours have passed.

It is important that the PIN you pick is a number you will remember. It is also important that you keep the PIN to yourself.

Once the registered number is called and the proper PIN is entered, VINE will give the release information to whomever is answering the phone and will not call the registered number again.

If the registered number is called and the proper PIN number is not entered, VINE will continue to call for the next twenty-four hour period. VINE will leave messages on answering machines and voicemails during this twenty-four hour period.