



VICTIM SERVICES

Notes:



VINE[®]
VICTIM INFORMATION & NOTIFICATION EVERYDAY



VICTIMS HAVE THE RIGHT TO KNOW

San Bernardino County VINE Service

Access to Information & Notification for
Offender Custody Status

1-800-247-0551

www.vineline.com

A service provided by
Global Tel*Link[®]

In partnership with
The San Bernardino County
Sheriff's Department
and Appriss[®]



Appriss[®]

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The following agencies provide a variety of victim services. For information on your local United Way, call 2-1-1.

Mothers Against Drunk Driving
1-800-GET-MADD (1-800-438-6233)

National Organization for Victim Assistance
1-800-TRY-NOVA (1-800-879-6682)

National Center for Victims of Crime
1-800-FYI-CALL (1-800-394-2255)

National Domestic Violence Hotline
1-800-799-SAFE (1-800-799-7233)

San Bernardino County Victim/Witness Centers

San Bernardino 909-387-6540

Rancho Cucamonga 909-945-4241

Fontana 909-356-6406

Victorville 760-552-6944

Barstow* 760-256-4802

Joshua Tree* 760-366-5740

*If no answer, call the number for Victorville

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SAN BERNARDINO COUNTY VICTIM INFORMATION AND NOTIFICATION EVERYDAY

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Toll-Free

VINE is an automated service that lets you track the custody status of offenders in jail or prison. By calling the toll-free number or visiting www.vinelink.com, you can find out the custody status of an offender. You can also register to be notified by phone and e-mail if the custody status of an offender changes.



Write down the following information,
tear off this panel,
and keep in a safe place:

Information

Call 1-800-247-0551 or visit www.vinelink.com and follow the instructions to access custody information.

Registration

If the offender is in custody, you can register to receive notifications.

If registering a phone number, you will be asked to create a four-digit personal identification number (PIN) that will be used to confirm that the call was received. Make sure your PIN is easy to remember.

Notification

You will be notified about the following events:

- Release
- Transfer
- Escape
- Death

When VINE calls, listen to the message, then enter your PIN followed by the pound (#) key when asked. Entering the PIN lets VINE know that you received the call and will stop the service from calling you again.

- If you feel you are in danger, call 911 immediately.
- Since VINE calls automatically when an offender's custody status changes, you may get a call from VINE in the middle of the night.
- If you do not answer a notification call, VINE will leave a message. If there is no answer, VINE will continue calling back until you enter your PIN or until up to 48 hours have passed.
- Do not register a phone number that rings to a switchboard.
- VINE is confidential. The offender will not know you are registered with VINE.
- You can register multiple phone numbers and e-mail addresses for notifications.
- If you forget your PIN, call the toll-free number and press zero. You will be transferred to an operator who can help you reset your PIN or cancel notification.
- Operators are available 24 hours a day, seven days a week to assist you.

Offender name

Offender number

Your four-digit PIN

USING VINE

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www.vinelink.com

Do not rely solely on VINE for your safety. If you feel that you may be at risk, take precautions as if the offender has already been released.

