

Campus Resources

UCF Victim Services 24/7 Hotline Office	407-823-1200 407-823-2425
UCF Police Department Non emergency	911 407-823-5555
Academic Services	407-823-2691
Counseling Center	407-823-2811
Health Center	407-823-2701
Student Conduct	407-823-4638
Student Legal Services	407-823-2538

Off Campus Resources

Community Crisis Hotline Suicide Prevention	407-425-2624
Harbor House Orange County DV Shelter	407-886-2856
Orange County Sexual Assault Hotline	407-497-6701
Orange County Sheriff Non Emergency	407-836-4357
Safe House of Seminole Seminole County DV Shelter	800-330-3933
Seminole County Sheriff Non Emergency	407-665-6600
Sexual Assault Victim Services Seminole County Hotline	407-321-7273
Victim Service Center of Orange County	407-644-2577



UCF Victim Services
407-823-1200 24/7 Hotline
407-823-2425 Office

Helping Handbook

Thank you for coming in....

Without your support today, your friend or loved one may not have received potentially life saving information. They may never have known what services and resources were available to them. A source of hope and support may have been lost.

Because you cared and took the time to help, the support and resources offered by our caring and compassionate staff members will help your friend or loved one regain control of their life.

With your continued support they will find hope, help and healing.



Advocates work with members of the UCF community impacted by crime, violence or abuse. Confidentially, free of charge, and without reporting to police.

Confidentiality

If your friend or loved one is over the age of 18 we can not legally disclose specific information to you without a signed Release of Information from them. A Release of Information can also restrict what we are allowed to tell you. It can be revoked at any time. Please honor your friend or loved one's right to privacy and trust they will open up to you if and when they are ready. We can provide you with general information about our services at anytime.

Coping methods with proven results include

- **Physical calming**, or decreasing the physical signs of stress by taking good care of yourself. Physical calming methods include getting enough sleep, being physically active every day, and eating regularly.
- **Emotional calming**, or finding ways to deal with your emotions. You can release your emotions by talking with friends, writing in a journal, or receiving counseling.

Activities to Improve Coping

- Pay attention to how you feel, physically and emotionally.
- Eat regularly and well, but don't worry about occasional junk food or dessert.
- Work hard—but take vacations, even if they are just long weekends.
- Spend time with people you care about and who care about you.
- Allow yourself to feel—and express—your emotions appropriately.
- Do something physical every day, but don't think you have to join a gym or run a marathon.
- Get plenty of sleep.
- Stand up for yourself and your needs in a respectful but firm manner.
- Reduce your intake of caffeine and nicotine, which are stimulants that can increase feelings of stress.
- Identify the situations in your life that cause you stress, and develop alternative solutions or options for dealing with them.
- Focus on the things you CAN change.

Healthy Coping Fact Sheet from The Virginia Resilience Project Post 9/11
<http://www.ncvc.org/resilience/>

Healthy Coping

Healthy coping, a key element in building resilience, is essential for managing life. Everyone needs to strike a balance between stressors, or negative feelings, and positive emotions. Coping is the process of deliberately taking action to create and maintain that balance.

Self Examination

To examine how well you cope and care for yourself, think about how you would answer the following questions. You may want to go back and see how your answers change over time.

- What do you do for fun and relaxation? How often?
- When was your last real vacation?
- How do you know when you aren't taking care of yourself?
- What creates stress in your life?
- What helps you cope with stress?

Answering these questions can help you recognize how well you cope with life and take care of yourself. Identifying strengths and assets you use to cope, as well as the areas you would like to develop, will help enhance your resilience.

Coping Methods

Coping and caring for yourself means nurturing yourself the way you nurture others. It means paying attention to your physical, emotional, mental, and spiritual needs so you can be healthy, balanced, and self-aware.

It also means avoiding destructive, shortcut methods of relieving stress, such as drug or alcohol use or hostile behavior toward others.

Our Services

Available 24/7 to anyone in the UCF community

We assist with stalking, sexual violence, sexual harassment, dating and domestic violence, roommate issues, robbery, theft, interpersonal violence, cyber crimes, battery, harassment, or other forms of personal violence

What we can offer...

- **Develop a personalized Safety Plan**
- **Assist with filing an Injunction for Protection (Retraining Order)**
- **Navigate through the Criminal Justice System**
- **Provide transportation & accompaniment to court appearances**
- **We have emergency medical & counseling appointments specifically set aside for our clients on campus**
- **We can provide housing and relocation assistance**
- **Guidance through the Student Conduct process**
- **Referrals and support for academic concerns**
- **Support procuring a Forensic Exam**
- **Assistance filing Crime Victim Compensation Claims**

How our Advocates can help...

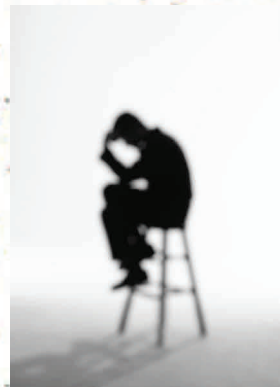
An Advocate is a GREAT resource for times of distress, when comfort, help and support are needed immediately.

Advocates offer crisis intervention, emotional support and practical assistance to our clients. An Advocate will refer to both on campus and community resources that are specific to their needs.

Advocates do not judge behavior or make decisions. Advocates do not require clients to report to law enforcement in order to utilize our services. Advocates will explain all the options available, the possible repercussions or consequences, so the client can make an informed decision. Advocates support the decisions of their clients and advocate on their behalf.

Our clients find a safe, confidential place when accessing our services. Clients are not required to disclose any information they're not comfortable disclosing. However, we are mandated to report to authorities if we receive knowledge of suicidal or homicidal ideations and child or elderly abuse. Otherwise a court order or written release of information is required.

We are a division of the UCF Police Department, not police officers.



I gain strength, courage and confidence by every experience in which I must stop and look fear in the face.... I say to myself, I've lived through this and can take the next thing that comes along... We must do the things that we think we cannot do.

Eleanor Roosevelt

**If you are ever in doubt
Call our Hotline 24/7 407-823-1200
an Advocate is always available to talk to**

Advocates Name: _____

Contact info: _____

Law Enforcement Case Number: _____

Detective/Investigator Name: _____

Contact Info: _____

State Attorney: _____

Contact Info: _____

Case Number: _____

Court Advocate: _____

Notes.....



407-823-1200

24/7 Hotline

Speak directly with an Advocate

At Victim Services
our commitment
is to respond with
respect and dignity
to all members of the
UCF community
impacted by crime,
violence or abuse.

Some background information...

Victims of violence while at school, like all victims of crime, react to their victimizations in many different ways. Immediately after the crime, victims often struggle with feelings of fear, helplessness, confusion, guilt, self-blame, shock, disbelief, denial, anger, shame and numerous other emotions. ⁽¹⁾

Victims may also have physical injuries and suffer damage to, or loss of, personal property. Since the perpetrator may be known to the victim, feelings of confusion, betrayal and guilt may be intensified by the incorrect belief that the victim could have prevented the assault. ⁽¹⁾

In the long term, victims may experience anxiety, a lack of faith in family, friends, the criminal justice system or religion; suicidal thoughts; depression; and many psycho-physical responses such as sleeping & eating disorders, drug/alcohol abuse, and others. ⁽¹⁾

Just as the circumstances of every crime differ, every victim responds to his or her own victimization differently. In the immediate aftermath of a traumatic experience such as a crime, a victim may not necessarily be able to think clearly. ⁽¹⁾

¹⁾ National Center for Victims of Crime "Campus Crime Fact Sheet"

What you can do to help...

Assisting Someone Through the Healing Process

Reach out to your friend or loved one. It may alleviate feelings of isolation.

Allow your friend or loved one to talk. Don't use it as an opportunity to relate your own experiences.

Listen patiently and non-judgmentally. Listen more than you speak and try not to interrupt.

Provide options, not advice. For options on reporting and healing, talk to a Victim Advocate. Encourage your friend or loved one to tell someone and get help from a professional.

Support and validate. Express that feelings brought on by your friend or loved ones situation are legitimate and normal. No feelings are wrong or unacceptable.

Regulate your voice tone. A relaxed tone of voice that is not too light or intense assists in comforting your friend or loved ones.

Show acceptance. Express an open, non-judgmental attitude. Affirm that your friend or loved ones concerns and feelings are legitimate and important. Remember, their perception is reality.

Show empathy. Avoid sympathetic over-reactions and patronizing behaviors, and at no time should you minimize anything that is important to your friend or loved one.

Use open-ended questions. Stay away from closed questions that require a yes or no answer. Open-ended questions allow your friend or loved one to add details and keep the conversation flowing.

Never ask "Why" questions. "Why" questions put people on the defensive and sound blaming. Victims blame themselves already. It is important not to blame your friend or loved one based on myths that are common in our society.

Use reflective listening. Reflect, rephrase, and summarize what you feel that your friend or loved one is saying. Ask for clarification if you feel unsure of something.

Be comfortable with silence. Allow for some moments of silence. Your friend or loved one needs time to process information. If the silence becomes too lengthy, use that opportunity to summarize or get clarification about past statements.

Don't ever tell your friend or loved one to "get over it". Your friend or loved one cannot "get over" what has happened, but they can learn to integrate it into their life.

Realize that this experience can be life changing. It will always be a part of your friend or loved ones history.

Realize that the healing process may take much longer than you expect. It can take months, years or a lifetime.

Crisis can be like the file cabinet of your life is suddenly kicked over and all the papers that were once so neatly arranged are now in chaos. It will take time to put each page back where it belongs.



Listed below are some common reactions to trauma, crisis or victimization. This range of emotions is normal. Your friend or loved one may experience a few of these reactions or run through the entire gamut. Follow your instincts, if you feel they may be in danger of harming themselves or others, call **911** immediately for assistance.

Here's some common reactions to any type of trauma or victimization

Anger	Guilt
Anxiety	Headaches
Appetite disturbances	Hyperactivity/Hypo activity
Depression	Inability to concentrate
Difficulty in completing activities of daily living	Irritability
Digestive problems	Lack of trust in others
Emotional numbing	Lowered immunity
Exhaustion or extreme fatigue	Memory loss of the event
Feelings of being on an emotional roller coaster	Mood Swings
Feelings of helplessness	Nightmares
Feelings of loss of power and control	Sleep Disturbances
Flashbacks of the event	Social withdrawal or Isolation
Forgetfulness	Stress relate illness
Grief	Terror