



## SERVICIOS A LAS VÍCTIMAS

Si necesita hablar,  
sin sentirse obligado, llame a:

Consejera de víctimas de crímenes

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Emergencias  
**911**



1488 S. Seguin Ave., New Braunfels, TX 78130

## Servicios a las víctimas

El propósito es proporcionar servicios a las víctimas de crímenes en el área de New Braunfels y educar a la comunidad en lo referente a la violencia doméstica y otros problemas de victimización.

### Apoyo y defensoría de la justicia criminal

Las víctimas reciben apoyo, asistencia y defensoría en cualquier etapa del proceso de justicia criminal. Los servicios incluyen asistencia en la presentación de cargos, información sobre el estado del caso durante el proceso judicial y servicios y apoyo tras la sentencia.

### Asesoría legal

Las víctimas reciben información y asistencia para llenar órdenes de protección y órdenes de protección de emergencia de magistrados. Los defensores ayudan a las víctimas a obtener estas órdenes judiciales de varias agencias. También proporcionan información sobre órdenes de restricción temporales y cauciones de buena conducta.

### Asistencia con reclamos de compensación para víctimas de crímenes

Los defensores tienen la responsabilidad de informar a las víctimas sobre la disponibilidad de compensaciones para víctimas de crímenes, de asistir a las víctimas en la compleción de los formularios requeridos y de reunir la documentación necesaria. Los defensores también sirven como vínculos entre la víctima y la agencia de compensación.

### Información y remisiones

La sección de defensoría sirve como una fuente de información para las víctimas y hace remisiones a otras agencias y organizaciones locales según sea necesario.

### Educación

Ofrecemos presentaciones educativas a grupos comunitarios locales sobre los derechos de las víctimas, la violencia doméstica, la agresión sexual y la prevención del crimen.

## NÚMEROS ÚTILES

### Intervención, remisión y asistencia ante crisis

Servicios a las víctimas del NBPD .....	830-221-4574
Servicios de protección para niños y adultos .....	830-609-5033
→ Línea directa .....	1-800-252-5400
CASA de Texas Central .....	830-626-2272
Hill Country MHMR .....	830-620-6221
Hill Country MHDD .....	830-625-7359
Prevención del suicidio .....	1-800-784-2433
Madres contra Conductores Ebrios (MADD) .....	210-349-0200
Texas Rio Grande Legal Aid Inc .....	1-800-369-0356
Línea de información de United Way .....	211

### Servicios de asesoría, servicios de emergencia y refugio

Conexiones .....	830-629-6571
→ Línea directa para casos de crisis .....	1 800-532-8192
Centro de crisis de Comal County .....	830-620-4357
→ Línea directa para casos de crisis .....	1 800-434-8013
Guadalupe Valley Family Violence Shelter, Inc .....	830-372-2780
→ Línea directa para casos de crisis .....	1 800-834-2033
Defensoría de River City .....	830-643-0200
Hope Hospice .....	830-358-5300
Grupo de apoyo para padres con hijos asesinados (POMC)	
→ Mary Jane Peterson .....	830-981-9490
Ejército de Salvación .....	830-608-9129
Family Promise of Greater New Braunfels, Inc .....	830-214-0024
Rancho para niños de St. Jude .....	830-629-0659
Family Life Center .....	830-625-7100
Alcohólicos Anónimos .....	830-625-0057
Banco de Alimentos SOS Food Bank .....	830-629-3663
Banco de Alimentos San Antonio Food Bank .....	210-337-3663

### Agencias gubernamentales y policiales

Número para casos generales del NBPD .....	830-221-4100
Fiscalía del Distrito de Comal County .....	830-221-1300
Fiscalía del Distrito Guadalupe County .....	830-303-1922
Fiscalía de Guadalupe County .....	830-303-6130
Departamento de Seguridad Pública (DPS) .....	830-608-8111
Departamento de Salud de Comal County .....	830-221-1150
Corte Municipal de NB .....	830-221-4180
Oficina del alguacil de Comal County .....	830-620-3400
Oficina del alguacil Guadalupe County .....	830-379-1224
Información sobre Víctimas y Notificación Diaria (VINE)	
→ En todo el estado de Texas .....	1-877-894-8463

# NBPD VICTIM SERVICES

## Notice to Adult Victims of Family Violence

**It is a crime for any person to cause you any physical injury or harm even if that person is a member or former member of your family or household.**

### Please tell the investigating peace officer:

- If you, your child, or any other household resident has been injured; or
- If you feel you are going to be in danger when the officer leaves or later.

### You have the right to:

- Ask the local prosecutor to file a criminal complaint, against the person committing family violence; and
- Apply to a court for an order to protect you (you should consult a legal aid office, a prosecuting attorney, or a private attorney).
- **If a family or household member assaults you and is ARRESTED, you may request that a magistrate's order of emergency protection be issued.**
- **Inform the investigating officer if you want an order for emergency protection. You do not need to be present when the order is issued.** You cannot be charged a fee by the court in connection with filing, serving, or entering a protective order.

### The court can enter an order that:

1. The abuser not commit further acts of violence;
2. The abuser not threaten, harass, or contact you at home;
3. Directs the abuser to leave your household; and
4. Establishes temporary custody of the children and directs the abuser not to interfere with the children or any property.

A violation of certain provisions of court-ordered protection [such as (1) and (2) above] may be a felony.

## Protective Orders

### What is a Protective Order?

A protective order is a civil court order issued to prevent continuing acts of family violence. The protective order may last up to 2 years from the date issued.

### A protective order may be issued to:

- A victim of family violence or dating violence as defined by the Texas Family Code; or
- A sexual assault victim who has been threatened with further harm.

### A protective order may prohibit a person from:

- Committing further acts of family violence;
- Harassing or threatening the victim directly or communicating the threat indirectly through another person;
- Going to or near a school or day-care center attended by a child protected under the order; or
- Possessing a firearm.

### What other options are available?

**A Magistrate's Order for Emergency Protection** may be issued when a defendant appears before a magistrate after an arrest for an offense involving family violence. The order may be issued on the magistrate's own motion or at the request of victim, victim's guardian, peace officer, or attorney representing the state.

The Magistrate's Order of Emergency Protection may last up to 91 days, but no less than 31 days after the date of issuance. The victim does not have to be present in the court when the order is being issued.

**What happens if the protective order or magistrate's order of emergency protection is violated?** Call 911 immediately! Remember, protective orders do not offer complete protection. No piece of paper can protect you from future instances of violence.

## Crime Victims' Compensation

### Financial Assistance for Victims of Crime

If you or a family member has been involved in a violent crime, the Texas Crime Victims' Compensation Fund may be able to help with some of your bills. The Fund is administered by the Attorney General and is financed by fees paid by convicted criminals.

### Who is eligible?

Victims who suffer bodily injury, death, or emotional harm; U.S. residents who become victims of crime in Texas and Texas residents who become victims of crime in a state or country without comparable compensation; Family members of victims; People who legally or voluntarily assume expenses related to the crime; Peace officers and firefighters who are injured or killed during a crime.

To be eligible, the victim must not share responsibility for the crime, and must report the crime and cooperate with law enforcement and prosecution officials.

### Costs that may be compensated:

Reimbursement for property damage or loss is not an eligible expense. **Approved claims may be awarded compensation for the following expenses:**

Medical, prescription, and rehabilitation expenses; Lost wages, and travel costs incurred during the justice process and for seeking medical treatment related to the crime; Mental health counseling for victims and family members; Funeral expenses; Loss of earnings or support; Child care or dependant care; Crime scene clean-up; Replacement costs for items taken as evidence or made unusable as a result of the criminal investigation.

Total recovery may not exceed \$50,000 unless the victim suffered total and permanent disability, they may qualify for an additional \$50,000.

### How to apply?

Applications and brochures with complete information may be obtained at Police Departments, Hospitals, Prosecutors' Offices and Office of the Attorney General.

**CRIME VICTIMS' COMPENSATION 1-800-983-9933**

## Victim Rights

A victim of a violent crime is someone who (1) has suffered bodily injury or death or who has been the victim of a crime involving sexual assault, kidnapping, or aggravated robbery, (2) is the close relative of a deceased victim, or (3) is the guardian of a victim.

As a victim of violent crime, close relative of a deceased victim, or guardian of a victim, you have the following rights:

1. The right to protection from threats of harm arising from cooperation with prosecution efforts.
2. The right to have your safety and that of your family taken into consideration when bail is being considered.
3. If you so request, the right to be informed about court proceedings, including whether or not they have been canceled or rescheduled.
4. If you so request, the right to information about procedures in the criminal investigation of your case by law enforcement, and about general procedures in the criminal justice system, including plea bargaining, from prosecutor's office.
5. The right to receive information about the Texas Crime Victims' Compensation Fund which provides financial assistance to victims of violent crimes and the right to referral to available social service agencies that may help.
6. The right to provide information to a probation department conducting a presentence investigation on the impact of the crime.
7. The right to have a law enforcement agency pay for medical examinations for victims of sexual assault.
8. If you so request, the right to be notified of parole proceedings by the Board of Pardons and Paroles, to participate in the parole process, and to be notified of the inmate's release.
9. The right to be present at all public court proceedings, if judge permits.
10. The right to be provided with a safe waiting area before and during court proceedings.
11. The right to prompt return of any property no longer required as evidence.
12. If you so request, the right to have the prosecutor notify your employer of the necessity or your testimony that may involve your absence from work.
13. The right to complete a Victim Impact Statement, detailing the emotional, physical and financial impact that the crime has had on you and your family, and have that statement considered by the judge at sentencing and by the parole board prior to taking action.