



TELEPHONIC Protective Order Process During the COVID-19 Emergency

If you are in danger, call 911.

If you are a victim of abuse, stalking, or harassment, **you can now complete your protection order request by phone**, from the privacy of your home or a safe space, using this new procedure. **However, the courts will continue to accommodate healthy individuals who visit in person for protection requests.**

To take advantage of this service, you **MUST** start your protection order process online using the Arizona Protective Order Initiation & Notification Tool ([AZPOINT](#)) website from any computer, tablet, or mobile phone. **You only need an email address, to make sure that the device you are using is safe, and, that you are not being monitored by the person causing you harm.**

After you complete your application in AZPOINT, you will receive a unique reference number. Then, call the office of the Clerk of Court for any of the three main downtown courts, Monday through Friday from 8:00 a.m until 5:00 p.m., and provide that reference number.

- **Superior Court 520-724-3221**
- **Justice Court 520-724-3942**
- **Tucson City Court 520-791-4971**

The Clerk will review your paperwork, make sure you meet the requirements for a hearing, then arrange a time for a judge to call you back. If your petition is granted during your telephonic, on-the-record hearing, the Court will send the Order of Protection out for service the same day. (You may request service be delayed for up to 72 hours.)

Facts:

- The information you provide on the AZPOINT website is held securely for 90 days. You can save and return to finish your application at any time in that 90-day window.
- Both the application and service of a domestic violence Order of Protection are free of charge to the filing party.
- The domestic violence Order of Protection will be served by local law enforcement.
- Although the initial process of an Injunction Against Harassment (IAH) can be telephonic, applicants must visit the courthouse to pay their IAH fee (or apply for a fee waiver or deferral) and pick up the injunction paperwork.
 - The IAH applicant must also arrange service.

For the safety and health of the community and court staff during the COVID-19 crisis, the courts hope to process most protection order requests telephonically. **However, the courts will continue to accommodate healthy individuals who visit in person for protection requests.** If you are ill, please do not come to the courthouse.

For more information about AZPOINT or filing an order of protection, visit <https://azpoint.azcourts.gov/> call one of the three Clerk of Court office numbers, bolded, above, or contact communityrelations@sc.pima.gov.

If you would like to talk with a victim advocate or arrange a safety plan, the National Domestic Violence Hotline is at 800-799-7233, and the Arizona Coalition to End Sexual & Domestic Violence (ACESDV) is at 800-782-6400. ACESDV safety planning is here: <https://www.acesdv.org/about-sexual-domestic-violence/safety-planning/>

For protection requests after business hours or on weekends, please contact your local law enforcement agency. If you are in danger, call 911.