

## TELEPHONE DIRECTORY

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I Circuito Judicial de la Zona Sur  
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OFFICE FOR THE ATTENTION  
AND PROTECTION  
OF THE VICTIM



Oficina de Atención y  
Protección a la Víctima

Ministerio Público • Poder Judicial

- Legal assistance
- Psychological assistance
- Social work assistance
- Criminology assistance

Costa Rica  
Judicial Power

Public Ministry

### **What is the Office for the Attention and Protection of the Victim?**

It is the office in charge of attending all Costa Rican citizens and foreigners, who are the victim of a crime.

#### **Our objective**

To provide an integral attention to the victims of penal crimes in order to guarantee their participation in the criminal process through information and the protection of their rights, to avoid re-victimization, and to lessen the impact caused by the crime.

#### **Our functions**

- Orientation and judicial information: to provide legal advisory to the victims in relation with the criminal process.
- Coordinate with the prosecutors' offices in all the country.
- Coordinate with other internal and external entities in order to provide the victim with psychological assistance and social wellbeing.
- Follow-up on the cases in order to verify that the help was provided.
- Motivate the victim to collaborate in the search for evidence.
- Make sure that the rights of the victims of the crimes are respected by all offices and persons involved in the criminal process.

### **Who can benefit from the services provided by the Office for the Attention and Protection of the Victim?**

Anyone who has been a victim of a crime and who needs:

- Orientation and legal-criminal information
- Psychological help during crisis situations.
- Social assistance.

#### **Population**

- Minors who have been the victim of sexual crimes, domestic violence and any other criminal acts.
- Women who are victims of domestic violence (including the Law for the Penalization of Violence against Women), women who are victims of family violence and women who are victims of sexual crimes.
- Senior citizens in accordance with the Integral Law for Senior Citizens.
- Victims who have some type of disability.
- Victims who are from an indigenous group.
- Victims who are foreigners.
- Anyone of age who is the victim of sexual crimes.
- Victims of homicides and femicides (in accordance to what is established in article 70 of the CCP).
- The victims related to the cases of organized crime.
- The victims of human trafficking.
- The victims of terrorism

### **ORGANIZATIONAL STRUCTURE**

#### **General Prosecutor's Office of the Republic**

#### **Office for the Attention and Protection of the Victim**

- Attention Program:**
- Social Work Department
  - Legal Department
  - Psychology Department

#### **Protection Program:**

- Social Work Department
- Criminology Department
- Legal Department
- Psychology Department

### **In which cases can people request support from the Office for the Attention and Protection of the Victim?**

- In any case in which the person wants to receive the services we receive. Even if she or he has not yet presented the corresponding report, we would answer questions she/he may have and provide the necessary empowerment in order for the victim to present the report.
- Once the criminal report has been presented in the corresponding office and the victim requires our services.
- When a Prosecutor's Office from the Ministry Public or any judicial or public functionary refers a person to the Office.

#### **How to access the Office?**

- Just contact us in a spontaneous and voluntary way.

#### **Attention to the public:**

Monday through Friday  
7:30 a.m. a 12:00 m.d. / 1:00 p.m. a 4:30 p.m.

#### **Telephones:**

2253-2935 / 2253-2944

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**ENGLISH SPOKEN**