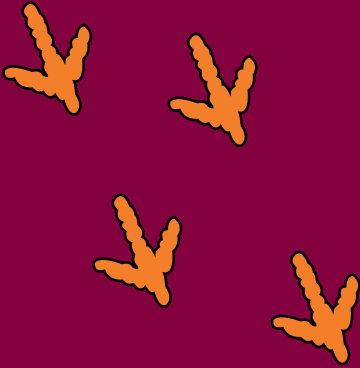


the maroon guide









your preparedness guide
to living off campus









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For any questions or concerns about the information presented in this guide, please contact the Virginia Tech Office of Emergency Management.



540-231-4873



facebook.com/BeHokieReady



oem@vt.edu



twitter.com/BeHokieReady



emergency.vt.edu



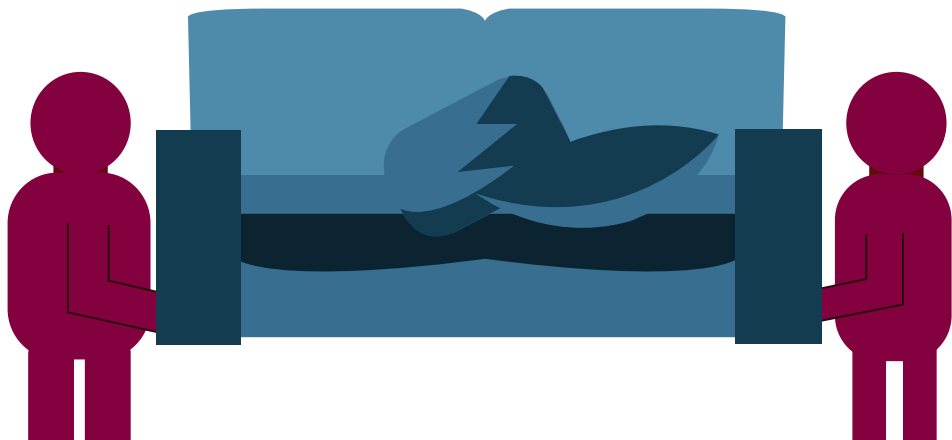
instagram.com/BeHokieReady

USE THIS QR CODE TO GET THE HOKIE READY APP

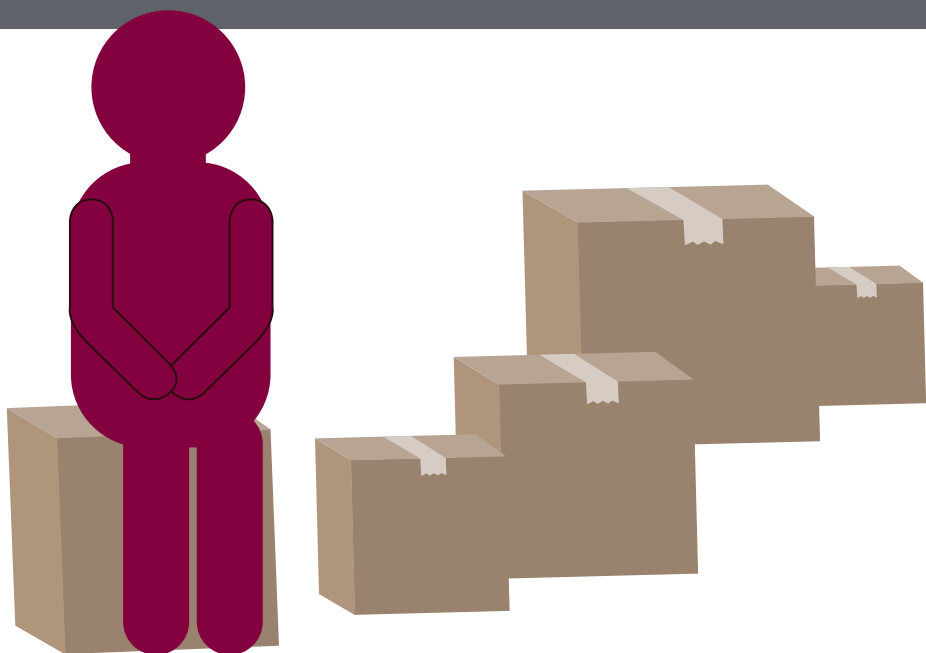
Download the Hokie Ready App to always have
Virginia Tech safety resources on hand

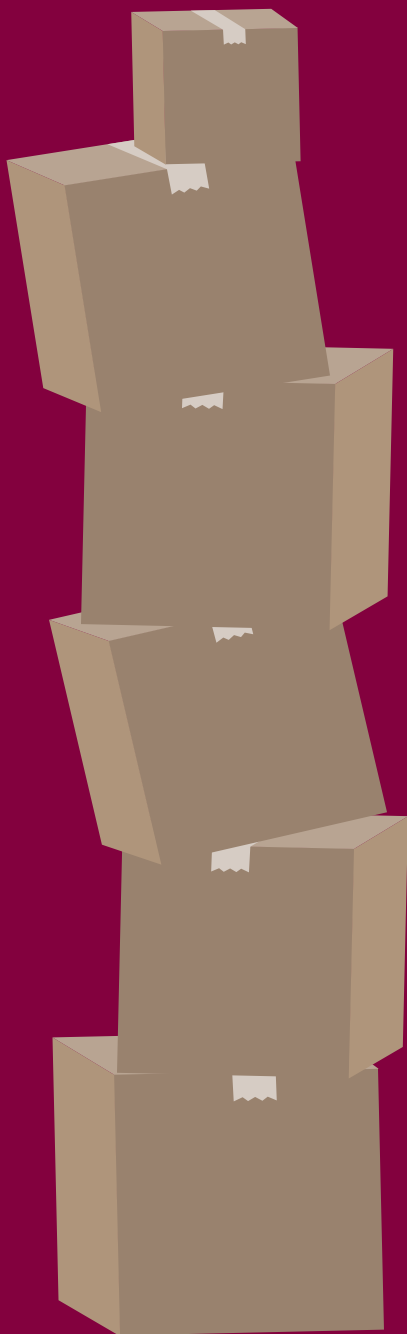


Virginia Tech Emergency Management
Public Safety Building
330 Sterrett Drive
Suite 148
Blacksburg, VA 24061



SO, YOU'RE MOVING OFF-CAMPUS?





Welcome to The Maroon Guide — your guide to safety, preparedness, response, and recovery for Virginia Tech students. As you move off campus into apartments or homes nearby, you need to be prepared to handle emergency situations. The Maroon Guide is here to help you learn about preparedness, common emergencies, and the recovery resources at your disposal to handle emergencies that come your way.

The guide starts with a section on **Preparedness**. This is where we'll cover the basics, give you an overview of general emergency information, and show you how to build emergency kits and plans. Plus, we'll cover some Virginia Tech-specific information like how to manage your VT Alerts, and even how to purchase renters' insurance for the first time.

In the second section, you'll find useful tips for emergency **Response**. We've included some of the most common situations you might encounter while you're living in Blacksburg — everything from little incidents such as power outages to big problems such as fires and severe winter storms.

And finally, we've included a section dedicated entirely to **Recovery**. This will give you an overview of many of the resources at Virginia Tech and in the New River Valley for students in emergencies. From counseling to temporary housing to finding food, the university and local community is overflowing with ways to get you back on your feet — you just need to know where to go.

Even the smallest preparedness and response steps can make a huge difference when you're in an emergency situation. By reading this guide, you'll be one step closer to being ready for whatever life throws your way.

PREPAREDNESS

In this section, you will learn how to be better prepared for emergencies.

The Preparedness section will take the most motivation to accomplish as well as having the most benefit in doing so. The better prepared for an emergency that you are, the faster you can get back on your feet. Use this section to make choices about your individual preparedness as you move off-campus.



Make a Kit



Have an Emergency Plan



Subscribe to VT Alerts



Get Renters Insurance



Take Basic Security Steps



Protect Important Documents



MAKE A KIT

Having a few essentials on hand can make a huge difference in an emergency. Making a kit that you can grab quickly during an evacuation or turn to for crucial supplies during a secure-in-place or shelter-in-place will not only help keep you safe, but also comfortable.

In this section, we'll give you an idea of the items that can be most useful in an emergency situation — but remember, an emergency kit is still very personal. As you build your kit, think about the items you may need in the first few hours to days after a disaster and customize your kit to meet your needs.

START WITH THE BASICS

Every emergency kit should include the items listed below. These are the most basic items that will help you survive, and help prepare you for anything that could happen:

Flashlight and extra batteries



A three-day supply of **water**



Battery-powered or hand-cranked **radio**



Multi-purpose **tool**



A three-day supply of **food**



Copies of **important documents**



Cell phone **charger**



First aid kit



Extra **cash**



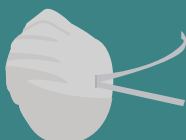
Emergency **blanket**



Moist towelettes or **hand sanitizer** for sanitation



Dust **mask**



Safety **whistle**





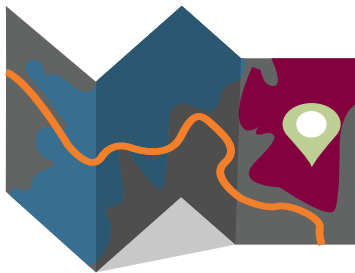
TAKE TIME TO PERSONALIZE IT

What do you personally need to help you survive in a disaster? Personalizing your emergency kit will not only aid in your comfort, but help you survive in case a disaster strikes. Think about including some of the items listed here:

- Daily medications needed (7-day supply)
- Supplies for your pet
- Feminine supplies
- Sanitation and personal hygiene items
- Complete change of clothes
- Spare eyewear (don't forget extra contacts and solution)
- An activity to occupy your mind (book, card game, drawing pad, etc.)

MAKE IT LOCATION SPECIFIC

When a disaster strikes, you may not have your cellphone or other electronics needed for navigation. Having maps, paper, pencils and other area specific resources will aid you in getting help faster and more efficiently.





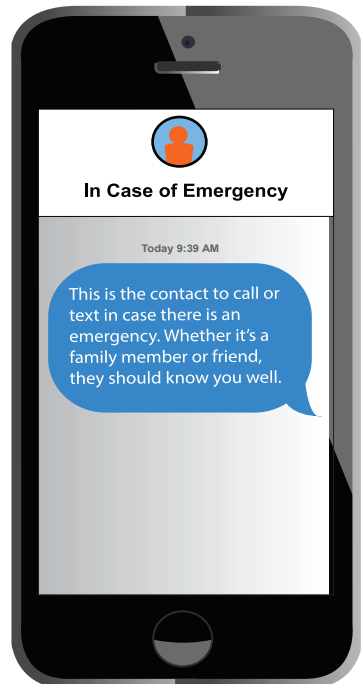
HAVE AN EMERGENCY PLAN

Do you know more than one way out of the buildings you visit on a regular basis? Where you would meet up with your roommates if your apartment building was evacuated? How would you let your family know that you're okay if you didn't have access to a cell phone? If you can't answer these questions, then it's time to start developing your emergency plan.

An emergency plan provides you with guidance during an incident, can reconnect you with loved ones, and helps you recognize possible hazards in your area. Knowing this information offers you the best chance to safely evacuate your building, and not lose anyone in the process.

COLLECTING AND COMMUNICATING INFORMATION

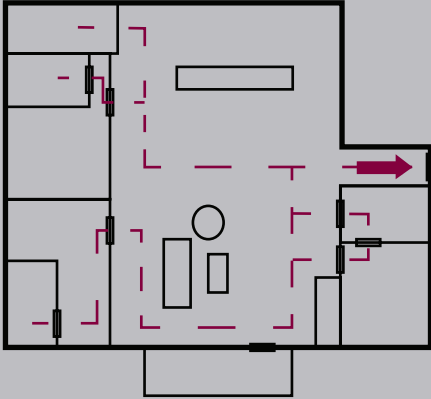
- Complete a contact card to carry regularly, be sure that the card identifies: yourself; any special health, diet or medical needs; and an emergency contact. Your cell phone should have an **In Case of Emergency (I.C.E.)** application to store important medical and emergency contact information. If you are unconscious or unable to call, responders may look for this information on your phone.
- Establish a roommate emergency contact sheet. Write down the emergency contact information for each person living in your apartment.
- Decide how the members of your apartment will communicate including alternatives. Choose a contact to call who can relay messages even if local phones are out.





PLAN WHAT TO DO IF YOU HAVE TO EVACUATE

Establish a few locations where you and your roommates could reunite after an emergency or evacuation. Decide where you would go and what route you would take to get there.



In your neighborhood: This is a location that would work best if you have to evacuate your home. It should be near enough that you can get there as soon as you exit your building, but far enough away to account for possible hazards.

Outside of your neighborhood: This is a location that would work best if a disaster occurs while you are not at home, and you are unable to return home. This could be a library, community center, family member or friend's house.

Outside of town: This is a location that would work best if you cannot get home or to your outside-of-neighborhood meeting place, or if the entire community is instructed to evacuate. An out-of-town family member, a friend's house, or a hotel/motel would work well. Make sure everyone in your household knows the address of the meeting location, as well as basic driving directions.

OTHER THINGS TO CONSIDER

- Consider the routes you take to common locations such as classes, work, your home, or a friend's home. Make sure you know more than one path to-and-from these locations, in case an incident should prevent you from taking your regular route.
- Consider the buildings you visit daily, and the way that you enter and exit them. Make sure you know more than one route in-and-out of these buildings, in case an incident should prevent you from taking your regular path.
- Plan ahead for your pets. Keep a phone list of kennels, pet-friendly hotels/motels, and animal shelters that are along your evacuation routes.
- Exercise your plans. Practice evacuating your home, if you can, twice a year. Travel your planned evacuation route, and plot alternate routes, in case roads are closed.



SUBSCRIBE TO VT ALERTS

VT Alerts is the university's notification system that will communicate critical information with the student body in the event of a disaster or emergency on campus. In all likelihood, you subscribed to VT Alerts before or during your freshman orientation. Revisiting these VT Alerts preferences and updating your subscription on a regular basis is an important aspect of being prepared for campus emergencies.

HOW DO I GET EMERGENCY NOTIFICATIONS?

VT Alerts is Virginia Tech's Emergency Notification System. In a campus emergency, Virginia Tech will use several information delivery methods to reach you because, at any given time, one form of communication might be better to reach you than another. VT Alerts will deliver messages using some or all of the following channels:

- The Virginia Tech homepage (vt.edu)
- Broadcast e-mails to all vt.edu accounts
- Electronic message boards
- Campus sirens



HOW DO I SUBSCRIBE TO VT ALERTS?

Visit subscribe.alerts.vt.edu and log-in with your PID. Choose **Add Contact Method** or **Edit** to update your contact preferences.

HOW DO I SET UP VT DESKTOP ALERTS?

VT Desktop Alerts sends a notice to your desktop or laptop computer, wherever you are as long as you are connected to the Internet. Visit alerts.vt.edu and click on **VT Desktop Alerts** in the left-hand toolbar. Download the VT Desktop Alerts program appropriate for your computer's operating system, and follow the installation instructions.

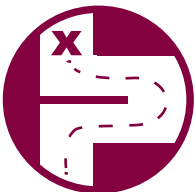
When you get a VT Alert, it will say what's happening, where it's happening, and what you should do. Learn the three most common steps you should take in the event of an emergency:



Secure-In-Place: If you are outside during a secure-in-place emergency, you should seek cover in the nearest unlocked building. If the buildings in the immediate area have exterior doors that have been locked, continue to move away from the danger, seek cover, move to another building, or leave campus if it is safe to do so. Once inside, find an interior room and lock or barricade the doors. To minimize vulnerability, turn off lights, silence phones, draw blinds, and move away from windows. Await further instruction from VT Alerts and emergency personnel. Do not leave until an “All Clear” is received.



Shelter-In-Place: Immediately seek shelter inside the closest sturdy building. Do not wait until you physically see a tornado or severe weather event to react. Resist the temptation to go outside and check the weather conditions yourself. Once inside, stay away from windows, glass, and unsecured objects that may fall. Seek shelter in interior rooms and corridors. Avoid large free-standing expanses such as auditoriums and gymnasiums. Do not use elevators. Await further instruction from VT Alerts and emergency personnel. Do not leave until an “All Clear” is received.



Evacuation: Check doors for heat before opening. Do not open a door if it feels hot. Walk – do not run. Do not push or crowd. Keep noise to a minimum, so you can hear emergency instructions. Use handrails in stairwells, and stay to the right. Assist people with disabilities. Follow instructions from emergency personnel. Move quickly away from the building. Head to your assembly point, unless otherwise instructed. Watch for falling glass and other debris. Keep roadways and walkways clear for emergency vehicles. If you have relocated away from the building, do not return until notified that it is safe to do so.



GET RENTERS INSURANCE

Renters insurance can be a confusing and frustrating topic when you move into your first apartment, but don't let that discourage you. Insurance is such an important step toward protecting your belongings from theft, damages, or losses that can occur during an emergency. It's available to anyone living in a rental property, and is affordable even on a student budget. So take a deep breath, and let us walk you through the process of researching plans and signing up for your first policy.

DO YOU NEED RENTERS INSURANCE?

Getting renters insurance is highly recommended as a precaution against loss of important property during an emergency or other incident. That being said, opting in or out of renters insurance often varies based on your unique living situation.

Consider the following:

1. Does your lease require renters insurance?
2. Are your personal belongings covered under another insurance policy, such as your parents?
3. Would you be financially able to handle having to move out of your residence or replacing your computer, furniture, clothing, and other personal items?

If you answered “yes” to question 1 or “no” to questions 2 or 3, then you should consider renters insurance.

SAVING MONEY ON RENTERS INSURANCE

Your renters insurance premium depends on a number of factors: where you live, your past claims, your deductible, your insurance company and whether you need any additional coverage. Common ways to save on renters insurance include:

- Increasing your deductible.
- Asking for discounts for smoke detectors, and security systems.
- Buying your car insurance from the same company, called a “multiline” discount.
- Paying your renters insurance bill in full rather than in installments.

LEARN THE

LANGUAGE



Renters Insurance: A homeowners policy that covers tenants of a home, townhome, condo or apartment from loss of personal property.

Rider: A provision of an insurance policy that is purchased separately and provides additional benefits at additional cost. Common for flood coverage or expensive personal possessions like jewelry or electronics.

Flood Insurance Policy: An insurance policy covering damages caused by floods associated with hurricanes, heavy rains and other conditions. This type of policy is not covered under traditional policies and can be obtained through the National Flood Insurance Program or through a rider.

Deductible: The amount of money that you must pay before the insurance company will pay a claim. Higher deductibles will keep monthly payments low, but will result in you paying more out of pocket after an incident occurs. On the flipside, you'll pay a little bit more monthly for a low deductible plan, but you will not have to pay as much after an incident.

Premium: The payment you make to the insurance company for your insurance policy. Typically paid in monthly or yearly installments.

Hazard Insurance: Covers physical damage or loss involving your property or possessions.

Liability Insurance: Covers injuries to people on your property or caused by members of your household (including pets).

Loss of Use: An additional benefit of some insurance policies that covers costs associated with living somewhere temporarily if your home becomes uninhabitable.

Replacement Cost: One of two ways your belongings could be covered. The insurance company will pay what it actually costs to replace your personal belongings after you have met your deductible.

Actual Cash Value: One of two ways your belongings could be covered. The insurance company will reimburse you for the cash value of the personal belongings you lost after you have met your deductible. Each item's cash value is a calculation of your property's worth at the time it was damaged or stolen.



BEFORE YOU PURCHASE A POLICY

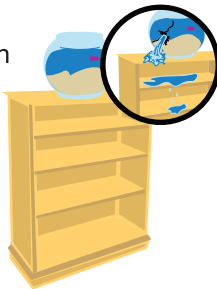
Read through your policy carefully before making a purchase, and ask the following questions:

- **What hazards does the policy cover? Do you need to purchase additional coverage, like flood or wind insurance?**
- **What is the policy's coverage amount? Is that enough to replace all of your personal possessions if needed? Use an inventory resource like KnowYourStuff.org to assess your coverage needs.**
- **What (if any) loss-of-use coverage is included in the policy? Would you be able to afford the cost of alternative housing if you needed to vacate your property for repairs?**
- **What is the policy's deductible? Could you afford to pay that amount before receiving any additional money to replace your possessions?**
- **What type of repayment coverage does the policy provide? Do you need actual cash value coverage or replacement coverage?**
- **What (if any) liability insurance and medical payments to others insurance is included in the policy?**

WHAT DOES RENTERS INSURANCE COVER

The standard renters insurance policy (also referred to as an HO4 policy) insures 16 specific perils:

- Fire or lightning
- Windstorm or hail
- Explosion
- Riot or civil commotion
- Aircraft
- Vehicles
- Smoke
- Freezing
- Theft
- Volcanic eruption
- Falling object
- Weight of ice, snow, or sleet
- Accidental discharge or overflow of water or steam (not flooding)
- Tearing apart, cracking, burning of building
- Vandalism or malicious mischief
- Damage from artificially generated electrical current





LEARN TO COMPARE THE COVERAGE

The main purpose of a renters insurance policy is to insure the belongings of the person who purchased the policy. If your policy says you have \$20,000 in coverage, it most likely means that you have a maximum of \$20,000 that can be used towards replacing damaged or stolen belongings after you meet your deductible.

However, it is important to be aware of which type of repayment coverage you have. **Actual cash value (ACV)** coverage means the insurance company will reimburse you for the cash value of the personal belongings you lost after you have met your deductible. Each item's cash value is a calculation of your property's worth at the time it was damaged or stolen. **Replacement cost value (RCV)** means the insurance company will pay what it actually costs to replace your personal belongings after you have met your deductible. Depending on which option you have, there could be a large distinction in how much money you receive for a claim.

ACV = RCV - [Depreciation]

RCV = [Payment based on current cost]

In addition to personal property coverage, most renters insurance policies will give the renter liability insurance and medical payments to others insurance. Liability insurance provides extra protection for legal situations, and medical payments provide a small amount of insurance for minor accidents that occur on the property to people who don't live on the premises.

Some, but not all, policies may include an option for loss-of-use coverage. Loss-of-use covers costs associated with living somewhere temporarily if your home becomes uninhabitable due to a covered peril.



TAKE BASIC SECURITY STEPS

Moving from a residence hall to an off-campus apartment can be a bit of a culture shock when it comes to home security and theft. Bad habits you may have formed on-campus — from leaving your door unlocked for your roommate, keeping your windows open to control the heat, or leaving personal belongings in common areas — can put both you and your possessions at risk. There are many things to consider before deciding where to move, signing a lease, and living there safely:



Do you feel safe in the area? Are parking lots well lit? Ask about local crime trends.



Do you plan to leave town? Don't forget to close your blinds when you leave and put all valuables out of plain sight.



Do the windows lock? Does the door have a deadbolt and a peephole? Consider a home security system.



Neighbors can offer extra protection for you and your apartment by alerting you of unusual activity.



Are there smoke alarms installed? Does the apartment have a maintained sprinkler system?



Don't forget to lock your car.



Do the upper floors have at least two exits from the building?



Is there rust in the sinks, mold on the pipes, or leaky faucets? All of these can indicate poor plumbing. Check for water damage.

FOR MORE HELP IN REVIEWING YOUR LEASE

Once you have found a safe, well maintained place to live, be sure to document any damages and problems before you move in. Ask if they will be repaired prior to your move in date. Be sure to put any promised updates or fixes in writing before signing your lease. If there is anything you do not understand in your lease, contact **Student Legal Services** to have someone review it with you.

IMPORTANT DOCUMENTS



Disaster can cause damage to your home and environment, but even that can feel minor in comparison to the damage caused to many of your important documents. The work and stress needed to replace items such as your birth certificate, passport, driver's license, scholastic documents and apartment lease make it well worth your effort to safeguard this paperwork before it's too late:

- Consider purchasing a fireproof safe designed for documents. Security of these documents is important. As an alternative, consider placing these documents in a secure place where they can be accessed quickly should you need to leave your residence quickly.
- Many banks offer safety deposit boxes where important documents could be stored, however there is typically a fee for this service.
- In addition to legal documents and government documents, consider the value of your scholastic documents.
- Many of your documents may be in electronic form, but may be stored in the same physical location. Remember a fire in your apartment or home is likely to destroy digital files too.
- Where possible, use cloud storage solutions to backup important documents.
- Make copies of important documents and store them securely in a few different places.
- Consider making an electronic copy of your documents to store on a flash drive. This can be added to your disaster kit so that you can easily provide it to your insurance company following a loss.

DOCUMENTS TO PROTECT

- Birth certificate
- Passport
- Driver's license
- Social security card
- Property lease
- Financial documents
- Insurance policies
- Recent tax returns
- Medical records
- Health insurance
- Debit/credit card numbers
- Safety deposit information
- Records of passwords and PINs
- Family photos
- Scholastic documents



RESPONSE

In this section, you will learn how to respond to common incidents.

There are certain types of emergency incidents that can affect the Blacksburg community more than others. This portion of The Maroon Guide will teach you how to prevent and prepare before common incidents occur, then respond when disaster strikes.

Emergencies including “Blacksburg weather,” are often swift and unpredictable. Reading over this section in advance can help you handle anything that comes your way or check back here after an incident occurs.



Fire



Severe Weather



Severe Winter Storms



Tornado



Heat Advisory



Violence and Robbery



FIRE SAFETY

You've learned "stop, drop, and roll" for fire safety, but what comes next? There are many things to consider when thinking about how to keep yourself and your home safe from fires. Do you know two different ways to get outside just by touch? Are all of your appliances in good working condition? How old is your home or apartment? Do you use extension cords? Do you have a fire extinguisher in your kitchen? If you are stuck inside how will you signal the fire department of your location? If you do suffer a fire, what steps will you take

Gas Leaks 101

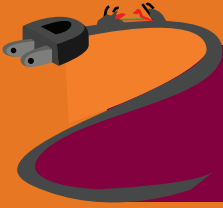
Be sure to install carbon monoxide detectors to protect you. Pay attention to flu-like symptoms that appear rapidly such as headache, dizziness, nausea, confusion, and fatigue. These could all be signs that you have been exposed to carbon monoxide in your home.

Gas leaks could come from water heaters, gas stoves, gas dryers, fireplaces, and cars left running in the garage. If you fear a gas leak in your residence because of a strange odor or sound, leave immediately and dial 911.

Did you know?

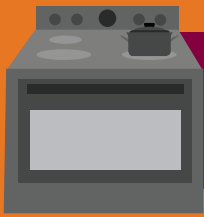
- Smoking is the number one cause of all fatal apartment fires.
- Most residential fires occur at night when apartments are most heavily populated.

Ways to Make Your Home Fire Safe



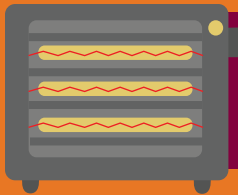
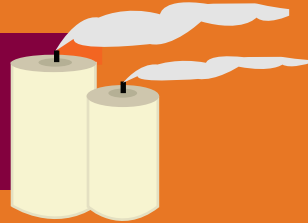
Check for frayed wiring and make sure electrical cords are not running across doorways or under carpets. Never use extension cords for long-term wiring.

Smoke alarms should be installed and test them twice a year.



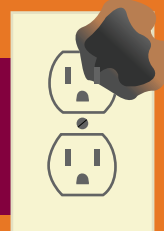
Don't leave the kitchen while you're cooking and never leave combustables on the stove or in the oven.

Extinguish candles after each use and never leave them unattended.



Turn off space heaters when leaving the room and never leave them near flammable materials.

If you feel a tingling sensation near electrical outlets or appliances, see lights flickering, or notice discoloration of outlets, have an electrician check it out.



If you find yourself in a fire emergency:

Exit the building



Leave all belongings behind



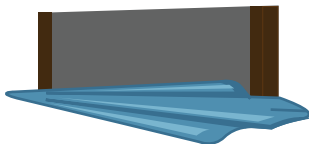
Stay low and crawl under the smoke



If you need to move through closed doors, be sure to feel the door for heat before opening it



If you cannot exit, cover cracks under door and vents with sheets or towels to prevent smoke from entering the room



Use bright colors or loud noise to signal firefighters that you are still in the building and dial 911 to tell them you are trapped



Never use an elevator



Once out and safe, dial 911 to notify the fire department



Never go back into the burning building for any reason



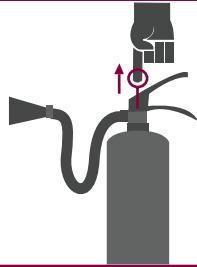
- Once the fire is out and the scene is safe: For immediate relief, contact your local American Red Cross (540-639-2140).
- Ask the fire officer for contact information and an estimated time for the initial walk-through of your property as they will escort you.
- Call your renter's insurance company to file a claim and be sure to take pictures of the damage as well as an inventory of belongings.

Response

Quick Steps for Fire Extinguisher Use



P



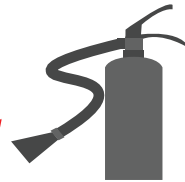
Pull the pin

This will release the operating lever.

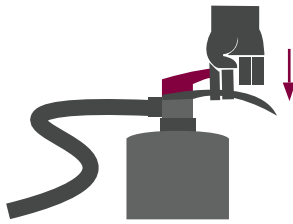
A

Aim at the base of the fire

Extinguish by aiming at the object on fire not the flames.



S



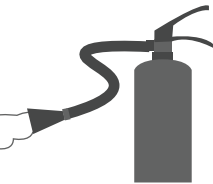
Squeeze the handle down

This will release the extinguishing agent.

S

Sweep side to side

Extinguish at a safe distance, roughly ten feet. Move closer to the fire as it begins to diminish.





SEVERE WEATHER

The New River Valley is prone to heavy rains, thunder and lightning, strong winds, and flooding. Know the “weather words” to understand what is happening.

Watch

The condition is possible

Warning

The condition is occurring or will occur soon

Before, During, and After Severe Weather:

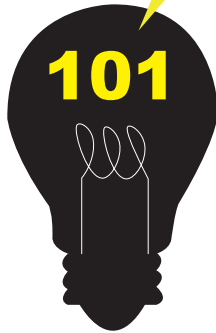
- Stay informed
- Prepare for heavy rain, lightning, strong winds, and flooding
- If caught in severe weather, seek shelter if possible
- Look for a grounded building, move to the interior of it, and stay away from windows, sinks, toilets, tubs, showers, electrical boxes, outlets, and appliances
- Shelter until the storm is over if possible, be sure to wait 30 minutes until the last crack of thunder is heard or lightning is seen
- Move outdoor furniture inside, if safe to do so
- Move valuables and essentials to upper floors in case of flooding
- Stay away from floodwaters
- Don't go into damaged buildings and be sure to report structural damage
- Avoid downed or loose power lines and report their locations to officials



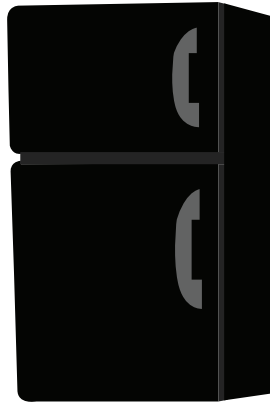
Never go through standing water, in a car or on foot



Power **101** Outage



- If the power goes out: **Keep fridge and freezer doors closed to maintain food.**
- If power is lost for a long time, **begin eating the perishable foods first, saving the non-perishables for last.**
- **Turn off and unplug unnecessary appliances and electronics to avoid surges when power is restored.**
- **Never use a generator, gas-fueled, or charcoal device inside your home. This could lead to carbon monoxide poisoning.**
- **Report any downed power lines and power outages.**





SEVERE WINTER STORM

Winter Storm Advisory

In the next 2-5 days winter weather is expected to cause significant inconveniences and may become hazardous.

Winter Storm Watch

A winter storm is possible within the next 36-48 hours. Review your response plans and monitor weather reports.

Winter Storm Warning

Severe, potentially life-threatening winter conditions are occurring or will begin within 24 hours. Take precautions immediately.

Blizzard Warning

Sustained winds or frequent gusts of 35 miles per hour or higher with heavy falling or blowing snow (reducing visibility to less than a quarter mile) are expected to prevail for a period of three hours or longer.

Monitor the news, National Weather Service, and Virginia Department of Transportation for important information. Make sure that your kit is ready and that you have winter weather specifics including:

- Rock salt to melt ice
- Sand to improve traction
- Snow shovel and windshield scraper
- Extra clothes and blankets
- Fill your car's fuel tank and maintain your vehicle's kit
- Buy basic groceries in case you cannot leave your home
- Ensure your heat is working properly to avoid frozen/broken pipes



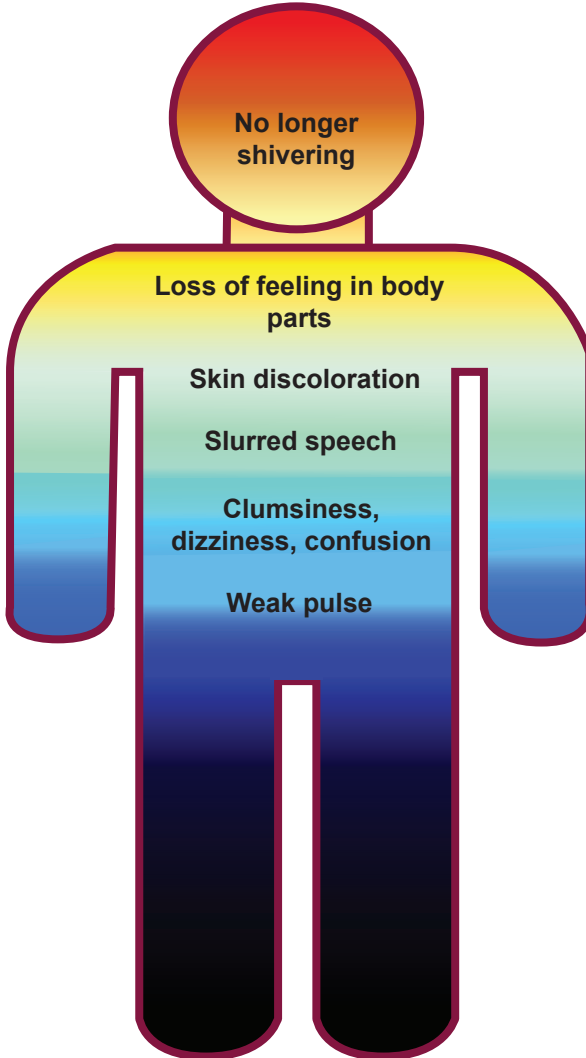
Hypothermia



How to Avoid Hypothermia:

- Do not stay outside for prolonged periods of time
- Wear lots of lightweight layers of cotton or wool clothing
- Try to remain dry while outside

Know the Signs of Hypothermia



If you suspect someone has hypothermia, dial 911 for medical assistance.

Response

Steps to Reverse Hypothermia:

- Get in a warm environment
- Remove wet clothing
- Apply layers of warm, dry clothing and blankets
- Drinking warm liquids, non-caffeinated and non-alcoholic



TORNADO

Tornado Watch

Tornadoes are possible in and near the watch area. Check your supplies and be ready to act quickly if a warning is issued.

Tornado Warning

A tornado has been sighted or indicated by weather radar. Tornado warnings indicate imminent danger to life and property. Immediately relocate underground to a basement, or an interior room (closet, hallway, or bathroom).

Keep updated on weather reports to stay informed about watches or warnings, and bring anything that can be picked up by the wind indoors.

Watch for tornado danger signs:

- Dark, often greenish clouds
- Wall cloud (an isolated lowering on the base of a thunderstorm)
- Cloud of debris
- Large hail
- Funnel cloud (a visible rotating extension of the cloud base)
- Roaring noise



It is safest to be in an underground shelter or basement. If these options aren't available, a small, windowless interior room or hallway on the lowest level of the building is the safest alternative.



If you are caught outdoors:

- Seek the nearest shelter
- If you cannot quickly walk to a shelter, immediately get into a vehicle and drive to the closest sturdy shelter.
- If there is flying debris while driving, pull over and park. Either stay in the car with your seatbelt on with your head below the windows, or if you can find land noticeably lower than the level of the road, safely exit and lie down in that area covering your head with your hands.

After the incident:

- Continue monitoring weather reports for updates and instructions
- If you evacuated, only return home when officials say it is safe
- Watch out for and report any fallen power lines
- Stay out of damaged buildings
- Limit phone calls to allow for increased service





HEAT ADVISORY

Response

Excessive Heat Outlook

A heat wave may develop in the next 3-7 days.

Excessive Heat Watch

Conditions are favorable for a heat wave (high Heat Index) in the next 12-48 hours.

Heat Advisory

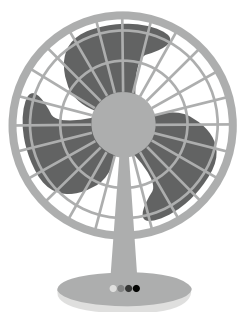
An uncomfortable, potentially dangerous heat wave (daytime highs=100-105 F) is forecast within the next 36 hours.

Excessive Heat Warning

A dangerous heat wave (daytime highs=105-110 F) is forecast within the next 36 hours.

Heat Index or “Apparent Temperature” is an estimate of the temperature that the body feels when the effects of heat and humidity are combined. Note that exposure to direct sunlight can increase the heat index by as much as 15 degrees Fahrenheit.

If you have air-conditioning, make sure it works properly. Keep fans on hand but remember that even though they may provide comfort, they will not necessarily prevent heat-related illness.



These tips can be helpful during a heat advisory:

- Apply weather-strips to doors and window sills to keep cool air in.
- Cover windows that receive morning or afternoon sun with drapes, shades, or awnings.
- If you have a chronic medical condition, consult your primary-care provider to learn how your body is likely to respond to excessive heat. Some prescription medications may interfere with the body’s natural ability to regulate temperature or may inhibit sweat production. Be sure to check with your doctor or pharmacist about these possible side effects.
- Limit outdoor activity to morning and evening hours and rest often in shady areas. Cut down on exercise and make sure that you stay hydrated. Wear light, loose-fitting, warm-weather clothing, and avoid layers! Take frequent cool showers and never leave anyone, including pets, in a closed vehicle even for brief periods of time.
- Check on your neighbors, especially the elderly. Be alert to special needs. Make sure that your pets have plenty of water and access to shade or cooler environments. Be careful not to overheat pets during outdoor activities.



VIOLENCE AND ROBBERY



If you are home when a break-in occurs, escape if possible or hide. Dial 911 and do not distract or antagonize the intruder. Cooperate and mentally note as many distinguishable features as possible including height, weight, age, clothing, skin color, and type of weapon, if any. After a robbery or if you return home to a break in, these should be your initial response steps:

- ▶ Dial 911 to report the incident to the police
- ▶ Note everything that is missing or damaged and take pictures
- ▶ Call your insurance company to file a claim
- ▶ Call the landlord to repair the physical damage to doors, windows, and the interior as necessary
- ▶ For emotional support, schedule an appointment at Cook Counseling Center (540-231-6557)
- ▶ Consider the intruder's methods of entry when working to improve your home security

RECOVERY

In this section, we will help guide you through the recovery phase of your emergency.

The Recovery phase of any emergency that you suffer will be the longest. You may need immediate relief such as shelter, food, and clothing. You may also need short-term relief for academics and peace of mind. You may need support to finish the semester. You may also need long-term recovery which may include replacing your belongings and important documents.

As you recover from your emergency consider what you can do moving forward to become more resilient in the future. What do you wish you had prepared before this emergency now that it is over? Use what you have learned from your emergency to help prepare for future ones and revert to the preparedness section to make yourself Hokie Ready again.



Immediate Relief



Academic Relief



Emotional Relief



Temporary Housing



Important Documents



Finding Food



Quick Contacts



IMMEDIATE RELIEF

The American Red Cross responds to disasters no matter how big or small. They provide immediate relief to individuals affected by a local disaster, free of charge and without bias, based solely on disaster-caused need.

Immediate Short-Term Relief Services that May Be Provided:

- Shelter
- Food
- Clothing, shoes, coat replacement
- Toiletry items
- Flood clean-up kits
- Medical replacement (Rx, glasses, etc.)
- Mental Health support
- Referrals to other community organizations to assist with other needs
- Information to assist with planning long-term recovery
- Additional transitional support may also be provided



If you require immediate assistance contact:

Red Cross- New River Valley Chapter

10 Hickok Street

Christiansburg, VA 24073

(540-639-2140)

ACADEMIC RELIEF

A+

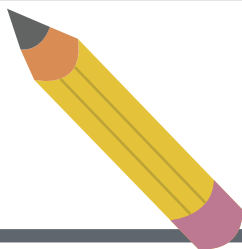
Getting the help you need to finish the semester can be a multifaceted task. You may need extensions or extra help from professors, a new computer, or help to coordinate everything.

Classes, Assignments, Exams

Localized disasters have the potential to affect a specific apartment complex without affecting the greater area such as flooding, fire, or structural damage. In these cases you should expect that classes, projects, and due dates will not be adjusted to accommodate you automatically. However, within the Dean of Students Office is the Student Advocacy Team, a group of highly competent, compassionate, and capable people who are dedicated to assisting you through difficult times.

Start with:

Dean of Students Office
109 East Eggleston Hall 500
Drillfield Dr. Blacksburg, VA 24061
Phone: 540-231-3787
Email: dean.students@vt.edu



Textbook and Computer Support

- Laptops are available for lease at the Software Distribution Office, located on the third floor of Torgersen Hall at the north end of Torgersen Bridge. All laptops have a weekly rate, with a small fee for any additional software needed. Completion of a Laptop Leasing Agreement is required prior to receiving a laptop.
- Software Distribution Office Contact Information: Phone: 540-231-3969 Email: software@vt.edu.
- Consider borrowing an old laptop from a friend, utilizing one of the many computer labs around campus, or going to the Math Emporium to gain access to a computer.





EMOTIONAL RELIEF

Cook Counseling Center

Cook Counseling Center (CCC) is committed to offering counseling services to Virginia Tech students no matter what is troubling them. These services include individual counseling, group counseling, couples therapy, career counseling and more.

Making an appointment

- Their staff is available to assist students in managing academic and personal demands more effectively. All services are confidential. Students seeking any type of clinical services offered at CCC first undergo a triage assessment. The purpose of the triage assessment is to assess the student's current concerns/problems and determine the most appropriate treatment options for students.
- Triage assessment appointments are offered daily, Monday - Friday from 8:30 a.m. to 4:30 p.m. To schedule an appointment for a triage assessment, call 540-231-6557 or stop by McComas Hall. It is possible to schedule appointments for the following day after noon (noon on Friday for Monday appointments).
- Hours: 8 a.m. – 5 p.m. Monday – Thursday
9 a.m. – 5 p.m. Friday
- McComas Hall, RM 240, Virginia Tech, 895 Washington St. SW Blacksburg, VA 24061 Phone: 540-231-655
- Cook Counseling Center is required by law to maintain the privacy of protected counseling information and to provide and abide by this notice of its legal duties and privacy



Emergency Services

If your feelings are out of control and you have thoughts of harming yourself or someone else, secure help right away. If you are experiencing this outside of Cook Counseling Center's normal business hours, assistance is available by calling 540-231-6557.

Resources in the New River Valley

ACCESS

Emergency services clinicians are available to meet with you at your location. A friend or family member can call for you if you feel that you are unable to do so yourself. Call 540-961-8400.

CONNECT

A 24-hour referral and emergency evaluation service of Carillion Health Care. Call 1-800-284-8890 or 540-731-7385.

RESPOND

A mental health admittance and referral service of Montgomery Regional Hospital and Lewis Gale Hospital. Call 540-953-5324.

VT Community Provider Database: <http://www.search.ucc.vt.edu/>





TEMPORARY HOUSING

Your Rights

- If your personal property is damaged by loss, theft, or fire, your landlord will not be responsible for replacing it.
- If the damage is due to negligence on your part, as a tenant, the repairs will be your responsibility.
- If not, then the landlord must provide a safe and habitable property as soon as possible after the incident.
- If the property is unfit to live in you have the right to cancel your lease and stop paying rent to live somewhere else. You should reach out to the local Health Department to determine what is an unfit condition to live in.

Temporary Housing

- Temporary housing may be necessary in certain situations, for example during a gas leak or if repairs need to be made. Local hotels are a good option for a short stay if you do not need to bring your things, but other arrangement may be necessary. Below is a list of short term living arrangements offered in both Blacksburg and Christiansburg.

Virginia Tech Off Campus Housing Website (vt.offcampuspartners.com)

- Provides support to search for available properties, find roommates, post a sublet, and more.
- Also provides good resources about finding a reliable apartment, what to consider in an apartment, etc.
- Contact the Dean of Students for extra help.



Short Term Housing Options

Affordable Corporate Suites

Offering weekly and monthly rentals starting at \$240-\$320 per week or \$890/month. Located in Christiansburg on Peppers Ferry Rd. Call for details (540)381-5464 or visit corporatesuites.biz.

Foxridge/Hethwood Communities

Offering "Nightly Suites" available for nightly, weekly, and monthly stays. (1) furnished 2BR unit and (2) furnished 3BR units available. Rates vary depending on length of stay. Call for details 540-951-1221.

Oak Tree Extended Stay

Offering weekly and monthly rentals on 2BR units starting at \$450/week or \$1400/month. Located in Christiansburg near Recreation Center. Call for additional information: 540-382-5885 or visit oaktreetownhomes.com.

Smith's Landing

Offering 6 month leases; \$100 fee per month and on security deposit. Call for details: 540-961-1001.

Tech Motel

Offering 3-month leases (with possible renewal) for efficiency units. Located on 110 Draper Rd.; \$385 - \$400/month for efficiency. Contact Blue Ridge Real Estate at 540-953-0054.

University Terrace Condos, Oak Manor, Pheasant Run, Clover Valley Windsor Hill Apartments

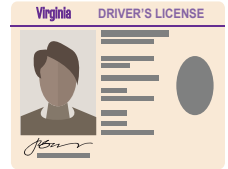
Offering short-term leases. Call for details: 540-951-2775. Offering 6-and 9-month leasing.



IMPORTANT DOCUMENTS



If important documents have been damaged or lost, contact the proper agencies in order to get replacements.



Driver's License	Department of Motor Vehicles (DMV)
Government Issued ID	Contact the issuing authority
Insurance Policies	Your insurance agent or company
Military Discharge Papers	Department of Veteran Affairs, 1-800-827-1000 or TDD/TTY 1-800-829-4833
Passports	State Department - Passport Services, 202-955-0430 (24 Hours)
Birth, Death, Marriage Certificates	Bureau of Records in the appropriate state
Social Security or Medical Cards	Local Social Security Office, 1-800-772-1213 or TDD/TYY 1-800-325-0778
Credit Cards	The issuing company ASAP. MasterCard and VISA, contact issuing financial institution American Express, 1-800-441-0519 Discover, 1-800-347-2683
Titles to Deeds	Records Department of the area in which the property is located
Stocks and Bonds	Issuing company or your broker
Wills	Your Attorney
Income Tax Record	The IRS Center where you filed your taxes or 1-800-929-1040
Citizenship Papers	Bureau of Citizenship and Immigration Services, 1-800-375-5283
Mortgage Papers	Lending Instiution

FINDING FOOD



When emergencies occur, getting back on your feet can take some time and strategic budgeting. To help afford other necessities, saving on food can be beneficial. Look in local grocery stores for the manager's sale section, where damaged and soon to expire foods are sold at a discounted price as well as local food banks and pantries.

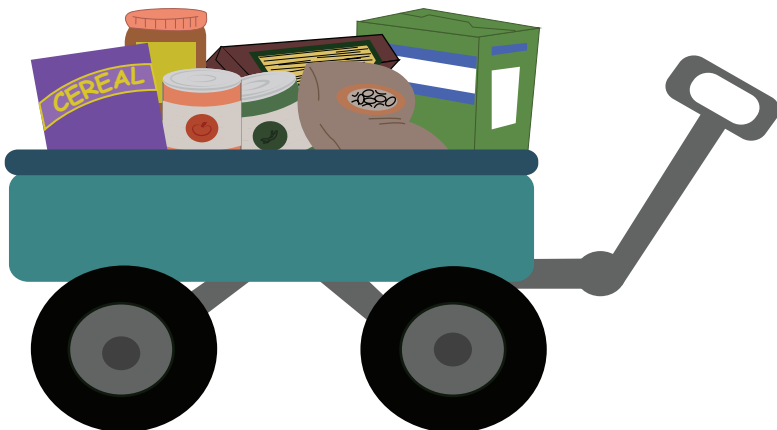
209 Manna Ministries is a non-profit, volunteer-run food pantry that serves Virginia Tech students. Their mission is to provide food, toiletries, and school supplies for college students at Virginia Tech. Shopping is based on a point system in which each good is worth a certain amount of points, ranging from 1 to 6 points, and each shopper is allowed 50 points to shop with each week. 209 Manna Ministries is located inside the Wesley Foundation on the corner of West Roanoke Street and Otey Street.

209 W. Roanoke Street, Blacksburg, VA 24060

Monday: 4 - 6:30 p.m.

Wednesday: 4 - 6:30 p.m.

Thursday: 4 - 6:30 p.m.





LOCAL RESOURCES

VIRGINIA TECH RESOURCES

Cook Counseling Center.....	540-231-6557
Dean of Students	540-231-3787
Division of Student Affairs.....	540-231-6272
Emergency Management	540-231-4873
Off-Campus Housing Office.....	877-895-1234
Parking Services.....	540-231-3200
Police Department	911 (Emergency)
.....	540-382-4343 (Non-emergency)
Rescue Squad.....	911 (Emergency)
.....	540-231-7138 (Non-emergency)
Safe Ride	540-231-SAFE (7233)
Schiffert Health Center.....	540-231-7473
Services for Students with Disabilities	540-231-3788
Small Animal Hospital.....	540-231-4621
Student Conduct.....	540-231-3790
Student Legal Services	540-231-4720
Women’s Center	540-231-7806



TOWN OF BLACKSBURG AND NEW RIVER VALLEY RESOURCES

ACCESS.....	540-961-8400
Appalachian Power (AEP).....	1-800-956-4237
Blacksburg Hooptie Ride.....	540-499-3748
Blacksburg Police Department	911 (Emergency)
.....	540-382-4343 (Non-emergency)
Blacksburg Rescue Squad	911 (Emergency)
.....	540-961-1189
Blacksburg Transit	540-961-1185
Blacksburg Volunteer Fire Department	911 (Emergency)
.....	540-961-1175
Blacksburg Water/Sewer/Trash	540-961-1119
Home Ride of Virginia	800-553-6644
Local Phone	800-837-4966
Natural Gas	888-286-6700
New River Valley Health District	540-585-3300
Smartway Bus (Blacksburg-Roanoke)	800-388-7005
Town of Blacksburg	540-961-1806
Virginia Department of Motor Vehicles, Christiansburg	804-497-7100
Women’s Resource Center of the New River Valley.....	540-639-1123

