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Use this space to document your contact with the UCI Police Department

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| Date/Time Reported: _____________________ ______:_______ A.M./P.M. |
| Location of Occurrence: ________________________ |
| Date/Time of Occurrence: _____________________ ______:_______ A.M./P.M. |
| Reporting Officer: ______________________________ Badge #: __________ |
| Reporting Officer: ______________________________ Badge #: __________ |

Revised 03/2023
Our Vision, Mission, and Values at the UCI Police Department are the guiding principles we rely upon to effectively serve our community. As the graphic depicts, our dedicated personnel are the foundation of our department. Our values are demonstrated by their daily service and actions through prevention, intervention, enforcement, and education. Our Mission, “To serve in partnership with our community, supporting a safe and inclusive University,” fully embraces our community oriented policing philosophy and brings that philosophy to reality through partnerships and service. Our vision leads our personnel to strive for only the highest standards of ethics and excellence in all they do.
On November 4, 2008, the People of the State of California approved Proposition 9, the Victims’ Bill of Rights Act of 2008: Marsy’s Law. This measure amended the California Constitution to provide additional rights to victims. This booklet contains specific sections of the Victims’ Bill of Rights and other resources. Crime victims may obtain additional information regarding Marsy’s Law and other victim services available by calling the UCI CARE office at 949-824-7273 or Waymakers at 949-831-9110.

A ‘victim’ is defined under the California Constitution as “a person who suffers direct or threatened physical, psychological, or financial harm as a result of the commission or attempted commission of a crime or delinquent act. The term ‘victim’ also includes the person’s spouse, parents, children, siblings, or guardian, and includes a lawful representative of a crime victim who is a minor, or who is deceased or physically/psychologically incapacitated. The term ‘victim’ does not include a person in custody for an offense, the accused, or a person whom the court finds would not act in the best interests of a minor victim.” [California Constitution, Article I, § 28(e)]
In order to preserve and protect a victim’s right to justice and due process, a victim shall be entitled to the following rights:

1. To be treated with fairness and respect for his or her privacy and dignity, and to be free from intimidation, harassment, and abuse, throughout the criminal or juvenile justice process.

2. To be reasonably protected from the defendant and persons acting on behalf of the defendant.

3. To have the safety of the victim and the victim’s family considered in fixing the amount of bail and release conditions for the defendant.

4. To prevent the disclosure of confidential information or records to the defendant, the defendant’s attorney, or any other person acting on behalf of the defendant, which could be used to locate or harass the victim or the victim’s family or which disclose confidential communications made in the course of medical or counseling treatment, or which are otherwise privileged or confidential by law.

5. To refuse an interview, deposition, or discovery request by the defendant, the defendant’s attorney, or any other person acting on behalf of the defendant, and to set reasonable conditions on the conduct of any such interview to which the victim consents.

6. To reasonable notice of and to reasonably confer with the prosecuting agency, upon request, regarding, the arrest of the defendant if known by the prosecutor, the charges filed, the determination whether to extradite the defendant, and, upon request, to be notified of and informed before any pretrial disposition of the case.

7. To reasonable notice of all public proceedings, including delinquency proceedings, upon request, at which the defendant and the prosecutor are entitled to be present and of all parole or other post conviction release proceedings, and to be present at all such proceedings.

8. To be heard, upon request, at any proceeding, including any delinquency proceeding, post-conviction release decision, or any proceeding in which a right of the victim is at issue.

9. To a speedy trial and a prompt and final conclusion of the case and any related post-judgment proceedings.
10. To provide information to a probation department official conducting a pre-sentence investigation concerning the impact of the offense on the victim and the victim’s family and any sentencing recommendations before the sentencing of the defendant.

11. To receive, upon request, the pre-sentence report when available to the defendant, except for those portions made confidential by law.

12. To be informed, upon request, of the conviction, sentence, place and time of incarceration, or other disposition of the defendant, the scheduled release date of the defendant, and the release of or the escape by the defendant from custody.

13. To receive restitution. A. It is the unequivocal intention of the People of the State of California that all persons who suffer losses as a result of criminal activity shall have the right to seek and secure restitution from the persons convicted of the crimes causing the losses they suffer. B. Restitution shall be ordered from the convicted wrongdoer in every case, regardless of the sentence or disposition imposed, in which a crime victim suffers a loss. C. All monetary payments, monies, and property collected from any person who has been ordered to make restitution shall be first applied to pay the amounts ordered as restitution to the victim.

14. To the prompt return of property when no longer needed as evidence.

15. To be informed of all parole procedures, to participate in the parole process, to provide information to the parole authority to be considered before the parole of the offender, and to be notified, upon request, of the parole or other release of the offender.

16. To have the safety of the victim, the victim’s family, and the general public considered before any parole or other post-judgment release decision is made.

17. To be informed of the rights enumerated in paragraphs (1) through (16).

A victim, the retained attorney of the victim, a lawful representative of the victim, or the prosecuting attorney upon request of the victim, may enforce the above rights in any trial or appellate court with jurisdiction over the case as a matter of right. The court shall act promptly on such a request.

[California Constitution, Article I, § 28 (c)(1)]
UCI CARE provides free and confidential support services to members of the UCI community impacted by sexual assault, relationship abuse, family violence and/or stalking. UCI CARE aims to end these forms of power-based personal violence by engaging the campus community in education, programming, and transformative action. Programs and service are available to people of all identities and regardless of status.

**Advocacy Services**
All members of the UCI community have the right to obtain support from a confidential state-certified advocate. Advocates can support individuals through the process of reviewing options, making decisions, and exploring the impact and meaning of a traumatic experience. Advocacy services include but are not limited to: emotional support, providing information about rights and reporting options, accompaniment to interviews with investigators and forensic exams, medical information and referrals, counseling referrals, academic and housing accommodations, assistance with financial support, victims crime compensation, protective orders, and safety planning.

**Holistic Healing Transforming Trauma**
The mission of UCI CARE’s Holistic Healing program is to create transformative spaces and restorative experiences for members of the UCI community who have been directly or indirectly impacted by interpersonal violence or abuse. These programs are designed to facilitate opportunities for reconnecting to the self and others while addressing the physical, emotional, mental and spiritual effects of traumatic experiences. UCI CARE offers a variety of free and confidential holistic programs informed by research and developed with the needs of diverse communities in mind. Programs may include yoga, group counseling, music, self-care, personal safety and self-defense, downloadable resources, and a free lending library.

**Prevention Education**
CARE offers programs that have a direct impact on campus climate and the quality of campus life. Prevention education is focused on reducing and eliminating power-based personal violence, including sexual assault, dating/domestic violence, and/or stalking. CARE offers trainings, workshops, student leadership programs as well as volunteer and internship opportunities.
UCI has policies prohibiting discrimination and sex offenses. The Office of Equal Opportunity and Diversity (OEOD) is the neutral office on UCI’s campus and medical center that ensures compliance with University policy and responds to questions, concerns, and complaints related to discrimination, harassment, sexual harassment, and sexual violence (dating and domestic violence, stalking, sexual assault, and other sexual misconduct).

OEOD can provide information on resolving complaints informally, through an alternative resolution, or formally through an administrative investigation. Regardless of whether a complaint is filed, OEOD is able to assist with supportive measures such as changes to housing, changes to class or work schedules, academic assistance, leaves of absence, withdrawals and extensions, financial aid assistance, Visa assistance, workplace accommodations, and information on University No Contact Orders and Stay Away Orders. OEOD is available to discuss your rights, options, and resources.

The OEOD office is located at MSTB Suite 103
949-824-5594    www.oecd.uci.edu
A safety plan is a personalized, practical plan that can help you prepare for unexpected or dangerous situations.

If you’re experiencing abuse or are in an unhealthy relationship, you should create a safety plan. Whether you decided to end the relationship or stay, it’s a good idea to empower yourself with the knowledge of your options and resources.

For help in creating a safety plan, contact the CARE office at (949) 824-7273.

Sample safety plans for students, staff, or faculty can be located at care.uci.edu/docs/SafetyPlanningGuide.pdf

Safety Planning

In partnership with Get Safe USA, the re:Assert Personal Safety and Self-Defense workshops focus on developing awareness, assertiveness, and communication strategies combined with physical techniques to empower participants with increased confidence and self-defense skills.

All CARE programs and services are available to all members of the UCI community of all identities regardless of status.

Register Today!
www.care.uci.edu/register.html

Don’t Walk Alone
Call (949) 824-SAFE
A free 24 hour service offered by the UCI Police Department

Campus Emergency Phones
Use the blue light call boxes if you suspect danger to yourself or others. You will be automatically connected to the UCI Police Department.
Domestic violence doesn’t look the same in every relationship because every relationship is different. One factor most abusive relationships have in common is that the abuse partner does many different things to have more power and control over their partners. Below are examples:

- Telling you that you can never do anything right.
- Showing jealousy of your friends and time spent away.
- Keeping you or discouraging you from seeing friends or family members.
- Embarrassing or shaming you with put-downs.
- Controlling every penny spent in the household.
- Taking your money or refusing to give you money for expenses.
- Looking at you or acting in ways that scare you.
- Controlling who you see, where you go, or what you do.
- Preventing you from making your own decisions.
- Telling you that you are a bad parent or threatening to harm or take away your children.
- Preventing you from working or attending school.
- Destroying your property or threatening to hurt or kill your pets.
- Intimidating you with guns, knives, or other weapons.
- Pressuring you to have sex when you don’t want to or do things sexually you’re not comfortable with.
- Pressuring you to use drugs or alcohol.

Victims of domestic violence are often at risk of additional violence for a period of time after the initial criminal act. As a victim of domestic violence, you should consider the information outlined below:

- As a victim of domestic violence, you may request a Temporary Restraining Order that:
  - Restrains the perpetrator from hurting you, your children, pets or other involved family members.
  - Directs the perpetrator to leave the home.
  - Prevents the perpetrator from going to the victims’ home, school, business or place of employment.
  - Awards custody of, or visitation with, a minor child to the victim and protects the child(ren) from the restrained party.
  - Directs child support of minor children and other financial responsibilities.
  - Directs that either or both parties participate in counseling.

- For assistance in obtaining a restraining order or resources, please call 714-935-7956.

- As a victim of domestic violence, you have the right to have an advocate and/or support person of your choice to be present with you during any further interviews as it relates to this crime. You can contact a victim advocate from the CARE office at 949-824-7273.

- A victim advocate can assist you with the process of filing a restraining order, regardless of whether formal charges are filed against the perpetrator.
• If your partner physically harms you (including strangulation), threatens you, calls you names, demonstrates jealousy or possessiveness, demeans you in public, keeps you from contacting family or friends, destroys property, or forces you to have sex, then you are in an abusive relationship.

• A physical assault committed by a person with whom you have an existing or previous dating or marital relationship is a crime.

• As a victim of domestic violence, your name, address and personal identifying information may be kept confidential from the public and offender.

• If the perpetrator went to jail, he or she may be released at any time. As one precaution, use the VINE (Victim Information Notification Everyday) program (explained on page 30 of this booklet) as one way to learn when an offender is about to be released or his/her custody status has changed in other ways. The Board of Parole Hearings, California Department of Corrections and Rehabilitation, or the sheriff will notify victims of crime of the release of those defendants convicted of domestic violence. This notice will occur between 60 days prior to the defendant’s release and never later than the day the defendant is actually released.

• The California Victim Compensation Board (CalVCB) can help pay bills and expenses that result from certain violent crimes. Victims of crime who have been injured or threatened with injury may be eligible for help. Please call the CalVCP helpline at 800-777-9229 or e-mail info@victims.ca.gov.

• You may request the detective assigned to your case to file a formal complaint with the District Attorney’s Office. Please note that, in the State of California, victims are not responsible for “pressing charges” and the decision to file formal charges will be made by a deputy district attorney.

• At sentencing, the court may order restitution to domestic violence victims for all losses and out-of-pocket expenses. These expenses include loss of earnings, medical expenses and the cost of temporary housing. The court can also order the defendant to reimburse private and public agencies for the cost of providing services to the victim as a result of the abuse.

• Human Options provides emergency shelter and counseling for victims of domestic violence (24-hour hotline is 877-854-3594). Laura’s House also provides emergency shelter for victims of domestic violence (24-hour hotline is 866-498-1511). You can also contact the national domestic violence hotline at 800-799-SAFE. The hotline counselor can guide you to the service you need.

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**Remember**

No two relationships are the same and these behaviors occur across what we call the “Relationship Spectrum”. If you or someone you know sees the warning signs in their relationship, help is available.

To consult privately and confidentially about any concerns you may have, please call the UCI CARE office at 949-824-7273 to schedule an appointment with an advocate

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**Cycle of Abuse**

1. **Tensions Building**
   - Tensions increase, breakdown of communication, victim becomes fearful and feels the need to placate the abuser

2. **Incident**

3. **Reconciliation**
   - Abuser apologizes, gives excuses, blames the victim, denies the abuse occurred, or says that it wasn’t as bad as the victim claims

4. **Calm**
   - Incident is “forgotten”; no abuse is taking place. The “honeymoon” phase
Protective Orders

Victims of crime have the right to obtain a protective order. There are four different types of protective orders that are available to victims of crime and witnesses. Protective orders are given to victims of crime when there is a good cause to have concern for their safety. These orders enable a victim to call police if a defendant, also known as the restrained party, gets within a certain distance, usually 100 yards, or tries to contact him or her by phone, e-mail, or mail either personally or through another person. If a defendant violates a protective order he or she may be charged with an additional crime.

Emergency Protective Order
An Emergency Protective Order (EPO) is made at the scene by the police officer who telephones a judge to get consent to issue the EPO. This applies to potential domestic violence, stalking, child abuse, child abduction, and elder abuse crimes. If there is a child victim, a parent or guardian may seek the order on their behalf. Upon permission from the court, the police officer will prepare a written order and provide the victim and the suspect with a copy. The officer will also file the order with the court. Once the EPO is in place, law enforcement must take all reasonable steps to enforce this order. EPOs only last for seven calendar days. If a criminal case is filed at the end of the five-day period covered by the EPO, a Criminal Protective Order (CPO) can be sought from the judge who arraigns the defendant. If a criminal case has not been filed, papers can be filed with the court to obtain a Civil Protective Order.

Criminal Protective Order
A criminal court has the power to issue a Criminal Protective Order (CPO) to protect victims of crime, witnesses, and their immediate family. The court can make this order to prevent a criminal defendant from contacting or intimidating witnesses and victims of crime through e-mail, telephone calls, or other people. The court may also use this power to modify existing protective orders, such as an EPO, issued by the investigating officer. If the defendant is arrested for and charged with a crime involving domestic violence, a special domestic violence prevention order may be issued instead of a CPO.

Domestic Violence Prevention Order
If a victim of domestic violence needs a protective order because a criminal case has not yet been filed or is not going to be filed, the victim can get a Domestic Violence Prevention Order (DVPO) from the family law court. A DVPO is used to help prevent domestic violence. To get a DVPO, a victim of domestic violence must fill out an application at the family law court. These applications are available in multiple languages. Once the application for a DVPO is filed, it will be reviewed by a judge within one to two days. The DVPO can prohibit abuse, exclude a person from a house or apartment, prevent specific types of behavior, and prohibits the abuser from owning, possessing or purchasing a firearm. Additionally, the order may make an initial decision about child custody and visitation. It is also important to remember that a victim of domestic violence may have a support person attend all family law and criminal proceedings, including the hearings for a DVPO, where the victim will be in close proximity to the alleged abuser.
Civil Protective Orders
A victim may wish to obtain a Civil Protective Order if a criminal case has not yet been filed, will not be filed, or if the defendant failed to appear in court and a warrant was issued for his or her arrest. A Civil Protective Order may be obtained by a victim through civil court (Code of Civil Procedure § 527.6). If a criminal case has been filed and a Civil Protective Order is required, the District Attorney’s Office victim services advocate can help the victim fill out the required paperwork for a Civil Protective Order.

Temporary Restraining Orders
Protective orders obtained through civil court have two parts. First, the court issues a Temporary Restraining Order (TRO). This is done without a court appearance by the defendant, also known as the restrained party. After issuing a TRO, the court will set a date for a hearing. At the hearing, both sides can present evidence or information for or against a protective order. If the court grants an order at the hearing, it is called an Order After Hearing (OAH). The OAH is a protective order that lasts for up to three years. Once a protective order is issued, the court clerk will provide the victim, also known as the protected party, with five certified copies of the order. The protected party should keep the copies of these orders for their records.

Firearms Restraining Orders
A firearms restraining order is a court order that prohibits someone from having a gun or ammunition. It can order someone to:

- Not have a gun or ammunition;
- Not buy a gun or ammunition; and
- Turn in any guns and ammunition to the police, sell them to or store them with a licensed gun dealer.

You can ask for a firearms restraining order against a close family member if you are afraid they may hurt themselves, or another person, with a gun. If you are in this situation, it is best to ask the police or other law enforcement to ask for the firearms restraining order. The police can seek a Firearms Emergency Protective Order if someone poses an immediate and present danger of causing personal injury to himself/herself, or to another person. The officer will take the person’s firearms and ammunition while giving them a copy of the order. You should only ask for an order yourself if the police (or other law enforcement agency) will not do it and you are very concerned.

You can obtain information on University no-contact orders because of incidents of discrimination or sex offenses by contacting UCI CARE or OEOD.
1. **WE WILL** meet with you privately at a location where you are comfortable when feasible.

2. **WE WILL** only notify your parents*, spouse, or significant other if you ask us to.

3. **WE WILL** treat you and your concerns with courtesy, sensitivity, dignity, understanding, and professionalism.

4. **WE WILL** openly listen with no prejudgment and you will not be blamed for what occurred.

5. **WE WILL** absolutely consider your case regardless of your gender, gender identity, sexual orientation, or the gender or status of the suspect.

6. **WE WILL** assist you in arranging for any necessary hospital treatment or other medical needs. If needed, we also will assist you with the resources to obtain emergency housing.

7. **WE WILL** assist you in coordinating advocacy support, privately contacting confidential counseling, and/or other available resources.

8. **WE WILL** investigate your case, while keeping you regularly updated.

9. **WE WILL** discuss and explain the criminal justice court process, as well as provide a video explaining all aspects of the investigation. Ultimately, it is your choice to participate in criminal prosecution.

10. **WE WILL** continue to be available to answer your questions, to explain your options, and to explain your rights.

*If you are a minor aged 17 or younger, your parent may be notified.

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**Every step of the process is your choice!**

If you believe that you are a survivor of sexual assault, call the UCI Police at 949-824-5223 and inform us that you want to make a sexual assault report. You may call anytime, day or night. We are always available.

If we fail to achieve any part of the above promise, the Chief of Police is available to meet with you personally to address any concerns. To schedule a meeting with the Chief, you may call 949-824-7797.

The UCI Police Department wants to partner with you to make our campus safe for students, faculty, staff, and visitors.
Victims of Sexual Assault

Patrol officers, detectives, and other police personnel are trained to respond to sexual assault crimes. We are prepared to conduct a thorough investigation while respecting the dignity and promoting the safety of those who have been impacted by this traumatic event. You can help by considering the following:

- A sexual assault is any non-consensual sexual act against a person. It may also constitute a sexual assault if the act is committed against a person incapacitated by alcohol or drugs, or a person incapacitated by a disability.
- A sexual assault committed by someone you have an existing or previous dating or marital relationship is a crime.
- In addition to notifying the police, you may also choose to call UCI CARE or Waymakers Sexual Assault Victim Services Orange County’s Rape Crisis Center 24-hour hotline at 949-831-9110. If you wish, one of the responding police officers will make the telephone call for you.
- Do not change or wash your clothes, take a shower, bathe, wash your hands, douche, comb your hair, eat, or drink anything. Do not touch, move, destroy, or discard anything where the crime occurred.
- If you can recall any details about your assault, write them down right away. Include details such as time, date, the name of perpetrator, race, age, weight, height, and what the person was wearing.
- If a car was involved, write down the make, model, color, and any other information you can remember.
- You have the right to have an advocate and/or support person of your choice accompany you during the interview and medical examination. You can contact an advocate by calling UCI CARE or Waymakers.
- As a victim of sexual assault, you have the following rights:
  - You are not required to participate in the criminal justice system or undergo a medical evidentiary or physical exam in order to keep your rights.
  - You should be provided the telephone or internet website contact information for a nearby rape crisis center and sexual assault counselor that is available 24 hours a day. You can request a confidential sexual assault counselor/victim advocate and at least one other person of your choosing present during any exam or investigative interview while sharing your story. You can request to have a person of the same gender or opposite gender present in the room during any interview.
  - You should be provided information about the types of law enforcement protection available to sexual assault victims, including a temporary protection order and the process to obtain that protection.
You can request the status and results of the analysis of all evidence related to your assault. You should know that evidence related to your assault will be tested, it should be transported to the lab and analyzed within 18 months. You have the right to be informed of the following:

1) Whether or not a DNA profile of your assailant was developed from the evidence;
2) Whether or not the DNA profile of your assailant was entered into law enforcement databases;
3) Whether or not the DNA profile of your assailant matches a DNA profile contained in law enforcement databases.

You can request the law enforcement officer for a tracking or report number and steps to get follow up information; you have the right to request in writing and receive a free copy of the initial crime report related to your assault.

You should know that DNA and other types of evidence can degrade/break down overtime due to exposure to heat, water, and other materials. In general, DNA evidence on the body lasts from 12 hours to 7 days; the evidence to your assault must be kept for 20 years, or for victims under age 18 at the time of the offense, until your 40th birthday.

If your assailant is convicted and required to register as a sex offender, you have the right to request their sex offender registry information from the prosecutor.

You can request information about the state and federal compensation funds for medical and other costs associated with the sexual assault in addition to information on any municipal, state, or federal right to restitution for sexual assault victims if a criminal trial occurs.

- As a victim of a sexual assault, your name, address, and other personal identifying information can be kept confidential from the public and offender.

- For additional support and services, please contact the UCI CARE office at 949-824-7273 | www.care.uci.edu

- The Rape, Abuse and Incest National Network (RAINN) Hotline provides free, confidential services to victims of sexual assault. Call 800-656-HOPE or for more information, visit www.rainn.org
Social Media Safety

Social media runs a significant portion of people’s social lives. We use it to connect with friends, family, co-workers, and announce major events in our lives. With more of our identities taking shape on social media, protecting your personal information on these platforms have become more important than ever.

1. PERSONAL INFORMATION

Avoid sharing too much personal information about yourself over social media. Identity thieves and cyberstalkers can gather information from your personal profile.

2. LOCATION SETTINGS

Many platforms ask you to turn on your location setting, but be wise and disable it, particularly when travelling, to safeguard your safety and privacy.

3. STRONG PASSWORDS

Choose strong passwords. Avoid ones that can be derived from your name or date of birth. Also, avoid using a common password for social media accounts and personal bank accounts.

4. POST RESPONSIBLY

Everything you post online presents a picture of who you are and often it can be difficult to removes posts later. Some posts can even effect future relationships and jobs.
Stalking Awareness

Law Defined by California Penal Code

Any person who willfully, maliciously, and repeatedly follows or harasses another person and who makes a credible threat with the intent to place that person in reasonable fear for his or her safety, or the safety of his or her immediate family.

California Penal Code 646.9(a)

WHAT TO DO

- Write down everything that happens. Include dates, locations, times, and any exact words that you can remember.
- Retain voicemails that may include threatening or inappropriate messages.
- Keep letters, notes, other writings, and any objects or gifts sent to you.
- When out of the house, try not to travel alone and stay in public areas.
- Trust your instincts. If you’re somewhere that doesn’t feel safe, either find ways to make it safer, or leave.
- Contact the CARE office for confidential support or to create a safety plan or stalking log 949-824-7273.

Stalking on Campus

- Women are significantly more likely to be stalked by intimate partners.
- 13% of college women were stalked during one six to nine month period.
- 80% of campus stalking victims knew their stalkers.
- 3 in 10 college women reported being injured emotionally or psychologically from being stalked.

STATISTICS

Myths & Facts

Myth: You can’t be stalked by someone you’re dating.
Fact: If your “friend” tracks your every move in a way that causes you fear, that is stalking.

Myth: If you ignore stalking, it will go away.
Fact: Stalkers seldom “just stop”. Victims should seek help from law enforcement to stop stalking.

Myth: Stalking is annoying, but not illegal.
Fact: Stalking is a crime in all 50 states, the District of Columbia, and the U.S. territories.

Get Your Stalking Log

care.uci.edu/docs/StalkingLog.pdf
Victims of Hate Crimes

Reporting Hate Crimes and Incidents

The UCI Police Department vigorously investigates all forms of hate crimes, including violent acts, vandalism, graffiti, intimidation, criminal threats, and other crimes motivated by a person’s gender, nationality, race, ethnicity, religion, sexual orientation, or physical disability.

What can I do?

- Report incidents of suspected hate crimes to the UCI Police Department at 949-824-5223.

- Hate-related crimes and incidents can also be reported to the Orange County Victim Assistance Partnership at 714-480-6570. For more information, visit www.OCHumanRelations.org.

- Victims can also report hate crimes to OEOD for an administrative investigation and/or assistance with obtaining university accommodations including changes to housing, classes, workplace accommodations and no contact orders.

Victims of Burglaries and Other Property Crimes

Although you may not have suffered any physical injury as a result of your experience, we realize that property crime - especially residential burglary - can have a significant emotional impact for some. Please know that our officers can assist you in the aftermath of your victimization. The UCI Police Department is dedicated to assisting in the prevention of all crime in our community. There are many opportunities for you and your family to engage in our collective effort to reduce the likelihood of victimization. Our trained staff offers many services to the community, free of charge, including: home security inspections and information concerning personal and child safety. If you are interested in learning more about these programs, please call 949-824-5223.
Domestic elder abuse generally refers to any of the following types of mistreatment that are committed by someone with whom the elder (age 65 or above) or a dependent, disabled adult (over age 18) has a special relationship (for example, a spouse, sibling, child, friend, or caregiver).

Institutional abuse generally refers to any of the following types of mistreatment occurring in residential facilities (such as a nursing home, assisted living facility, group home, board and care facility, foster home, etc.) and is usually perpetrated by someone with a legal or contractual obligation to provide some element of care or protection.

Elder abuse can affect people of all ethnic backgrounds and social status and can affect both men and women. The following types of abuse are commonly accepted as the major categories of elder mistreatment:

- **Physical Abuse:** Inflicting, or threatening to inflict, physical pain or injury on a vulnerable elder, or depriving them of a basic need.
- **Emotional Abuse:** Inflicting mental pain, anguish, or distress on an elder person through verbal or nonverbal acts.
- **Sexual Abuse:** Non-consensual sexual contact of any kind, or coercing an elder to witness sexual behaviors.
- **Exploitation:** Illegal taking, misuse, or concealment of funds, property, or assets of a vulnerable elder.
- **Neglect:** Refusal or failure by those responsible to provide food, shelter, health care, or protection for a vulnerable elder.
- **Abandonment:** The desertion of a vulnerable elder by anyone who has assumed the responsibility for care or custody of that person.

Although there are distinct types of abuse defined, it is not uncommon for an elder to experience more than one type of mistreatment at the same or different times. For example, a person financially exploiting an elder may also be neglecting to provide appropriate care, food, medication, etc.

Learn More

For more information and resources regarding elder abuse, please visit the National Center on Elder Abuse website at ncea.acl.gov or call 855-500-3537. You may also visit Waymakers at waymakersoc.org or call 949-250-4058.
Victims of Human Trafficking

H uman trafficking is a form of modern slavery where people profit from the control and exploitation of others.

Although slavery is commonly thought to be a thing of the past, human trafficking still exists today throughout the United States and globally when traffickers use force, fraud, or coercion to control other people for the purpose of engaging in commercial sex or forcing them to provide labor services against their will. Traffickers use violence, threats, deception, debt bondage, and other manipulative tactics to trap victims in horrific situations every day in America. All trafficking victims share one essential experience – the loss of freedom.

In the United States, sex trafficking commonly occurs in online escort services, residential brothels, brothels disguised as massage businesses or spas, and in street prostitution. Labor trafficking has been found in domestic servitude situations, as well as sales crews, large farms, restaurants, carnivals, and more.

Learn more.
www.ochumantrafficking.com
To report a tip or request services, call 888-373-7888

Hope
Victims of Child Abuse

Child abuse consists of any act of commission or omission that endangers or impairs a child’s physical or emotional health and development. Child abuse includes any damage done to a child which cannot be reasonably explained and which is often represented by injuries appearing to be non-accidental in nature.

Forms of Child Abuse

- **Physical Abuse**: Any non-accidental injury to a child. This includes, but is not limited to, hitting, kicking, slapping, shaking, burning, pinching, hair pulling, biting, choking, throwing, shoving, whipping, and paddling.

- **Sexual Abuse**: Any sexual act between an adult and child. This includes, but is not limited to, fondling, penetration, intercourse, exploitation, pornography, exhibitionism, child prostitution, group sex, oral sex, or forced observation of sexual acts.

- **Neglect**: Failure to provide for a child’s physical needs, including, but not limited to, lack of supervision, inappropriate housing or shelter, inadequate food and water, inappropriate clothing for weather, abandonment, denial of medical care and inadequate hygiene.

- **Emotional Abuse**: Any attitude or behavior which interferes with a child’s mental health or social development. This includes, but is not limited to, yelling, screaming, name-calling, shaming, negative comparisons to others, telling them they are “bad, no good, worthless” or “a mistake.” It also includes the failure to provide the affection and support necessary for the development of a child’s emotional, social, physical and intellectual well-being. This includes ignoring, lack of appropriate physical affection (hugs), not saying “I love you,” withdrawal of attention, lack of praise and lack of positive reinforcement.

If you suspect abuse, but a child has not disclosed to you, contact the National Child Abuse Hotline at: **800-4-A-CHILD** (800-422-4453) or visit [www.childhelp.org](http://www.childhelp.org)

If you have experienced childhood sexual abuse and are seeking support now, contact a UCI CARE Advocate at **949-824-7273** or visit [care.uci.edu](http://care.uci.edu)
Victims of Identity Theft

The California Penal Code allows a victim of identity theft to file a crime report and initiate an investigation with the law enforcement agency having jurisdiction over the victim’s residence. If other crimes occurred in Irvine’s jurisdiction an investigator may be assigned the case. If the crime was committed in a different jurisdiction, the matter may be referred to the law enforcement agency with jurisdiction.

If you are a victim of identity theft, you are the only person who can clear your credit report. This booklet provides you with resources you may need, including phone numbers and websites, to help you address identity theft. Use a ledger or a composition notebook to document ALL forms of communication you have with company representatives, creditors, etc. This includes the date and time of phone calls, the names of company representatives with whom you speak, phone numbers, and dates and times you sent or received letters. Once you discover that you are the victim of identity theft, you should take the following immediate steps to prevent further damage:

1. **Place an Initial Fraud Alert**
   Call one of the three credit reporting companies and ask for an “initial fraud alert” on your credit report. Once you have the alert on your report, businesses are required to verify your identity before it issues credit. Regardless of the company you decide to contact, they are required to contact the other two companies about your alert. The alert lasts for 90 days can be renewed for an additional 90 days if necessary. It also allows you to receive one free copy of your credit report from each of the three credit reporting companies. As a follow-up measure, ask each of the credit reporting companies in writing to:
   - Provide you with a free copy of your credit report on a monthly basis.
   - Remove all inquiries that have been generated because of the fraudulent access.
   - Provide you the names and phone numbers of businesses that have opened the fraudulent accounts.
   - Notify those businesses that have received your credit report in the past six months.

2. **Review Your Credit Reports**
   After receiving copies of your credit reports, review them carefully. If you know which of your accounts have been tampered with, contact the related businesses. Talk to a representative in the fraud department and follow up with them in writing. Any letters you send should be sent by certified mail with a return receipt request. This ensures a record of your communication.
3. **File a Police Report**
   California Penal Code § 530.6(a) reads: “A person who has learned or reasonably suspects that his or her personal identifying information has been unlawfully used by another, as described in subdivision (a) of Section 530.5, may initiate a law enforcement investigation by contacting the local law enforcement agency that has jurisdiction over his or her actual residence or place of business.”

4. **Create an ID Theft Report and Affidavit**
   An Identity Theft Report gives you some important rights that can help you recover from the theft. It also helps you deal with credit reporting companies, debt collectors, and businesses that gave the identity thief credit or opened new accounts in your name. File a complaint with the Federal Trade Commission (FTC) via:
   - 877-IDTHEFT (877-438-4338)
   - www.ftccomplaintassistant.gov
   - Mail: ID Theft Clearinghouse - Federal Trade Commission 600 Pennsylvania Avenue NW Washington DC, 20580

5. **Contact all Creditors**
   Contact each creditor by phone or in writing with whom your name has been used fraudulently. Obtain replacement credit cards with new account numbers to replace those accounts that have been fraudulently used. Ask each creditor to process the old account as a “closed account at the consumer’s request. A “closed status” is better than processing the card as “lost or stolen,” because the latter may be interpreted by the credit reporting companies as your liability. Carefully monitor your mail and credit card statements for evidence of new fraudulent activity and report all such activity immediately to your credit grantor.

6. **Creditor’s Requirements to Verify Fraud**
   You may be asked by banks and credit grantors to prepare and notarize fraud affidavits. It is usually not necessary, as a written statement and a copy of the police report should be sufficient.

7. **Stolen Checks**
   If you have had checks stolen or bank accounts set up fraudulently, report it to the check verification companies. Cancel your checking and/or savings accounts and obtain new account numbers. Give the bank a secret password for your account (not your mother’s maiden name).

8. **ATM/Debit/Credit Cards**
   If your ATM/Debit/Credit card has been stolen or compromised, obtain a new card, account number, and password or PIN (Personal Identification Number). Do not use your old password. When creating a password or PIN, don’t use common numbers, like the last four digits of your social security number or your birth date.
9. **Fraudulent Change of Address**
   Notify the local Postal Inspector if you suspect an identity thief has filed a change of your address with the post office or has used the mail to commit credit or bank fraud (Call the local Postmaster to obtain the phone number). If possible, determine where fraudulent credit cards were sent. Notify the local Postmaster of that address and forward all mail in your name to your own address. You may also need to talk with the mail carrier.

10. **Stolen Mail**
    If you believe your mail has been stolen, report it immediately to your local Postmaster or nearest Postal Inspector. You will be asked to complete PS Form 2016 (Mail Theft and Vandalism Complaint). Analysis of these forms helps the Postal Inspectors in determining if the theft of your mail is isolated or part of a larger mail theft problem in your neighborhood, and in locating and apprehending mail thieves.

11. **Social Security Number Misuse**
    Contact the Social Security Administration to report fraudulent use of your Social Security Number and request a copy of your earnings and benefits statement to check it for accuracy.

12. **Passport Misuse**
    If you have a passport lost or stolen, notify the passport office in writing to alert them for anyone ordering a new passport fraudulently.

13. **Drivers License Number Misuse**
    You may need to change your driver license number if someone is using yours as identification on fraudulent checks. Contact the Department of Motor Vehicles (DMV) to see if another license was issued in your name. Place a fraud alert on your license. Contact any DMV to request a new number and complete the DMV’s complaint form to begin the fraud investigation, and provide supporting documents with the complaint form to the nearest DMV investigation office.

14. **False Civil and Criminal Judgments**
    Sometimes victims of identity theft are wrongfully accused of crimes committed by the imposter. If a civil judgment has been entered in your name for actions taken by your imposter, contact the court where the judgment was entered and report that you are a victim of identity theft. If you are wrongfully prosecuted in criminal court, contact the State Department of Justice and the Federal Bureau of Investigation.

15. **Legal Help**
    You may want to consult an attorney to determine legal action to take against creditors and/or credit bureaus. Call the local Bar Association to find an attorney who specializes in consumer law and the Fair Credit Reporting Act.
Victims of
Identity Theft
RESOURCES

Credit Report
Companies

EQUIFAX
www.equifax.com
Report Fraud:
800-525-6285
P.O. Box 105069
Atlanta, GA 30348
Order a Credit Report:
800-685-1111
P.O. Box 740241
Atlanta, GA 30374

Experian
www.experian.com
Report Fraud:
888-397-3742

TransUnion
www.transunion.com
Report Fraud:
800-680-7289
P.O. Box 6790
Fullerton, CA 92634
Order a Credit Report:
800-916-8800
P.O. Box 390
Springfield, PA 19064-0390

Annual Credit Report
Request Service
www.annualcreditreport.com
Order a Credit Report:
877-322-8228
P.O. Box 105281
Atlanta, GA 30348-5281

CA Dept. of Justice Privacy
And Data Security
www.oag.ca.gov

Social Security Administration
www.ssa.org
Report Fraud: 800-269-0271
Order an Earning/Benefits Statement:
800-772-1213

Federal Trade Commission
www.ftccomplaintassistant.gov
I.D. Theft Hotline: 877-438-4338

United States Postal Service
www.postalinspectors.uspis.gov/forms/idtheft.aspx
U.S. Post Inspectors: 877-876-2455
Mail Theft/Fraud or Identity Theft:
800-275-8777

Direct Marketing Association
www.ims-dm.com
To remove your name from mail and phone lists:
DMA Mail Preference Service:
P.O. Box 9008
Farmingdale, NY 11735
DMA Telephone Preference Service: P.O.
Box 9014
Farmingdale, NY 11735

Report Fraudulent Use of Checks
Chex Systems............. 800-428-9623
Certegy..................... 800-437-5120
Telecheck.................. 800-366-2425
Ntl. Check Fraud Svc .... 843-571-2143
To Stop Receiving Pre-Approved Credit Card Offers: 888-5-OPTOUT
California Vehicle Code § 20001 requires drivers involved in traffic collisions to stop at the scene to render aid to injured persons and to identify themselves to the injured party and to the local police. California Vehicle Code § 20002 requires drivers involved in traffic collisions to stop to identify themselves even if the traffic collision caused only property damage.

Auto Insurance
Uninsured motorist coverage is automobile coverage that provides protection in the event of a traffic collision in which the at-fault party does not have insurance or in the event that the at-fault party is never identified. California requires auto insurance companies to provide you with uninsured motorist coverage unless you decline it in writing when you purchase your auto insurance.

One of the best ways to protect yourself from the devastation a hit-and-run offender or uninsured motorist can cause you and your family is through “Uninsured Motorist” or “PIP” coverage on your auto insurance policy. You and passengers in your vehicle who suffer bodily harm may be covered for damages under this coverage of your policy. You may also be covered if you are injured while a pedestrian, cyclist or a passenger in another person’s vehicle if the at fault motorist is uninsured or is never identified.

Hit and Run Collisions
The failure to stop and report an accident is a separate serious violation of law in addition to any violation involved in causing the collision. Not only do convicted hit-and-run drivers face criminal charges punishable by enhanced fines and jail time when a traffic collision involves injuries or death, they can also be held liable for civil damages. Monetary compensation may be awarded for things such as medical bills, loss of income, property damage, and pain and suffering. Compensation that exceeds a victim's actual monetary losses may also be awarded to punish hit-and-run offenders. Your own auto insurance may also be a source of compensation for your hit-and-run traffic collision damages.

Employers Can Be Liable for Hit-and-Run Damages
If a driver has been identified and charged with a hit-and-run offense while on the job, not only can the offender be held liable for damages, but also his employer. An employer is generally liable for the damages caused by an employee's wrongful conduct if the employee was acting within the "scope and course" of his or her job when the incident occurred.

Victim Compensation Programs Can Help
You may be entitled to obtain compensation for some of your damages through state victim assistance and compensation programs as a victim of a criminal offense. One such program is Crime Victim Compensation, which can help victims of hit-and-run accidents pay for some of the costs of their recovery, including medical care, lost wages, funeral bills and other expenses. Visit the National Association of Crime Victim Compensation Boards website at: www.NACVCB.org or call 703-780-3200 to learn how to seek financial assistance.
Established by the Victims of Crime Act (VOCA) in 1984, the Office for Victims of Crime (OVC) supports a broad array of programs and services that focus on helping victims in the immediate aftermath of crime and supporting them as they rebuild their lives. Although the specific type of outreach provided varies by need and location, the common goal of OVC and VOCA is to reach out with a compassionate, skilled, and effective response to victims who have suffered physical, sexual, emotional, and financial harm as a result of crime. If you are a victim of crime, OVC’s site has resources to help you.

Find a Local Program

Use the Online Directory of Crime Victim Services to locate non-emergency crime victim services provided by not-for-profit programs and public agencies.

www.ovc.ncjrs.gov/findvictimservices

Contact a Helpline

OVC offers a list of helplines of national organizations that provide services to crime victims, including the National Domestic Violence Hotline and Disaster Distress Helpline. Visit the OVC webpage at www.ovc.gov/help/tollfree.html to obtain the contact list of toll-free numbers and hotlines to find additional information or to get help.

Find Your Compensation Program

You may be eligible for crime victim compensation benefits, including reimbursement for medical services, mental health counseling, lost wages, and other costs incurred as a result of the crime. Information about compensation in this state/territory can be obtained using the information listed below:

- OVC Victim Compensation for California
  Phone: 800-777-9229
  www.victims.ca.gov

- OVC Victim Assistance for California
  Phone: 949-250-0594
  victims.ca.gov/victims/howtoapply.aspx

Learn About Additional Resources

OVC’s “What You Can Do If You Are a Victim of Crime” brochure highlights victims’ rights and compensation and assistance programs, and lists national organizations that help victims find information or obtain referrals. Go to www.ovc.gov to learn more.
The California Victim Compensation Board (CalVCB) can help pay bills and expenses that result from certain violent crimes. Victims of crime who have been injured or have been threatened with injury may be eligible for help. CalVCB Helpline: 800-777-9229

Expenses CalVCB Can Help Pay
CalVCB may help pay for expenses related to a crime such as:

- Crime scene clean up
- Funeral and burial expenses
- Home or vehicle modifications for victims who became disabled
- Income loss
- Medical and dental treatment
- Mental health services
- Relocation
- Residential security

Who Qualifies for Victim Compensation
CalVCB can help crime victims such as:

- Domestic violence
- Child abuse
- Assault
- Sexual Assault
- Elder abuse
- Homicide
- Robbery
- Drunken driving
- Vehicular manslaughter
- Hate crimes

Minors who suffer emotional injuries as a result of witnessing a violent crime may be eligible for up to $5,000 for mental health counseling through CalVCB. CalVCB can help victims of crime that occur in California as well as California residents who become victims while visiting other states or outside the country. Additionally, people who suffer a monetary loss because of death or injury to a crime victim may also be eligible for compensation.

What CalVCB Does Not Cover
CalVCB can’t pay for any expense not related to the crime, any expenses paid by insurance or another source of reimbursement or coverage, expenses for lost, stolen or damaged property, or damages for pain and suffering. There are limits on how much can be paid for each loss. The program can’t pay any expense for a person who is on felony probation, on parole, in county jail or prison.

How to Apply for Compensation

- Call CalVCB at 800-777-9229 or locally at 949-250-0594
- Download an application here: victims.ca.gov/victims/howtoapply.aspx
- E-mail: CalVCB at info@victims.ca.gov
Victims of crime can use the telephone, internet, or mobile device to search for information regarding their offender’s custody status or register to receive telephone and e-mail notification when their offender’s custody status changes. Through Victim Information & Notification Everyday (VINE).

Register online at vinelink.com or call 877-411-5588

1. When VINE asks, make up and enter a four-digit Personal Identification Number (PIN). Write it on the cover of this booklet. VINE will ask for the PIN when it calls you.

2. When VINE calls, listen to the message, then enter your PIN when asked. Entering the PIN lets VINE know that you got the call, and will stop the service from calling you again.

**Information To Know**

- The offender will not know you are registering with VINE.
- If you are not home, VINE will leave a message on an answering machine, if there is no answer. VINE will call back until you enter your PIN or until 24 hours have passed.
- Since VINE calls automatically when an offender’s custody status changes, the service may call at any time of the day or night.
- “OC” only applies to persons in Orange County Jails.
- Do not depend only on the VINE service, or any other single program, for your protection. Make VINE a part of your overall safety plan.
- California statute gives victims and/or witnesses of stalking or domestic violence the right to be notified by certified letter as well as by phone. You may also register to receive an advance notification letter, sent by regular mail, to alert you of an offender’s upcoming release. All information provided by VINE will remain confidential.

**VINEmobile** is the mobile app version of VINE, which allows victims to register for timely and reliable information regarding the custody status of offenders 24-hours a day. Victims and concerned citizens can register to be notified by phone, email, text message (where applicable) or TTY device when an offender’s custody status changes. The app is available through Google Play and the Apple iStore. Visit www.VINElink.com for links to the app.
Local Resources

- Adult Protective Services Elder Abuse Hotline
  800-451-5155

- City of Irvine FOR Families
  1 Civic Center Plaza
  Irvine, CA 92606
  949-724-6650

- Waymakers
  949-250-0488
  www.waymakerssoc.org

- Crime Survivors
  www.crimesurvivors.com

- Didi Hirsch Suicide Prevention Crisis Line
  800-273-8255

- Domestic Violence Assistance Program
  714-935-7956

- Human Options
  949-737-5242 (Press 2)
  www.humanoptions.org

- Orange County Child Abuse Registry Hotline
  800-207-4464

- Orange County District Attorney’s Office
  714-834-3600

- Resources for Survivors of Violent Crime in Orange County
  www.ochealthinfo.com/page/resources-victims-crime

- Orange County Human Trafficking Task Force
  888-373-7888
  www.ochumantrafficking.com

- Orange County Veterans Resource Center
  714-488-6555
  www.santa-ana.org/library/veterans

- OC Links Behavioral Health Services
  855-OC-LINKS (855-625-4657)

- OC Crime Stoppers
  855-TIP-OCCS (confidential tip line)

- The Center of Orange County (LGBTQ)
  714-953-5428
  www.thecenteroc.org

- UCI CARE
  949-824-7273
  www.care.uci.edu
  G320A Student Center

- UCI Wellness, Health & Counseling Services
  www.whcs.uci.edu/do-you-need-help/campus-assist-list

- The OC Warmline
  714-991-6412
  www.namioc.org/oc-warmline

Hospitals

- Hoag Hospital Irvine
  16200 Sand Canyon
  Irvine, CA 92618
  949-517-3000

- Kaiser Permanente Hospital
  6640 Alton Parkway
  Irvine, CA 92618
  949-932-5000

- Anaheim Regional Medical Center
  1111 West La Palma Avenue
  Anaheim, CA 92801
  714-774-1450
Resources

National Resources

- National Association of Crime Victim Compensation Boards
  703-780-3200
  www.nacvcb.org

- National Center for Victims of Crime
  www.victimsofcrime.org

- Resource Center on Domestic Violence
  800-799-SAFE (7233)
  www.ndvh.org

- National Criminal Justice Reference Center (NCJRS)
  800-851-3420
  www.ncjrs.gov

- National Human Trafficking Resource Center
  888-373-7888
  www.polarisproject.org

- National Suicide & Crisis Lifeline
  988 (phone or text)
  www.988lifeline.org

- Crisis Text Line
  To connect, text ‘HOME’ to 741741
  www.crisistextline.org

- National Teen Dating Abuse Helpline
  866-331-9474
  www.loveisrespect.org

- National Organization for Victim Assistance (NOVA)
  800-879-6682
  www.trynova.org

- National Center for Missing and Exploited Children (NCMEC)
  800-843-5678
  www.missingkids.org

- Childhelp USA - National Child Abuse Hotline
  800-422-4453
  www.childhelp.org

- Rape, Abuse, Incest, National Network
  800-656-HOPE
  www.rainn.org

- Gay, Lesbian, Bisexual, Transgender, National Hotline
  888-843-4564
  www.glbtnationalhelpcenter.org

- Veteran’s Crisis Line
  800-273-8255 (Press 1)

- Victim Connect Resource Center
  855-484-2846

- National Clearinghouse for Alcohol and Drug Information
  800-729-6686

- Safe Online Helpline (Sexual Assault support for the Department of Defense Community)
  877-995-5247
  www.safehelpline.org

Statewide Resources

- California Attorney General’s Victim Services Unit
  877-433-9069
  www.oag.ca.gov/victimservices

- California Department of Corrections and Rehabilitation Office of Victim & Survivor Rights & Services
  877-256-6877
  www.cdcr.ca.gov/victim_services

- California Victims’ Compensation Programs
  800-777-9229
  www.victim.ca.gov/for-victims

- California Partnership to End Domestic Violence
  916-444-7163
  www.cpedv.org
Waymakers operates a comprehensive Victim/Witness Assistance Program that provides needed service for crime victims and witnesses and encourages their cooperation in the investigation of the case and prosecution of the offender.

Human Options leads the way at the center of a collective county-wide response in service of those threatened by abuse in Orange County. The organization has impacted the lives of more than 38,000 individuals affected by relationship violence. Human Options provides emergency shelter and counseling for victims of domestic violence. The 24-hour hotline is 877-854-3594.

UCI CARE provides free and confidential support services to members of the UCI community impacted by sexual assault, relationship abuse, family violence and/or stalking. UCI CARE aims to end these forms of power-based personal violence by engaging the campus community in education, programming, and transformative action.

UCI Faculty/Staff Support Services provides consultative services and support to resolve behavioral health issues, serves as a primary crisis intervention resource, provides time-limited case management for employees, and develops and implements instructional training to assist in the promotion of mental well-being for all UCI and UCI Health faculty and staff.

Laura’s House provides unduplicated domestic violence-related services to the 915,000 residents of Orange County, California and beyond. Over the past 24 years, Laura’s House has provided shelter and supportive services to more than 5,000 abused women, men and children and counseling, life skills education and legal advocacy to over 55,000 persons.