The Alabama Department of Public Health
Injury Prevention Branch

The mission of the Injury Prevention Branch (IPB) is to reduce death and disability from intentional and unintentional injury through the coordination and implementation of health promotion and education programs and special events.

The IPB and the Alabama Coalition Against Rape (ACAR) have worked collaboratively for many years to raise awareness on the issue of sexual violence and initiate efforts to prevent the initial occurrence of sexual violence, also known as primary prevention.

The Alabama Coalition Against Rape

ACAR was founded in 1995. ACAR, comprised of 16 member rape crisis centers, conducts prevention activities and empowers centers to facilitate the humane, consistent, and compassionate care of victims of sexual violence and their families. These are accomplished through community awareness, standardization of member services, education, research, and advocacy activities. ACAR endeavors to continually improve the treatment of sexual violence survivors and to ultimately end sexual violence. A map of centers in your area can be found on page 19.

Services

• Community and school-based educational programs designed to prevent the initial occurrence of sexual violence.
• Training for allied professionals such as through workshops and conferences.
• Community education programs about sexual violence, websites, quarterly newsletters, and other materials.
• Advocacy for sexual assault survivors with statewide agencies and in the formation of public policy.
• Support for sexual assault program staff through training, technical assistance, and a resource library of books, videos, and training materials.
• Networking with other statewide agencies that address issues of violence against women.
• Providing information, technical assistance, and resources to everyone seeking to learn more about the prevalence and prevention of sexual violence.

The 16 rape crisis centers serve all counties in Alabama except: Choctaw, Conecuh, Covington, DeKalb, and Monroe. These counties are served by ACAR.
Sexual violence is any sexual activity, attempted or completed, against a person’s will or when a person is unable to consent due to age, illness, disability, or the influence of alcohol or other drugs. Sexual violence includes rape, attempted rape, child molestation, incest, and sexual harassment. Sexual violence can be committed by force, threats, bribes, manipulation, pressure, tricks, or violence.

Assailants can be strangers, acquaintances, friends, dates, spouses, or other family members. It is not a crime of passion, but a vicious crime of dominance and aggression with sex as the weapon. Anger and hostility are the emotions of the perpetrator to gain power and control over the victim.
Alabama

- 1,715 women reported being raped in Alabama in 2013.
- In more than 55% of the rapes, the victim knew or was related to the offender.
- There were 808 juvenile female rape victims, representing 47.1% of the 1,715 rapes reported.

Alabama Criminal Justice Information Center (ACJIC), 2013

United States

- About 1 in 5 (18.3%) American women have reported an attempted or completed rape in their lifetime. This totals nearly 22 million women nationally.
- Approximately 51.1% of female victims reported being raped by an intimate partner.
- 79.6% of female victims of rape experienced rape before the age of 25.

National Intimate Partner and Sexual Violence Survey, 2010

- In 2013, 300,170 rapes or sexual assaults were reported to law enforcement.

National Criminal Victimization Survey, 2013

- It is estimated that only 32% of sexual assaults are reported to law enforcement.
- Every 107 seconds, somewhere in the U.S., someone is sexually assaulted.

Rape, Abuse and Incest National Network (RAINN)

Rape is one of the most underreported crimes in America.
Myths such as these are commonly mistaken for facts. Knowledge is the only thing that can dispel the myths concerning rape.

**Myth:** Girls or women who flirt or dress in sexy clothing are asking for it.  
**Fact:** No one asks to be raped and nothing ever gives someone the right to force sex on another, regardless of whether there has been a sexual relationship in the past, what she is wearing, how late it is, or otherwise.

**Myth:** Rape is a street crime; only people who put themselves in bad situations get raped.  
**Fact:** Every 2 minutes someone is raped or sexually assaulted, most of the time by someone the victim knows. It can happen anywhere to anyone, even you.

**Myth:** A person can’t be raped by someone with whom she has previously had sex.  
**Fact:** Just because you’ve had sex before, doesn’t give him the right to have sex with you whenever he wants.

**Myth:** It’s not rape if she doesn’t resist.  
**Fact:** People respond to traumatic situations in a variety of ways. Compliance does not equal consent.

**Myth:** Alcohol causes sexual assaults.  
**Fact:** Although alcohol is often involved, it does not cause sexual assault. Sexual assault is a choice like any other behavior.

**Myth:** The victim could have stopped or prevented the rape.  
**Fact:** The threat of physical harm, or even death, strikes fear in the victim and can be immobilizing. Confusion, shock, and disbelief resulting from the assault can all make the victim unable to move or call for help.

Rape is one of the most underreported crimes in America. In many cases, victims fail to identify their experience as rape, and in other cases, the stigma associated with the rape hinders victims from reporting. Rape can happen to anyone, it does not discriminate. It crosses all barriers. Victims include women and men, old and young, educated and uneducated, wealthy and poor, and individuals of various races and ethnicities. It can occur anywhere and at any time.

Rape is not about sex, but about power and control. Most people assume that rapists rape because they are unable to control their sexual desire or unable to get a woman or girlfriend, however most rapists have girlfriends or are married.
The range of emotions following an assault can vary from victim to victim. These effects can be and, in many cases, are just as devastating to victims as the actual assault. Some may occur immediately following the assault and others may occur later. It is important for you to remember that these responses are common and that you are not alone. There are people who are willing and very capable of helping you through these tough times. (See page 18 for the rape crisis center near you).

**Lack of feeling/shock/numbness:** The numb feelings in many cases occur immediately after a sexual assault. These may include feelings of denial or disbelief that the assault actually occurred. You may have no emotional response or you just may not know how to respond.

**Unable to concentrate:** Flashbacks concerning the assault may occur frequently. Thinking about what happened and how it happened is normal. Your life will feel totally disrupted. You may even re-live the attack to determine how it could have been prevented. Just remember there are always precautions we can take to stay safe, however only a rapist can control his or her actions. Allow yourself some time to recover. Remind yourself that you did nothing to make it happen and that it is not your fault.

**Anger and frustration:** Anger is expected following a traumatic event such as rape. You may feel anger towards the rapist, anger towards yourself, anger towards the police, and even anger towards your family and friends. You may feel betrayed, frustrated, and even misunderstood. It is natural to feel angry and even feel like getting back at the rapist. It is important for you to understand that these emotions are normal, but you should not act on these thoughts. “Payback” will only make things worse for you.

**Relationship problems:** Sexual assault in many cases challenges your feelings and emotions regarding trust and intimacy. This may include difficulty getting close to others or believing that others really care about you. You may not want to be sexual at all for fear that it will remind you of the assault. You may also use sex as a way to cope with the assault. This may include having sex with almost anyone and not know why. You may need to be reassured that you are attractive. Just allow yourself time to heal. It is important to discuss what makes you feel comfortable or uncomfortable with your partner. Seeking counseling or a therapist may be helpful in your recovery efforts.

**Fear and anxiety:** Sexual assault can lead to increased fear, worry, and mistrust of others. You may even feel unsafe being alone and may look to the people you trust for protection. You may also question your own judgment especially if you were assaulted by someone you know and trusted. Panic attacks or sudden episodes of intense fear and worry may also occur.

**Alcohol and drugs:** It is not uncommon for some victims to resort to drugs such as alcohol, marijuana, and cocaine following a sexual assault. These substances are often used to help control other symptoms related to the assault. Medications such as sleeping pills, anti-depressants, and pain pills are also used to help victims cope, however these medications are sometimes abused. It is important to only use drugs as prescribed by a physician.

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**THE EFFECTS OF RAPE DON’T GO AWAY BY SIMPLY TRYING TO FORGET THEM.**

**Other Impacts of SEXUAL ASSAULT**

- Gastrointestinal disorders
- Genital injury
- Guilt
- Physical injury
- Post traumatic stress disorder
- Powerlessness
- Sexually transmitted diseases
- Shock
- Substance abuse
- Suicide
WHAT TO DO IF YOU ARE RAPED

After a rape, immediate emotions of shock and disbelief gradually give way to anger, fear, guilt, distrust, helplessness, denial, and depression. Rape victims need to be able to talk to someone about these feelings and to understand that such feelings are normal.

1. Try to remain calm and alert; get to a safe place.
2. Don’t bathe, douche, brush your teeth, change clothes, or do anything else that may destroy physical evidence.
3. Seek medical attention.
4. Call the rape hotline or someone you trust to be with you.
5. Report the rape to the police – even if you do not wish to prosecute later. Your report may assist the police in preventing another incident of this kind.
6. Seek counseling and emotional support from your local rape crisis center.

What to Do if Someone You Know is Raped

Those close to a victim of sexual assault have a powerful influence in the healing process. Here are some ideas about how to help if someone who has been raped turns to you for reassurance and understanding:

• Be supportive. Listen. Show that you care about the victim’s feelings. Emphasize that the rape was not the victim’s fault and that the responsibility for the rape lies with the attacker.
• Believe the victim. Provide the opportunity to talk about his/her emotions and reactions without pressure.
• Encourage immediate medical attention.
• Don’t tell the victim what to do. Instead, help explore the victim’s options. It is up to the survivor to make the choices.

• Suggest seeking emotional support. Survivors of rape may experience long-term problems such as fear, depression, anger, guilt, inability to trust, and loss of self-esteem.
• Be gentle and sensitive. Support the survivor’s need to feel safe. She/he may want to be comforted or may want to be left alone. Ask before reaching out.
• Recognize your own limits. You are also having a wide range of feelings and may need support and a chance to talk. The RAINN hotline is open 24 hours a day. Please call 1-800-656-HOPE.
There are four common stages of sexual assault for victims. Not everyone goes through these stages at the same pace or in the same order. It is common for survivors to vary in their experience of these stages.

**Crisis Stage:** Victims experience a variety of feelings or emotions immediately or within hours or days following an assault including: shock, denial, fear, depression, anger, frustration, guilt, shame, distrust, pain, as well as sleeping and eating disruptions. Some victims may want to communicate while others desire to be left alone.

**Denial Stage:** Some victims minimize the effect of the assault. Others may make major life changes such as a job, residence, or appearance to move forward following an assault. Some victims turn to harmful things such as drugs or alcohol.

**Suffering Stage:** Reality begins to sink in during this stage. Victims experience such things as depression, insecurity, anger, guilt, shame, flashbacks, nightmares, mood swings, difficulty concentrating, loss of interest in normal/usual activities, anger towards the attacker, and anger misdirected at loved ones and themselves.

**Resolution Stage:** Victims accept that the sexual assault occurred. This stage also includes movement from being a “victim” to “survivor.”

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Only a rapist can prevent rape, but the more you know the better your chances are of reducing your risk.

- Remember that you have the right to say “No.”
- Consider going out with a group or in public rather than being alone on a date with someone you do not know very well.
- Be aware of individuals who invade your personal space, come on too strong, or make you feel uncomfortable.
- Trust your intuition: If you feel like you are being pressured you probably are.
- Learn how date rape drugs, such as Rohypnol and GHB, can be used against you by a rapist.
- Learn more about attitudes and behaviors that increase your risk of victimization at your local rape crisis center.
IF IT HURTS, IT’S NOT LOVE.

Warning Signs

- Threats of violence
- Extreme jealousy or possessiveness
- Insults, humiliates, or criticizes you unfairly
- Tells you how to dress and/or what to do
- Abusive to their last girlfriend, boyfriend, or spouse
- History of family abuse

If you suspect a friend or relative is being abused, confront him or her. Listen and be supportive, but encourage them to get help. Do not accept any excuses!

THERE IS NO EXCUSE FOR ABUSE!

RELATIONSHIP BILL OF RIGHTS

1. I have the right to be treated with dignity and respect.
2. I have the right to say no.
3. I have the right to express my feelings.
4. I have the right to feel safe.
5. I have the right to change my mind.
6. I have the right to ask for what I want.
7. I have the right to end the relationship.
8. I have the right to all of my feelings.
9. I have the right to make decisions.
10. I have the right to be content.
**SIGNS OF HEALTHY RELATIONSHIPS**

- You trust your partner with your life.
- Your partner likes your friends, encourages you to spend time with them, and wants to include them in his/her life as well as yours.
- You make important decisions together.
- You don’t have to lie to protect your partner’s reputation or cover for his/her mistakes.
- Your partner encourages you to enjoy different activities and helps you reach your goals.
- Your partner likes you for who you are – not just for what you look like.
- You are not afraid to say what you think and why you think that way. You like to hear what your partner thinks, and don’t always have to agree.
- You have both a friendship and a physical attraction.
- You don’t have to be with your partner 24 hours a day.
Dating violence is repeated verbal, emotional, physical, or sexual abuse used to frighten, hurt, and control a girlfriend or boyfriend. Dating violence is a serious and sometimes deadly reality. Jealousy, possessiveness, and violence do not equal love.

**Are you experiencing dating violence?**

- Does your partner try to control which friends you may have or when you see your friends?
- Does your partner scare you, boss you around, or monitor your every activity?
- Does your partner make all the decisions or sulk when things don’t go his or her way?

*If you answered “Yes” to any of these questions, YOU could be a victim of dating violence. Call your local rape crisis center for help (see page 18).*

**Date Rape**

Date rape is a sexual assault by an individual with whom the victim has a “dating” relationship and the sexual assault occurs in the context of this relationship (*National Center for Victims of Crime & Crime Victims*). Rape is a crime. Rapists are 100% responsible for their actions.

**Acquaintance Rape**

Acquaintance rape occurs when someone you don’t know well and are not dating, forces you to have sex. Acquaintance rape can happen on a date, at a party, some other social setting, or even in your home.

**Sexual Harassment**

Sexual harassment is any deliberate or repeated behavior or action that is unwelcome, hostile, offensive, or degrading to the other person. Sexual harassment is recognized as a major problem for youth. Four out of every five students have experienced some form of “unwanted and unwelcomed” sexual behavior during their school life. Sexual harassment ranges from sexual comments, jokes or gestures, to having clothing torn off or being forced to perform a sexual act. Nothing you do, say, or wear gives anyone the right to assault, abuse, or harass you sexually or otherwise.

**SAFETY TIPS**

**In Social Situations**

- Keep a clear head. Avoid excessive alcohol or drugs. Watch your drink.
- Be assertive. Speak up if the situation makes you uncomfortable.
- Express yourself and expect to be respected

**In Your Home**

- All entrances and the garage should be well lighted.
- Never hide a key outside.
- Do not admit strangers to your home under any circumstances.

**In Your Car**

- Always lock your car when leaving and entering.
- Look in the back seat before entering your car.
- Have your keys in your hand to avoid lingering before entering.
Alcohol and other drugs are involved in many rape cases. A growing trend is the use of date-rape drugs that are often put into alcohol, soft drinks, water, or other drinks. Some drugs like Benadryl are put into food (such as brownies) to cover up the taste. Many of these drugs are tasteless and odorless. You may not know that you have been drugged until you feel drowsy.

Three drugs that are commonly used are Rohypnol, GHB, and Ketamine. Rohypnol also called “roofies,” is a strong tranquilizer that is illegal in the United States. GHB or Gamma-Hydroxybutyrate is a clear liquid anesthetic. It is also known as “G,” “Grievous Bodily Harm,” and “Easy Lay.” Ketamine is also a liquid animal anesthetic commonly called “Special K,” “Vitamin K,” or “Bump.”

Symptoms of Being Drugged

- Suddenly and unexpectedly becoming drowsy.
- Feeling very agitated, jittery, or nervous for no known reason.
- Experiencing hallucination (seeing or hearing things that aren’t there).
- Suddenly getting sick or vomiting after having a drink.
- Memory loss for several hours.
- Waking up and not remembering what happened hours earlier.

Sexual Assault and Individuals with Disabilities

- In 2009, 18% of Alabamians reported having at least one type of disability.
- Women with disabilities are raped and abused at least twice that of the general population of women.
- National studies estimate that almost 80% of people with disabilities are sexually assaulted on more than one occasion and 50% of those experienced more than 10 victimizations.


Crime victims with developmental disabilities: A review essay. Criminal Justice and Behavior

- 83% of women and 32% of men with developmental disabilities are victims of sexual assault.

20% of teen girls and 18% of teen boys said that they have electronically sent/posted nude or semi-nude pictures or video of themselves.

36% of young adult women and 31% of young adult men (20-26 years of age) are sending or posting nude or semi-nude images of themselves.

25% of teen girls and 33% of teen boys said they have had nude or semi-nude images, originally meant for someone else, shared with them.

24% of young adult women and 40% of young adult men said they have had nude or semi-nude images, originally meant for someone else, shared with them.

51% of teen girls said pressure from a guy is a reason girls send sexy messages or images.

The National Campaign to Prevent Teen and Unplanned Pregnancy at www.TheNationalCampaign.org/sextech

TIPS FOR TEENS

• Don’t assume anything you send or post is going to remain private.
• Know that anything you send or post will never “truly” go away.
• Don’t give in to pressure to do something that makes you uncomfortable.
• Remember while online, nothing is truly anonymous.

TIPS FOR PARENTS

• Talk to your kids about the sites and the activities they are participating on in cyberspace.
• Know who your kids are communicating with.
• Consider setting limitations on electronic communication:
  – Time limits
  – Keeping electronic devices (e.g., cell phones, laptops, etc.) in the family rooms of the home not in the child’s bedroom
  – Establishing electronic curfew
• Be aware of your child’s social networking, postings, and profiles.
• Set expectations.
• Know your resources (e.g., National Center for Missing & Exploited Children, FBI, etc.).
Male rape is a reality that is becoming more common. Unfortunately, as with women, many are suffering in silence.

Alabama

• 263 males reported being raped in Alabama in 2013.
• There were 166 juvenile male rape victims, representing 63% of the total male rapes reported.

ACJIC, 2013

United States

• Approximately 1 in 71 men (1.4%) in the United States reported an attempted or completed rape in their lifetime. Roughly 52.4% reported being raped by an acquaintance and 15.1% by a stranger.
• About 1 in 21 men (4.8%) reported that they were made to penetrate someone else sometime during their life. 44.8% of the perpetrators were intimate partners and 44.7% were acquaintances.
• Around 6% of men have experienced sexual coercion some time during their life.
• About 27.8% of male victims experienced their first complete rape at the age of 10 or younger.

National Intimate Partner and Sexual Violence Survey, 2010

UNIQUE EFFECTS OF MALE ASSAULTS

The idea of being a victim is hard to handle.

1. Feeling a loss of manhood.

2. Punishment of self by getting into self-destructive behavior.
Examples: use of drugs and alcohol, increase in aggressive behavior.

3. Sexual difficulties.

4. For heterosexual men:
   – Confusion about sexuality.
   – May be reinforced by ignorance or intolerance.

5. For homosexual men:
   – Feelings of self-blame and self-loathing attached to their sexuality.
   – May be reinforced by ignorance or intolerance.
MALE RAPE: MYTH VS. FACTS

Myth: Men can’t be sexually assaulted.
Fact: Men cannot be sexually assaulted by women.

Myth: Only gay men are assaulted.
Fact: Heterosexual, gay, and bisexual men are equally likely to be sexually assaulted.

Myth: Men cannot be sexually assaulted by women.
Fact: Although the majority of perpetrators are male, men can also be raped by women.

Myth: Only gay men sexually assault other men.
Fact: Most men who sexually assault other men identify themselves as heterosexual. This highlights that rape is about violence, anger, and control – not lust or sexual attraction.

Myth: Erection or ejaculation during a sexual assault means you “really wanted it” or consented to it.
Fact: Erection or ejaculation during a sexual assault means you “really wanted it” or consented to it. These are physiological responses that may result from mere physical contact or extreme stress. These responses do not imply that you wanted or enjoyed the assault and do not indicate anything about your sexual orientation. Some rapists are aware how erection and ejaculation can confuse a victim – this motivates them to manipulate their victims to the point of erection or ejaculation to increase their feelings of control and to discourage reporting of the crime.
It is estimated that only 32% of all the rapes committed were reported to law enforcement (Criminal Victimization, BJS, 2013). According to the ACJIC, 1,978 female & male rapes were reported to law enforcement – averaging 5.4 rapes per day. This means that the actual number of rapes which occurred would be 6,181 – averaging 16.9 per day – with 4,203 not reporting.

The Rape Crisis Centers (RCC) in Alabama received 1,930 toll-free hotline calls. The total number of female & male rapes reported was 1,124. There were 1,080 female victims, 41 male, and in 3 cases the gender was other or unknown. In comparison to the ACJIC, the RCC reported 854 less rape cases. The breakdown by race was 33% Black/African American (368), 58% White/Caucasian (655), 3% American Indian (36), 1% Asian (7), 2% Hispanic/Latino (25), 1% other (15), and 2% unknown (18). The ages ranged from 1-50+ years.

The total number of female & male rape victims reported by the ACJIC was 1,978. The breakdown of rape victims by race were 67% White/Caucasian (1323), 30% Black/African American (591), 0% other (8), and 3% unknown (56). In 79% (1,563) of cases, the victim knew or was related to the offender.

**Juvenile Victims**

The ACJIC defines juveniles as a person under the age of 17. Juveniles accounted for 49% (974) of all 1,978 rapes reported. Adults represented 51% (1,004) of all the rapes. 86% of the victims were acquainted or related to the offenders. Only 1% of the offenders were strangers. Education is necessary to raise awareness about rape as it relates to juveniles. The RCC prevention educators provided community and school-based sexual violence prevention education. During 2013, more than 1,500 multi-session programs were completed throughout the state.
SERVICES OFFERED BY THE RAPE CRISIS CENTERS

1. 24 Hour Crisis Hotline
2. Emergency Shelter
3. Victim Advocacy
4. Counseling – Individual and Group
5. Court Advocacy
6. Education and Training (Community & Professional)
7. Information and Referrals
8. Legal Assistance
9. Parenting Classes
10. SANE/SART Program
11. Support Groups
12. Volunteer Program

Rape Crisis Centers and the Counties Served

Please contact the Crisis Center for your area based on your county of residence.

- **2nd Chance, Inc.**
  - Crisis Line: (800) 650-6522, Office: (256) 236-7381
  - Calhoun, Cherokee, Cleburne, Etowah, Randolph, Talladega

- **Crisis Center Inc., Rape Response and SANE**
  - Crisis/Suicide Line: (205) 323-7777, Office: (205) 323-7782
  - Blount, Chilton, Jefferson, Shelby, St. Clair, Walker

- **Crisis Center of Russell County**
  - Crisis Line: (334) 297-4401, Office: (334) 297-4435
  - Russell

- **Crisis Services of North Alabama**
  - Crisis Line: (256) 716-1000, (800) 691-8426, Office: (256) 716-4052
  - Jackson, Limestone, Madison

- **Family Services of North Alabama**
  - Crisis Line: (855) 878-9159, Office: (256) 660-5100
  - DeKalb, Marshall

- **Family Sunshine Center**
  - Crisis Line: (800) 650-6522, Office: (334) 206-2100
  - Autauga, Butler, Chilton, Crenshaw, Elmore, Lowndes, Montgomery

- **Lifelines Family Counseling Center**
  - Crisis Line: (800) 718-7273, Office: (251) 431-5100
  - Clarke, Mobile, Washington

- **Lighthouse Sexual Assault Program - Baldwin County**
  - Crisis Line: (251) 947-6008, (800) 650-6522, Office: (251) 947-6197
  - Baldwin, Escambia

- **Mental Health Association’s Rape Response Advocacy Program**
  - Crisis Line: (256) 353-1160, Office: (256) 353-1160
  - Lawrence, Morgan

- **Rape Counselors of East Alabama, Inc.**
  - Crisis Line: (334) 705-0510, Office: (334) 741-0707
  - Chambers, Lee, Macon, Tallapoosa

- **SafeHouse of Shelby County**
  - Crisis Line: (205) 669-7233, Office: (205) 669-1877
  - Clay, Coosa, Shelby

- **Shoals Crisis Center - Rape Response**
  - Crisis Line: (256) 767-1100, (800) 917-7273, Office: (256) 765-0025
  - Colbert, Franklin, Lauderdale, Marion

- **Standing Together Against Rape (STAR)**
  - Crisis Line: (334) 213-1227, (888) 908-7273, Office: (334) 213-1227
  - Autauga, Butler, Crenshaw, Elmore, Lowndes, Montgomery

- **The House of Ruth, Inc.**
  - Crisis Line: (334) 793-2232, (800) 650-6522, Office: (334) 793-5214
  - Barbour, Bullock, Coffee, Covington, Dale, Geneva, Henry, Houston, Pike

- **Turning Point Domestic Violence and Sexual Assault Services**
  - Crisis Line: (205) 758-0808, Office: (205) 758-0808
  - Bibb, Fayette, Greene, Hale, Lamar, Marengo, Pickens, Sumter, Tuscaloosa

- **Victim Services of Cullman, Inc.**
  - Crisis Line: (256) 734-6100, Office: (256) 775-2600
  - Cullman, Winston
Alabama Coalition Against Rape
Conecuh, Choctaw, Dallas, Monroe, Perry, Wilcox
National Sexual Assault Hotline: 1-800-656-HOPE (4673)