



**UCF Victim Services  
Options ~Advocacy~ Education**



**UCF Advocates can help 24/7.**

**UCF Advocate services are free to all students who reside in UCF Housing Communities**

**Advocates can provide confidentiality to students except in limited circumstances per Florida State Statute**

**Advocate's can offer options, and support to students who have been victimized.**

**UCF Advocate's can be contacted with or without Law Enforcement involvement.**

**Contact Us**

**12201 Research Parkway  
Suite 450  
Orlando, FL. 32826  
(407) 823-2425**

**Office Hours are Mon - Fri: 8 –4:30**

**Email: [www.victimservices.ucf.edu](http://www.victimservices.ucf.edu)**

**The 24/7 Crisis Advocate can be contacted by dialing (407) 823-5555 Request an Advocate. Provide a first name and a safe phone number where you can be contacted. No additional information is required. The advocate will call you back within a few minutes.**

**Advocates can assist with many types of victimization:**

**Sexual Assault, Date/Acquaintance Rape, Robbery,  
Dating/Domestic Violence, Stalking/Cyber-Stalking,  
Home Invasion, Harassment, ID Theft, Assault,  
Battery, Hate Crimes**

## Advocate Services Include:

- Crisis Intervention
- Emotional Support
- Safety Options/Planning
- Reporting Options
- ER Appointments for health care and counseling
- Letters to professors
- Referrals to off campus providers
- Medical withdrawal
- Crimes compensation
- Impact Statements
- Transportation to court
- Injunctions for Protection
- Police reports
- Student conduct process
- Forensic Exams

### What to Say to Someone Who Has Experienced a Traumatic Event:

**When talking to someone who has experienced a traumatic event, there are some helpful things you can say to validate their feelings. The following are some suggestions on what to say and what not to say to someone in crisis.**

#### Do Say:

I'm glad you're talking to me now.  
I'm glad you're safe now (if true).  
It wasn't your fault.  
Your reaction is not an uncommon response.  
It's understandable you feel that way.  
It must have been really upsetting to see/hear/feel/smell that.  
You're not going crazy.  
Things may not ever be the same but they can get better.  
It's OK to cry, want revenge, hate...  
I can't imagine how terrible your experience must have been.  
I am sorry this happened to you.

#### Don't Say:

I know how you feel.  
I understand.  
You're lucky that...  
It'll take some time, but you'll get over it.  
I can imagine how you feel.  
Don't worry, it's going to be alright.  
Try to be strong for your children.  
Out of tragedies, good things happen.  
They are in a better place now.  
You shouldn't feel that way.  
Time heals all wounds.  
You should get on with your life.  
It was God's will.  
Calm down and try to relax.

**As an Resident Assistant,  
Please call the 24/7 Crisis Advocate if you have a  
resident in need of assistance..**