

PIMA COUNTY SHERIFF'S DEPARTMENT
**NEIGHBORHOOD
RESOURCE
GUIDE**



KEEP THIS!
Valuable information inside ▶

Also available at:
pimasheriff.org



CHRIS NANOS, SHERIFF

MESSAGE FROM CHIEF DEPUTY CHRIS NANOS



As a leader in public safety, we are committed to serving with honor, courage, and integrity in the fight against crime, and to work relentlessly toward making our community safe for the people of Pima County.

The Pima County Sheriff's Department is committed to the advanced strategies of community policing and the direct supervision management of its detention facilities. Both concepts involve the establishment of dynamic partnerships with citizens, communities, and other civic and criminal justice agencies working together toward common goals. To that end, this Neighborhood Resource Guide has been developed as a tool for you to use in answering many of the common questions that arise regarding law enforcement and quality of life issues. This tool is designed to make you aware of the many resources available to you and to detail some of the questions you might have but are unsure about where to find the answers. This Guide also contains information and phone numbers of our many community partners that are available to assist you with more specific concerns.

If there are any additional questions that you have, please do not hesitate to contact the Sheriff's Department Community Resources Unit at 351-4615 or visit us at pimasheriff.org.



A handwritten signature in black ink, appearing to read "Chris Nanos".

Chris Nanos
Chief Deputy of Pima County
Sheriff's Department

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CONTACT NUMBERS

Area Code is 520 unless otherwise specified (any 387 prefix may require that the 520 be dialed on some phones).

All Emergencies	911
Non-Emergency.....	351-4900
Information Line (M-F 8 a.m. – 5 p.m.).....	351-4600
Out-of-State	1-888-477-2328
Community Resources Unit	351-4615
Narcotic and Special Investigation Tip Line.....	351-4420
Terrorism Tip Line	351-TIPS (8477)

North/Northwest:

Foothills District Office	351-6311
7300 N. Shannon Rd.	

Catalina:

Catalina Substation	351-6411
15631 N. Oracle Rd.	

East/Northeast/Southeast:

Rincon District Office	351-4511
8999 E. Tanque Verde Rd.	

South/Southwest:

San Xavier District Office.....	351-3888
2545 E. Ajo Way	

Three Points:

Robles Ranch Substation	351-4311
16140 W. Ajo Way	

Green Valley:

Green Valley District Office	351-6711
601 N. La Canada Dr.	

Avra Valley:

Tucson Mountain District Office	351-3811
6261 N. Sandario Rd.	

Ajo:

Ajo District Office	387-8511
1249 N. Ajo Well Rd., Ajo, AZ	

Pima County Adult Detention Center	351-8111
Sheriff's Auxiliary Volunteers:	
Tucson.....	351-4680
Neighborhood Watch.....	351-4972
Adult Fingerprinting.....	351-4971
Green Valley.....	351-6744
Ajo.....	387-8531

Other Resources and Contact Numbers by Agency:

88-CRIME.....	882-7463
Crisis Response Center	622-6000
Arizona Attorney General's Office (Tucson).....	628-6504
Arizona Counter Terrorism Information Center (ACTIC)	1-877-272-8329
Arizona Governor's Office of Highway Safety.....	1-877-355-3216
Arizona Poison and Drug Information Center.....	1-800-222-1222
Arizona State Land Department.....	1-602-542-4631
Arizona Superior Court in Pima County (Warrant Info)	724-4200
Arizona Department of Child Safety (formerly CPS)	1-888-767-2445
Pima County Department of Environmental Quality	724-7400
Dust Violations	724-7432
Illegal Dumping Hotline	622-5800
Federal Bureau of Investigation (FBI).....	1-602-279-5511
Community Information and Referral.....	2-1-1
Pasadera Behavioral Health Network (formerly SAMHC)	617-0043
Pima County Animal Care Center.....	724-5900
Pima County Animal Care Center in Ajo.....	387-7502
Pima County Attorney's Office.....	740-5600
Pima County Graffiti Abatement Program	792-8224
Pima County Justice Court (Warrant Info).....	740-3171
Pima County Justice Court in Ajo.....	387-7684
Pima County Justice Court in Green Valley.....	648-0658
Pima County Juvenile Court	740-2000
Pima County Juvenile Court in Ajo	387-7512
Pima County Office of Emergency Management and Homeland Security	724-9300
Pima County Road Conditions	547-7510
Pima County Zoning	724-9000
Tucson Environmental Services (Recycling Information Line)	791-5000
Tucson City Court (Warrant Info)	791-4216
Victim Services	740-5525

CHAPTER 1 - DEPARTMENT SERVICES

COMMUNITY RESOURCES UNIT

The Pima County Sheriff's Department's Community Resources Unit provides a variety of services to the community. One of the Unit's primary functions is to educate the public about current law enforcement issues and crime prevention methods.

Members of the Community Resources Unit, along with the Sheriff's Auxiliary Volunteers, are available to provide information and conduct classes on a variety of topics.

To schedule a class or inquire about the availability of speakers, contact the Community Resources Unit at 351-4615.

Throughout the year, the Community Resources Unit also hosts events, including Shred-A-Thons and Dispose-A-Meds. Visit our website at pimasheriff.org and look under "Services" for details and dates.

SOCIAL MEDIA

The Pima County Sheriff's Department is on Facebook and Twitter! Follow us for real-time updates on events in the community, traffic, road closures, or just check in to see what we're up to. To find us, visit our website at pimasheriff.org and click on the Facebook or Twitter emblems. To sign up to receive the most up-to-date alerts, advisories, and community notifications through email, visit pimasheriff.piopost.com and look for the instant email notifications area.

CIVIL ENFORCEMENT

Sheriff's Deputies and Civilian Process Servers are part of the Civil Enforcement Unit which serves civil orders and processes throughout Pima County.

For information on deposits and fees for service of civil process, visit the Civil Enforcement section of our website at pimasheriff.org, under "Services."

The Civil Enforcement Section is also tasked with the responsibility of seizing and liquidating personal property in order to pay delinquent taxes, interest, and associated costs.

Payments for delinquent personal property taxes can be made (via mail or in person), payable to the following:

**Pima County Treasurer
115 N. Church Avenue
Tucson, Arizona 85701**

Hours: Monday through Friday, between 8:00 a.m. and 5:00 p.m., excluding holidays. They accept debit cards, cash, checks, and money orders. Credit cards are not accepted. Payments can also be made online at **to.pima.gov**.

Contact the **Pima County Sheriff's Department's Civil Enforcement Unit** at **351-6000** or the **Pima County Treasurer's Office** at **724-8341** for additional information regarding property taxes.

VICTIMS RIGHTS

As a victim of a crime in Arizona, you have a constitutional right to be treated with fairness, respect, and dignity and to be free from intimidation, harassment or abuse throughout the criminal or juvenile justice process. All state, county, and municipal justice agencies and courts in Arizona are required to perform certain duties to ensure that you receive your rights.

Who is a Victim?

You are considered a victim if a criminal offense was committed against you. If a person is killed or incapacitated, the person's spouse, parent, child, or other lawful representative is the victim. A business or other legal entity may also be a victim of a felony offense.

Requesting/Waiving Rights

As a victim, some rights are given to you automatically and some rights need to be requested by you. The law enforcement officer will ask you if you wish to request or waive rights and give you a victim's rights pamphlet. For a copy of the text detailing your rights, you may call the Office of Victim Services at the Office of the Attorney General at **628-6504**, or visit them online at **azag.gov**.

CRIMINAL HISTORY CHECKS/VISA LETTER

Individuals requiring background or criminal history checks may obtain a criminal history/visa letter from:

Pima County Sheriff's Department
Attn: Records Maintenance Unit
1650 E. Benson Highway, Suite C
Tucson, Arizona 85714-1758
351-4650



Visa letters providing date, charge, and disposition of felony convictions are prepared for the purpose of international travel only. No letters are issued for purposes of employment or housing. Responses to requests submitted by mail will be forwarded directly to the consulate. Research for visa letter requests is limited to a search of the

Department's original records for the past 10 years. Research does not include a query of other agencies' records or databases. Requests may be made in person or by mail to the Records Maintenance Unit.

Requests must include:

- Full name and date of birth
- Social security number
- Home address
- Picture identification (in-person requests)
- Consulate information (mailed requests)
- Payment for service

Requests for juveniles must be made at:

Pima County Juvenile Court Center
2225 E. Ajo Way
740-2068

Please note the visa letter will only include information reference Pima County Sheriff's Department contacts. Other background and criminal history checks may be obtained from each individual agency or contact the Arizona Department of Public Safety at **602-223-2222**.

ARREST WARRANTS

If you suspect that a warrant exists for your arrest, you should contact the court of jurisdiction. Please see list of court phone numbers on page 6.

SEX OFFENDER REGISTRATION

The Department's Forensic Unit manages sex offender registration. Offenders may register Monday through Friday, excluding holidays, from 9:00 a.m. to 11:30 a.m. and from 12:30 p.m. to 3:00 p.m. at:

Pima County Sheriff's Department Forensic Unit
1650 E. Benson Highway, Suite D
Tucson, Arizona
351-4982

PROPERTY

Individuals seeking information about the release of seized, recovered, or found property held by the Pima County Sheriff's Department or to schedule an appointment to pick up released property, may contact the **Evidence Unit** at **351-4724**.

SHERIFF'S AUXILIARY VOLUNTEERS (SAV)

The Sheriff's Auxiliary Volunteers support Pima County Sheriff's Department personnel in serving the residents living in the unincorporated areas of Pima County, including Green Valley and Ajo.

The Sheriff's Auxiliary Volunteer's Crime Prevention Unit is responsible for many aspects of crime prevention instruction and programs throughout Pima County. Crime Prevention specialists are responsible for a number of tasks aimed at taking a proactive approach to fighting crime in Pima County, from teaching safety classes, to checking on the security of homes. All programs are offered **free of charge** to Pima County residents. If you are in Green Valley or Ajo, please contact the **SAV Green Valley Division (351-6744)** or the **Ajo Division (520-387-8531)** for questions about their specific programs.



NEIGHBORHOOD WATCH



There cannot be a deputy sheriff on every corner, so citizen involvement is essential to combat crime. This program represents the Sheriff's Department and citizens working together to reduce crime and improve the quality of life in their neighborhoods. You and your neighbors are the ones that really know what is going on in your community. By communicating with each other and working together as a team, you and your neighbors can make a difference. If you are interested in participating in or starting a Neighborhood Watch in your area, call us at **351-4972**. If you are in Green Valley, please call **351-6744** or in Ajo, call **387-8531**. Once you contact us, we will send you an informational packet to get you started.

HOME SECURITY INSPECTIONS

At your request, trained uniformed members of the Sheriff's Auxiliary Volunteer's (SAV) Crime Prevention Unit will conduct a thorough interior and exterior inspection of your home, including doors, windows, locks, etc. After the inspection, suggestions on how to better secure your home will be offered. If you would like a free home security inspection, call **351-4685**.

CHILD I.D.

The Sheriff's Auxiliary Volunteers provide **free** fingerprinting of children at community events. The fingerprints are obtained one finger at a time, by scanning them onto a laptop computer. A photograph is also taken of the child. The fingerprints and photograph are then printed onto a card and given to the parent/guardian. The parent/guardian is also provided with a DNA kit. This kit is for parents to preserve samples of their children's DNA. The fingerprint card contains instructions for the kit as well as important safety tips and phone numbers for parents. For more information on upcoming Child I.D. events, contact the **Community Resources Unit** at **351-4615**.



ADULT FINGERPRINTING

The Sheriff's Auxiliary Volunteers provide fingerprinting service to all Pima County citizens for a \$10.00 fee. Each additional card is \$5.00 and paying with a credit card costs an additional \$1.00. Office hours are Monday through Friday 10:00 a.m. to 2:00 p.m., as well as the first and third Saturday of each month from 9:00 a.m. to 12:00, noon. With the installation of new inkless scanning equipment, we offer faster service with higher accuracy. The average wait time is less than twenty minutes.

R U OK? PROGRAM (AJO)

The R U OK program is offered in Ajo, Arizona. When you register you will be able to choose either a morning or an evening phone call from the Sheriff's Department to check on your welfare. If you do not answer the phone, a member of the Ajo Sheriff's Auxiliary Volunteers will be sent to your house to check on you. To register for this program, call **387-8531**.

CITIZEN CARE PROGRAM (GREEN VALLEY)

The Citizen Care program is offered in Green Valley, Arizona. Members of the Green Valley SAV visit with members of the community who may be alone or have other health problems, to check on their welfare. If you would like more information about this program, please call **351-6744**.

SCAM SQUAD (GREEN VALLEY)

We hear in the news almost daily stories of people who are victims of fraud. In many cases people aren't even aware of the scam until after they have already lost thousands of dollars. The Green Valley SAV decided to help educate people on recognizing these scams before they fall victim to them. This idea led to the creation of the Scam Squad, a dedicated group of volunteers who go out into the community and educate people on current scams and how they can protect themselves. The volunteers who teach this class spend a lot of time researching the current scams and staying up to date on what is happening so they can provide the most accurate information possible. Knowledge is power: recognizing a scam early can save you from becoming a victim. If you are interested in more information on current fraudulent scams or the Scam Squad please call **351-6744**.

ALZHEIMERS LOCATOR PROGRAM (GREEN VALLEY)

This program is offered in Green Valley. To register, please come to the SAV Office at 601 N. La Canada Drive in Green Valley. A picture will be taken and information about the person registered in the program will be collected and used to aid in a search of the person if they become lost. Please call **351-6744** if you have any questions about the program.

VOLUNTEER OPPORTUNITIES

The Pima County Sheriff's Auxiliary Volunteers are exceptionally trained individuals who represent the Department in an extraordinary manner. Since 1982, this non-profit volunteer organization has provided over one million hours of service to the community. The



SAVs extensive contributions make them a vital part of our efforts to enhance the quality of life within the community we serve.

The Pima County Sheriff's Department SAV members perform a number of important tasks that are crucial to the overall mission of the Sheriff's Department. These operations are Patrol, Crime Prevention, Field Operations, Neighborhood Watch, Administration, Fingerprinting, Special Activities, and Recruiting and Training.

If you are interested in volunteering with this nationally recognized organization, please call **351-4903**. If you would like to volunteer in Green Valley, call **351-6744** or in Ajo, call **387-8531**. Additional information is also available on our website at pimasheriff.org.

CHAPTER 2 - ONLINE SERVICES

The Sheriff's Department's website is loaded with helpful information. Here are just a few things you can do through the website:

- Obtain crime statistics for your area or anywhere in unincorporated Pima County;
- Get a copy of a police report;
- File certain types of police reports;
- Lookup inmate information at the Adult Detention Complex;
- Obtain information on how to start a Neighborhood Watch;
- Obtain information on careers and hiring processes, including volunteer opportunities;
- Download Crime Prevention brochures.



On the following pages you will find further information about some of these services, or visit our website at **pimasheriff.org** from your computer or mobile device for a complete listing. Be sure to bookmark the page for quick and easy access.

ONLINE REPORTING

Citizens can avoid the need for a deputy response or waiting for a call back by reporting certain types of crimes online at **pimasheriff.org**. You can file a report, at your convenience, on any internet connected computer. Additionally, when a report is submitted online, the person filing receives a copy of the report by email, free of charge. You can also submit pictures online. **If you have suspect information not previously reported, or you receive threats, call 911 to file a supplemental report.**

The following types of reports can be made online:

- Minor Thefts - Under \$5,000
- Vandalism - Under \$5,000
- Certain Types of Fraud and Identity Theft - Under \$5,000
- Lost Property
- Harassing Phone Calls
- Minor Hit & Run Accidents
- All Supplements

GET A COPY OF A REPORT

You may be able to purchase a copy of your report, written by the Pima County Sheriff's Department, online. Some reports may **NOT** be available online as a result of the following:

- A Pima County Deputy Sheriff did NOT respond;
- There were serious injuries or a fatality;
- An arrest was made.

Cost of an online report is \$5.00, paid by Visa or MasterCard only. Once it has been determined that the report is releasable, the requestor is sent a link to provide credit card information.

Requests for records may also be submitted in person or by mail to:

**Pima County Sheriff's Department
Attn: Records Maintenance Unit
1650 E. Benson Highway, Suite C
Tucson, AZ 85714-1758
351-4650**

When making a records request the following information is required:

- Requestor's name, address, and telephone number
- Case number or date and location of the incident

Crime victim information will only be released to the victim or his/her designated representative.

Fees for Documents & Services

All Reports (up to 20 pgs.)	\$5.00 per report
Over 20 pages	\$0.25 per page
Photographs, video or audio	\$5.00 per DVD
Photographs, printed (4x6)	\$0.25 each
Photographs, printed (8x10 or 8x12)	\$3.00 each
Clearance Letters	\$5.00 each

Production fees may apply to large requests at the rate of \$15 per hour after the first hour.

CRIME MAPPING



The Sheriff's Department has partnered with CrimeReports.com to provide a **free**, easy-to-use, web-based service for sharing crime data with the public in near real-time.

The website is updated every 24 hours, so the information citizens obtain is timely and accurate. Crime mapping allows users to type in a specific address of interest (e.g. school, home, office) within the unincorporated areas of Pima County. The Pima County Sheriff's Department sponsors crime reporting for the towns of Sahuarita, Marana and Oro Valley, as a service to those jurisdictions and residents. These, along with crime mapping information from within the City of Tucson and the University of Arizona jurisdictions may also be viewed from our Crime Mapping web page. The user can filter for crime type and date and can click on an event plotted on the map to access further details about the incident.

More information is available at pimasheriff.org.

CHAPTER 3 - IMMOBILIZED VEHICLE PROCEDURES

If your vehicle was immobilized by a Pima County Sheriff's deputy, this section will provide answers to some frequently asked questions and important information on how to get your vehicle released.

Arizona Revised Statute requires that law enforcement agencies immobilize (tow) a motor vehicle when the driver is in violation of one of the following provisions:

- The driver is in an accident **and** is in violation of Arizona's insurance law **and** has a suspended, revoked, or cancelled driver's license for any reason, or is unlicensed in any state;
- The driver has never been issued a driver's license or permit in Arizona and is not licensed in any other jurisdiction;
- The driver's operating privilege is suspended or revoked for any reason;
- The driver is arrested for either Extreme DUI or Aggravated DUI;
- The driver is under the legal drinking age of 21 and has **any** alcohol in his/her body; or
- The driver is required to have an ignition interlock device and is operating a vehicle not so equipped.

If your vehicle was stored for safekeeping, you must present proof of ownership to:

Pima County Sheriff's Department
Attn: Vehicle Impound Unit
1650 E. Benson Highway, Suite B
Tucson, Arizona 85714
351-6105

You are responsible for all towing and storage fees. Fees will be paid at the Vehicle Impound Unit. Upon proof of ownership and payment, you will be given an Authorization for Release which you will then take to the tow company. This must be presented, along with current identification, in order to retrieve your vehicle.

HOW DO I GET MY VEHICLE BACK?

On or after the thirtieth day of impound **OR** if your driver's license is reinstated earlier, your vehicle will generally be eligible for release to you. The Pima County Sheriff's Department must authorize the release of your vehicle.



Operating hours are Monday through Friday, excluding holidays, 8:00 a.m. to 5:00 p.m., and Saturday 8:00 a.m. to 12:00 noon. **To avoid late gate fees, please arrive at least an hour before closing to ensure there is time to process the paperwork.**

You must bring a valid driver's license, valid vehicle registration, and proof of vehicle insurance. It may be necessary for you to go to court and/or the Motor Vehicle Division to obtain the necessary documentation. **The Pima County Sheriff's Department cannot release your vehicle until these documents are valid and current.**

If the vehicle is considered a motorcycle, we can only release the vehicle to a fully endorsed MC driver.

If you are required to have an ignition interlock, we must see proof the interlock has been installed on the vehicle.

If your driving privilege cannot be restored by the end of the thirty-day immobilization period you may authorize a fully licensed driver to pick up the vehicle on your behalf. Please contact the Vehicle Impound Unit for specific requirements. Valid vehicle registration and proof of insurance is still required.

All storage, towing and administrative fees are paid at the Vehicle Impound Unit. Payment is accepted in the form of Visa, MasterCard, cashier's check, or money order.

Sheriff's personnel will provide an "Authorization for Release of Impounded Vehicle" form to you, which you must present to the tow company.

Now, Proceed to the Tow Company

You must present proof of your identity and release paperwork to the tow company to recover your vehicle.

Is Early Release Possible?

Under certain limited circumstances, you may be able to have the vehicle released to you prior to the completion of the 30-day period only if you meet one of the following conditions or circumstances:

- If the owner presents satisfactory proof that the owner's driving privilege has been reinstated
- If the vehicle was reported stolen at the time it was impounded.
- If the vehicle is subject to bailment and was driven by an employee of a business establishment, including a parking service or repair garage, who is subject to A.R.S. §28-3511-A or B.
- The owner or owner's agent was not the person driving in violation at the time of the impound, and the owner or the owner's agent is in the business of renting motor vehicles without drivers, and the vehicle is registered pursuant to A.R.S. § 28-2166.

Note: Some early release cases may require a hearing.

In certain situations, a vehicle may be released to the spouse of the vehicle's owner. An Agreement of Operation is required to be signed by the person the vehicle is being released to. Should the agreement be violated, there is no relief available from the thirty day impound period if the vehicle is impounded in the future and a citation for violating the agreement may be issued.

FREQUENTLY ASKED QUESTIONS

What if someone other than the owner was driving the vehicle when it was immobilized?

The owner of the vehicle is responsible for paying all fees and charges associated with the immobilization prior to having the vehicle released. The owner may seek civil action against the driver for any expenses incurred as a result of the immobilization.

Can I claim my vehicle directly from the tow company after the 30 day period?

No. The tow company cannot release an immobilized vehicle without paperwork authorizing release from the Pima County Sheriff's Department.

What will happen if I cannot claim my vehicle?

If your vehicle is being stored (not an impound) and you do not claim your vehicle within ten days of the storage date, under Arizona law, the tow company may start the process to file for an abandoned title for the vehicle. If your vehicle is immobilized and you do not claim your vehicle

within 30 days of the available release date, the tow company may start the process to file for an abandoned title for the vehicle.

May I request a hearing about the immobilizing of my vehicle?

Yes. Hearings are generally only needed if you are challenging the validity of the immobilization. If you are now in compliance with the law and are eligible to get your vehicle back, you do not need a hearing – simply contact the Pima County Sheriff’s Department to make the necessary arrangements.

You may request a hearing within the first 10 days of issuance of the citation, by writing or calling the Pima County Sheriff’s Department at the following address and telephone number:

**Pima County Sheriff’s Department
Attn: Vehicle Impound Unit
1650 E. Benson Highway, Suite B
Tucson, AZ 85714
351-6105**

How much will it cost to have my vehicle released from the tow company?

A thirty day immobilization would cost no less than \$678.00 plus mileage.

Administrative Fee	\$150.00
Tow charges:	At least \$63.00 plus \$3.50 per mile
Storage charges:	\$15.00 per day
Gate fee:	\$35.00 (after-hours release)

For questions or more information on tow companies in Ajo or Tucson, please call the **Towing Information Line at 351-6105**.

You Need to Know...

- In most cases you must wait thirty days before you can get your vehicle back.
- The **minimum cost** for a thirty-day immobilization is **\$678.00** which **must be paid before** your vehicle will be released.

Only the Pima County Sheriff’s Department can authorize the release of your vehicle. The tow company cannot release the vehicle without prior permission from the Sheriff’s Department.

In some limited cases, you may be able to get your vehicle back prior to the end of the 30 days. However, you are still required to pay all fees and charges prior to the release of the vehicle.

If your vehicle has been towed by another law enforcement agency, the following contact numbers have been provided:

Department of Public Safety	746-4500
Marana Police Department	382-2000
Oro Valley Police Department	229-4900
Sahuarita Police Department	344-7000
South Tucson Police Department	622-3307
Tucson Police Department	791-4285

CHAPTER 4 - TERRORISM AWARENESS & DISASTER PREPAREDNESS

The security and safety of a community depends on the collaboration of its citizens and law enforcement. Prompt and detailed reporting of suspicious activities can help prevent violent crimes or terrorist attacks. If you see suspicious activity, call 911 to immediately inform law enforcement. A quick response is imperative so law enforcement may assess the situation and call for additional support.

When reporting suspicious activity, it is helpful to give the most accurate description possible, including:

- Description of the activity
- Date, time, and location of the activity
- Physical identifiers of anyone you observed
- Descriptions of vehicles (if any)
- Direction of travel
- Your name and contact information

REPORT TERRORISM

Pima County Sheriff's Department Investigative Support Unit

- 547-TIPS (8477) This is an automated tip-line. For emergency situations, dial 9-1-1.
- Online: pimasheriff.org, under the Forms & Reports tab.

Arizona Counter Terrorism Information Center (ACTIC)

- 602-644-5805 or 877-272-8329
- Federal Bureau of Investigation (FBI) 623-466-1999



Although natural disasters and terrorist events cannot always be predicted or prevented, being prepared can make a significant difference for you and your family. Below is a list of tips for staying prepared, as well as suggested items to keep in an emergency kit. Emergency disaster kits should be placed in a secure, airtight container. The items contained in a kit should be able to sustain you and your family for three days without assistance. A smaller kit may be kept in the trunk of your car in case you are mobile when an emergency occurs.

Establish an Action Plan

- Make a list of important telephone numbers, such as **911**, your local fire department, FBI Field Office, and the Pima County Office of Emergency Management & Homeland Security, and post it by your telephone.
- Make sure children know how to dial 9-1-1 in an emergency.
- Develop a communications plan for your family. Choose someone who does not live with you (preferably out-of-town) that you and other family members can contact to check on each other in the event that you are separated during a disaster. Carry their phone number with you in your wallet.
- Establish a meeting place for family members if home or neighborhood evacuation is necessary. Pick one place near your home and one outside your neighborhood in case you cannot return after a disaster.

Educate Yourself and Your Family

- Take a basic course in CPR.
- Learn how to turn off water, gas, and electricity for your home at the main switches and valves.
- Learn about emergency plans for your children's school or day care center.
- Draw a floor plan of your home and mark two escape routes from each room. Practice your evacuation plan.
- Work with your Neighborhood Watch group or civic association to create a community disaster preparedness plan.

Basic Emergency Kit

- Water—one gallon per person per day.
- Prescription medications for all family members.
- Battery powered flashlight and radio.
- Batteries in various sizes.
- Identification for all family members (copies are acceptable).
- Cash (ATM's may not be working).
- First aid kit.
- Change of clothing for all family members.
- Non-perishable food items (crackers, canned goods, etc.). MREs (Meals Ready to Eat) are available at your local military surplus stores.
- Manual can opener.
- Pillows and blankets.
- Personal hygiene items.
- Miscellaneous tools.
- Special needs items (wheelchairs, oxygen, etc.).
- Gas masks.
- Items for children (toys, games, books, etc.).

(Water, medication, food, and batteries should be replaced when expired or every 4-6 months).

Car Emergency Kit

Cell Phone with Charger
Flares/Triangles
Fix-a-Flat
Food
Blanket
Map/GPS

Writing Instruments
Notebook/Paper
Fresh Water
“Help - Call Police” Sign
Tool Kit
First Aid Kit

For more detailed information on disaster preparedness, please contact:
Pima County Office of Emergency Management & Homeland Security at 798-0600.

Online resources:

Federal Emergency Management Agency
American Red Cross
Pima County Sheriff's Department

fema.gov
redcross.org
pimasheriff.org

CHAPTER 5 - NEIGHBORHOOD PROBLEMS

SUSPICIOUS ACTIVITY

Suspicious activity could be anything that makes the hairs on the back of your neck stand up. If you have a feeling that something just isn't right, call 911. If possible, give us a description of the person and/or vehicle involved. When forming a description, it helps to write the information down so that you don't forget what you saw. Don't be afraid to call 911; you can remain anonymous.

MAIL THEFT

Pima County experiences a tremendous amount of mail theft. Having your mail stolen could lead to you becoming a victim of identity theft and fraud. According to the Federal Trade Commission, Arizona is ranked #2 in the nation for identity theft and fraud.



Since you can't always watch your mailbox, here are some tips that may prevent you from becoming a victim:

- Always retrieve your mail promptly.
- Never leave your mail in the mailbox overnight.
- Consider replacing your mailbox with a locking mailbox.
- Try to mail your outgoing mail in the blue Post Office boxes or directly at the Post Office.
- If you think you may have had your mail stolen, contact 911 and make a report.
- Additional reporting options are available from the United States Postal Inspection Service at postalinspectors.uspis.gov/.

You can find more information on how to protect yourself from fraud by visiting the Federal Trade Commission website at ftc.gov or download one of our Identity Theft brochures at pimasheriff.org.

GRAFFITI

Do you have problems with graffiti in your neighborhood? The following are tips on preventing graffiti:

- **Report suspicious behavior;**
- **Teach your children responsibility and respect for other people's property;**
- **Teach community pride.**

Although there is no foolproof way to deter graffiti, there are some measures you can take to protect your home or business:

- **Remove graffiti as soon as possible;**
- **Plant clinging vegetation, like ivy, to protect walls and other large flat surfaces;**
- **Install fences and plant thorny or thick bushes in front of large walls;**
- **Increase lighting or use motion-activated lights around your property;**
- **Consider applying a protective coating which provides a barrier between your property's surface and the graffiti.**



Call **Pima County's Taking Action Against Graffiti** program at **792-TAAG (8224)** to report graffiti and to get assistance with removal. If you are in Ajo and need to make a graffiti report, please call the Ajo District's non-emergency number at **387-8539**.

METHAMPHETAMINE HOTLINE

877-787-6384

Do you think someone in your neighborhood is selling and/or making methamphetamine? If you suspect an illegal lab, call 911 or the Methamphetamine Hotline. Remember, do not enter a site that you think may have been used for cooking meth. Meth labs present extreme dangers from explosions and exposure to hazardous chemicals.

MEDIATION

A program used by Pima County called Our Family Services offers a Community Mediation Program. Our Family provides a place, time, and impartial mediators to facilitate conversation between disputing parties. The fee starts at **\$25.00** per party. For more information, contact **Our Family Services** at **323-1708 ext. 504**. They are located at 3830 E. Bellevue Street, Tucson, AZ. Mediation among neighbors can alleviate future problems and has been very successful in many cases. Give it a try before a situation gets to a point where law enforcement needs to take action. Visit their website at **ourfamilyservices.org**.

CHAPTER 6 - FIREWORKS

In 2010, the Arizona Legislature amended state law to allow the sale, possession, and use by the general public of certain types of fireworks. (Arizona Revised Statutes sections 36-1601 - 1610). This change in the law became effective December 1, 2010.

When purchasing fireworks, there are several things to keep in mind. First, not all fireworks are legal, only those classified as “permissible consumer fireworks.”



The following are considered “permissible consumer fireworks” within unincorporated Pima County:

- Ground and handheld sparkling devices, cylindrical fountains, cone fountains, illuminating torches, wheels, ground spinners, flutter sparklers, toy smoke devices, and multiple tube fireworks devices and pyrotechnical articles.

Any type of firework that is designed to rise into the air and explode or detonate, or to fly above the ground is illegal. Bottle rockets, sky rockets, roman candles, helicopters, and other such items are in this category of illegal fireworks.

The Pima County Board of Supervisors has the authority to temporarily ban the use of all fireworks, in unincorporated Pima County, when there is a greater risk of fire due to dry weather conditions. Before using fireworks in the unincorporated areas of Pima County, contact the Sheriff’s Department at 351-4615.

Note: Incorporated cities or towns may regulate the use of permissible consumer fireworks within the city or town limits. Contact the appropriate jurisdiction for more information on those areas.

Pima
Animal Care Center
"Building a better community for people and pets"

Pima Animal Care Center
pimaanimalcare.org

LEASH LAW

Dogs must be on a leash or in a confined area at all times. Dogs cannot be left unattended while tied up in a yard. Leash law citations require a photo of the loose dog with a date and time of the photo, PLUS the address where the dog lives. If a photo is not possible, testimony of two witnesses who saw the dog loose, along with the date, time, and dog's home address will suffice.

To Report a Problem: Call Pima County Animal Care at **724-5900**.

VICIOUS ANIMALS

“Vicious animal” means any animal that bites, attempts to bite, endangers or otherwise injures or causes to be injured any human beings or other animals. It is unlawful for any person to keep, control, or harbor any animal which is vicious or destructive.

To report vicious or destructive animals, contact **Pima Animal Care** at **724-5900**.



EXCESSIVE NOISE CAUSED BY ANIMALS

Owning, possessing, harboring or controlling any birds or animals which frequently or for continuous durations howl, bark, meow, squawk or make other sounds is prohibited if they disturb the public peace, quiet or comfort of the neighboring inhabitants.

Animal or Bird Noise Complaint Process

1. To make a report call:

In Tucson and Green Valley:

724-5900

Or fax: **724-5960**

In Ajo:

387-7502



2. Letters are sent by Animal Care to the complainant and to the animal owner. The letter notifies parties of the possible problem and asks them to resolve it within 7-10 days. If the problem is resolved, the process is complete.
3. If the problem is unresolved, the complainant calls a Noise Complaint Specialist at **724-5910**. The Mediation Program then contacts both parties to arrange for mediation. If mediation is successful, the process is complete. If the animal owner refuses to mediate or does not respond, or if mediation fails, the complainant can then move on to the Animal Noise Log.
4. If mediation is attempted but unsuccessful, the complainant may call Animal Care to request the Animal Noise Log to record animal noise incidents.

An owner will be cited to appear before a Judge or Hearing Officer within the appropriate jurisdictional court for a violation of the animal noise law if a valid noise log is returned by a complainant (who must subsequently appear at any hearing held as the result of a citation).

ACCUMULATION OF WASTE ON ANIMAL OWNERS PROPERTY

Animal Waste Complaint Process:

1. To make a report call:
In Tucson and Green Valley:
724-5900
Or fax: **724-5960**
In Ajo:
387-7502
2. The report is entered into a database and letters are sent to the complainant and animal owner. **You can remain anonymous.**
 - a.) A complainant letter includes a complaint form to complete with details of the location and problem occurring.
 - b.) The animal owner letter includes notice of alleged violation and the appropriate jurisdiction's code on animal waste.
3. Upon inspection, the Animal Care officer may:
 - a.) Close the call and end the process if no violation is found;
 - b.) Issue a Notice of Violation and set up for a recheck if a violation is found; or
 - c.) Issue a citation if a violation is found and the address has a history of violations.
4. Upon recheck, the Animal Care officer may:
 - a.) Close the call and end the process if the area is cleaned and no violation remains; or
 - b.) Issue a citation if the violation remains.

“POOPER SCOOPER” LAW

Solid animal waste left on public or private property without the permission of the property owner is unlawful.

This code can be difficult to enforce since the violation needs to be observed by a law enforcement officer for a citation to be issued. However, citizens may have a **Third Party Citation** issued by calling Pima Animal Care.

In Tucson and Green Valley:

724-5900

Or fax: **724-5960**

In Ajo:

387-7502

Please provide the following information when reporting a violation:



- Photograph documenting the incident, including the date, location, and time of the incident;
- the animal must be clearly identifiable in the photograph;
- the animal owner’s address must be known and provided;
- the complainant must be willing to testify in court;
- if two independent witnesses from separate addresses are willing to testify, a photograph may not be required.

CHAPTER 8 - NOISE

House and Vehicle Noise

Pima County Ordinance 9.30.050

At any time during the day it is unlawful to create an excessive, unnecessary or offensive noise that can be heard 125 feet from the property line of where the sound is coming from. Music from a house, business, or a vehicle which can be heard beyond the property line is considered a nuisance.

Any noise, beyond the property line which would cause a person discomfort or annoyance, is unlawful between the hours of 10:00 p.m. and 7:00 a.m.

In the case of vehicle noise, get a vehicle description or license plate number and call 911.

In the case of a loud party or noise from a house or business, obtain the address and call 911.

Persons in violation may be cited for Disturbing the Peace or County Ordinance 9.30.050, whichever is more applicable.

If there is a reoccurring problem with noise in a neighborhood, it is important to deal with the issue peacefully.

For more information, visit municode.com/library/az/pima_county. Title 9, Chapter 30 details the Regulation of Excessive, Unnecessary, and Annoying Noises.

CONSTRUCTION NOISE

Pima County Ordinance 9.30.070

Pima County Ordinances also limit the hours that construction or repair work can be completed. These vary based on day of the week and time of year. Specifics of the time limitations can be found at municode.com/library/az/pima_county.

CHAPTER 9 - ENVIRONMENTAL

Pima County Department of Environmental Quality
webcms.pima.gov/government/environmental_quality/

ILLEGAL DUMPING

NEVER approach an illegal dumper. If you see illegal dumping activity, REPORT IT immediately by calling the **Pima County Department of Environmental Quality** at **622-5800** (available 24 hours a day). You may also call 911 to report an illegal dumping in progress. Include a vehicle and suspect description, if possible.

TRASH, DEBRIS

The owner, lessee or occupant is responsible for removing trash and debris, which may be a hazard to public health or safety, from the property and contiguous area.



OPEN BURNING

It is illegal to burn trash or other household wastes outdoors **unless** an open burning permit is obtained. There are several exceptions to this County Ordinance. To view the regulations or exceptions, go to Pima County Ordinance Code 17.12.480. Open burning permits applications can be found at deq.pima.gov/air/OpenBurning.htm.

To report a problem or violation, call **Pima County Department of Environmental Quality** at **724-7400**. Be prepared to give the address and describe the problem. If the burning is creating a hazard, call 911.

DUST VIOLATIONS

Homeowners are responsible for airborne dust. This means that you must take action to prevent too much dust from becoming airborne on your property, no matter what the activity is that causes the dust. Common causes include horse corrals, home improvement projects, ATVs, and dirt driveways. For suggestions on how to lower the amount of airborne dust on your property or to report a violation, contact the **Pima County Department of Environmental Quality** at **724-7400**.

CHAPTER 10 - VEHICLES

INOPERABLE VEHICLES

Pima County has changed the way county residents may legally store and work on inoperable vehicles. Inoperable vehicles may be stored and worked on in residential zones under the following conditions:



- An inoperable/unregistered vehicle may be stored anywhere on the property for a period of up to 60 days. (Two vehicles on parcels larger than 8000 square feet.) Does not include vehicles being used for parts, etc. These vehicles must be screened from view.
- On parcels one acre or larger, vehicles may be stored on the property with no time limits if they are contained within an area on the property that is screened from view by a fence, wall, or mature vegetation that is at least five feet in height. Screened does not include tarps, expanded metal, car covers, tires, or vehicle parts.
- Storage of screened vehicles is limited to two per acre, with a maximum of five vehicles regardless of the size of the parcel.
- Stored vehicles must be locked, or rendered incapable of being locked.
- Items including unregistered/inoperable vehicles may be stored within an enclosed garage and are exempt from the above requirements.
- Mechanical work/repairs may be conducted on the vehicles that are stored within the screened area or enclosed garage.

For more information or to report a violation, please call the **Pima County Zoning Department** at **724-9000**.

VEHICLES PARKED FOR SALE WITHIN THE RIGHT OF WAY

It is unlawful to park a vehicle within any Pima County right-of-way for the purpose of displaying such vehicle for sale, displaying advertising, or displaying goods for sale. “Right of way” means the roadway and shoulder area. Vehicles found in violation are subject to a civil fine.

SPEEDING

If your neighborhood is experiencing problems with speeders, contact your Sheriff's Department District Office and make a report or call 911 as the violation is occurring. You may also contact the **Sheriff's Department's Traffic Section** at **351-4675** to report the problem.

If your neighborhood would like information on installing "speed humps," contact the **Pima County Department of Transportation Neighborhood Traffic Management Program** at **724-6410**.

OFF-HIGHWAY VEHICLES

Effective January 1, 2009, an Off-Highway Vehicle (OHV) Decal is required to operate your OHV in Arizona. The OHV Decal is a sticker that must be purchased from the Arizona Department of Transportation or Motor Vehicle Division annually for \$25. An Arizona Certificate of Title and license plate must be obtained prior to purchasing the OHV Decal. The OHV Decal is now available online at servicearizona.com and at any MVD office or Authorized Third-Party Provider.



Restrictions for off-road riding vary depending upon whether you are riding on Forest Service lands, Bureau of Land Management lands, State lands, or private property. On the following page is a reference of regulations to keep in mind when riding in unincorporated areas of Pima County.

- It is illegal to operate off-road motorized vehicles in any publicly owned wash, waterway, or open area.
- It is illegal to cause excessive amounts of airborne dust or cross property boundaries.
- Anyone under the age of 18 is required to wear a helmet.
- The operator must be licensed, and the vehicle must be registered and insured to operate on public roads. This includes the shoulder area of public roads.
- In all other locations, all operators of off-road recreational vehicles shall carry proof of vehicle ownership or a rental agreement and a driver's license and shall show such documents upon the request of a peace officer. If an operator is unlicensed, then recent picture identification shall be carried.

- You must have brakes, spark arrester, muffler, and lights in good working order.
- Do not operate your vehicle under the influence of drugs or alcohol.
- Know the Off-Road Vehicle laws for the areas you entered.
- Leave all gates as you found them, open or closed.
- Violators may be charged criminally or pay a civil fine ranging from **\$50.00** to more than **\$1,000**, depending upon the offense. A violator's off-road vehicle may also be impounded.

You can ride off-road vehicles on designated trails and roads on National Forest, State (permit needed), and Bureau of Land Management lands. You may also ride on private property with written, notarized permission from the owner.

To obtain a Recreational State Land Permit contact: Arizona State Land Department
 1616 W. Adams St.
 Phoenix, AZ 85007
 (602) 364-2753
land.az.gov



**Arizona State
 Land Department**

Off-road vehicle rules vary from forest to forest; visit the U.S. Forest Service website at **recreation.gov** for a state-by-state list of all federal areas open to off-road users and their rules and regulations. For the Coronado National Forest, visit **fs.fed.us** and search for Coronado, or call **388-8300**.

To report illegal off-road vehicle use and sign removal or damage call 911.

THE ATV RIDER COURSE

Developed by the ATV Safety Institute, the ATV Rider Course provides hands-on training in the basic techniques for riding an all-terrain vehicle. The course also covers protective gear, local laws, finding places to ride, and environmental concerns. If you bought your ATV after December 30, 1986, you may be eligible for free training. Those not eligible for the free training may take the course for a small fee. The ATV Rider Course is available nationwide. To sign up call: **800-887-2887**.

CHOP SHOPS

Commercial car mechanics set up in neighborhoods or apartment complexes are in violation of zoning laws. Storage of trash and debris such as wood, steel, tires, machinery or car parts is also a violation. Violations are a civil matter which could result in a fine of up to \$750.00 per violation per day. To report junk vehicles or other violations, call Pima County Zoning at **724-9000**. You may also go to their website at **pimaxpress.com** and fill out a complaint form. You will need the address of the violation and the zip code.

CHAPTER 11 - GUN SAFETY

CARRYING A CONCEALED WEAPON

As of July 29, 2010, Arizona residents no longer need to have a Concealed Carry Weapon Permit (CCW) in order to carry a firearm. CCW Permits are still available through Arizona Department of Public Safety. More information is available at azdps.gov/Services/Concealed_Weapons. However, convicted felons who have had their civil rights taken away are not allowed to carry weapons.

Business establishments have the right to refuse service to anyone carrying a weapon if they choose. Even if there is no sign posted in front of the establishment, if a representative from the business verbally asks you to leave, you must adhere to that request.

GUN OWNERSHIP

In Arizona, you need to be at least 21 years old to purchase a firearm. You need to be at least 18 years old to possess a firearm. There are exceptions for minors aged fourteen to seventeen who are engaged in hunting, sport shooting, or agriculture activities. Arizona does not require gun owners to register their firearms, nor do they need a permit to purchase a firearm. Arizona residents travelling to another state must abide by that state's law on carrying a concealed weapon. Check with the state you are travelling to before leaving.

TARGET PRACTICE

There are several ranges in the Tucson area that are available for public use. When choosing a location, please take the following into consideration:

- NEVER shoot from, on, or across a road.
- NEVER shoot whereby any person or property may be exposed to injury or damage.
- NEVER damage any natural feature or other property.
- NEVER shoot from a vehicle (parked or moving).
- NEVER shoot if unsure of your backstop or what is beyond.
- NEVER act in an aggressive or threatening manner to other public land users.



- NEVER shoot in an upwards direction. Discharging a weapon randomly into the air is a felony. Gravity will draw the bullet back down at deadly speeds.
- NEVER shoot within or into the limits of any municipality. You must be at least one mile from any residential area. Even so, other parties may be in the area since residential neighborhoods have expanded to rural areas; therefore, it is recommended to conduct target practice at a public shooting range.

Visit the AZ Game and Fish website at azgfd.gov/outdoor_recreation/shooting_sports.shtml for a list of public shooting ranges in Arizona.

Target shooting on Arizona State Trust Land is strictly **prohibited**, even with a recreation permit. Violators will be prosecuted to the fullest extent of the law.

It is your responsibility to determine who owns the land you will be shooting on and contact the appropriate individual or agency. Penalties for shooting in restricted areas can be severe.

CHAPTER 12 - CHILDREN

BICYCLE HELMETS



In Pima County, children 17 years old and younger are required by law to wear a helmet any time they are riding a bicycle, are a passenger on a bicycle, or are riding in a restraining seat attached to a bicycle or in a trailer towed by a bicycle.

Remember, in Arizona, bicyclists are required by law to adhere to many of the same traffic laws as motor vehicles, which means riding with traffic, using a functioning headlight to the front and a red reflector or taillight to the rear between dusk and dawn, and obeying all traffic signs and signals. Teach your children to obey the rules of the road.

CURFEW

It is illegal for youths under 16 years of age to be away from their homes between 10:00 p.m. and 5:00 a.m.

It is also illegal for youths ages 16 & 17 to be away from their homes between midnight and 5:00 a.m.

The only exceptions to the curfew ordinance are when a child is:

- a.) accompanied by his or her parent or guardian; or
- b.) lawfully married; or
- c.) on an emergency errand; or
- d.) involved in a reasonable and legitimate activity directed or permitted by a parent or guardian.

Finally, it is unlawful for a parent or guardian to permit their children to be away from their home or dwelling place during the curfew hours. In addition to the underage child being charged with a curfew violation, a parent or guardian who violates the ordinance may be charged with a class one misdemeanor.

CHILD SEAT LAW

While traveling in a vehicle, any child under five years old must be properly secured in a child restraint system. Any child who is five, six, or seven years old and shorter than four feet ten inches also must be properly restrained in a child restraint system. Also, minors eight to fifteen years old must wear a seat belt. Citations for these violations may be issued to the driver.

Read more at: azleg.state.az.us/ars/28/00907.htm.

If you observe a child under the age of eight not properly restrained while riding in a motor vehicle, you can call and report it. Call the **“Buckle Up, Baby”** hotline number, a Governor’s Office of Highway Safety program, at **800-505-BABY**. Be prepared to give the vehicle license number, state and city observed in, and where the child was sitting in the vehicle.

A packet of useful information is mailed to the registered owner stating that his/her vehicle was observed transporting an unrestrained child. The material describes the hazards of transporting unrestrained children under the age of eight and encourages the owner to purchase a child restraint system.

IS YOUR CHILD’S SAFETY SEAT PROPERLY INSTALLED?

The answer is most likely, “No!” A 2004 study showed that 73 percent of car seats are improperly installed by parents and guardians. The Pima County Sheriff’s Department has certified child seat technicians who will inspect the seat to be sure it meets federal guidelines, is the right size for the child, and is installed correctly. Inspections are **free of charge**.

Please call the Sheriff’s Department at **351-4615** to make an appointment or visit the **National Highway Traffic Safety Administration** website at safercar.gov/parents/CarSeats.htm for more information and a list of child safety seat inspection sites in your area.

Buckle up everyone, every trip, every time!
Remember, seat belts save lives.

“Child abuse casts a shadow the length of a lifetime.” ---Herbert Ward



Anyone can report suspected child abuse or neglect. Reporting abuse or neglect can protect a child and get help for a family—it may even save a child’s life. If you suspect a child is being abused or neglected or if you are a child who is being maltreated, call 911.

There is additional information available through state and not-for-profit agencies. Please contact one of the following agencies for more information on how to protect your children from abuse or neglect.

Arizona Department of Child Safety: 888-SOS-CHILD (767-2445)
azdes.gov/child_protective_services/
Child Abuse Hotline

Southern Arizona Children’s Advocacy Center: 243-6420
sozadvocacy.org

Their mission is to protect and support children through a coordinated response to child maltreatment that includes intervention, assessment, and prevention.

Parent Aid Child Abuse Prevention Center: 798-3304
parentaid.org

Parent Aid has a dedicated and caring team of professional family support specialists who partner with families to provide support, parenting education, mentoring and much more. These partnerships result in the elimination of the risk factors that lead to child abuse.

RUNAWAY JUVENILES

Regardless of the reason for leaving their homes, juvenile runaways are often unrealistic about the increased risks they face living on their own. The following resources are available to help youth and their families:

Our Family Services

2590 N. Alvernon Way
Tucson, Arizona 85712
323-1708

ourfamilyservices.org

Youth On Their Own

1660 N. Alvernon Way
Tucson, Arizona 85705
293-1136

888-7233 fax

yoto.org



CHAPTER 13 - ELDER ABUSE

WHAT IS ELDER ABUSE?

Elder abuse is intentionally causing pain, suffering, and/or injury to a vulnerable adult. Abuse can be physical, mental, or sexual. Elders may also be financially exploited.

Who is considered a vulnerable adult?

Any adult 60 years or older who cannot take care of him/herself is considered a vulnerable adult. Other adults considered vulnerable are 18 years or older and:

- Have a legal guardian;
- Have a developmental disability;
- Receive in-home services through a licensed health, hospice, or home care agency;
- Have a personal care aide who performs care under his/her direction for compensation.



Elder Abuse Facts

Abuse comes in many forms. Know the signs and symptoms of abuse and don't hesitate to act on a gut feeling. When elder abuse happens, family, other household members, and paid caregivers usually are the abusers. Most incidents of elder abuse do not happen in nursing homes; rather, they take place at home.

Stay alert to possible signs of the different forms of abuse. Signs include the following:

- They have unexplained injuries or behavior;
- They appear afraid of a person or certain situations;
- They are kept isolated from others;
- They are not allowed to speak for themselves or make decisions;
- They give implausible explanations about what they are doing with their money;
- They are unable to remember financial transactions or signing paperwork;
- They are neglected or receiving insufficient care given their needs or financial status;
- They report abuse.

HOW TO REPORT ELDER ABUSE

If the abuse needs immediate attention, call 911. For more information on protecting our elders or to report abuse, please contact the following agencies.

**Elder Abuse Hotline:
791-5809 (Messages only)**

You may leave a message at the number above and a member of the Elder Abuse Task Force will call you back.

**Adult Protective Services:
877-767-2385**

APS is responsible for investigating abuse, neglect, and exploitation of adults who are elderly or have disabilities.

**Arizona Department of Health Services Division of Licensing
Services: 628-6965
azdhs.gov**

This division licenses and inspects Arizona nursing home facilities. For more information, visit their website.

**Arizona Attorney General's Office:
628-6504**

azag.gov/seniors

Protecting Arizona's seniors from abuse and exploitation is an important function of the Attorney General's Office. Visit their website for general information about Arizona laws related to future incapacity and informational guides.



CHAPTER 14 - DOMESTIC VIOLENCE

IN CASE OF AN EMERGENCY, CALL 911.

If you are or have been a victim of domestic violence, we encourage you to make a police report. To report a past incident, call our non-emergency number at **351-4900**. If you need a court advocate, counseling or other assistance, contact the **Pima County Attorney's Office Victim Service Advocate of the Day** at **740-5525**.



The Sheriff's Department offers free self-defense classes for women 12 years of age and older. **Rape Aggression Defense (RAD)** – a comprehensive self-defense course for women – begins with awareness, prevention, risk reduction and avoidance, while progressing on to the basics of hands-on defensive training. If you are interested in attending a class,

contact the Community Resources Unit at **351-4615** or sign up on our website at **pimasheriff.org** under “Services”.

The following is a list of additional resources to help you:

Emerge Center Against Domestic Abuse

795-4266

emergecenter.org

A domestic violence shelter that provides other services including 24-hour crisis lines, support groups and educational programs to help prevent domestic violence.

Wingspan Anti-Violence Project

24-hour Crisis Lines 624-0348 or 800-553-9387

wingspan.org

Free and confidential 24-hour crisis intervention, information, support, referrals, emergency shelter, and advocacy to lesbian, gay, bisexual and transgender victim/survivors of violence, including domestic violence.

Southern Arizona Center Against Sexual Assault
24-hour Crisis Lines 327-7273 or 800-400-1001
sacasa.org

The mission of the Southern Arizona Center Against Sexual Assault is to reduce the trauma and incidence of sexual violence by providing treatment and promoting prevention of sexual abuse, incest, molestation and rape.

Information on Orders of Protection and Injunctions Against Harassment can be found in the following section.

CHAPTER 15 - PROTECTIVE ORDERS/VICTIM SERVICES

ORDER OF PROTECTION

An Order of Protection is a court order intended to prevent acts of domestic violence. A person who believes that they or a family member are or may become victims of domestic violence may submit a request to any court for the issuance of an Order of Protection. The person you want an order against must have committed or threatened to commit an act of domestic violence within the last year. A child may be included in an Order of Protection if the person against whom you are seeking the order is his/her parent and has committed a domestic violence crime against the child. You must seek child custody orders in a separate action in Superior Court.

A petition for an Order of Protection may be filed in any of the following courts Monday through Friday between the hours of 8:00 a.m. and 4:30 p.m. The petition should be filed in Superior Court if you are involved in a pending legal action related to divorce, legal separation, paternity, child support, custody or visitation or intend to file one of these actions within the next 30 days.

Pima County Superior Court, Clerk's Office

110 W. Congress, 1st Floor
740-3235

Tucson City Court

103 E. Alameda Street
791-4971

Pima Consolidated Justice Court

240 N. Stone Avenue, 2nd Floor
740-3171

Pima Consolidated Justice Court - Ajo

111 La Mina Avenue, Ajo, AZ
387-7684

Pima Consolidated Justice Court - Green Valley

601 N. La Canada, Green Valley, AZ
648-0658

Pima County Juvenile Court, Clerk's Office

2225 E. Ajo Way

740-4773

After 4:30 p.m. weekdays, or at any time on a weekend or holiday, an Emergency Order of Protection can be requested by contacting the **Pima County Sheriff's Department** at **351-4900** or the **Tucson Police Department** at **791-4444**, depending on jurisdiction. In case of an emergency, call 911.

For more information on Orders of Protection go to **sc.pima.gov**.

INJUNCTION AGAINST HARASSMENT

An Injunction Against Harassment prohibits a person from harassing, annoying or alarming another person. An injunction can be filed against neighbors, strangers, and acquaintances.

An injunction may be filed in any of the courts listed above, Monday through Friday, between the hours of 8:00 a.m. and 4:30 p.m.

For more information on Injunctions Against Harassment go to **sc.pima.gov**.

88crime.org

88-Crime is a telephone hotline you can use to report information about any unsolved crime. Callers are never asked to give their names, and telephone calls are never recorded or traced. Rewards are available if calls result in the arrest and indictment of a felony suspect.



You can play an active role in keeping our streets safe. Anytime you have information about someone wanted by the police or a crime that has been committed, all you need to do is call **88-CRIME (882-7463)**. The Pima County Attorney's Office's anonymous tip line is answered 24 hours a day, seven days a week. You may also submit a tip online at **88crime.org** or text your tip to 274637, enter "tip259," then text your message. If the information from callers results in the arrest and indictment of a felony suspect, the caller is eligible for a cash reward. The program has given more than \$1 million in rewards since its inception. The reward fund is financed by donations and contributions.

Since this program began in 1980, tips to 88-CRIME have been responsible for more than 4,934 felony arrests and approximately \$122 million in recovered stolen property and seized illegal narcotics. Thanks to the anonymous tips from callers, 88-CRIME has helped take a host of murderers, child molesters, armed robbers, burglars and drug dealers off the streets.

VICTIM SERVICES

pcao.pima.gov

If you have ever been a victim of a crime or a witness to one, you know that the experience can be devastating. Victim Services is there to assist you through the criminal justice system. Victim Services provides on-scene response to traumatic incidents, assists in death notifications, notifies victims of defendants' release and court status, and assists as trial advocates by explaining the court process and accompanying victims and witnesses to trial. Victim Services also debriefs groups of people who have been affected by a crisis or disaster.

Victims have the right to be present at all court proceedings, the right to express opinions to the court and the right to confer with the prosecutor regarding the disposition of the case. They have the right to know of the defendant's release status. Victim Services, in conjunction with the prosecutors in the office, ensures these rights are protected.

Victim Services makes more than 16,000 victim contacts each year and helps more than 5,000 people at crisis scenes. Volunteer workers are on call 24 hours a day, seven days a week. If you need help from Victim Services, during normal business hours, please call **740-5525**. After normal business hours, Victim Service advocates are paged to respond by law enforcement officers.

CHAPTER 16 – BEHAVIORAL/MENTAL HEALTH

Pima County offers a number of resources to the community concerning mental health and addiction issues. While many of our deputies are trained in crisis intervention, by the time law enforcement needs to get involved, many earlier opportunities to provide assistance are lost. Early intervention and treatment are very important and often times, family, friends and co-workers are the first to see signs of a problem. This section lists a variety of resources that you can call for assistance. Many resources are available community-wide and without any cost. If you are, or someone you know is in need of these services, please take the first step in treatment and make the call.

Some warning signs of a mental health crisis include:

- Inability to cope with daily tasks
- Rapid mood swings
- Increased agitation
- Abusive behavior
- Losing touch with reality (psychosis)
- Isolation from school, work, family, and friends
- Unexplained physical symptoms

The Crisis Response Network of Southern Arizona provides services for anyone in Pima County experiencing a behavioral health crisis.

Visit their website at: crisisnetwork.org/cnsa/.

The best way to access services is to contact the Crisis Response Center through the crisis lines at **622-6000** or **800-796-6762**.

For additional information, you can go to Pima County's Behavioral Health Collaboration website at pima.gov/behavioralhealth.

Pasadera Behavioral Health Network (formerly SAMHC)

pasaderanetwork.org

2502 N. Dodge Boulevard, Suite 190

Tucson, Arizona 85716

617-0043

Cost: Free

Pasadera Behavioral Network provides 24-hour crisis urgent care walk-in services and crisis telephone line for those in a mental health emergency. In addition, their Mobile Acute Crisis Team provides emergency outreach services.

National Suicide Prevention

Lifeline: **800-273-8255**

Spanish: **888-628-9454**

CODAC Behavioral Health Services

codac.org

1650 E. Ft. Lowell Road, Suite 202

Tucson, Arizona 85719

327-4505

Cost: Free

CODAC provides mental health services for general mental health issues, serious mental illness, and/or those with substance abuse problems. In most cases, clients must be eligible for AHCCCS or ordered by the court to seek substance abuse treatment. Substance use prevention and treatment and mental health services are available for adults, children, and families.

COPE Community Services, Inc.

copecommunityservices.org

82 S. Stone Avenue

Tucson, Arizona 85701

792-3293

Cost: Free in most cases.

COPE Community Services provides behavioral health services to individuals with general mental health issues, serious mental illness, or substance abuse issues. Individuals must be on AHCCCS, have pending AHCCCS coverage, or be court-ordered to receive mental health treatment.

Acknowledgements

This *Neighborhood Resource Guide* was produced by the Pima County Sheriff's Department Community Resources Unit, with assistance from the numerous Pima County departments listed throughout the guide.

We do our best to keep the *Neighborhood Resource Guide* updated; if you notice an error or something that has changed, please email us at **questions@sheriff.pima.gov**. You can find the most current version on our website at **pimasheriff.org**.

