

# I-CAN!:

## Virginia's Online Forms Completion System

**A Manual for Local Court Workgroups for the  
Family Abuse Protective Order Module**



**Supreme Court of Virginia  
Office of the Executive Secretary**

**2008**



# I-CAN!:

## Virginia's Online Forms Completion System

**A Manual for Local Court Workgroups for the  
Family Abuse Protective Order Module**



**Supreme Court of Virginia  
Office of the Executive Secretary**

## **ACKNOWLEDGEMENTS**

This project was supported in whole or part by V-STOP grants nos. 03-A416102, 04-B414103, 05-C416104, 06-D416105, 07-E416106 and GEAP grant 06-A511605 awarded by the Virginia Department of Criminal Justice Services (DCJS) from funds authorized by the federal Violence Against Women Act and awarded to Virginia by the U.S. Department of Justice.

The opinions, findings, conclusions or recommendations expressed are those of the authors and do not necessarily reflect the views of the DCJS or the U.S. Department of Justice.

Funds were provided for printing and distribution of Materials related to this project through a memorandum of understanding between the Virginia State Police and the Supreme Court of Virginia.

This project would not have been possible without the involvement and commitment of the Virginia Family Abuse Protective Order I-CAN! State Level Collaborative Advisory Team and the local Juvenile and Domestic Relations District Court's work groups in the cities of Richmond and Alexandria; and Pulaski, Chesapeake, Chesterfield, Fairfax, Arlington, and Henrico counties.

This report was prepared by Harriet Russell McCollum, Family Violence Program Consultant, Office of the Executive Secretary, Supreme Court of Virginia, 100 North 9th Street, Richmond, Virginia 23219.

For further information, please contact:

Department of Judicial Planning  
Office of the Executive Secretary  
Supreme Court of Virginia  
804-786-4542



# Table of Contents

<b>Section I: What is I-CAN! ?</b> .....	6
A. Slides from the I-CAN! module .....	7
B. Sample 1: Set of Completed I-CAN! Forms .....	21
<b>Section II: How to Set Up an I-CAN! Work Group</b> .....	35
A. Sample 2: Letter of Introduction to Judges.....	37
B. Sample 3: Letter of Invitation to Work Group Members.....	38
C. Sample 4: Agenda for the First Work Group Meeting .....	39
D. Sample 5: Brief Description of I-CAN!.....	40
E. Sample 6: Script for I-CAN! System .....	41
F. Sample 7: Questions for Local Courts .....	44
G. Sample 8: Glossary of Terms.....	45
<b>Section III: Development of Court Specific Filing Information</b> .....	47
A. Sample 9: Protective Order Service of Process Information.....	53
B. Sample 10: Preparing for a Family Abuse Protective Order Hearing .....	54
<b>Section IV: Finalizing and Posting Court Filing Information</b> .....	55
A. Sample 11: I-CAN! Poster .....	58
B. Sample 12a and 12b: I-CAN! Brochure .....	59
C. Sample 13: Business Card Template.....	62
D. Sample 14: Press Release.....	63

# SECTION 1



## What is I-CAN!?

### This Section Includes:

- What is I-CAN!
- Slides from the I-CAN! Module
- Sample 1: Set of Completed I-CAN! Forms

# What is I-CAN!?

**I-CAN! (Interactive Community Assistance Network)** is an Internet-based system designed to assist citizens filing for Family Abuse Protective Orders in Virginia. I-CAN! was created by the Legal Aid Society of Southern California and adapted for use in Virginia by the Office of the Executive Secretary of the Supreme Court of Virginia in 2004 through a VSTOP grant from the Virginia Department of Criminal Justice Services. The I-CAN! project addresses two long-standing areas of interest for the courts: assisting, as appropriate, self represented litigants and improving domestic violence case management.

## **What does I-CAN! Do? How can I-CAN! Be Accessed?**

The system creates properly formatted petitions and educates users on court practices and the steps needed to pursue their matter. I-CAN! asks the user a series of questions and then uses the petitioner's responses to properly complete a petition for a Family Abuse Protective Order that can be brought to Intake (the Court Service Unit) for filing. The system can be used anywhere a person has access to the Internet, for example, at home, at a local library, in a domestic violence shelter, or at an attorney's office. The I-CAN! system can be accessed through the Supreme Court of Virginia's web site at [www.courts.state.va.us](http://www.courts.state.va.us), Programs & Services, Assistance with Family Abuse Protective Orders.

## **The Need to Develop Information About Local Court Practices**

After developing the Internet based system it became clear that litigants needed specific information about local court practices and policies in order to file for an order. In 2005 the Office of the Executive Secretary of the Supreme Court of Virginia asked Richmond's Juvenile and Domestic Relations District Court to serve as a pilot site and convene a local work group to develop specific information about their court. Since then the Office of the Executive Secretary of the Supreme Court of Virginia has worked with a number of courts. Each court convened a work group of local agencies and organizations to review the court's practices and develop informational materials for citizens. All the courts find the exercise of reviewing their policies and practices through a facilitated, multi-disciplinary group format extremely helpful in not only creating new case management practices but also in forging communication between and among the many agen-

cies that are involved in family abuse cases.

The local court groups develop an information packet that provides detailed locality specific information regarding available services and court practices and policies such as: when to contact a magistrate, what to expect in court, what time the court hears petitions for protective orders, what to bring to court, what not to bring to court, and how to find other services and legal assistance.

The local groups complete their work through 2 meetings. The first meeting provides a demonstration of I-CAN! and focuses on developing answers to specific questions about local practices. The second meeting is devoted to finalizing the information and discussing implementation strategies. After the group is satisfied with the information it is posted on the Supreme Court of Virginia's web site.

## **How the Supreme Court of Virginia has worked with Virginia's Courts**

The Office of the Executive Secretary of the Supreme Court of Virginia has worked with 9 local courts. The "Assistance with Family Abuse Protective Order" web page receives over 1,500 visits per month. As of December 31, 2007 citizens from 62 different jurisdictions have used the Virginia Family Abuse Protective Order Internet system and 215 users have provided evaluation results indicating they find it very easy or easy to use and very helpful or helpful. Local work group members feel the project helps petitioners to better understand the court process and be better prepared for court.

## **Using the Virginia Protective Abuse I-CAN! Module**

Slides from the I-CAN! Module and a sample set of I-CAN! completed forms follows.

# Slides from the I-CAN! Module

## Using the Virginia Protective Order I-CAN! Module

The I-CAN! Module can be electronically accessed through the Supreme Court of Virginia's home page ([www.courts.state.va.us](http://www.courts.state.va.us))

Slide 1 of 14

**Virginia's Judicial System**

Search Site

**Featured Links**

**What's New**

[Pre-Pay Traffic Tickets & Other Minor Offenses](#)

[Employment](#)

[Opinions](#)

[Amendments to the Rules of Court](#)

[Legal Links](#)

[2007 Virginia State of the Judiciary Address](#)

[Waivers of Statutory Fee Caps for Court-Appointed Counsel](#)

[Repeal, Satisfaction and Refund of Civil Remedial Fees \(House Bill 1243/ Senate Bill 1\)](#)

**Virginia Courts**  
Web sites for [Supreme Court of Virginia](#), [Court of Appeals](#), [Circuit Courts](#), [General District Courts](#), [Juvenile & Domestic Relations District Courts](#), and [General Contact Information for All Courts](#).

**Case Information**  
Online access to cases filed in: [Supreme Court of Virginia](#), [Court of Appeals](#), [Circuit Courts](#), and [General District Courts](#). Also, [Deed Calculation](#) and more ...

**Forms**  
Instructions and forms for [Supreme Court](#), [Court of Appeals](#), [Circuit Court](#), [General District Court](#), [Juvenile & Domestic Relations District Court](#), [Mediation](#), [Parent Education](#), and more ...

**Publications & Statistics, Resources & Manuals**  
Pamphlets about the courts, magistrates, and mediation. Also: [Virginia State of the Judiciary Reports](#), [Strategic Plans](#), [Glossary of Legal Terms](#), manuals and more ...

**Programs & Services**  
[Judicial Inquiry & Review Commission](#), [Mediation](#), [Judicial Performance Evaluation](#), [Judicial Settlement Conference](#), [Guardians Ad Litem](#), [Foreign Language Interpreters](#), [Educational Services](#), [Virginia Drug Treatment Courts](#), [Law Library](#), [Assistance with Family Abuse Protective Orders](#), [Commission on Mental Health Law Reform](#) and more ...

**Directories**  
[Justices & Judges](#), [Chief Magistrates](#), [Mediators Directory](#), [Mediation Mentors](#), [Certified Court-Appointed Attorneys](#), [Judicial Settlement Conference Program Judges](#), [Parent Education Providers](#), [Guardians Ad Litem for Adults](#), and [for Children](#), [Spanish Interpreters](#), and more ...

[News](#)   [Site Map](#)   [Privacy Policy](#)   [Contact Information](#)   [About Us](#)

Programs and Services • Assistance with Family Abuse Protective Orders



# Using the Virginia Protective Order I-CAN! Module

The I-CAN! Module can be electronically accessed through the Supreme Court of Virginia's home page ([www.courts.state.va.us](http://www.courts.state.va.us))

Slide 2 of 14


Virginia's Judicial System

[Home](#) > [Programs & Services](#) > Assistance with Family Abuse Protective Orders

## Assistance with Family Abuse Protective Orders


 **I-CAN!™** ← **CLICK**

I-Can is a computer program that asks questions and completes the correct court forms. The completed forms **must** be taken to the Court Services Unit that serves the appropriate Juvenile & Domestic Relations District Court.

 **Additional filing information for a Family Abuse Protective Order**

Please select from the following:

**Note:** More courts will be added as specific additional filing information becomes available.

 **[Juvenile & Domestic Relations District Courts](#)**

Virginia's limited jurisdiction trial court hearing family and juvenile cases. Web sites for each J&DR court:

Accomack

- To clear the history of your visit to this site:  
From your Internet Browser window
  - Click on the **Tools**, select **Internet Options**
  - Click the **Clear History** button.
- To clear a Google search history go to: [How do I delete the drop-down list of my past Google searches?](#)

[News](#)   [Site Map](#)   [Privacy Policy](#)   [Contact Us](#)   [FAQ](#)   [Preguntas Frecuentes Acerca](#)

Search Site

Searching Tips

**Related Links**

Juvenile & Domestic Relations District Courts

**Site Navigation**

Courts

Case Information

Forms

Publications & Statistics

Programs & Services

Judicial Inquiry & Review Commission

Mediation

Guardians Ad Litem

Foreign Language Interpreters

Educational Services

Law Library

Parent Education Providers

People

# Using the Virginia Protective Order I-CAN! Module

The I-CAN! Module can be electronically accessed through the Supreme Court of Virginia's home page ([www.courts.state.va.us](http://www.courts.state.va.us))

Slide 3 of 14

**I-CAN! Virginia** Oprima aquí para ver la pantalla en Español 

[Home](#) [Tutorial](#) [Disclaimer](#) [Create User](#) [Login](#)

Select the language you want to use/Seleccione la lengua que usted desea utilizar.

English

Español  
**(\* Required)**

[« Back](#) [Next »](#)

Problems? [Click Here](#) User 1 Screen: 2 - 2 SEQ: 0 - 0  
©2006 Legal Aid Society of Orange County. All rights reserved.

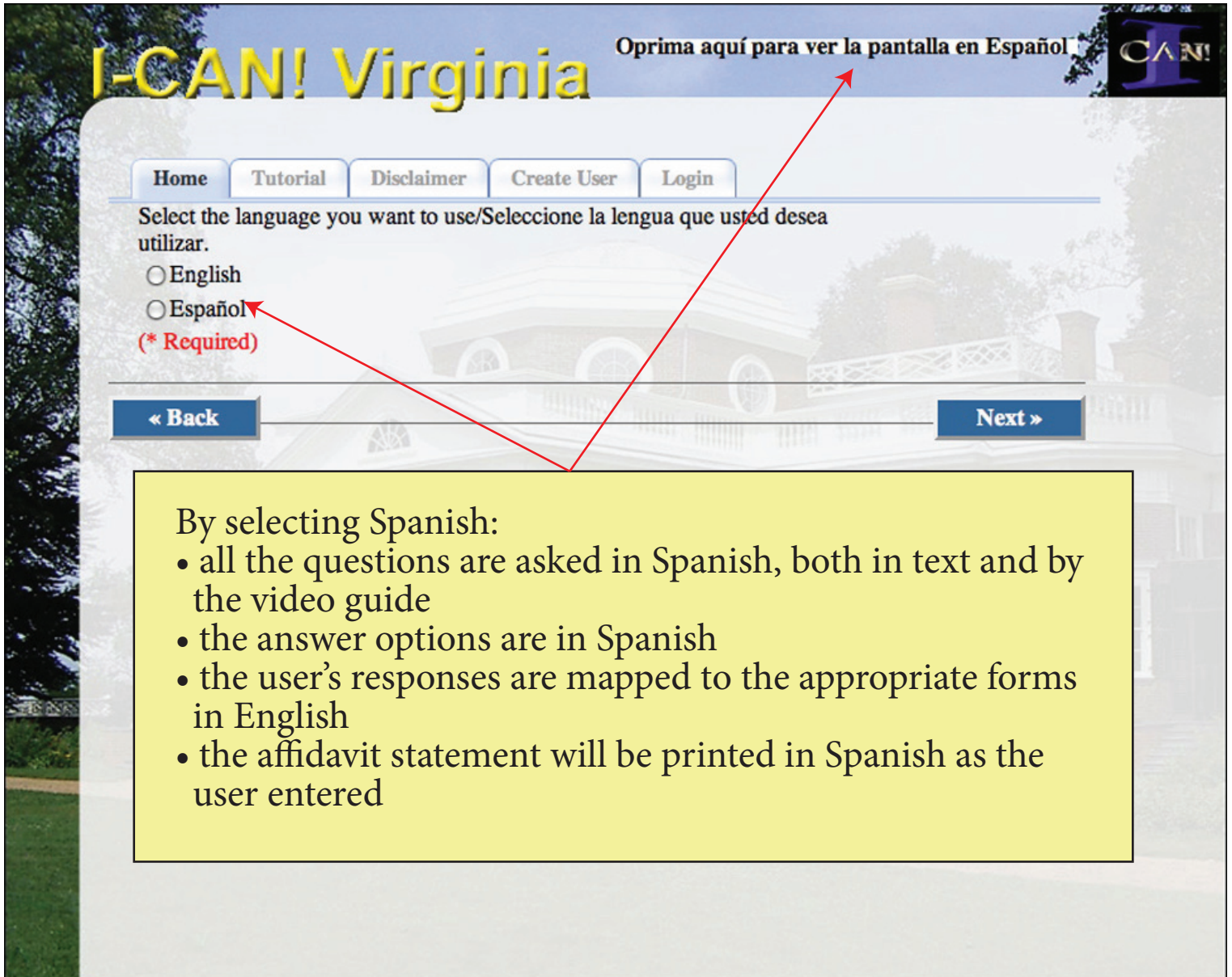
Selecting I-CAN! brings you to the interactive program



# Using the Virginia Protective Order I-CAN! Module

The I-CAN! Module can be electronically accessed through the Supreme Court of Virginia's home page ([www.courts.state.va.us](http://www.courts.state.va.us))

Slide 4 of 14



**I-CAN! Virginia** Oprima aquí para ver la pantalla en Español

Home Tutorial Disclaimer Create User Login

Select the language you want to use/Seleccione la lengua que usted desea utilizar.

English

Español (\* Required)

« Back Next »

By selecting Spanish:

- all the questions are asked in Spanish, both in text and by the video guide
- the answer options are in Spanish
- the user's responses are mapped to the appropriate forms in English
- the affidavit statement will be printed in Spanish as the user entered

# Using the Virginia Protective Order I-CAN! Module

The I-CAN! Module can be electronically accessed through the Supreme Court of Virginia's home page ([www.courts.state.va.us](http://www.courts.state.va.us))

Slide 5 of 14

**I-CAN! Virginia** Oprima aquí para ver la pantalla en Español

Home Tutorial Disclaimer Create User Login

Select the language you want to use/Seleccione la lengua que usted desea utilizar.

English  
 Español  
**(\* Required)**

« Back Next »

The video guide “Marie”:

- appears in the upper right hand corner of each screen
- reads all the text on the screen in English and Spanish
- prompts the user to select or type in the answer

Problems? [Click Here](#) User 1 Screen: 2 - 2 SEQ: 0 - 0  
©2006 Legal Aid Society of Orange County. All rights reserved.



# Using the Virginia Protective Order I-CAN! Module

The I-CAN! Module can be electronically accessed through the Supreme Court of Virginia's home page ([www.courts.state.va.us](http://www.courts.state.va.us))

Slide 6 of 14

**I-CAN! Virginia** Oprima aquí para ver la pantalla en Español

Home Tutorial Disclaimer Create User Login

« Back Next »

Family abuse is very serious. If a relative or someone in your home has abused you, you can ask the Court for a protective order.

A protective order is a court order that tells the abusive person to stop the abuse. It can also tell that person to not contact you, your family and anyone who lives with you. The order can also tell the abusive person not to go where you live or work.

This computer program will help you fill out the forms you need to get a Protective Order. It takes about 30 minutes to an hour.

**The Tutorial:**

- explains how the program works and how to navigate through the program
- general information about family abuse protective orders is printed when the user tests their system
- a unique password is assigned to each user that allows them to exit the program and return later without losing and of the information they have entered

# Using the Virginia Protective Order I-CAN! Module

The I-CAN! Module can be electronically accessed through the Supreme Court of Virginia's home page ([www.courts.state.va.us](http://www.courts.state.va.us))

Slide 7 of 14

**I-CAN! Virginia** Oprima aquí para ver la pantalla en Español

[Home](#) [Tutorial](#) [Disclaimer](#) [Create User](#) [Login](#)

Select the language you want to use/Seleccione la lengua que usted desea utilizar.

English

Español

(\* Required)

[« Back](#) [Next »](#)

Users can also click to get help as they move through the system

Problems? [Click Here](#) User 1 Screen: 2 - 2 SEQ: 0 - 0

©2006 Legal Aid Society of Orange County. All rights reserved.



# Using the Virginia Protective Order I-CAN! Module

The I-CAN! Module can be electronically accessed through the Supreme Court of Virginia's home page ([www.courts.state.va.us](http://www.courts.state.va.us))

Slide 8 of 14

**I-CAN! Virginia** Oprima aquí para ver la pantalla en Español **I-CAN!**

Start Incident Defendant Info Requests Others Print Save & Exit

Family abuse is when someone uses violence, force, or threats against you, makes you afraid they will use violence or force against you, or makes you stay somewhere against your will.  
Are you a victim of family abuse?

Yes  
 No  
**(\* Required)**

« Back Next »

Problems? [Click Here](#) User 1708 Screen: 4 - 4 SEQ: 1 - 1  
©2006 Legal Aid Society of Orange County. All rights reserved.

Fundamental questions are asked that would “qualify” the person to petition for an order

# Using the Virginia Protective Order I-CAN! Module

The I-CAN! Module can be electronically accessed through the Supreme Court of Virginia's home page ([www.courts.state.va.us](http://www.courts.state.va.us))

Slide 9 of 14

**I-CAN! Virginia** Oprima aquí para ver la pantalla en Español

Start Incident Defendant Info Requests Others Print Save & Exit

« Back Next »

Sorry I-CAN! cannot help you.  
I-CAN! can only fill out court forms if you have been a victim of family abuse.  
You said you were NOT a victim of family abuse.  
If you have questions contact your local Court Service Unit Intake Office or contact the Virginia Family Violence and Sexual Assault Hotline 1-800-838-8238.  
If you got to this screen by mistake touch 'Back' to continue.

Problems? [Click Here](#) User 1708 Screen: 4-a - 52 SEQ: 1 - 1  
©2006 Legal Aid Society of Orange County. All rights reserved.

If the petitioner's answer would not qualify them for an order, they are directed to other resources



# Using the Virginia Protective Order I-CAN! Module

The I-CAN! Module can be electronically accessed through the Supreme Court of Virginia's home page ([www.courts.state.va.us](http://www.courts.state.va.us))

Slide 10 of 14

**I-CAN! Virginia** Oprima aquí para ver la pantalla en Español

Home Tutorial Disclaimer Create User Login

« Back Next »

### Definitions

Sometimes there are words or specific phrases that are hard to understand. You will notice these words are shown in **bold**. You will find an explanation of what the word means at the bottom of the screen under the "Back" "Next" buttons.

Click the "Next" button to go on.

Problems? [Click Here](#) User 1 Screen: 11 - 11 SEQ: 0 - 0  
©2006 Legal Aid Society of Orange County. All rights reserved.

# Using the Virginia Protective Order I-CAN! Module

The I-CAN! Module can be electronically accessed through the Supreme Court of Virginia's home page ([www.courts.state.va.us](http://www.courts.state.va.us))

Slide 11 of 14

User responses are used when posing questions:

- the alleged abuser's or children's names, once entered, are used in all following questions about that person
- if the petitioner indicates they wish to ask for temporary custody, questions are posed to complete the UCCJEA required documents
- all responses are "mapped" to the appropriate court forms

When completed:

- the program prints all the required forms, one at a time
- provides information on what to do next
- exits the user to the first screen; when this window is closed, the Supreme Court's page returns and the user can go to a specific court's page for more information

# Using the Virginia Protective Order I-CAN! Module

The I-CAN! Module can be electronically accessed through the Supreme Court of Virginia's home page ([www.courts.state.va.us](http://www.courts.state.va.us))

Slide 12 of 14

Virginia's Judicial System

Home > Programs & Services > Assistance with Family Abuse Protective Orders

## Assistance with Family Abuse Protective Orders

**I-CAN!™**  
I-Can is a computer program that asks questions and completes the correct court forms. The completed forms **must** be taken to the Court Services Unit that serves the appropriate Juvenile & Domestic Relations District Court.

**Additional filing information for a Family Abuse Protective Order**  
Please select from the following: [dropdown menu]  
**Note:** More courts will be added as specific additional filing information becomes available.

**Juvenile & Domestic Relations District Courts**  
Virginia's limited jurisdiction trial court hearing family and juvenile cases.  
Web sites for each J&DR court:  
Accomack [dropdown menu] go

- To clear the history of your visit to this site:  
From your Internet Browser window  
1. Click on the **Tools**, select **Internet Options**  
2. Click the **Clear History** button.
- To clear a Google search history go to: [How do I delete the drop-down list of my past Google searches?](#)

News Site Map Privacy Policy Contact Us FAQ Preguntas Frecuentes Acerca

Search Site

Searching Tips

Related Links

Juvenile & Domestic Relations District Courts

Site Navigation

Courts

Case Information

Forms

Publications & Statistics

Programs & Services

Judicial Inquiry & Review Commission

Mediation

Guardians Ad Litem

Foreign Language Interpreters

Educational Services

Law Library

Parent Education Providers

People

Detailed information is available for courts who provide it

# Using the Virginia Protective Order I-CAN! Module

The I-CAN! Module can be electronically accessed through the Supreme Court of Virginia's home page ([www.courts.state.va.us](http://www.courts.state.va.us))

Slide 13 of 14

Local court work groups develop court specific information:

- groups include a presiding judge, the clerk, sheriff, victim service agencies, legal aid, magistrate and attorneys
- the group “walks through” the process of filing a petition in their court and identifies important information needed by litigants
- questions and answers related to this information are posted on the Supreme Court’s website
- the process helps refine local policies and practices



# Using the Virginia Protective Order I-CAN! Module

The I-CAN! Module can be electronically accessed through the Supreme Court of Virginia's home page ([www.courts.state.va.us](http://www.courts.state.va.us))

Slide 14 of 14

Virginia's Judicial System

[Home](#) > [Programs & Services](#) > Assistance with Family Abuse Protective Orders

## Assistance with Family Abuse Protective Orders

**I-CAN!™**  
I-Can is a computer program that asks questions and completes the correct court forms. The completed forms **must** be taken to the Court Services Unit that serves the appropriate Juvenile & Domestic Relations District Court.

**Additional filing information for a Family Abuse Protective Order**  
Please select from the following: [dropdown menu]

**Note:** More courts will be added as specific additional filing information becomes available.

**Juvenile & Domestic Relations District Courts**  
Virginia's limited jurisdiction trial court hearing family and juvenile cases.  
Web sites for each J&DR court:  
Accomack [dropdown menu] [go]

- To clear the history of your visit to this site:  
From your Internet Browser window  
1. Click on the **Tools**, select **Internet Options**  
2. Click the **Clear History** button.
- To clear a Google search history go to: [How do I delete the drop-down list of my past Google searches?](#)

News | Site Map | Privacy Policy | Contact Us | FAQ | Preguntas Frecuentes Acerca

Search Site

Searching Tips

Related Links

Juvenile & Domestic Relations District Courts

Site Navigation

Courts

Case Information

Forms

Publications & Statistics

Programs & Services

Judicial Inquiry & Review Commission

Mediation

Guardians Ad Litem

Foreign Language Interpreters

Educational Services

Law Library

Parent Education Providers

People

There is a link to limited general information for all courts

# Sample 1: Set of Completed I-CAN! Forms

Oprima aquí para ver la pantalla en Español



[Home](#)   [Tutorial](#)   [Disclaimer](#)   [Create User](#)   [Login](#)

[« Back](#)

[Next »](#)

Your password is shown below. You should write this information down or you can click on the password to send the information to a new browser. In the new browser you can click the printer icon (🖨) to send it to your printer.

**49AG4D4E45503**

The password allows access to your private information. Keep this information in a safe place.

Touch 'Next' to proceed.

Problems? [Click Here](#)   User: 1   Screen: 17 - 17   SEQ: 0 - 0

©2006 Legal Aid Society of Orange County. All rights reserved.



# What Victims of Family Violence Need to Know!



**If you need help now, call: 911**



*Make a plan for your safety!*

Call Virginia Family Violence & Sexual Assault

Hotline: **1-800-838-8238** — 24 hours a day

## Things you **MUST** do!

**Read and review for correctness, then sign the forms.** Sign and date the ORIGINAL court forms next to the arrow on the signature line. The originals do not have the word Copy printed in the top right corner.

**Take your I-CAN papers to the Court Service Unit Intake Officer.** They may ask you to talk to other court officials, like the Victim-Witness coordinator.

**If a judge gives you a Preliminary Protective Order, read it carefully.** The Preliminary Protective Order says exactly what the restrained person can and cannot do. It also says the time and date of your hearing.

**Make copies of the Judge's order and...**

- Keep 1 copy with you **always**.
- Keep 1 copy in a safe place.
- Give 1 copy to anyone else protected by the order.
- Give copies to places where the person you want to be protected from is ordered not to go (school, day care, your work place, etc.).

**Check with your local police to make sure they have a copy of the order.** Make sure they enter the information in VCIN, a special computer system that lets police all over Virginia know about the order. Also ask if they, the Sheriff's Department, a court official or the court clerk gave a copy of the order to the person you want protection from.

**If you move, tell the court immediately.** Give the court clerk your new address and phone number as soon as possible.

**Get ready for your hearing.** You must go to your hearing. If you do not, the Order will stop. The time and date of your hearing is on the Preliminary Protective Order.

**Bring to your hearing:**

- Any witnesses who saw the violence or know about the abuse.
- Proof of injuries like photos, medical or police reports, bills for damages, etc.
- You can bring a friend or relative to sit with you but, this person cannot speak for you in court.

**Get to the courthouse 30 minutes early.**

- Find the courtroom.
- You may see the person you want protection from in the courthouse. If you feel afraid, tell the Sheriff's Deputy.
- If possible, watch the other cases so you will know what to do.

**When your name is called, go into the courtroom.**

- Only you or your lawyer, if you have hired one, can speak for you.
- The judge will ask you questions. Answer them completely, tell the truth and speak slowly.
- The person you want protection from or that person's lawyer may also ask you questions.
- **DO NOT** interrupt the judge, lawyers or the person you want protection from.
- If you don't understand something, say "I don't understand."
- If the person you want protection from or anyone else speaks under oath, you or your lawyer can ask them questions about what they say.

## More of What Victims of Family Violence Need to Know!



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

- Emergency Protective Orders (may last only 72 hours)
- Preliminary Protective Orders (last 15 days or until a full hearing)
- Protective Orders (may last up to 2 years)

**What if I need help now and no judge is available?** Go to the Magistrate's Office and ask for an Emergency Protective Order. Emergency Orders could last only 72 hours. If you need longer protection, you **must** ask the Court for a Preliminary Protective Order.

**How do I get a Preliminary Protective Order?** You must fill out court forms. I-CAN! will help you. Take your court forms to the Court Service Unit. They will review and file them. Then, you might go into a courtroom and a judge will ask you questions and then decide if s/he will give you a Preliminary Protective Order.

**How long does a Preliminary Order last?** If the judge gives you the Preliminary Protective Order, it will last 15 days or until the full hearing. The full hearing is when both you and the other person get to tell your stories to the judge. The judge will tell you when the full hearing is and it will be written on the Order.

**What if I don't go to the full hearing?** If you do not go to the full hearing your Preliminary Order ends in 15 days or the date of the hearing.

**What if the other person does not come to the hearing?** You should go to court on that day anyway and ask the court to issue a new Preliminary Protective Order with a new date for a full hearing.

**How long does a Protective Order last?** It can last for up to 2 years.

**When do protective orders take effect?** A Sheriff's Deputy or court official must give the protective order to the person you want protection from. A protective order is not valid until that person gets a copy. This is called "personal service." Give the Sheriff's Department information about how to find the person. (Address, phone number, place of work, photo, etc.)

**How do I know if the person I want protection from has been served?** Call the Sheriff's Department and ask if they have been served.

**What if the person I want protection from does not obey the order?** The police can arrest the person and file criminal charges.

**What if the person comes to my house or workplace?** You should call the police and tell them you have a protective order against the person.

**What if I need to change part of the Protective Order?** You must fill out and file new court forms.

**What if the other person and I own a home or a car together?** The Protective Order does not change ownership to any real or personal property.

**What is a "no contact" order?**

No contact means the other person cannot contact you:

- In person
- By phone, beeper, fax, mail or email
- Through someone else

The other person cannot send you anything, such as gifts or flowers.

If you must sometimes contact the other person, tell the judge at the hearing.

**What Victims of Family Violence with Children Need to Know!**



**What if I feel my children are in immediate danger from the person I want protection from?** Ask the judge to order the person you want protection from not to have contact with your children.

**What if I want custody of the children or restricted visitation with the person I want protection from?** You must ask the judge for temporary custody or visitation. Temporary means the court will only make short term custody and visitation orders in a Protective Order. The judge cannot do this until the full hearing. If you have court papers about child custody or visitation, take them to the hearing.

**What is custody?** Custody includes both physical and legal custody. Physical custody means where the child lives. Legal custody means who makes important decisions about the health, education, and welfare of the child.

**What is visitation?** Visitation is a right given by the court to a parent or other relative to visit with a child. If just one parent has custody (known as sole custody), the other parent may get *visitation* rights.

**What if I need long-term custody and visitation orders?** You must fill out other court forms. Ask the Court Service Unit about filling out these forms. A fee may be charged to file for long-term custody and visitation.

**What if I'm worried about my children's safety at school or day care?** Ask the judge to order the person you want protection from not to contact the children at school or day care. Give copies of the protective order to babysitters, school officials and day care providers.

**What if I'm afraid about the person I want protection from picking up or returning the children?** Ask the judge to order a safe place for the children to be picked up or returned. Ask the judge to order a person other than the person you want protection from to pick up or return the children, such as that person's parent or friend.

**What if my children and I need a safe place to stay?** Contact a local domestic violence shelter or the Virginia Family Abuse and Sexual Assault HotLINE 1-800-838-8238.



**Need more help?**

To make a safety plan, call:	For legal help, call:	For information on how court works, call:
Virginia Family Violence and Sexual Assault Hotline  1-800-838-8238	Virginia Poverty Law Center 1-804-782-9430 State Bar's Lawyer Referral System 1-800-552-7977	Criminal Justice Services, Victim Services Section  1-888-887-3418



PETITION FOR PROTECTIVE ORDER-FAMILY ABUSE

Commonwealth of Virginia
Va. Code Ann. § 16.1-241(M), 16.1-253.1, 16.1-279.1

Court Case No. ....

Hearing Date and Time .....

Juvenile and Domestic Relations District Court

JANE DOE

PETITIONER

v.

JOHN DOE

RESPONDENT

Please provide address and telephone number information on Form DC-621, NON-DISCLOSURE ADDENDUM.

100 MAIN STREET

ADDRESS/LOCATION

RICHMOND, VA 23219

Social Security No. 123-45-6789

Telephone No. (H) 222-333-4444 (W) 222-345-6789

The undersigned Petitioner respectfully represents to the Court that:

1. The Petitioner and Respondent are family or household members.

2. The Respondent is committing or, within a reasonable time, has committed the following acts of family abuse:

- [X] See accompanying affidavit.
[ ]

3. (Check one box)

- [ ] Other cases involving the Petitioner and Respondent have been filed in Virginia courts.
[X] No other case involving the Petitioner and Respondent has been filed in any other Virginia court.

PETITIONER, THEREFORE, RESPECTFULLY REQUESTS that [X] a preliminary protective order [ ] a protective order be issued and that such order impose the following conditions on the Respondent and such other conditions as the judge deems appropriate as allowed by law:

- [X] Prohibiting further acts of family abuse.
[X] Granting the Petitioner possession of the premises occupied by Petitioner and Respondent to the exclusion of the Respondent. This residence is located at 100 Main Street Richmond, VA 23219

[X] Prohibiting the Respondent from terminating [ ] requiring that the Respondent restore necessary utility service(s) to the premises indicated above, specifically, .....

UTILITY SERVICE(S)

[X] Granting the Petitioner temporary exclusive possession or use of a motor vehicle jointly owned by the parties or owned by the Petitioner alone, described as follows: Blue, 2005 Honda Civic

[ ] Requiring that the Respondent provide suitable alternative housing for the Petitioner [ ] and other family or household members [X] and requiring the Respondent to pay deposit(s) to connect or restore necessary utility service(s) in the alternative housing, specifically, .....

UTILITY SERVICE(S)

- [X] Prohibiting such other contact with the Petitioner as the judge deems appropriate.
[ ] Prohibiting such other contact with the other family or household members named below as the judge deems necessary to protect their safety:

- [X] Granting temporary custody or visitation of a minor child or children to Petitioner (UCCJEA affidavit attached). (PROTECTIVE ORDER only.)
[X] Provide temporary support for minor children.
[ ] Other relief necessary for protection: .....

DATE

PETITIONER

ATTORNEY'S ADDRESS AND TELEPHONE NUMBER

by

PETITIONER'S ATTORNEY

(When attested, this Petition shall also be an affidavit of the facts as stated in the Petition.) Sworn to/affirmed and signed before me this day.

DATE

[ ] INTAKE OFFICER [ ] CLERK

[ ] NOTARY PUBLIC: My commission expires .....

SUMMONS FOR HEARING:

O THE RESPONDENT: You are hereby summoned to appear in this Court on ..... at ..... m.

DATE

TIME

[ ] CLERK

[ ] DEPUTY CLERK

# SAMPLE FORM

**RETURN:**

RESPONDENT was served according to law, as indicated below, unless not found.

NAME .....	
.....	
ADDRESS .....	
.....	
<input type="checkbox"/> PERSONAL SERVICE	TELEPHONE NUMBER: .....
<input type="checkbox"/> NOT FOUND	
_____ SERVING OFFICER	
for _____	
..... DATE AND TIME	

**RETURN:**

PETITIONER was served according to law, as indicated below, unless not found.

NAME .....	
.....	
See Form DC-621, NON-DISCLOSURE ADDENDUM	
<input type="checkbox"/> PERSONAL SERVICE	
<input type="checkbox"/> NOT FOUND	
_____ SERVING OFFICER	
for _____	
..... DATE AND TIME	
<input type="checkbox"/> Copy delivered to	
.....	
.....	
by .....	.....
	TITLE
.....	
SIGNATURE	
.....	
DATE	

“Family or household member” means (i) the person’s spouse, whether or not he or she resides in the same home with the person, (ii) the person’s former spouse, whether or not he or she resides in the same home with the person, (iii) the person’s parents, stepparents, children, stepchildren, brothers, sisters, half-brothers, half-sisters, grandparents and grandchildren regardless of whether such persons reside in the same home with the person, (iv) the person’s mother-in-law, father-in-law, sons-in-law, daughters-in-law, brothers-in-law and sisters-in-law who reside in the same home with the person, or (v) any individual who has a child in common with the defendant, whether or not the person and that individual have been married or have resided together at any time, or (vi) any individual who cohabits or who, within the previous twelve (12) months, cohabitated with the person, and any children of either of them residing in the same home with the person.

“Family abuse” means any act involving violence, force, or threat including, but not limited to, any forceful detention, which results in bodily injury or places one in reasonable apprehension of bodily injury and which is committed by a person against such person’s family or household member.

NON-DISCLOSURE ADDENDUM

Case No. ....

Commonwealth of Virginia

[X] PROTECTIVE ORDER

IN PROTECTIVE ORDER CASES, THIS INFORMATION SHALL NOT BE RELEASED EXCEPT BY COURT ORDER OR WHEN NECESSARY FOR USE BY LAW ENFORCEMENT.

[ ] UCCJEA AFFIDAVIT

IN CASES IN WHICH A UCCJEA AFFIDAVIT IS REQUIRED AND A PERSON REQUESTS THAT INFORMATION BE KEPT CONFIDENTIAL, THIS INFORMATION SHALL NOT BE RELEASED EXCEPT BY ORDER OF THE COURT.

[ ] PETITION FOR SUPPORT

IN SUPPORT CASES WHERE A PERSON REQUESTS THAT INFORMATION BE KEPT CONFIDENTIAL, THE INFORMATION SHOULD NOT BE RELEASED EXCEPT BY ORDER OF THE COURT.

SHERIFF: WHEN USED FOR SERVICE, PLEASE DESTROY THIS DOCUMENT AFTER SERVICE IS MADE.

In re: .....

CHILD

JANE DOE

V.

JOHN DOE

JANE DOE

NAME OF PERSON WHOSE INFORMATION IS TO BE PROTECTED

100 MAIN STREET

ADDRESS

RICHMOND, VA 23219

222-333-4444

555-666-7777

HOME TELEPHONE NUMBER

WORK TELEPHONE NUMBER

SUPPORT CASES ONLY Va. Code § 20-60.3 Include this information for the person whose information is to be protected.

DCSE ID No.: .....

Social Security No.: ..... Driver's License No. and State: .....

Date of Birth: .....

UCCJEA AFFIDAVIT USE ONLY Va. Code § 20-146.20E

In addition to above, complete only the information that has been omitted from the DC-620, AFFIDAVIT form:

1. The child presently resides at: ..... ADDRESS

The child commenced residing there on ..... and has resided there continuously to this date.

DATE

2. The other places where and persons with whom this child has lived during the last five (5) years include:

3. I know of a person who is not already named as a party in this proceeding who has physical custody of this child or who claims to have custody or visitation rights with respect to the child. The name and address of that person is:

4. Anything else from the affidavit not contained above: .....



NON-DISCLOSURE ADDENDUM

Commonwealth of Virginia

Case No. ....

[ ] PROTECTIVE ORDER

IN PROTECTIVE ORDER CASES, THIS INFORMATION SHALL NOT BE RELEASED EXCEPT BY COURT ORDER OR WHEN NECESSARY FOR USE BY LAW ENFORCEMENT.

[X] UCCJEA AFFIDAVIT

IN CASES IN WHICH A UCCJEA AFFIDAVIT IS REQUIRED AND A PERSON REQUESTS THAT INFORMATION BE KEPT CONFIDENTIAL, THIS INFORMATION SHALL NOT BE RELEASED EXCEPT BY ORDER OF THE COURT.

[ ] PETITION FOR SUPPORT

IN SUPPORT CASES WHERE A PERSON REQUESTS THAT INFORMATION BE KEPT CONFIDENTIAL, THE INFORMATION SHOULD NOT BE RELEASED EXCEPT BY ORDER OF THE COURT.

SHERIFF: WHEN USED FOR SERVICE, PLEASE DESTROY THIS DOCUMENT AFTER SERVICE IS MADE.

In re: ..... SALLY DOE

CHILD

JANE DOE

v.

JOHN DOE

JANE DOE, SALLY DOE

NAME OF PERSON WHOSE INFORMATION IS TO BE PROTECTED

100 MAIN STREET

ADDRESS

RICHMOND, VA 23219

222-333-4444

555-666-7777

HOME TELEPHONE NUMBER

WORK TELEPHONE NUMBER

SUPPORT CASES ONLY Va. Code § 20-60.3 Include this information for the person whose information is to be protected.

DCSE ID No.: .....

Social Security No.: ..... Driver's License No. and State: .....

Date of Birth: .....

UCCJEA AFFIDAVIT USE ONLY Va. Code § 20-146.20E

In addition to above, complete only the information that has been omitted from the DC-620, AFFIDAVIT form:

1. The child presently resides at: 100 Main Street Richmond, VA 23219

ADDRESS

The child commenced residing there on 02-15-2004 and has resided there continuously to this date.

DATE

2. The other places where and persons with whom this child has lived during the last five (5) years include:

Prior Address: 100 Main Street Lived With: parents Prior Address: 100 Main Street Lived With: parents

3. I know of a person who is not already named as a party in this proceeding who has physical custody of this child or who claims to have custody or visitation rights with respect to the child. The name and address of that person is:

4. Anything else from the affidavit not contained above: .....

**AFFIDAVIT** (Uniform Child Custody Jurisdiction and Enforcement Act)  
COMMONWEALTH OF VIRGINIA Va. Code § 20-146.20

Case No. \_\_\_\_\_

[ ] Circuit Court  
[x] Juvenile and Domestic Relations District Court

In re: \_\_\_\_\_ SALLY DOE  
\_\_\_\_\_ JUVENILE \_\_\_\_\_  
\_\_\_\_\_ JANE DOE v. \_\_\_\_\_ JOHN DOE

I, \_\_\_\_\_ JANE DOE \_\_\_\_\_ the undersigned affiant, state the following information under oath:

[X] Certain information has been omitted from this form and submitted under seal because I allege that the health, safety or liberty of a party or child would be jeopardized by disclosure. Another party may request that a hearing be held to determine whether this information should be disclosed.

1. The child presently resides at: \_\_\_\_\_ CONFIDENTIAL see DC 621 \_\_\_\_\_  
ADDRESS

The child commenced residing there on \_\_\_\_\_ 02-15-2004 \_\_\_\_\_ and has resided there continuously to this date.  
DATE

2. The other places where and persons with whom this child has lived during the last five (5) years : (please complete page two).

3. I have \_\_\_\_\_ have not X participated, either as a party, witness, or in any other capacity in any other litigation (court proceeding) concerning custody of or visitation with this child, in any State or foreign country. If yes, complete below:

a. Name of Court and State or foreign country in which litigation occurred: \_\_\_\_\_

b. When did the litigation occur: \_\_\_\_\_

c. What was the outcome of the litigation: \_\_\_\_\_

d. Attach a copy of all pleadings and Orders filed in this litigation.

4. I do \_\_\_\_\_ do not X have knowledge or information of any proceeding that could affect this proceeding, including but not limited to custody, visitation, paternity, support, enforcement proceedings, proceedings related to domestic violence, protective orders, abuse and neglect, termination of parental rights and adoptions, which is pending in a court of this or any other State or foreign country. If yes, complete below:

a. Name of Court and State or foreign country in which proceeding is pending: \_\_\_\_\_

b. Attach a copy of all pleadings filed in the litigation.

5. I do \_\_\_\_\_ do not X know of any person who is not already named as a party in this proceeding who has physical custody of this child or who claims to have custody or visitation rights with respect to child. If yes:

a. Name and address of person: \_\_\_\_\_ CONFIDENTIAL see DC 621 \_\_\_\_\_

b. Does this person have physical custody of the child? Yes \_\_\_\_\_ No \_\_\_\_\_

c. State why you believe this person claims to have custody/visitation rights to the child:

6. I understand that I have an obligation to promptly inform this court if I later become aware of any other proceedings, including but not limited to custody, visitation, paternity, support, enforcement proceedings, proceedings related to domestic violence, protective orders, abuse and neglect, termination of parental rights and adoptions, either in this or any other State or foreign country that could affect the current proceeding.

Subscribed and sworn to before me on \_\_\_\_\_  
DATE

\_\_\_\_\_  
SIGNATURE OF AFFIANT

Title: \_\_\_\_\_

\_\_\_\_\_  
SIGNATURE

AFJ AVIT (continued) Question #2: Places where and persons with w' i the child has lived during the last five (5) years.

CURRENT ADDRESS OF PERSON WITH WHOM CHILD RESIDED

PERSON WITH WHOM CHILD RESIDED

ADDRESS WHERE CHILD RESIDED

DATE

CONFIDENTIAL see DC 621

From .....	.....	.....	.....
To .....	.....	.....	.....
From .....	.....	.....	.....
To .....	.....	.....	.....
From .....	.....	.....	.....
To .....	.....	.....	.....
From .....	.....	.....	.....
To .....	.....	.....	.....
From .....	.....	.....	.....
To .....	.....	.....	.....
From .....	.....	.....	.....
To .....	.....	.....	.....
From .....	.....	.....	.....
To .....	.....	.....	.....
From .....	.....	.....	.....
To .....	.....	.....	.....
From .....	.....	.....	.....
To .....	.....	.....	.....

**TEMPORARY SUPPORT ORDER -  
PROTECTIVE ORDER – FAMILY ABUSE**  
COMMONWEALTH OF VIRGINIA Va. Code § 16.1-279.1 A1

Case No. ....

[ ] Circuit Court  
[x] Juvenile and Domestic Relations District Court

**PETITIONER/PLAINTIFF:**

**RESPONDENT:**

Doe Jane  
.....  
LAST FIRST MIDDLE  
.....  
01-01-1976  
.....  
DATE OF BIRTH OF PETITIONER

v. DOE JOHN  
.....  
LAST FIRST MIDDLE  
.....  
100 MAIN STREET  
.....  
RESPONDENT'S ADDRESS  
.....  
RICHMOND, VA 23219

The court finds that the following dependents:

NAME	SOC. SEC. #	SEX	DATE OF BIRTH	RELATIONSHIP TO RESPONDENT
SALLY DOE	987-65-4321	Girl	02-14-2004	Child

are entitled to temporary support in conjunction with the issuance of a Protective Order—Family Abuse until an Order of Support can be issued in a support proceeding.

Therefore, the court ORDERS Respondent to pay

\$..... per month for all children listed above payable \$..... per ..... beginning on .....  
INTERVAL DATE

to be paid as follows.....

**This temporary child support order will terminate once a separate order to pay child support has been entered pursuant to § 20-108.1.**

.....  
DATE

.....  
JUDGE



AFFIDAVIT TO SUPPORT A PETITION FOR PROTECTIVE ORDER - FAMILY ABUSE

JANE DOE ..... v ..... JOHN DOE .....  
PETITIONER ..... RESPONDENT .....

The undersigned Petitioner respectfully represents to the Court that:

The incident for which the protective order is sought occurred in:..... Richmond

The petitioner resides in:..... Richmond

The respondent resides in:..... Richmond

**(NOTE: You can file this petition in the Juvenile and Domestic Relations District court serving any of these places.)**

The Respondent is committing or, within a reasonable time has committed the following acts of family abuse:

On February 1st, 2008 my husband threw me down the steps in our house. This caused me to break my arm as well as caused a large bump on the back of my head. Our two children, ages 4 and 5 were in the house and heard me fall. He had been drinking when this happened. He was angry because I came home late from work. I went to the hospital and a cast was put on my arm.

Signature of Petitioner.....  
Subscribed and sworn/attested to me on .....  
( ) Intake Officer ( ) Clerk ( ) Notary Public Signature.....  
My commission expires.....

# Protective Order Service of Process Information

I-CAN!

**Respondent's**

**Name** JOHN DOE  
 First name Middle name Last name  
 Nick Names or aliases: NONE

**Address:** 100 MAIN STREET  
 Street  
RICHMOND VA 23219  
 City State Zip

**TAKE INTERSTATE 64 WEST TO THE 5TH STREET EXIT. PR**

**Home phone:** 222-333-4444 **Cell phone:** 777-888-9999 **Pager number:** \_\_\_\_\_

**Name of workplace:** COX COMMUNICATIONS

**Work phone:** 222-345-6789

**Work Address:** 500 JEFFERSON AVE.

**TAKE 95 SOUTH TOWARDS PETERSBURG. EXIT ON FRANKLIN**

**Race:** WHITE **Sex:** MALE  
**Date of birth:** 12 / 12 / 1975  
**Height:** 6 ft. 72 in. **Weight:** 180  
**Eye Color:** BROWN **Hair Color:** BROWN  
**Social Security Number:** 123-45-6789

**Other (such as tattoos, scars):**  
 He has a scar on his right hand by his thumb.

**Description of vehicle driven by this person:**  
 FORD EXPLORER 2003 BLACK ABC1234

**Where can the alleged abuser be found after 5 P.M. today?** Unknown

**Directions:**

**Other places frequented by this person (such as friends' homes, relatives' homes, bars, restaurants):** DICK'S TAVERN  
**LOCATED IN DOWNTOWN RICHMOND ON BROAD STREET.**

	Yes	No
Do you have a picture of this person that can be copied?		X
Is this person in jail? Name of jail: <u>DONTKNOW</u>		
Does this person own or carry firearms?	X	
Does this person have a concealed weapons permit?		
Does this person have a history of drug or alcohol abuse?	X	
Does this person have a history of mental illness?		
Is this person currently on medication for mental illness?		X
Would you consider this person a threat to law enforcement officers?		



## SECTION 2



### How to Set Up an I-CAN! Work Group

#### This Section Includes:

- **How to Set Up an I-CAN! Work Group**
- **Sample 2: Letter of Introduction to Judges**
- **Sample 3: Letter of Invitation to Work Group Members**
- **Sample 4: Agenda for First Work Group Meeting**
- **Sample 5: Brief Description of I-CAN!**
- **Sample 6: 2006 Script for I-CAN! System**
- **Sample 7: Questions for Local Courts**
- **Sample 8: Glossary of Terms**



# How to Set Up an I-CAN! Work Group

## The Importance of Judicial Involvement

Experience to date demonstrates the value of convening local court multidisciplinary work groups in their own localities to support the I-CAN! project. Additionally, the involvement of a judge is pivotal to bringing the group together and making changes to court practices. The first step in establishing a local I-CAN! work group is recruitment of an interested judge.

## Introducing the Project

An email or letter can be sent to judges further explaining the project. The letter should cover what would be needed in order to establish a work group to review their court's practices and develop informational materials related to filing for Family Abuse Protective Orders in their court. If the court already participates in an active multidisciplinary group, that group could take the I-CAN effort on as a new project. A sample of such an introductory letter is included in the Appendices.

The introductory letter to judges should note that the project requires 2 meetings of approximately 2 hours in length, scheduled about 2 months apart with email communication with the group members between and after the scheduled meetings. The overall project should take approximately 4 months from the first meeting to the posting of the final materials on the Supreme Court of Virginia's web site.

The letter should also specify the role and responsibilities of the group facilitator including working with the court to:

- Plan the two meetings
- Send out invitations to the key agencies and organizations in your locality
- Develop and provide any background and meeting materials required
- Assist in finding a meeting location and any other logistics required
- Facilitate the meetings
- Develop and distribute summaries of the meetings and draft filing information
- Finalize the informational materials about the court to be posted on the Supreme Court of Virginia's I-CAN! site, and

- Work with the Judicial Information Technology Department of the Supreme Court of Virginia to assure the information is properly posted

## Convening the Workgroup

Once a court indicates its interest in convening a workgroup, the chief or convening judge is asked to identify a date and 2 hour time slot that would suit his/her schedule for the first meeting and identification of a person at the court that the Office of the Executive Secretary of the Supreme Court of Virginia's staff can work with to make meeting place arrangements and develop a mailing list for work group members. The meeting place should have the capability to allow for an Internet connection and demonstration of the I-CAN! system.

Once a date, time and place for the meeting has been set and a mailing list of participants developed, an invitation to participate in the work group is sent to identified individuals from the Supreme Court of Virginia on behalf of the Office of the Executive Secretary of the Supreme Court of Virginia and the convening judge. A sample of this letter is included in the Appendices. Participants are asked to review the proposed questions about their court and come to the meeting with any answers they can provide as well as any additional questions they feel need to be included.

The following people or their designees are the professionals to be included in the multi-disciplinary work groups:

- The clerk of the Court
- The director of the Court Services Unit
- Director of the local domestic violence program
- The public defender
- A representative from the local legal aid program
- A representative of the local Bar
- The Sheriff's Office to represent both Court security responsibilities and service of process responsibilities
- The Commonwealth's Attorney
- A representative of local law enforcement who responds to domestic violence cases,
- The chief magistrate, and
- A representative of the local library

## The First Meeting

The first meeting of the group provides an overview of and

demonstration of the Internet based I-CAN! system and focuses on developing information to answer the questions posed on “Questions for Local Courts.” A copy of this document is included in the Appendices. The facilitator goes through the questions one at a time and determines if the information is available, if so, from whom. If the information is not readily available a group member is charged with finding the information and forwarding it to the facilitator. An agenda for the first meeting is included in the Appendices.

The following materials should be compiled in a packet for each participant for the first meeting:

- Agenda for the meeting
- List with contact information for work group members

- Brief description of the Virginia Family Abuse Protective Order I-CAN! system
- Script for the Virginia Family Abuse Protective Order I-CAN! system
- Packet of a completed set of Virginia Family Abuse Protective Order I-CAN! system forms
- Questions for Local Courts
- Sample of another court’s Family Abuse Protective Order Filing Information
- Glossary
- Sample language of other courts

## Sample Materials to Assist in Setting Up an I-CAN! Work Group

Sample materials to assist in setting up an I-CAN! work group follows.

# Sample 2: Letter of Introduction to Judges

Dear Judge ,

As you are probably aware, the Supreme Court of Virginia has developed an Internet-based system designed to assist citizens filing for Family Abuse Protective Orders in Virginia called I-CAN! (Interactive Community Assistance Network).

I-CAN! was created by the Legal Aid Society of Southern California and adapted for use in Virginia by the Office of the Executive Secretary of the Supreme Court of Virginia through a VSTOP grant from the Virginia Department of Criminal Justice Services. The system creates properly formatted petitions and educates users on court practices and the steps needed to pursue their matter. I-CAN! asks the user a series of questions and then uses the petitioner’s responses to properly complete a petition for a Family Abuse Protective Order that can be brought to Intake (the Court Service Unit) for filing. The system can be used anywhere a person has access to the Internet, for example, at home, at a local library, in a domestic violence shelter, or at an attorney’s office. The I-CAN! system can be accessed through the Supreme Court of Virginia’s web site at [www.courts.state.va.us](http://www.courts.state.va.us), *Programs & Services, Assistance with Family Abuse Protective Orders*.

To support I-CAN, a number of local courts have convened work groups of local agencies and organizations to review their court’s practices related to filing for protective orders. These courts found the exercise of reviewing their policies and practices through a facilitated, multi-

disciplinary group format extremely helpful in not only creating new case management practices but also in forging communication between and among the many agencies that are involved in family abuse cases. Each group developed an information packet that provides detailed information regarding their available services and court practices and policies such as: where the court is located, what to expect in court, what time the court hears petitions for protective orders, what to bring to court, what not to bring to court, and how to find other services and legal assistance. This information is posted on the Supreme Court of Virginia’s I-CAN! web site.

I am writing today to ask if XXXXX Juvenile and Domestic Relations District Court would like to convene such a local multi-disciplinary work group? The project requires 2 meetings of approximately 2 hours in length, scheduled about 2 months apart with email communication with the group members between and after the scheduled meetings. The overall project should take approximately 4 months from the first meeting to the posting of the final materials on the Supreme Court of Virginia’s web site. I will act as the group facilitator and will work with you or your designee to plan the two meetings, send out invitations to the key agencies and organizations in your locality, develop and provide any background and meeting materials required, assist in finding a meeting location and any other logistics required, facilitate the meetings, develop and distribute summaries of the meetings, finalize the informational materials about your court to be posted on the Supreme Court of Virginia’s I-CAN! site and work

with the Judicial Information Technology Department to assure the information is properly posted.

I am hoping you are interested in taking advantage of this opportunity. Other courts have found that this review and assessment of their court's handling of Family Abuse Protective Order cases results in improved efficiency in how the court deals with these cases while at the same time providing valuable information to citizens.

If you are interested, please contact me at [hmccollum@courts.state.va.us](mailto:hmccollum@courts.state.va.us).

Sincerely,

Harriet C. (nee Russell) McCollum, Family Violence Project  
Department of Judicial Planning  
Supreme Court of Virginia

## Sample 3: Letter of Invitation to Work Group Members

January 10, 2007

Dear

I am pleased to announce the availability of an Internet-based system designed to assist citizens filing for Family Abuse Protective Orders in Virginia called I-CAN! (Interactive Community Assistance Network). On behalf of Judge Margaret Deglau, judge of the Henrico Juvenile and Domestic Relations District Court, and the Office of the Executive Secretary of the Supreme Court of Virginia, I would like to ask you to participate in a local multi-disciplinary work group that would meet twice for about 2 hours to develop specific information about practices and procedures in your area.

I-CAN! was created by the Legal Aid Society of Southern California and adapted for use in Virginia by the Office of the Executive Secretary of the Supreme Court of Virginia through a VSTOP grant from the Virginia Department of Criminal Justice Services. The system creates properly formatted petitions and educates users on court practices and the steps needed to pursue their matter. I-CAN! asks the user a series of questions and then uses the petitioner's responses to properly complete a petition for a Family Abuse Protective Order that can be brought to Intake (the Court Service Unit) for filing. The system can be used anywhere a person has access to the Internet, for example, at home, at a local library, in a domestic violence shelter, or at an attorney's office. The I-CAN! system can be accessed through the Supreme Court of Virginia's web site at [www.courts.state.va.us](http://www.courts.state.va.us), *Programs & Services, Assistance with Family Abuse Protective Orders*.

Richmond's Juvenile and Domestic Relations District Court served as a pilot site for the system. Since then we

have worked with a number of courts. Each court convened a work group of local agencies and organizations to review the court's practices and develop informational materials for citizens. All the courts find the exercise of reviewing their policies and practices through a facilitated, multi-disciplinary group format extremely helpful in not only creating new case management practices but also in forging communication between and among the many agencies that are involved in family abuse cases. The groups develop an information packet that provides detailed locality specific information regarding available services and court practices and policies such as: where the court is located, what to expect in court, what time the court hears petitions for protective orders, what to bring to court, what not to bring to court, and how to find other services and legal assistance. This information is posted on the Supreme Court of Virginia's I-CAN! web site. A hard copy of one of these packets is attached to this letter.

I will be facilitating your work group. I have had the privilege of working with many of you in the past as the Director of the Virginia Commission on Family Violence Prevention. I have continued to work with the Office of the Executive Secretary of the Supreme Court of Virginia, local courts and communities on family violence projects as a consultant and I look forward to working with Henrico on this project.

The first meeting of the work group will be **Friday, February 16, 2007 at 11:00 AM in Room 2005 of the Henrico County Training Center, 7701 E. Parham Road** (directions attached). If you, or a designee of your agency, are able to attend the meeting please notify Ms. McCollum at [hmccollum@courts.state.va.us](mailto:hmccollum@courts.state.va.us) and Beth Bonniwell at [BON@co.henrico.va.us](mailto:BON@co.henrico.va.us) by **February 2, 2007**.



This first meeting will focus on developing information to answer the questions posed on “Questions for Localities” attached to this letter. ***Please review the questions and come to the meeting with any answers you can provide as well as any additional questions you feel need to be included.***

Our second meeting will be devoted to finalizing the information and discussing implementation strategies. After we are satisfied with the information it will be posted on the Supreme Court of Virginia’s web site. Thank you in advance for your willingness to participate in this work group.

Sincerely,

Harriet Russell McCollum, Family Violence Projects  
Consultant  
Department of Judicial Planning  
Office of the Executive Secretary  
Supreme Court of Virginia

Cc: Judge Margaret Deglau  
Cyril Miller, Director, Judicial Planning  
Attachments:  
Directions to Henrico County Training Center  
I CAN Description  
Questions for Henrico  
Final Draft Chesterfield 12 11

## Sample 4: Agenda for First Work Group Meeting

### Agenda XXX Juvenile & Domestic Relations District Court I-CAN Family Abuse Protective Order Work Group Date Time

- ▶ Welcome & Introductions  
*Convening judge*
- ▶ Overview of I-CAN & Virginia Family Abuse Protective Order Project  
*OES Facilitator*
- ▶ Role of the XXX Juvenile & Domestic Relations District Court  
I-CAN Family Abuse Protective Order Work Group
  - Court Specific Directions:
    - Identification of information Petitioners need to know in order to file for a Protective Order
    - Compilation of information & deployment on the Supreme Court of Virginia web site
- ▶ Review of other court’s filing Information
- ▶ Development of XXX Specific Information
  - Identification of missing information
  - Assignments to find missing information
- ▶ Time Line
  - Information to Facilitator by **DATE**
  - First Draft of materials from Facilitator to work group members via email by **DATE**
  - Comments to Facilitator via email by **DATE**
  - Next meeting **DATE**

# Sample 5: Brief Description of I-CAN!

## Virginia's Family Abuse Protective Order I-CAN! System Enhancing Citizen Access to Virginia's Courts

### What is I-CAN!?

- I-CAN! (Interactive Community Assistance Network) is an Internet based service for citizens designed to provide convenient and effective access to information about Virginia's courts and assistance with preparing court forms.
- I-CAN! modules create properly formatted petitions and educate users on the court system.
- I-CAN! was developed by the Legal Aid Society of Southern California and adapted for use in Virginia by the Office of the Executive Secretary of the Supreme Court of Virginia through a VSTOP grant.
- There are both English and Spanish versions.
- General information is provided about court procedures and what the user must do in order to file forms with the court.
- Links are provided to detailed information about Juvenile and Domestic Relations District Courts so users can get specific information, such as the location and hours of operation, about the court in which they must file their forms.

### How is I-CAN! being used in Virginia?

- In 2005, the Supreme Court of Virginia made the I-CAN! system available for people seeking Family Abuse Protective Orders. It can be found at [www.courts.state.va.us](http://www.courts.state.va.us) under *Programs and Services, Assistance with Family Abuse Protective Orders*.
- Users must bring their completed I-CAN! forms to the appropriate Court Services Unit in order to file for an order.

### How Does I-CAN! Work?

- I-CAN! modules are designed for individuals with little knowledge of computers.
- A "video guide" takes the users through a tutorial that demonstrates how the system works and how to navigate through the system.
- The "video guide" reads all the information on the screens and prompts users to answer specific questions.
- Answers are entered by choosing options or entering simple data that is then "mapped" to the appropriate court forms. I-CAN! minimizes the information a user must type by providing multiple choices when possible.

### What is needed in order to use I-CAN!?

- A PC with Internet Explorer 5.5 or greater can run I-CAN! and Windows 95, 98, NT, 2000, XP operating system versions are supported.
- Adobe Acrobat 4.0 or greater is required for the forms printing.
- I-CAN! does not function using Netscape Navigator.
- I-CAN! will not print on Apple computers.

**For further information contact the Judicial Planning Department, Office of the Executive Secretary of the Supreme Court of Virginia, 804-786-6659**

# Sample 6: 2006 Script for I-CAN! System

## Virginia's Family Abuse Protective Order I-CAN! System Script

1. If you need help now, call: 911

Or, call the Virginia Family Violence & Sexual Assault Hotline: 1-800-838-8238 — *24 hours a day*

The Hotline can also help you make a safety plan.

2. Family abuse is very serious. If a relative or someone in your home has abused you, you can ask the Court for a protective order.

A protective order is a court order that tells the abusive person to stop the abuse. It can also tell that person to not contact you, your family and anyone who lives with you. The order can also tell the abusive person not to go where you live or work.

This computer program will help you fill out the forms you need to get a Protective Order. It takes about 30 minutes to an hour.

3. If a judge cannot hear your case right away, you may be able to get an Emergency Protective Order.

Go to the Magistrate's Office and ask for an Emergency Protective Order. Emergency Protective Orders may last only 72 hours. If you need longer protection, you must ask the Court for a Preliminary Protective Order.

Do you want to quit I-CAN! now and go to the Magistrate's Office?

4. Family abuse is when someone:

- uses violence, force, or threats against you,
- makes you afraid they will use violence or force against you, or
- makes you stay somewhere against your will.

Are you a victim of family abuse?

**If answer "No" to 4**

Sorry I-CAN! cannot help you.

I-CAN! can only fill out court forms if you have been a victim of family abuse.

You said you were NOT a victim of family abuse.

You may wish to contact your local Court Service Unit Intake Office or to contact the Virginia Family Violence and Sexual Assault Hotline 1-800-838-8238.

If you got to this screen by mistake touch 'Back' to continue.

5. What is the name of the person you want to be protected from?

6. Is "John Doe" :

- Your spouse or ex-spouse
- The parent of your child (even if you were never married or never lived together)
- A person you have had sex with and are living with now, or lived together with and had sex with within the past year
- Your parent, child, stepparent, stepchild, brother, sister, half-brother, half sister, grandparent or grandchild
- An in-law who lives in your home, or
- The child of a person you are living with now?

7. Do you want to ask the judge to order John Doe to stop committing family abuse?

8. Tell us about yourself.

We will print some of this information on your forms. But, for your safety, all information, except your name will be **confidential**.

**Confidential:** means only law enforcement agencies, the Commonwealth's attorney, and court personnel can see your information. John Doe cannot see this information.

9. If the judge finds John Doe to be abusive and gives you a protective order, the Sheriff must personally give a copy of the order to John Doe. This is to make sure John Doe knows about the order.

Please give us information about John Doe.

10. Where did the acts that brought you here happen?

11. Give us all the information you can about John Doe.



12. Where will John Doe be after 5 p.m. today?

13. Is John Doe in jail?

14. Does John Doe own or carry guns or rifles?

15. Do you have a photo of John Doe we can copy?

16. Give any information that may help the Sheriff find John Doe, like scars, tattoos, the car or truck John Doe drives, etc.

17. Describe the most recent act or acts of family abuse and why you want the protective order. Give details like when, other people present, threats, injuries, damaged property, use of drugs, alcohol or weapons.

Describe abuse and why you want a protective order.

18. Do you know of any other cases in the Virginia courts involving you and John Doe?

19. Did you and John Doe live in the same home when the abuse happened?

20. (if answered "yes" to 19) Do you want to ask the judge to order John Doe to leave and stay away from your home?

21. What is the address of the home you want John Doe to leave?

22. Do you want to ask the judge to order John Doe to provide **alternative housing**?

**Alternative housing:** means John Doe must give you the money or make arrangements for you to live somewhere else, like a motel or another home.

23. Is there a car in the household owned by you alone?

24. (if answered "yes" to 23) Do you want the judge to give you **temporary exclusive possession** of this vehicle?

**Temporary exclusive possession:** means that for a certain period of time, only you can get to and use the motor vehicle.

25. Give a description of the vehicle.

26. Is there a car in your household owned by you and John Doe?

27. (if answered "yes" to 26) Do you want to ask the judge to give you temporary exclusive possession of this vehicle?

28. You can ask the judge to order **no contact** between you and John Doe.

Do you want the judge to order no contact between you and John Doe?

**No contact:** means John Doe cannot contact you:

- In person
- By phone, fax, mail or email
- Through someone else

John Doe cannot send you anything, including gifts or flowers.

29. Sometimes you may *need* to have contact. Do you want to ask the judge to make an exception and let John Doe to contact you about:

- Child visitation
- Care for family members
- Financial arrangements
- Medical emergencies

30. Is there a **family or household member** that needs protection from John Doe?

**Family of household member means:**

- Your parent, child, stepparent, stepchild, brother, sister, half-brother, half sister, grandparent or grandchild
- An in-law who lives in your home;
- The child of a person you are living with now
- Your spouse or ex-spouse
- The parent of your child (even if you were never married or never lived together), or
- A person you have had sex with and are living together now, or lived together with or had sex with within the past year

31. (if answered "yes" to 30) Please enter the following information for the family member or member of your household that you want to ask the court to order John Doe to stay away from?

32. Are there any more people in your household who need protection from John Doe?

33. Do you have any children in common with John Doe? I-CAN will ask you questions about each of the children one at a time.

34. (if answered “yes” to 33) Tell us about the child you have in common with John Doe.

35. You may ask for **temporary custody** or **visitation** of a minor or temporary support for a child you have in common with John Doe.

Do you want to ask for temporary support, temporary custody or visitation of Sue Doe?

**Temporary** means the court will only make a short term order in a Protective Order. It lasts only until a long term order is entered by the court or until the protective order is dismissed or expires.

**Custody** includes both physical and legal custody.

**Physical custody:** means where the child lives.

**Legal custody:** means who makes important decisions about the health, education, and welfare of the child.

**Visitation:** Is a right given by the court to a parent or other relative to visit with a child. If just one parent has custody (known as sole custody), the other parent may get visitation rights.

**Support** is the legal obligation or responsibility of a parent to contribute to their child’s basic living expenses.

36. Does Sue Doe live with you?

If yes, when did Sue Doe move to your current address?

37. Have you been to court for any custody or visitation case involving Sue Doe?

38. Do you know of any other cases now in any court that could affect the judge’s decision on custody and visitation, like:

- Custody or visitation
- Divorce
- Paternity
- Child support
- Child abuse or neglect
- Assault and battery of a family or household member
- Termination of parental rights
- Criminal case

39. What is the name and address of the court where the case is waiting to be heard?

40. Does anyone else beside you and John Doe have physical custody of Sue Doe?

41. Do you have any other children in common with John Doe?

42. You have finished entering information. Click ‘Continue’ to create your forms.

43. Your forms are ready to print. Each form will be displayed and must be printed by itself. You will not receive all of the forms at once. After you print a form you must touch ‘Next Form’ to display and print the next form.

Touch ‘Continue’ now to display and begin printing the first form.

# Sample 7: Questions for Local Courts

## XXX Juvenile and Domestic Relations District Court Family Abuse Protective Order Filing Information

1. Where is the Court located?
2. What are the driving directions to XXX Juvenile and Domestic Relations District Court?
3. Where (can I park) is parking available?
4. What bus transportation is available to the Courthouse and at what cost?
5. What taxi service is available to the Courthouse?
6. What other assistance is there for transportation?
7. What should I do if I do not understand or speak English well?
8. What should I do if I need help because of a physical challenge?
9. What should I wear to Court?
10. What should I bring with me?
11. What should I NOT bring with me?
12. Who should I bring with me to court?
13. What days can I file for a Family Abuse Protective Order at XXX Juvenile and Domestic Relations District Court?
14. How early can I arrive to file for a Family Abuse Protective Order?
15. How late can I arrive to file for a Family Abuse Protective Order and have the petition reviewed the same day?
16. How long should I expect to spend at the Courthouse in order to file the petition for a Family Abuse Protective Order and have the petition heard the same day?
17. Where should I go after passing through the security check at the door?
18. How do I contact the Court for more information?
19. What should I do if I feel I am in immediate danger?
20. 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 reviewed? (*Emergency Protective Orders are most often issued by Magistrates and may last only 72 hours*)
21. How do I contact the Magistrate's Office for more information?
22. Do I need a lawyer to file for a Family Abuse Protective Order?
23. How can I find a lawyer to help me?
24. How will I know when the Protective Order is served on the person from whom I want protection?
25. Where else can I get help?

### OTHER QUESTIONS:

# Sample 8: Glossary of Terms

## Glossary

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

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

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

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

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

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

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

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

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

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

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

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

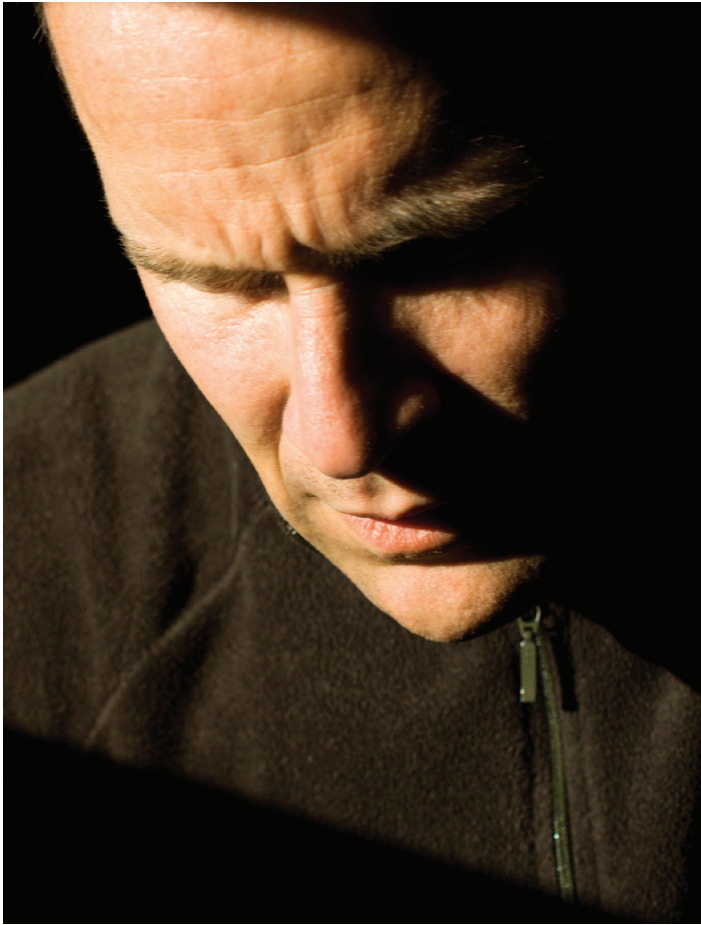
**Victim/Witness Coordinator/Program:** a person available to answer questions about the court process, be with you (but not speak for you) during the court process and help you find other services you may need.

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





## **SECTION 3**



### **Development of Court-Specific Filing Information**

#### **This Section Includes:**

- **Development of Court-Specific Filing Information**
- **Sample 9: Protective Order Service of Process Information**
- **Sample 10: Preparing for a Family Abuse Protective Order Hearing**

# Development of Court-Specific Filing Information

## Questions for Work Groups to Consider

The following is the list of questions posed to the local work groups. The questions are in **bold**. Every court has made some improvements and enhancements to the basic list of questions. Commentary is included for the questions indicating things to emphasize and areas for enhancement.

Most courts have chosen to use an active tense in the wording and personal pronouns where appropriate. Every court has given consideration to the order of the questions and altered that order as they thought best. Most courts embedded a brief description of certain words within the questions and answers. One court created a glossary of terms that appears at the end of the filing information but is linked to the defined words throughout the document. A sample of the Glossary is included at the end of this section.

Many courts have chosen to add “Alerts” at the beginning of their list of questions. The “Alerts” contain such information as the need for the petitioner to go to the Court Service Unit (CSU) before coming to the Courthouse. This is important information in localities where the CSU is located in a different building than the Juvenile and Domestic Relations District (J&DR) Court. In another court, the need to make an appointment with the CSU was included. Some courts include statements that are meant to make the petitioner aware that a protective order does not guarantee protection and other measures may need to be taken. “Alerts” also contain information on times the court may not be available for filing and clarification of the communities served by the court. One court included a Spanish version of the “Alerts”.

### 1. Where is the Court located?

This is usually the address of the courthouse. In cases where the CSU and J&DR court are located in different buildings, the question and answer should address both throughout the document where appropriate.

### 2. What are the driving directions to XXX Juvenile and Domestic Relations District Court?

Driving directions are usually included from a number of different directions. A link to either Mapquest or Google is usually included.

### 3. Where (can I park) is parking available?

This answer contains directions to and information about available parking such as the cost and time limits. If there is a specific parking lot or deck that can be shown on a map, a Google link can be added.

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

The bus that serves the courthouse, location of the bus stop nearest the courthouse and fares should be included. If there is a website for the bus line a link to that site can be added here. This is especially important if litigants may need to take more than one bus to reach the courthouse.

### 5. What taxi service is available to the Courthouse?

A listing with phone numbers of taxi companies that serve the courthouse should be included. If there are websites for cab companies a link can be included here.

### 6. What other assistance is there for transportation?

If there is no public transportation available in the locality, the work group can be asked to develop some information on any assistance that may be available, such as through the local Department of Social Services or domestic violence victim services organization.

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

Courts have included information on calling either the clerk’s office or CSU to alert the court to the need for an interpreter. One court included this question and answer in Spanish immediately after the “Alerts” at the beginning of the document.

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

Litigants are directed to call the clerk's office or CSU to assure accessibility to the courthouse or make arrangements for assistance.

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

Most courts have a dress code and that information is included here. Courts without a formal dress code are encouraged to provide guidance to litigants on expected attire at the courthouse.

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

Most courts have divided the answer to this question into two sections. The first section deals with what a petitioner **MUST** bring such as a description of the event leading to the petition and the name and physical address of the respondent. Often a statement is included that alerts the petitioner that this information will be needed for all hearings. The second section deals with what else the petitioner should bring including identifying information about the respondent, copy of an EPO if issued, photographs and medical reports. The petitioner is urged to provide as much identifying information as possible about the respondent so that person can be found for personal service. The petitioner is warned that the Protective Order cannot be enforced until it has been personally served on the respondent. Some CSU have begun to use the Protective Order Service of Process Information sheet as a hard copy questionnaire for petitioner to complete as part of the intake process.

A copy of this document is included in the Sample documents to this Section.

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

This answer contains all the items prohibited in the courthouse or CSU, such as food, drink, cell phones, recording devices and weapons. Courts include information on the screening procedures at the courthouse or procedures related to confiscating prohibited items. The Sheriff's office most often supplies this information.

### **12. Who should I bring with me to court?**

The answer to this question has served two purposes. The first is to encourage the petitioner to bring direct witnesses of the event with them, especially to the full hearing. The second purpose is to discourage petitioners from bringing certain people to court with them.

Small children pose a real problem at the courthouse especially if the petitioner is the only one to supervise the child. If a petitioner must bring a child, they are encouraged to bring another adult with them to supervise the child. Courts often include a statement that there are no facilities at the courthouse set aside for children and that the petitioner may be at the courthouse for several hours. Petitioners are encouraged to bring childcare items such as diapers, food, and quiet toys to amuse children if they must bring children with them. Courts did not want to absolutely bar young children but did want to clarify that the courthouse is not "child friendly", every effort should be made to avoid bringing small children and if children are brought, the adult should be prepared to supervise and amuse the child. Additionally, courts have included statements that discourage the petitioner from bringing anyone who may cause a disturbance at the courthouse, meaning a new boy or girl friend. Some courts have separated these purposes into 2 distinct questions: Who should I bring with me to court? Who should I NOT bring with me to court?

### **13. What days can I be file for a Family Abuse Protective Order at XXX Juvenile and Domestic Relations District Court?**

Some courts have combined this question with the next 2 questions into When can I file for a Family Abuse Protective Order at XXXXX Juvenile and Domestic Relations District Court? For courts that only accept Family Abuse Protective Order petitions on certain days it may be better to keep the questions separate. This answer usually contains directions on what to do if there is inclement weather and a statement related to closings for holidays.

### **14. How early can I arrive to file for a Family Abuse Protective Order?**

This answer reflects the time that the CSU begins serving petitioners.

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

The answer to this question varies dramatically from court to court. Almost all courts indicate that petitioners need to arrive at the CSU well before the court closing time in order for the paperwork to be processed and the petition reviewed by a judge. It is important to spend time discussing this process in detail with



the whole group since law enforcement personnel; magistrates and victim assistance personnel may not be aware of the process. Once aware of the process these allied professionals often develop informational materials for litigants. The answer to this question also leads into what information should be provided to the protected party named in an Emergency Protective Order (EPO), since those orders expire at 5:00 PM on a court business day. None of the courts that have participated indicate that a petitioner could arrive at the courthouse at 4:30 on the day an EPO expires, file a petition and have it reviewed that day. Some courts indicate that if a petitioner arrives after 11:00 AM the petition will be filed that day but will not be reviewed until the next day requiring a second visit to the courthouse.

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

Discussion related to this question should focus on developing a reasonable estimate of the amount of time a petitioner should expect to spend at court. This discussion often identifies practices that are helpful to review and evaluate.

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

This answer is simple directions on how to find the CSU or courtroom. It is important to include the exact wording of the signage at the courthouse.

**18. How do I contact the Court for more information?**

This answer most often includes contact information for the clerk, CSU and Victim Witness programs plus the hours during which assistance is available.

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

The answer to this question directs people to call 911 and local law enforcement. Some courts have moved this information to the front of the document as an alert. Courts have also included information on their local domestic violence hotline here.

**20. 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 reviewed?** (*Emergency Protective Orders are most often issued by Magistrates and may last only 72 hours*) This question was included to address the dilemma that arises as a result of question 15. What happens when the EPO has expired before the petitioner can file the petition at court? Most often the answer to this question directs the petitioner to the magistrate to seek another EPO. The magistrate would evaluate the EPO petition taking into account that the act that led to the first EPO is still causing the petitioner to fear for their safety and the petitioner had actively attempted to file for a Preliminary Protective Order. Court groups usually discuss this process at length and it is extremely important to have a magistrate at the meeting. One court chose to state the question more broadly What should I do when the Court Service Unit is not open or accepting petitions for Family Abuse Protective Orders?

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

Contact information including location, phone number and hours of operation for the magistrate's office are included here. If there is more than one magistrate's office for the locality, this information is included for all offices. Google map links to the magistrates' offices are included as well.

**22. Do I need a lawyer to file for a Family Abuse Protective Order?**

Courts have included this question to clarify that it is not necessary to have a lawyer. The answer usually includes a description of the role of the CSU as providing assistance in completing the paperwork and basic information about preparing for the court hearing and stating clearly that the CSU officer cannot give legal advice. The petitioner is directed to question 23 for information on how to find a lawyer. Some CSUs have developed an information sheet on preparing for the full hearing that they give all petitioners. A sample of such information is included in the Appendices.

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

Information on how to contact the local Bar, Legal Aid along with the limitations on their services and any pro bono programs is included here.

**How will I know when the Protective Order is served on the person from whom I want protection?**

The answer to this question often includes a warning to the petitioner that the Protective Order cannot be enforced until it has been personally served on the respondent. Directions on how to contact the Sheriff's Office are included here.

## 24. Where else can I get help?

This is usually a bulleted list with the title, phone number and a very brief description of services available in the community. Courts have arranged these lists differently, some separating the services into categories. Some courts have used this list on the back of a brochure provided by the project. A sample of such a brochure is included in the Appendices.

## OTHER POSSIBLE QUESTIONS:

### Is there a fee for filing for a Family Abuse Protective Order?

There is no fee for filing for a Family Abuse Protective Order.

### Where can I get access to the Internet?

Include directions to and policies of Public libraries, law libraries and any other agency willing to provide such access.

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

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

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

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

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

## What if I am being stalked?

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

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

You may go to the Magistrate's office and testify under oath as to why you think you are being stalked and why a protective order is necessary. You will be asked to fill out a written affidavit (statement). Please bring a photo I.D. with you. See question 19 for information on how to contact the Magistrate's office.

## What should I do at the full hearing (where both parties are before the judge)?

When your name is called go into the courtroom. Only you or your lawyer, if you hired one, can speak for you. The judge will ask you questions. Listen carefully, answer them completely, tell the truth and speak slowly. The person from whom you want protection or that person's lawyer may ask you questions. **DO NOT** interrupt the judge, lawyers or the person from whom you are seeking protection. If you have any questions or don't understand something, ask the judge **BEFORE** you leave the courtroom.

## What should I do if the Judge does not issue a Protective Order?

You can file an appeal with the clerk in Room XXXX on the first floor of the Courthouse within 10 days of the hearing. You may also want to contact some of the other services available to citizens in XXXXXX. See question 33.

## When does a Protective Order take effect?

A Sheriff's deputy or court official must give the Protective Order to the person from whom you want protection. A Protective order is not valid until that person gets a copy. This is called "personal service." At the full hearing (where both parties are before the judge) the order may be given to both you and the other person in the courtroom. If not, you may be directed to go to room XXX on the first floor of the Courthouse to get a copy of the order. **DO NOT LEAVE THE COURTHOUSE** without a copy of the order.

## What should I do with the order?

Once you have a copy of the order, keep the order in a safe place. You should carry a copy of the order with you at all times. You will have to show it to the police or the Court if there is a violation. If you cannot read the order or do not understand it, call XXX-XXX-XXXX or return to Room XXXX for help.

Make several photocopies of the order as soon as possible and keep the original order in a safe place. You may want to give a copy of the order to your employer, school, children's school, daycare provider, and anyone else named in or protected by the order.

### **What should I do if the protective order is violated?**

If your protective order is violated, you should immediately call 911 and tell the officers that you have a protective order and the abuser is violating it. You should also notify your attorney and/or the court.

### **What if I need to move or travel after my protective order is issued?**

If you move or travel within the state or anywhere else in the country including U.S. territories and Indian tribal lands, your protective order will still be valid and good. If you are thinking about moving or traveling you may want to contact the National Center on Full Faith and Credit at 1-800-903-0111 for more information.

***PLEASE notify the clerk of the court at XXX-XXX-XXXX if you move or have a change of address.***

### **Sample Materials to Develop Court-Specific Filing Information**

Sample materials to assist in the development of court-specific filing information follows.

# Sample 9

## Protective Order Service of Process Information

**Respondent's**

**Name** \_\_\_\_\_  
                     First name                      Middle name                      Last name  
**Nick Names or aliases:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
                     Street  
                     \_\_\_\_\_                      \_\_\_\_\_                      \_\_\_\_\_  
                     City                      State                      Zip  
**Directions to home:**

**Home phone:** \_\_\_\_\_ **Cell phone:** \_\_\_\_\_ **Pager number:** \_\_\_\_\_

**Name of workplace:** \_\_\_\_\_  
**Work phone:** \_\_\_\_\_  
**Work Address:** \_\_\_\_\_  
**Directions to workplace:**

**Race:** \_\_\_\_\_ **Sex:** \_\_\_\_\_  
**Date of birth:** \_\_\_\_\_  
**Height:** \_\_\_\_\_ **Weight:** \_\_\_\_\_  
**Eye Color:** \_\_\_\_\_ **Hair Color:** \_\_\_\_\_  
**Social Security Number:** \_\_\_\_\_  
**Other (such as tattoos, scars):** \_\_\_\_\_  
**Description of vehicle driven by this person:** \_\_\_\_\_  
**Where can the alleged abuser be found after 5 P.M. today?** \_\_\_\_\_  
**Directions:**

**Other places frequented by this person (such as friends' homes, relatives' homes, bars, restaurants):** \_\_\_\_\_  
**Directions:**

	Yes	No
<b>Do you have a picture of this person that can be copied?</b>		
<b>Is this person in jail?</b>		
<b>Name of jail:</b>		
<b>Does this person own or carry firearms?</b>		
<b>Does this person have a concealed weapons permit?</b>		
<b>Does this person have a history of drug or alcohol abuse?</b>		
<b>Does this person have a history of mental illness?</b>		
<b>Is this person currently on medication for mental illness?</b>		
<b>Would you consider this person a threat to law enforcement officers?</b>		

10/4/2006



# Sample 10

## Preparing for a Family Abuse Protective Order Hearing

Be aware that having a Protective Order does not guarantee your safety. It is critical that you take extra safety precautions before and AFTER an order is issued. Contact the Alexandria Domestic Violence Program at 703-838-4911 or [www.alexwomen.com](http://www.alexwomen.com) for help making a safety plan.

### Who should I bring with me to the full hearing (where both parties are before the judge)?

Bring yourself and any witnesses to the event.

### What should I do at the full hearing (where both parties are before the judge)?

When your name is called go into the courtroom. Only you or your lawyer, if you hired one, can speak for you. The judge will ask you questions. Listen carefully, answer them completely, tell the truth and speak slowly. The person from whom you want protection or that person's lawyer may ask you questions. DO NOT interrupt the judge, lawyers or the person from whom you are seeking protection. If you have any questions or don't understand something, ask the judge BEFORE you leave the courtroom.

### What should I do if the Judge does not issue a Protective Order?

You can file an appeal with the clerk in **Room 1300 on the first floor of the Courthouse** within 10 days of the hearing. You may also want to contact some of the other services available to citizens of Alexandria such as the Alexandria Domestic Violence Program at 703-838-4911 or [www.alexwomen.com](http://www.alexwomen.com).

### When does a Protective Order take effect?

A Sheriff's deputy or court official must give the Protective Order to the person from whom you want protection. A Protective order is not valid until that person gets a copy. This is called "personal service." At the full hearing (where both parties are before the judge) the order may be given to both you and the other person in the courtroom. If not, you may be directed to go to **room 1300 on the first floor of the Courthouse to get a copy of the order**. DO NOT LEAVE THE COURTHOUSE without a copy of the order.

### What should I do with the order?

Once you have a copy of the order, keep the order in a safe place. You should carry a copy of the order with you at all times. You will have to show it to the police or the Court if there is a violation. If you cannot read the order or do not understand it, call **(703) 246-3040 or return to Room 2500 for help**.

Make several photocopies of the order as soon as possible and keep the original order in a safe place. You may want to give a copy of the order to your employer, school, children's school, daycare provider, and anyone else named in or protected by the order.

### What should I do if the protective order is violated?

If your protective order is violated, you should immediately call 911 and tell the officers that you have a protective order and the abuser is violating it. You should also notify your attorney and/or the court.

### What if I need to move or travel after my protective order is issued?

If you move or travel within the state or anywhere else in the country including U.S. territories and Indian tribal lands, your protective order will still be valid and good. If you are thinking about moving or traveling you may want to contact the National Center on Full Faith and Credit at 1-800-903-0111 for more information.

**PLEASE notify the clerk of the court at 703-246-3076 if you move or have a change of address.**

## **SECTION 4**



### **Finalizing and Posting Court Filing Information**

#### **This Section Includes:**

- **Finalizing and Posting Court Filing Information**
- **Sample 11: I-CAN! Poster**
- **Sample 12: I-CAN! Brochure**
- **Sample 13: Business Card Template**
- **Sample 14: Press Release**

# Finalizing and Posting Court Filing Information

## Setting Dates for Meetings and Tasks

At the completion of the first meeting a number of dates are set:

- When assigned information is to be sent via email by work group members to the facilitator (usually within 1 week of the meeting)
- When the facilitator will have the first draft of the filing information via email to the work group members (usually within 2 weeks of the above date)
- When work group comments on the first draft are to be sent via email to the facilitator (usually within 1 week of the above date)
- When the second draft is to be sent via email to work group members with a reminder of the next meeting (usually within 2 weeks of the above date)
- Next meeting date 10 – 12 weeks from the first meeting or within 2 weeks of the above date.

## Developing the First Draft of Filing Materials

The facilitator develops a first draft of the filing materials based on information gathered at the first meeting and information sent by assigned individuals. The facilitator may have to remind individuals of their assignments. Any missing information is highlighted in the first draft sent for review and comment. Responses to the first draft are incorporated into the second draft and sent to group members in preparation for the second meeting. The second draft is used as the basis for discussion at the second meeting. Information or comments on the second draft sent to the facilitator prior to the second meeting are mentioned at the meeting.

## Refining Filing Information

The second meeting is used to refine the filing information and clarify any remaining issues. The group discusses how best to inform their community about I-CAN!. 8" x 11" posters are provided to group members. Group members are encouraged to include links to the Virginia Family Abuse Protective Order I-CAN! system from web-

sites maintained by their respective organizations as well as including articles about I-CAN! in their agency newsletters. The group is also reminded that the filing information can be used as hard copy informational materials for the clients served by various agencies.

Within 2 weeks of the second meeting a third draft is circulated to work group members via email for review and comment with a date set for comments 2 weeks later. Comments from the third draft are incorporated into a final draft that is sent within 1 week to the work group members for final approval. The deadline for final comments is within 1 week. After these comments are incorporated the final version is sent to the Department of Judicial Information Systems at the Office of the Executive Secretary of the Supreme Court of Virginia to be posted on the Supreme Court of Virginia's website.

## Sample Timeline for Development of Filing Information (shown on page to the right)

Timeline for development of filing information assuming the first meeting is January 1:

Work group information to facilitator by January 7  
First draft to workgroup by January 21  
Comments on first draft to facilitator by January 28  
Second draft to workgroup by February 13  
Comments on second draft to facilitator by February 20  
Second meeting February 27  
Third draft to workgroup by March 13  
Comments on third draft to facilitator by March 20  
Final draft to workgroup March 27  
Comments on final draft to facilitator by April 3  
Post filing information on the Supreme Court of Virginia's website April 4

This timeline is subject to change based on the issues that arise during workgroup discussions and the complexity of issues that need resolution.

## Procedure for Filing Information Approval

When the group is satisfied with the filing information it is sent in electronic format to the Debbie Spencer in the Department of Judicial Information Systems (DJIS). Contact Debbie at [dspencer@courts.state.va.us](mailto:dspencer@courts.state.va.us) before

sending the information to determine the correct format for the information. The court workgroup is copied on the email that sends the material to DJIS. When the material is posted DJIS sends a notice back to the facilitator with a link to the posted information. The court workgroup members are copied on this email. The facilitator then visits and tests the posted materials and notifies DJIS if it is satisfactory. DJIS includes a notice of the posting on the Supreme Court of Virginia’s Intranet.

When the filing information has been posted the facilitator sends an email to all workgroup members thanking them for their participation. A brief evaluation of the workgroup process is embedded in the email. Attached to the email are additional documents that the workgroup members may find helpful:

- The 8” x 11” poster in electronic format;
- A brochure (front and back) with information on how to access I-CAN!, general information about Protective Orders and a panel with information about their local services;
- A template for business cards with information on how to reach the I-CAN! site that can be printed on standard Avery business cards; and

- A press release that can be used to announce the project to the community.

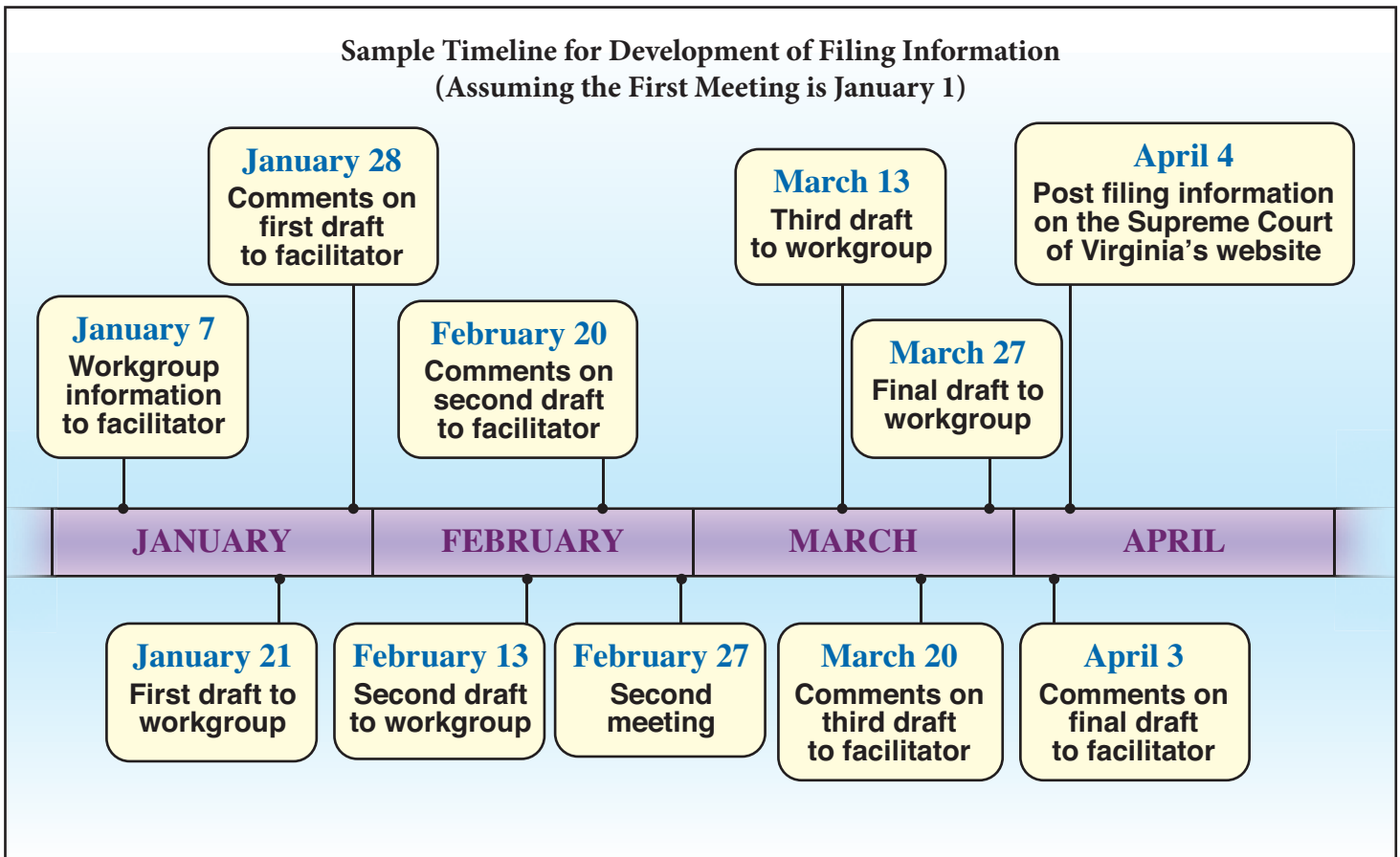
Sample copies of the above mentioned materials are included in the following pages of this section of the manual.

### Taking Responsibility for Reviewing and Updating Filing Information

It is important to identify an individual from each court work group who will take responsibility for reviewing and updating the court’s Family Abuse Protective Order Filing Information and sending any needed revisions to staff at the Office of the Executive Secretary of the Supreme Court of Virginia. A full copy of the currently posted local court Family Abuse Protective Order Filing Information for each participating court is kept in a notebook in the Office of Judicial Planning. When information is updated the newest dated version of the information should be inserted in the notebook. Judicial Planning staff should communicate and coordinate with DJIS staff to accommodate any revisions to the posted materials.

### Sample Materials to Finalize and Post Filing Information

Sample materials to assist in the finalizing and posting of filing information follow.





## Sample 11: I-CAN! Poster

# THERE IS NO PLACE IN FAMILIES FOR VIOLENCE

Call the Virginia Family Violence and Sexual Assault Hot Line at:

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



For help preparing forms for a Family Abuse Protective Order in Virginia, go to:

[www.courts.state.va.us](http://www.courts.state.va.us)



Online Services

Family Abuse Protective Orders (I-CAN!)

## **Sample 12: I-CAN! Brochure**

**If you think you need protection, a Juvenile and Domestic Relations District Court may issue a **Family Abuse Protective Order** to help keep a victim of family abuse safe from further acts of violence.**

“*Family abuse*” means any act involving violence, force, or threat including, but not limited to any forceful detention, which results in bodily injury or places one in reasonable apprehension of bodily injury and which is committed by a person against such person’s family or household member.

**For help preparing forms for a Family Abuse Protective Order in Virginia, go to:**



[www.courts.state.va.us](http://www.courts.state.va.us)

**Online Services**

**Family Abuse Protective Orders (I-CANI)**

A PC with Internet Explorer 5.5 or greater can run I-CANI! and Windows 95, 98, NT, 2000, XP operating system versions are supported.

Adobe Acrobat 4.0 or greater is required for the forms printing. I-CANI! does not function using Netscape Navigator. I-CANI! will not print on Apple computers.

**YOUR AREA SPECIFIC TEXT  
WILL GO HERE**

**THERE IS NO PLACE IN FAMILIES  
FOR VIOLENCE**



**If there is violence in your home,  
— YOU CAN GET HELP —**

**Call the Virginia Family  
Violence and Sexual Assault  
Hot Line at:**

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

### **What are Family Abuse Protective Orders?**

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

- Emergency Protective Orders (may last only 72 hours)
- Preliminary Protective Orders (last 15 days or until a full hearing)
- Protective Orders (may last up to 2 years)

**What if I need help now and no judge is available?** Go to the Magistrate's Office and ask for an Emergency Protective Order. An Emergency Order could last only 72 hours. If you need longer protection, you must ask the Court for a Preliminary Protective Order.

**How do I get a Preliminary Protective Order?** You must fill out court forms and file them with a local Court Service Unit. The Court Service Unit will review your forms. A judge will review your forms and may ask you questions and then decide if s/he will give you a Preliminary Protective Order.

**How long does a Preliminary Order last?** If the judge gives you the Preliminary Protective Order, it will last 15 days or until the full hearing. The full hearing is when both you and the other person get to tell your stories to the judge. The judge will tell you when the full hearing is and it will be written on the Order.

**What if I don't go to the full hearing?** If you do not go to the full hearing your Preliminary Order ends in 15 days or the date of the hearing.

**What if the other person does not come to the hearing?** You should go to court on that day anyway and ask the court to issue a new Preliminary Protective Order with a new date for a full hearing.

**How long does a Protective Order last?** It can last for up to 2 years.

**When do protective orders take effect?** A Sheriff's Deputy or court official must give the protective order to the person you want protection from. A protective order is not valid until that person gets a copy. This is called "personal service".

Give the Sheriff's Department information about how to find the person. (Address, phone number, place of work, photo, etc.)

**How do I know if the person I want protection from has been served?** Call the Sheriff's Department and ask if they have been served.

**What if the person I want protection from does not obey the order?** The police can arrest the person and file criminal charges.

**What if the person comes to my house or workplace?** You should call the police and tell them you have a protective order against the person.

**What if I need to change part of the Protective Order?** You must fill out and file new court forms.

**What if the other person and I own a home or a car together?** The Protective Order does not change ownership to any real or personal property.

**What is a "no contact" order?** No contact means the other person cannot contact you:

- In person
- By phone, beeper, fax, mail or email
- Through someone else

The other person cannot send you anything, such as gifts or flowers. If you must sometimes contact the other person, tell the judge at the hearing.

**What if I feel my children are in immediate danger from the person I want protection from?** Ask the judge to order the person you want protection from not to have contact with your children.

**What if I want custody of the children or restricted visitation with the person I want protection from?** You must ask the judge for temporary custody or visitation.

**What if I need financial support for the children?** You must ask the judge for temporary child support.

**What does "temporary" mean?** Temporary means the court will only make short term custody and visitation orders in a Protective Order. The judge cannot do this until the full hearing. If you have court papers about child custody or visitation, take them to the hearing.

**What is custody?** Custody includes both physical and legal custody. Physical custody means where the child lives, and legal custody means who makes important decisions about the health, education, and welfare of the child.

**What is visitation?** Visitation is a right given by the court to a parent or other relative to visit with a child. If just one parent has custody (known as sole custody), the other parent may get visitation rights.

**What is child support?** Child support is the legal obligation or responsibility of a parent to contribute to their child's basic living expenses.

**What if I need long-term custody/visitation or child support orders?** You must fill out other court forms. Ask the Court Service Unit about filling out these forms. A fee may be charged to file for long-term custody / visitation or support. Keep in mind that temporary orders will cease if the Protective Order is dismissed or expires.

**What if I'm worried about my children's safety at school or day care?** Ask the judge to order the person you want protection from not to contact the children at school or day care. Give copies of the protective order to babysitters, school officials and day care providers.

**What if I'm afraid about the person I want protection from picking up or returning the children?** Ask the judge to order a safe place for the children to be picked up or returned. Ask the judge to order a person other than the person you want protection from to pick up or return the children, such as that person's parent or friend.

**What if my children and I need a safe place to stay?**

Contact a local domestic violence shelter or the Virginia Family Abuse and Sexual Assault Hotline 1-800-838-8238.



# Sample 13: I-CAN! Business Card Template

THERE IS NO PLACE IN FAMILIES FOR VIOLENCE

# I-CAN!

For help preparing forms for a Family Abuse Protective Order in Virginia, go to:  
[www.courts.state.va.us](http://www.courts.state.va.us) - Online Services ↓  
Family Abuse Protective Orders (I-CAN!)



THERE IS NO PLACE IN FAMILIES FOR VIOLENCE

# I-CAN!

For help preparing forms for a Family Abuse Protective Order in Virginia, go to:  
[www.courts.state.va.us](http://www.courts.state.va.us) - Online Services ↓  
Family Abuse Protective Orders (I-CAN!)



THERE IS NO PLACE IN FAMILIES FOR VIOLENCE

# I-CAN!

For help preparing forms for a Family Abuse Protective Order in Virginia, go to:  
[www.courts.state.va.us](http://www.courts.state.va.us) - Online Services ↓  
Family Abuse Protective Orders (I-CAN!)



THERE IS NO PLACE IN FAMILIES FOR VIOLENCE

# I-CAN!

For help preparing forms for a Family Abuse Protective Order in Virginia, go to:  
[www.courts.state.va.us](http://www.courts.state.va.us) - Online Services ↓  
Family Abuse Protective Orders (I-CAN!)



THERE IS NO PLACE IN FAMILIES FOR VIOLENCE

# I-CAN!

For help preparing forms for a Family Abuse Protective Order in Virginia, go to:  
[www.courts.state.va.us](http://www.courts.state.va.us) - Online Services ↓  
Family Abuse Protective Orders (I-CAN!)



THERE IS NO PLACE IN FAMILIES FOR VIOLENCE

# I-CAN!

For help preparing forms for a Family Abuse Protective Order in Virginia, go to:  
[www.courts.state.va.us](http://www.courts.state.va.us) - Online Services ↓  
Family Abuse Protective Orders (I-CAN!)



THERE IS NO PLACE IN FAMILIES FOR VIOLENCE

# I-CAN!

For help preparing forms for a Family Abuse Protective Order in Virginia, go to:  
[www.courts.state.va.us](http://www.courts.state.va.us) - Online Services ↓  
Family Abuse Protective Orders (I-CAN!)



THERE IS NO PLACE IN FAMILIES FOR VIOLENCE

# I-CAN!

For help preparing forms for a Family Abuse Protective Order in Virginia, go to:  
[www.courts.state.va.us](http://www.courts.state.va.us) - Online Services ↓  
Family Abuse Protective Orders (I-CAN!)



# Sample 14: Press Release

## **DRAFT Press Release I-CAN!**

An Internet-based system is now available to help citizens filing for Family Abuse Protective Orders in Virginia. Henrico has developed information to help citizens access this system.

The Interactive Community Assistance Network, I-CAN!, provides convenient and easy assistance with preparing court forms and information about local Juvenile and Domestic Relations District Courts. The system can be accessed through the Supreme Court of Virginia's web site at *www.courts.state.va.us, Programs & Services, Assistance with Family Abuse Protective Orders*. I-CAN! was created by the Legal Aid Society of Southern California and adapted for use in Virginia by the Office of the Executive Secretary of the Supreme Court of Virginia through a VSTOP grant from the Virginia Department of Criminal Justice Services.

The I-CAN! system creates properly formatted petitions and educates users on court practices and the steps needed to pursue their matter. I-CAN! asks the user a series of questions and uses the responses to properly complete a petition for a Family Abuse Protective Order that can be brought to Henrico Juvenile and Domestic Relations Court Service Unit for filing. The system can be used anywhere a person has access to the Internet, for example, at home, at a local library, in a domestic violence shelter, or at an attorney's office.

Henrico's Juvenile and Domestic Relations District Court convened a work group of local agencies and organizations who were trained on the use of the system and reviewed Henrico Court's practices and policies. The group developed information for citizens to assist them in using the Court such as: how to find the Court, what to expect in court, what time the Court reviews petitions for protective orders, and how to find other services and legal assistance. This information is posted on the Virginia I-CAN! site and provides detailed Henrico-specific information regarding available services and Court practices.

Over the next year the Office of the Executive Secretary of the Supreme Court of Virginia will be convening similar work groups across the state to assist other localities in developing the same type of detailed information as Henrico. Once a locality has developed the information, it will be

added to the Virginia I-CAN! site as a further service for citizens.

## **Henrico Juvenile and Domestic Relations District Court I-CAN! Work Group**

Margaret Deglau, Judge, Henrico J&DR District Court  
Richard Wallerstein, Judge, Henrico J&DR District Court  
Tom Elliott, Clerk, Henrico J&DR District Court  
Kay Frye, Director & Lewis Wright, Intake Supervisor, Court Service Unit, Henrico J&DR District Court  
Capt. Darlean Dailey, Henrico County Sheriff's Office  
Robert Wood and Mike Huberman, Commonwealth's Attorney's Office  
Ellen Fulmer and Marissa Mitchell, Henrico County Attorney's Office  
Investigator Bridget Cease & Beth Bonniwell, Henrico County Division of Police  
Sara Munoz and Maureen Brown, Magistrates  
Jane Hardell, Henrico County Probation Officer  
Shelly Shuman-Johnson, Director, Henrico Victim/Witness Assistance Program  
Courtney Melchor, Henrico County Public Library  
Shannon Heady, Director, Safe Harbor  
Rebecca Lee, YWCA of Richmond  
Matt Zwerdling, Zwerdling & Oppleman  
H. Pratt Cook, III  
Harriet C. McCollum, I-CAN Project Coordinator, Office of the Executive Secretary, Supreme Court of Virginia



