



WESTCLIFF
UNIVERSITY
Educate. Inspire. Empower.

Orlando Survivor's Guide: Rights and Options

Information for Survivors of:

Dating Violence
Domestic Violence
Sexual Assault
and Stalking

Westcliff University (the University) is committed to creating and maintaining an atmosphere free from all forms of harassment, exploitation, and intimidation. Sexual violence of any kind is prohibited by the University.

Additionally, the U.S. Department of Education (ED) enforces Title IX which protects students and employees from sex-based discrimination in education programs or activities that receive Federal financial assistance.

Title IX of the Education Amendments of 1972 (Title IX) states:

“No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance.”

The University does not discriminate in its employment practices or in its educational programs or activities on the basis of sex. Westcliff University prohibits retaliation against any person opposing discrimination or participating in any discrimination investigation or complaint process internally or externally.

Reports of misconduct, questions regarding Title IX, and concerns about noncompliance should be directed to the University’s Title IX Coordinator. For a complete copy of the Title IX policy or for more information, please contact the Title IX Coordinator or the Assistant Secretary of Education within the Office for Civil Rights (OCR). To reach the University Title IX Coordinator please call 949-825-5999 or email titleixcoordinator@westcliff.edu. The OCR phone number is 1-800-421-3481 and the email is OCR@ed.gov.

Please see the University’s Title IX policy for additional information including how to make a report and the University’s Grievance Procedure. If you believe that you experience or witness Sexual Harassment, discrimination or retaliation, the University encourages you to notify the Title IX Coordinator as soon as possible.

If you experience dating violence, domestic violence, sexual assault or stalking, on or off campus, the University is available to assist you. It is common for individuals who experience sexual violence to experience shock, disbelief, and be unsure of what to do next.

This guide provides steps and resources to assist you during this difficult time. Information includes:


- How to request help from the University
- Immediate care following sexual violence
- Medical resources specializing in sexual assault
- Resources for confidential counseling
- How to report an incident
- The University’s Title IX Investigation Process
- Supportive measures that can be requested
- Information on how to obtain a Restraining order
- The Florida Crime Victim Bill of Rights
- List of additional resources

No one should bear the effects of sexual violence alone. Sexual misconduct, in its many forms, is unacceptable and Westcliff University does not tolerate it.

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Requesting Help

If you are experiencing an emergency, please call 911. Local police and emergency medical technicians are best equipped to handle current life threatening emergencies.

Title IX Coordinators

If you have experienced sexual violence and need assistance navigating rights, options and resources available for students and employees at Westcliff University, please reach out to a Title IX coordinator.

Title IX coordinators are responsible for ensuring that all student, faculty and staff claims or instances of harassment and/or discrimination based on gender/sex are appropriately investigated and remedied.

In cases of sexual assault, domestic violence, dating violence or stalking, the Title IX Coordinator will receive your complaint and provide campus accommodations if reasonable and available. They will be able to direct you to free, *confidential* counseling provided off campus by organizations that are not directly affiliated with Westcliff, and provide other resources for you to consult.

These resources are available to you whether or not you choose to file a claim with the Westcliff.

Faculty and staff who receive reports of sexual assault, domestic violence, dating violence and/or stalking are also directed to contact the Title IX Coordinator. The Title IX coordinator will assist faculty and staff with completing the steps to file a report and helping the survivor navigate their rights, options, and resources.

Title IX Coordinator:

Christina Powers, M.A.

Email: titleixcoordinator@westcliff.edu

Phone: (949) 825-5999

Title IX Deputy Coordinator:

Josh Schoonover, M.Ed.

Email: titleixdeputy@westcliff.edu

Phone: (949) 825-5999

Sexual Violence- Immediate Care

No one plans to experience sexual violence, and it can be difficult to know what to do next. The following steps are recommended for you to access resources to address physical and emotional health concerns, and options available for pursuing criminal charges at the time of the assault or later.

If you have experienced sexual violence:

1. Go to a safe place.
2. Do not shower, bathe, or wash or get rid of any of the clothing you were wearing at the time of the attack. It is important that evidence be preserved for proof of a criminal offense or assistance in obtaining a protection order.
3. Go to a hospital emergency room for medical care.
 - A medical examination will allow health care providers to check for and treat injuries, including those that you may not be aware of.
 - Health care providers will also be able to address concerns related to pregnancy and sexually transmitted diseases.
 - Additionally, medical evaluations provide valuable evidence should you decide to prosecute.
 - Even if you do not want to file charges, receiving medical care is important to treat injuries and address health concerns.
4. Call someone to be with you. Emotional support is really important.
5. Preserve evidence by saving text messages, instant messages, social networking pages, and other communications, and keeping pictures, logs, and documents that would be useful to hearing boards, investigators, or police.
6. Call the Rape Crisis Hotline at 1-800-656-4673 if you need additional support. The hotline is available 24 hours a day to provide support with crisis intervention, empathetic listening, and connect you to designated local service providers.

Medical Assistance

It is highly recommended that survivors of dating violence, domestic violence, sexual assault or stalking seek medical attention at a local hospital equipped with a Sexual Assault Response Team (SART) as soon as possible after an incident. Help is available whether or not you choose to file a complaint with the University or with law enforcement. The medical team will discuss concerns around pregnancy, HIV/ AIDS, and other sexually transmitted diseases. A member of the team will also be available to discuss your options for preserving evidence. You may choose to opt into or out of any of the services offered.

In Florida, Sexual Assault Response Teams (SART) and Sexual Assault Nurse Examiners (SANE) can be found at:

- **Osceola County + Victim Service Center**
 - 2111 East Michigan Street, Suite 210 Orlando, FL 32806
 - +1-407-254-9415
 - + 1-407-500-HEAL (4325) 24/7 Service
- **Miami Dade County +Roxcy Bolton Rape Treatment Center + Jackson Memorial Hospital.**
 - 1611 N.W. 12th Ave., First Floor, Room 116A, Miami, FL, 33136
 - +1 305-585-7273

These locations are known for their specialized services and teams dedicated to supporting victims of sexual assault.

Off-Campus Confidential Counseling

Westcliff University makes confidential counseling available to survivors of sexual violence. Professional counselors are required to maintain near-complete confidentiality and to notify you of the limits to confidentiality. Information disclosed in counseling sessions is not shared with Westcliff University.

The Title IX coordinator can help you access counseling.

Additional community-based mental health and counseling resources can be found in the resource section of this guide.

IMPACT Student Life Assistance Program:

Students at Westcliff University can call 866-780-0855 to receive live, immediate assistance from a licensed professional counselor, and can schedule up to 3 complimentary counseling sessions, per occurrence, with face-to-face and virtual appointment options.

Students can request IMPACT counseling services online from the Westcliff University Student Resource Center page at

www.westcliff.edu/life-at-westcliff/student-services/student-resource-center/

Legal consultation is also available through IMPACT by calling 866-780-0855.

Reporting Options

Survivors of sexual violence have the option of notifying local law enforcement authorities and the Title IX coordinator.

The Osceola County (City of Celebration) Sheriff's Department can be reached at (407) 348-1100.

At your request, Westcliff will assist you in notifying law enforcement authorities.

It is up to you whether or not to report a sexual assault or other sexual misconduct. Reporting sexual violence is not the same as prosecuting the person who committed the assault. Victims are strongly encouraged to file a report with the local police. This can be done by phone or by going to a station to make a report in person.

Whether or not you file a report with law enforcement, if you have experienced or witnessed sexual misconduct or any other type of harassment or discriminatory behavior, you are encouraged to make an internal report with the Title IX Coordinator or Title IX Deputy Coordinator as soon as possible.

You may do so by using the contact information provided below or filling the [Title IX Grievance & Accommodation Form](#) on the Westcliff University Website, Title IX Regulations, Policy and Resources page: <https://www.westcliff.edu/life-at-westcliff/student-services/titleix/>

Title IX Coordinator Contact Information:

Phone: 949-825-5999

email: titleixcoordinator@westcliff.edu

A report can be made at any time, including during non-business hours. However, responses to reports made outside of business hours, including weekends and holidays, may be delayed.

Title IX Complaint & Investigation Process Overview

It can be overwhelming to file a report without knowing what will happen once a report is made. Here is an overview of what the investigation process looks like once a report of sexual misconduct is made at Westcliff University.

For comprehensive details about this process, please refer to [Westcliff's Title IX Handbook](https://www.westcliff.edu/life-at-westcliff/student-services/titleix/) on the Westcliff University website's Title IX Regulations, Policy, and Resource Page: <https://www.westcliff.edu/life-at-westcliff/student-services/titleix/>

Confidentiality

Reports that are made about sexual misconduct, harassment, discrimination and similar incidents are often personal in nature, so confidentiality concerns are understandable.

The University will keep confidential your identity and that of witnesses and the person you are complaining about, except as may be permitted by FERPA, as required by law, or as necessary to carry out the process.

The University is committed to protecting your privacy in sexual misconduct reports. However, there are limits to confidentiality. Officials With Authority (OWAs), such as Deans and Directors, are designated mandatory reporters who will notify the Title IX Coordinator of any complaints received relating to students and directly to Human Resources if relating to other employees. Students are free to ask if a staff member is an OWA before disclosing information.

Other employees including coaches and student service staff may be considered Campus Safety Authorities (CSAs). These employees are required to report any criminal activity reported directly to them to a Clery Crime Statistic Coordinator. If a request for anonymity is made, a CSA may submit a crime report without including the identifying information of the person disclosing the crime. CSAs are not required to report incidents of sexual misconduct to the Title IX coordinator but are encouraged to help students contact the Title IX coordinator if additional support is needed.

The University is required to provide certain ongoing public disclosures of alleged criminal activity in order to maintain campus safety. These disclosures include the Campus Crime Log (WU Irvine Campus and WSCL only) and Timely Warnings which are sent if the University determines that criminal activity poses a threat to the campus community. Information in these disclosures is limited to what is necessary to record incidents and increase safety and does not include personally identifying information such as names or descriptions of victims or witnesses.

Procedure for Reporting

Once contacted, the Title IX coordinator will reach out for more information about the incident and explain different rights and options. If you would like to start an investigation they will walk you through the steps.

There is no time limitation on reporting an incident to the Title IX Coordinator. However, if the person complained about is no longer subject to the University's jurisdiction or significant time has passed, the ability to investigate, respond, and provide remedies may be limited or impossible.

Please note that any person may report sex discrimination, including sexual harassment, to the Title IX Coordinator. The person reporting does not have to be the victim of conduct that could constitute sex discrimination or sexual harassment.

1. Formal Complaint

- Formal complaints must be filed to the Title IX Coordinator
- To file, you be alleged victim unless parent or legal guardian has a legal right to act on behalf
- In a formal complaint, you (or your parent or guardian, if legally authorized to act for you), are called the Complainant and the person responding to your complaint is called the Respondent.

Optional Informal Resolution (IR) Process

- Discretionary—can be used so long as both parties give voluntary, informed, written consent to attempt informal resolution
- Parties can withdraw

Interim Actions

- Interim measures are individualized services offered, as appropriate, to either or both the reporting and responding parties involved in an alleged incident of Sexual Misconduct (i.e., counseling, campus escort, class adjustments, etc.)

Retaliation is Prohibited

- *Retaliation against an individual for raising an allegation or for cooperating in an investigation of Sexual Misconduct is prohibited.*
- *If you believe you have been retaliated against, you should promptly notify the Title IX Coordinator.*

Investigation

- The investigator will conduct interviews and gather evidence
- Both parties will receive equal opportunity to provide information, witness statements, evidence, and other relevant information.

2. Live Hearing

- If a formal complaint cannot be resolved through informal resolution, the University will conduct a Live Hearing
- The hearing will provide an opportunity for parties' advisors to examine and cross-examine witnesses, including challenging the credibility of witnesses

3. Decisions and Remedial Measures

- Decisions, disciplinary actions and/remedial measures will be made based on an impartial review of the evidence
- Disciplinary action for student-related claims may include additional training, a restriction on contact, warning, suspension, termination, or other measures

4. Appeals

- Appeal policy applies to both parties
- The bases for an appeal must include:
 - Procedural irregularity affected the outcome of the matter
 - Newly discovered evidence that could affect the outcome of the matter

For comprehensive details, please refer to the [Westcliff's Title IX Handbook](#).

Supportive Measures

Westcliff University must comply with a student's reasonable request for an academic situation change following an alleged sex offense. These are known as supportive measures. The Title IX Coordinator will work with the student to identify Supportive Measures.

Supportive Measures are individualized services reasonably available to ensure equal educational access, protect safety or deter prohibited conduct. Supportive Measures are available, as appropriate, to either or both the Complainant and Respondent and are non-punitive, non-disciplinary, and not unreasonably burdensome to the other party.

Types of Supportive Measures that can be requested include:

- counseling
- extensions of time or other course-related adjustments
- modifications to work or class schedules
- campus escort services
- restrictions on contact between the Parties
- leave of absence
- increased security and monitoring of certain areas on campus and;
- other similar accommodation.

Supportive Measures are individualized and appropriate based on the information gathered by the Title IX Coordinator. Supportive Measures needed by the Complainant and/or Respondent may change over time, and the Title IX Coordinator will communicate with each party to ensure that any Supportive Measures are necessary and effective based on evolving needs.

Supportive Measures are available with or without filing a Formal Complaint. The Title IX Coordinator will consider the Complainant's wishes.

The University will maintain the privacy of the Supportive Measures, provided that privacy does not impair the University's ability to provide those measures.

How to Obtain an Injunction (Restraining Order) in Florida

In Orange County, Florida, the Family Service Injunction team helps individuals affected by domestic, repeat, sexual, dating and stalking violence obtain injunctions. Injunctions are commonly referred to as “restraining orders.”

There are five (5) types of injunctions that differ based on the nature of the threat and the survivor’s relationship to the abuser:

1. **Domestic Violence:** You may file a Domestic Violence Injunction if violence or stalking has occurred, or if you have a reasonable cause to believe it may occur, between you and a spouse, former spouse, or between you and a person related by blood or marriage who you are residing with or have resided with as a family, or as if family, or if you have child in common.
2. **Stalking Violence:** You may file a Stalking Violence Injunction if someone purposely follows or harasses you repeatedly over a period of time. If in doing so, he/she threatens your life or threatens to harm you, with the intent to cause you reasonable fear for your safety, then the act becomes aggravated.
3. **Repeat Violence:** You may file a Repeat Violence Injunction if there have been two acts of violence or stalking on two separate occasions, one of which must have been within the past 6 months committed by a person against another person. These types of Injunctions are usually appropriate for neighbor-against-neighbor, coworker-against-coworker, or other types of relationships that are of a non-domestic or non-dating nature.
4. **Sexual Violence:** You may file a Sexual Violence Injunction if any one of the following has occurred:
 - Sexual battery
 - A lewd or lascivious act, committed upon or in the presence of a person younger than 16
 - Luring or enticing a child
 - Sexual performance by a child

- Any other forcible felony wherein a sexual act is committed or attempted

In addition, you must have reported the incident to law enforcement and be cooperating in any criminal proceedings or the Respondent must have been sentenced to prison and the term expired or is due to expire within 90 days.

5. **Dating Violence:** You may file a Dating Violence Injunction if violence or stalking has occurred, or you have reasonable cause to believe may occur, between you and someone who:

- You have been in a dating relationship with within the past 6 months or
- You have had an expectation of affection or sexual involvement or
- You have been involved over time and on a continuous basis, excluding individuals who have only engaged in ordinary fraternization in a business or social context

Filing for an injunction is free. There are no court fees.

For specific information or to obtain an injunction it is best to contact an attorney or clerk's office within your jurisdiction. Applications for petitions in Orange County, Seminole County, or Osceola County can be filed at the following locations:

1. **Orange County, Florida**

Orange County Clerk of Courts

425 N. Orange Ave, Suite 320

Orlando, FL 32801

Phone: (407) 836-2000

An application packet can be completed online at:

<https://www.myflcourtaaccess.com/authority/>

Instructions for the online application can be found at:

<https://myorangeclerk.com/Misc-Pages/Filing-Petition-Online/Filing-Petition-Online>

2. **Seminole County, Florida**

Seminole County Clerk of Court

101 Eslinger Way

Sanford, FL 32773

Phone: (407) 665-4300

An application packet can be completed online at:

<https://www.myflcourtagency.com/authority/>

Information about injunctions in Seminole County can be found online at:

<https://www.seminoleclerk.org/departments/courts/civil-court/family-law/injunctions/>

3. Osceola County, Florida

Osceola County Clerk

2 Courthouse Square

Kissimmee, Florida 34741

Phone: (407)-742-3500

Domestic Violence Hotline in Osceola County: (407) 847-8562

Information about injunctions in Osceola County can be found online at:

<https://osceolaclerk.com/injunction-protection/> .

Below are summaries of the steps to filing and obtaining a restraining order in Florida.

Step 1:

A petition must be filed in the county where you currently reside, where the respondent currently resides, or where the violence occurred.

Step 2:

You must properly fill out the application and submit it for judicial review. It is important that you read the language of the petition carefully. Answer the questions as best you can, providing all the necessary elements for the type of injunction you are seeking. Applying for the wrong injunction can cause the petition to be denied.

Step 3:

Once you fill out the application and file your petition, a judge will consider whether or not to give you what is called an ex parte temporary injunction.

An ex parte temporary injunction will prevent the other party from doing certain things (like coming within 500 feet of you or contacting you). This may mean, however, that the other person has to move out right away if you are living together. The judge may allow him or her to return to the home once to gather their things.

If you are granted a temporary order, it will stay in place until modified or a final hearing is held on the matter. A temporary injunction is only valid for up to fifteen (15) days.

The judge must grant this when there appears to be an “immediate and present danger of violence.” There does not need to be anything more than your word – no police reports, no photos, no injuries or any other supporting evidence is necessary.

Step 4:

The other party (the Respondent) in the case must be provided service of process so they know what is going on and when the final hearing will take place. Service of process is usually done through the local sheriff’s office.

Step 5:

The final hearing must take place within fifteen (15) days of any temporary injunction that may have been awarded. During the hearing, all relevant evidence will be heard, and the judge will decide if a final injunction (also known as a permanent injunction) should be granted.

Technically, no supporting evidence is necessary. Photos, other witnesses, cell phone records, police reports, text messages, e-mails, and Facebook messages are all helpful, but not critical to get an injunction granted.

The Petitioner must present to the judge competent, substantial evidence of what they are alleging.

If the court approves a permanent injunction the injunction is indefinitely active or until dissolved by the court.

Once a restraining order is obtained, it is advisable to notify the Florida Associate Campus Director, Wioletta Bublik, by emailing wiolettabublik@westcliff.edu and the WU facilities team by emailing facilities@westcliff.edu.

If you need help navigating the process of obtaining a restraining order you can seek assistance from legal professionals, victim advocates, or domestic violence support services.

Refer to the Resources section for agency information.

Florida Crime Victims Bill of Rights

In November of 2018, Florida voters approved Amendment 6, also known as Marsy's Law, which adds specific rights for crime victims into the Florida Constitution. The new law took effect on January 8, 2019 and it states the following:

To preserve and protect the right of crime victims to achieve justice, ensure a meaningful role throughout the criminal and juvenile justice systems for crime victims and ensure that crime victims' rights and interests are respected and protected by law in a manner no less vigorous than protections afforded to criminal defendants and juvenile delinquents, every victim is entitled to the following rights, beginning at the time of his or her victimization:

- The right to due process and to be treated with fairness and respect for the victim's dignity.
- The right to be free from intimidation, harassment, and abuse.
- The right within the judicial process to be reasonably protected from the accused and persons acting on behalf of the accused. However, nothing contained herein is intended to create a special relationship between the crime victim and any law enforcement agency or office absent a special relationship or duty as defined by Florida law.
- The right to have the safety and welfare of the victim and the victim's family considered when setting bail, including setting pretrial release conditions that protect the safety and welfare of the victim and the victim's family.
- The right to prevent the disclosure of information or records that could be used to locate or harass the victim or the victim's family, or which could disclose confidential or privileged information of the victim.
- The right to the prompt return of the victim's property when no longer needed as evidence in the case.
- The right to full and timely restitution in every case and from each convicted offender for all losses suffered both directly and indirectly by the victim as a result of the criminal conduct.
- The right to proceedings free from unreasonable delay and to a prompt and final conclusion of the case and any related post judgment proceedings.
- The State Attorney may make a good faith demand for a speedy trial and the trial court shall hold a calendar call with notice within fifteen days of the filing demand to schedule a trial to commence on a date at least five but no more than sixty days after the date of the calendar call unless the trial judge enters an order with specific findings of fact justifying a trial date more than sixty days after the calendar call.
- All state level appeals and collateral attacks on any judgment must be complete within two years from the date of appeal in non-capital cases and within five years from the date of appeal in capital cases unless a court enters an order with specific findings as

to why the court was unable to comply with this subparagraph and the circumstances causing the delay. Each year the chief judge of any district court of appeal or the chief justice of the supreme court shall report on a case by case basis to the speaker of the house of representatives and the president of the senate all cases where the court entered an order regarding inability to comply with this subparagraph. The legislature may enact legislation to implement this subparagraph.

- The right to be informed of these rights and to be informed that victims can seek the advice of an attorney with respect to their rights. This information shall be made available to the general public and be provided to all crime victims in the form of a card or by other means intended to effectively advise the victim of their rights under this section.

The measure also provided crime victims with specific rights upon request, including:

- The right to reasonable, accurate, and timely notice of and to be present at all public proceedings involving the criminal conduct including but not limited to trial, plea, sentencing or adjudication, even if the victim will be a witness at the proceeding, notwithstanding any rule to the contrary.
- The right to be provided reasonable, accurate, and timely notice of any release or escape of the defendant or the delinquent and any proceeding during which the right of a victim is implicated.
- The right to be heard in any public proceeding involving pretrial or other release from any form of legal constraint, plea, sentencing, adjudication, or parole and any proceeding during which a right of the victim is implicated.
- The right to confer with the prosecuting attorneys concerning any plea agreements, participation in pretrial diversion programs, release, restitution, sentencing, or any other dispositions of the case.
- The rights of the victim that apply to any First Appearance proceeding are satisfied by a reasonable attempt by the appropriate agency to notify the victim and convey the victim's views to the court.
- The right to provide information regarding the impact of the offender's conduct on the victim and the victim's family to the individual responsible for conducting the presentence investigation or compiling any presentence investigation report and to have any such information considered in any sentencing recommendations submitted to the court.
- The right to receive a copy of the presentence report and any other report or record relevant to the exercise of a victim's right, except for such portions made confidential or exempt by law.
- The right to be informed of the conviction, sentence, adjudication, place and time of incarceration, or other disposition of the convicted offender, any scheduled release date of the offender, and the release of or the escape of the offender from custody.

- The right to be informed of all post-conviction processes and procedures, to provide information to the release authority to be considered before any release decision is made and to be notified of any release decision regarding the offender. The parole or early release authority shall extend the right to be heard to any person harmed by an offender.
- The right to be informed of clemency and expungement procedures, to provide information to the governor, the court, any clemency board and other authority in these procedures and to have that information considered before a clemency or expungement decision is made and to be noticed of such decision in advance of any release of the offender.

The measure defined victim 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 or against whom the crime or delinquent act is committed.”

- The victim, the retained attorney of the victim, a lawful representative of the victim, or the office of state attorney upon request of the victim, may assert and seek enforcement of the rights enumerated in this section and any other right afforded to a victim by law in any trial or appellate court, or before any other authority with jurisdiction over the case, as a matter of right. The court or other authority with jurisdiction shall act promptly on such a request, affording a remedy by due course of law for the violation of any right. The reasons for any decision regarding the disposition of a victim’s right shall be clearly stated on the record.
- The granting of the rights in this section to victims may not be construed to deny or impair any other rights possessed by victims. The provisions of this section apply throughout criminal and juvenile justice processes, are self-executing and do not require implementing legislation. This section may not be construed to create any cause of action for damages against the state or a political subdivision of the state or any officer, employee or agent of the state or its political subdivisions

Resources

Off-Campus Community Medical Resources, Hospitals with SART or SANE Services

Below is a list of Hospitals in Miami-Dade and Osceola Counties that have Sexual Assault Response Teams (SART) or Sexual Assault Nurse Examiners (SANE):

Victim Service Center in central Florida

Website: <https://victimservicecenter.org/contact-us-2/>

Address: 201 Hilda St., Kissimmee FL 34741

Phone Number: 407-254-941

Roxy Bolton Rape Treatment Center

Website: <https://jacksonhealth.org/services/rape-treatment/>

Address: 1611 N.W. 12th Ave, 1st floor, room 116A Miami, FL 33136

Phone Number: 305-585-7273

Off-Campus Medical Resources, Other Medical Services

Additional Medical Resources in Osceola County or Available Remotely Nationwide are listed below:

Advent Health- Celebration

Website: <https://www.adventhealth.com/hospital/adventhealth-celebration>

Address: 400 Celebration Place, Celebration, FL 34747

Phone Number: 407-303-4000

AdventHealth- Celebration has a financial assistance program to help qualifying individuals with costs and accepts most insurance.

HCA Florida Osceola Hospital

Website: <https://www.hcafloridahealthcare.com/locations/osceola-hospital>

Address: 700 W Oak St. Kissimmee, FL 34741

Phone Number: 407-846-2266

HCA Florida Osceola Hospital has a financial assistance program to help qualifying individuals with costs and accepts most insurance

IMPACT Student Life Assistance Program

PDF Flier: https://www.westcliff.edu/wp-content/uploads/2021/07/SLA_Combined.pdf

Locations Served: can access services nationwide, remotely

Phone Number: 888-780-0855

IMPACT Student Life Assistance Program offers life and wellness coaching and medical advocacy. These services are only available to Westcliff University Students.

Off-Campus Victim Advocacy Services

The list below contains resources to access services related to victims rights, advocacy, protections, and connections to additional services in Osceola County:

Victim Service Center of Central Florida

Website: <https://victimservicecenter.org/>

Address: 2111 East Michigan Street Suite 210., Orlando, FL 32806

Office Phone Number: 407-254-9415

Hotline: 407-500-4325

Help Now of Osceola, Inc.

Website: <https://www.helpnowshelter.org/services>

Address: 108 Church St., Kissimmee, FL 34741

Office Phone Number: 407-847-3260

TTY Phone Number: 407-846-2472

24 Hour Hotline: 407-847-8562

24 Hour Textline: 321-306-0677

Email: info@helpnowshelter.org

Off-Campus Counseling Services

The resources listed below provide counseling services either in Osceola County or remotely throughout the United States

Impact Counseling

Website: <https://www.westcliff.edu/life-at-westcliff/student-services/student-resource-center/>

Locations Served: can access services nationwide, remotely

Phone Number: 866-780-0855

These services are only available to Westcliff University Students.

Victim Service Center of Central Florida

Website: <https://victimservicecenter.org/>

Address: 2111 East Michigan Street Suite 210., Orlando, FL 32806

Office Phone Number: 407-254-9415

Hotline: 407-500-4325

Off-Campus Mental Health Resources, National Hotline and Crisis Support

There are many hotlines accessible throughout the United States to support people experiencing a mental health or emotional crisis. Several of these are provided below:

RAINN (Rape Abuse Incest National Network)

Website: <http://rainn.org>

Locations Served: can access services nationwide, remotely

Crisis Phone Number: 1-800-656-4673

Live chat is also available on the website

Suicide & Crisis Lifeline

Website: <https://988lifeline.org/>

Locations Served: can access services nationwide, remotely

Phone Number: 988

Substance Abuse and Mental Health Services Administration (SAMHSA)

Website: <https://www.samhsa.gov/>

Locations Served: can access services nationwide, remotely

National Helpline Phone Number: 1-800-662-4357

TTY Phone: 1-800-487-4889

Crisis Text Line

Website: <https://www.crisistextline.org/text-us/>

Locations Served: can access services nationwide, remotely

Phone Number (Text): 741741

National Domestic Violence Hotline

Website: <https://www.thehotline.org/>

Locations Served: can access services nationwide, remotely

Phone Number: 1-800-799-7233

Text Phone Number: Text "START" to 88788

The Trevor Project (LGBTQ+)

Website: <https://www.thetrevorproject.org/>

Locations Served: can access services nationwide, remotely

Phone Number: 1-866-488-7386

Text Phone Number: Text “START” to 678-678

Chat: available on the website: <https://www.thetrevorproject.org/get-help/>

Veterans Crisis Line

Website: <https://www.veteranscrisisline.net/>

Locations Served: can access services nationwide, remotely

Phone Number: dial 988 then press 1

Text: 838255

Victim Connect

Website: <https://victimconnect.org/>

Locations Served: can access services nationwide, remotely

Phone Number: 1-855-484-2846

Love is Respect (National Teen Dating Violence Hotline)

Website: <https://www.loveisrespect.org/>

Locations Served: can access services nationwide, remotely

Phone Number: 1-866-331-9474 or 800-787-3224

Text: Text ‘LOVEIS’ to 22522

LGBT National Helpline

Website: <https://lgbthotline.org/>

Locations Served: can access services nationwide, remotely

Phone Number: 888-843-4564

National Runaway Safeline

Website: <https://www.1800runaway.org/>

Locations Served: can access services nationwide, remotely

Phone Number: 1-800-786-2929

Off-Campus Mental Health Resources, Drug and Alcohol Abuse Prevention and Support

The resources below are located in Central Florida. They provide support to individuals struggling with Drug or Alcohol abuse:

Osceola County A.A. Intergroup

Website: <https://osceolacountyintergroup.org/>

Service Location: Osceola County

Osceola County Phone Number: 407-870-822

Orange County Phone Number: 407-260-5408

Español: 407-240-1181

Email: osceolacountyintergroup@gmail.com

Al-Anon Family Group - Orange, South Lake, and Osceola Counties

Website: <https://al-anonorlando.org/>

Address: 3956 Town Center Blvd. #256, Orlando, FL 32837

Phone Number: 407-896-4929

Email: AFGdistrict10info@gmail.com

Al-Anon Family Group (Español) - Orange, South Lake, and Osceola Counties

Websites: <https://al-anonorlando.org/>

Location: 3956 Town Center Blvd. #256, Orlando, FL 32837

Phone Number: 407-253-9848

Correo Electrónico: alanon.ayuda@yahoo.com

Narcotics Anonymous - Greater Orlando Area

Website: www.orlandona.org

Address: P.O. Box 532095, Orlando, FL 32853

Phone Number: 407-425-5157

Off-Campus Mental Health Resources, Other Mental Health Resources

The following list of resources provide other types of mental health services such as crisis intervention, community outreach and support, referral programs, and support group facilitation. They are located in Miami-Dade County

National Alliance for Mental Illness (NAMI) Greater Orlando

Website: <https://namigo.org/>

Location: Orange, Osceola, and Seminole Counties

Office Phone Number: 407-253-1900

Help Line Phone Number: 800-950-6264

Mental Health Association of Central Florida

Website: <https://mhacf.org/>

Address: 605 E Robinson St., Suite 450, Orlando, FL 32801

Phone Number: 407-898-0110

Mental health referrals, mental health clinic, peer support recovery

Victim Service Center of Central Florida

Website: <https://victimservicecenter.org/our-services/#1534863193115-7aa7b194-8f3d>

Address: 2111 East Michigan Street Suite 210., Orlando, FL 32806

Office Phone Number: 407-254-9415

Hotline: 407-500-4325

Creative healing workshops, support groups, therapy

The Blackberry Center

Website: <https://www.theblackberrycenter.com/>

Address: 91 Beehive Circle Drive, St. Cloud, FL 34769

Office Phone Number: 321-805-5090

Admissions Phone Number: 407-863-0706

Crisis stabilization program

Off-Campus Legal Assistance

The following resources can be used to access legal services in the state of FL or remotely from anywhere in the United States:

IMPACT Student Life Assistance Program

Website: <https://www.westcliff.edu/life-at-westcliff/student-services/student-resource-center/>

Locations Served: can access services nationwide, remotely

Phone Number: 888-491-8686

IMPACT Student Life Assistance Program is only available to Westcliff University students. Students can receive a complimentary 30-minute consultation with a licensed attorney in their state and discounts on most on-going legal services.

Help Now of Osceola, Inc. - Legal Assistance

Website: <https://www.helpnowshelter.org/legal-assistance>

Address: 3rd floor of the Osceola County Courthouse in Family Court Services

Phone Number: 407-742-2631

Email: info@helpnowshelter.org

Community Legal Services

Website: <https://www.legalaccessforall.org/>

Locations Served: Brevard, Citrus, Flager, Hernando, Lake, Marion, Orange, Osceola, Putnam, Seminole, Sumter, and Volusia Counties

Helpline: 800-405-1417

Kissimmee Office (Osceola County) Phone Number: 407-847-0053

Orlando Office (Orange County) Phone Number: 407-841-7777

Florida Legal Services

Website: <https://www.floridalegal.org/>

Locations Served: State of Florida

Office Phone Number: 407-801-4350

Domestic Violence Legal Helpline: 850-385-0611

Off-Campus Emergency Services

Emergency lines and information for the local police department, fire department, and child protective services are listed below:

For immediate assistance in an emergency dial 911, if you are experiencing a mental health emergency dial 988 to reach the national suicide prevention and mental health crisis hotline.

Osceola County Sheriff's Department

Website: <https://www.osceolasheriff.org/>

Address: 2000 N Poinciana Blvd., Kissimmee

Non-Emergency Phone Number: 407-348-2222

Dial 911 for emergency assistance.

Osceola County Fire Rescue Station 72

Website: <https://www.osceola.org/agencies-departments/fire-rescue-ems/>

Address: 595 Celebration PI, Celebration, FL 34747

Phone Number: 407-742-6880

Email: fire@miami.gov

Florida Department of Children and Families, Abuse Hotline

Website: <https://www.myflfamilies.com/services/abuse/abuse-hotline>

Location of Services: Florida

Office Phone Number: 800-962-2873

Off-Campus Visa and Immigration Assistance

The resources below provide various immigration services such as legal consultations, asylum applications, DACA renewals, visa and work permit applications. They are located in Central Florida.

Ayuda Al Inmigrante (Español)

Website: <https://www.ayudaalinmigrante.com/>

Address: 6900 Tavistock Lakes Blvd., Suite 400., Orlando, FL 32827

Phone Number: 1-305-300-1319

Orlando Center for Justice

Website: <https://www.orlandojustice.org/>

Address: 1300 N. Semoran Blvd. Suite 120, Orlando, FL 32807

Phone Number: 407-279-1802

Email: help@orlandojustice.org

Immigration Advocates Network

Website: <https://www.immigrationadvocates.org/legaldirectory/>

Service Location: Database for Services Located Across the United States

Off-Campus Student Financial Assistance

Remote and local resources to access financial counseling or apply for financial assistance are listed below. Local resources are located in Central Florida:

IMPACT Student Life Assistance Program

Website: <https://www.westcliff.edu/life-at-westcliff/student-services/student-resource-center/>

Locations Served: can access services nationwide, remotely

Phone Number: 888-491-8686

IMPACT Student Life Assistance Program is only available to Westcliff University students. Financial counseling services are available.

Catholic Charities of Central Florida

Website: <https://cflcc.org/financial-assistance/>

Address: 1819 N Semoran Blvd., Orlando, FL 32807

Office Phone Number: 407-658-1818

Christian Service Center

Website: <https://www.christianservicecenter.org/rentorutilities>

Address: 808 W. Central Blvd., Orlando, FL 32805

Phone Number: 407-425-2523

Email: financialassistance@christianservicecenter.org

Islamic Center of Orlando

Website: <https://www.icorlando.org/social-services.php>

Address: 11543 Ruby Lake Rd., Orlando, FL 32836

Phone Number: 407-238-2700

Other Off-Campus Resources

The resources below provide various support services such as referrals, food services, emergency shelter, and housing assistance. They are located in Central Florida.

Community Services Number

Website: <https://www.211.org/>

Service Location: Can be accessed Nationally

Phone Number: 211

Provides referral for various services.

Hope Center

Website: <https://www.thehopepartnership.org/hope-center>

Address: 122 W. Sproule Ave, Kissimmee, FL 34741

Phone Number: 324-677-0245

Community and housing assistance support.

Second Harvest Food Bank of Central Florida

Website: <https://www.feedhopenow.org/site/SPageServer/>

Address: 411 Mercy Drive, Orlando, FL 32805

Office Phone Number: 407-295-1066

Information about food banks, SNAP benefit assistance, and community resources

Links to Additional Resources

Victim Service Center of Central Florida

This website provides county-specific resources for crimes survivor's in Central Florida
<https://victimservicecenter.org/contact-us-2/>

Victim Advocate Service - Miami Dade County

This website provides county-specific resources for crimes survivor's in Miami-Dade County
https://www.miamidade.gov/global/service.page?Mduid_service=ser1522162875915641

Westcliff University Title IX Resource and Training Links

Additional information about Westcliff University's Title IX policies and training can be found on the Westcliff University website at:
<https://www.westcliff.edu/life-at-westcliff/student-services/titleix/>

Student Resource Center

Westcliff University's Student Resource Center Webpage
<https://www.westcliff.edu/life-at-westcliff/student-services/student-resource-center/> provides additional resource information including resource booklets and access to the Student Life Assistance Program which is available to all Westcliff University students.