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# **Campus & Workplace Violence Prevention And Crisis Management Resource Manual**

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## **SECTION I**

### **Introduction**

Administrators, faculty, staff, and students often experience anxiety and confusion over what to do when they encounter potential or actual threats and acts of violence on campus. In an effort to take a proactive approach to preventing violence on campus and to help educate the university community, this manual has been created as resource to administrators, faculty, staff and students on campus and workplace violence prevention, response, and the availability of resources.

The manual is a result of a collaborative effort between a number of university departments including Human Resources, the Women's Center, Student Affairs, Student Programs, Facilities, Virginia Tech Police, Environmental Health and Safety, and Cook Counseling Center.

This manual not only focuses on Virginia Tech's Campus and Workplace Violence Prevention Policy, but it also recognizes and supports the following university statements and commitments:

University Core Values ([www.dsp.multicultural.vt.edu/corevalues](http://www.dsp.multicultural.vt.edu/corevalues))  
University Principles of Community ([www.unirel.vt.edu/vt/community](http://www.unirel.vt.edu/vt/community))  
Anti- Discrimination and Harassment Prevention Policy ([www.policies.vt.edu](http://www.policies.vt.edu))

Questions or comments about the contents of this manual, or training requests, may be directed to the Campus and Workplace Violence Coordinator, Debbi Morgan, at [dmorgan@vt.edu](mailto:dmorgan@vt.edu) or 231-2748.

## SECTION II

### Policy

The Campus and Workplace Violence Prevention Policy ([www.policies.vt.edu/](http://www.policies.vt.edu/)) was passed by the Board of Visitors on June 13, 2005. It states,

*“Virginia Tech does not tolerate acts of violence or hostility committed by or against employees, students, contractual workers, volunteers, visitors, or other third parties on university owned, controlled, or leased properties, or while conducting university business at any location, including representing the university at conferences or off-site meetings, or riding in university owned or leased vehicles.*

*This policy applies to the personal conduct of an employee while functioning in the course and scope of employment, whether on or off-campus, and to any off-duty violent conduct that adversely impacts a university employee’s ability to perform his or her assigned duties and responsibilities. The personal conduct of students involving violations occurring off university property will be addressed under University Policies for Student Life if university officials decide that university interests are involved. Student employees, including graduate students with assistantships, may also be covered under relevant employee policies.*

*It is intended that all useful management strategies be employed to identify and prevent incidents of workplace and campus violence, reduce the effects of violence on victims, and provide consequences to those who threaten or perpetrate violence. University managers, employees, and students are responsible for reporting indications of possible hostile behavior, and must not be subjected to any acts of retaliation for reporting concerns. The university will use available resources such as the Employee Assistance Program, law enforcement offices, the university’s Women’s Center, relevant offices within the Division of Student Affairs, and applicable personnel and student programs and policies in responding to alleged acts of violence.”*

## **Definitions**

- Campus:** Any location, either permanent or temporary, owned or leased by Virginia Tech. This includes, but is not limited to, the buildings, grounds, and the surrounding perimeters, including the parking lots, field locations, classrooms, residence halls, alternate work or class locations.
- Violence:** Includes, but is not limited to, intimidation, threats, physical attacks, domestic violence or property damage and includes acts of violence committed by university employees, students, clients, customers, relatives, acquaintances or strangers against university employees in workplace but does not include lawful acts of self-defense or the defense of others.
- Workplace:** Any location, either permanent or temporary, where an employee performs any work-related duty. This includes, but is not limited to, the buildings and the surrounding perimeters (parking lots, field locations, alternate work locations), as well as travel to and from work assignments. It further includes any university owned or leased vehicles.

## **Goals of this Manual**

1. Provide a clear definition of campus and workplace violence.
2. Provide some personal, job, and relationship factors associated with violence.
3. Identify how to recognize early signs of violence and to assess the potential of violence in a situation.
4. Identify ways to prevent campus violence.
5. Explain what to do if confronted with violence.
6. Inform employees about what to do (both personally and professionally) after a hostile or violent encounter.
7. Inform employees about resources available to assist in preventing and/or responding to campus violence.

## **SECTION III**

### **Program Responsibilities**

The university shall:

- Provide a safe and secure environment for university employees, students, and visitors.
- Establish preventive measures.
- Hold perpetrators accountable.
- Provide assistance and support to victims.
- Work with at-risk students and employees and their supervisors to develop safety plans that address the specific risks they face.
- Ensure those that report hostile behavior remain free from retaliation.

Employees shall:

- Abide by the university and department policies and procedures.
- Abide by state and federal law.
- Conduct themselves with courtesy toward colleagues and customers.
- Abide by all safety regulations and laws.
- Report any indication of possible hostile behavior.
- Make his or her supervisor aware of any court issued protective order that lists any university location as being protected areas. A copy of the order should be retained with the employee in the event the order is violated.

Supervisory shall:

- Abide by university and department policies and procedures.
- Abide by state and federal law.
- Conduct themselves with courtesy toward colleagues and customers.
- Abide by all safety regulations and laws.
- Inform employees of the Campus and Workplace Violence and Prevention Policy and emphasize the university's zero tolerance stance.
- Establish a supportive and fair working environment built on mutual respect, communication, and supportive of a team atmosphere in which problems can be aired and solutions identified and enacted.
- Ensure acts of hostile behavior are addressed and reported to the applicable resource.
- Ensure those that report hostile behavior remain free from retaliation.

## SECTION IV

### Violence Prevention Issues

#### Prevention

These preventative measures can be used to minimize the risk of violence in the workplace.

- \* Departmental staff should work together to devise specific strategies for implementing safety and violence prevention guidelines.
- \* Careful and thoughtful management of people is the best tool to avoid incidents of workplace violence. Handle problems with and between employees quickly, fairly, and consistently using standard university procedures and bringing in support units as needed.
- \* Maintain open lines of communication with employees. Keep all employees informed of pertinent workplace issues. Conduct open meetings with staff when practical. Ask your employees for safety suggestions and implement them as soon as possible.
- \* Lock doors that lead to non-public work areas. Only lock doors from the outside, so that emergency exits are not obstructed.
- \* Design work areas so that there is an unobstructed secondary escape exit, whenever possible.
- \* Coordinate all phases of the employee termination process through the Human Resources Department. Improperly handled terminations can cause serious humiliation and anger.
- \* Plan ahead and contact the University Police for added security prior to a visit from an individual who is a known threat.
- \* Establish a code word / distress signal that can be used to convey the need to summon University Police officers.
- \* Take all threats of violence very seriously. Watch for and document the "warning signs."
- \* Make use of all psychological counseling services available through the Employee Assistance Program.
- \* Utilize available resources to conduct educational training or programs.

## SECTION V

### Behavior Examples/Triggers/Warning Signs

The prevention of workplace violence can be maximized by the careful observation of behavior. Specific stress factors, behaviors, and personality traits have been associated, after the fact, with almost every incident of workplace violence. The presence of several of these indicators greatly increases the likelihood of violent actions. Most people will not just "snap." An escalating series of clues usually precedes an act of workplace violence. The prevention of a violent outburst is greatly increased when a combination of the following warning signs are monitored.

**Boundary crossing** includes an individual's pushing the limits of acceptable workplace behavior and continual testing of established rules.

**Chemical dependence** upon alcohol and/or drugs may agitate or create paranoia and aggressive behavior.

**Concentration problems** such as difficulty recalling instructions, forgetfulness, repetition of errors, and staring into space indicate a troubled employee.

**Depression** causes nearly one in seven sufferers to commit a violent act either upon themselves or others. Symptoms of depression include; despair, ambivalence, slowed work pace, continual sad or blank facial expressions, withdrawal, self-condemnation and self-destructive behavior, hopelessness, helplessness, inappropriate guilt/shame, and poor personal hygiene.

**History of violence**, including domestic abuse, is the best predictor of violent behavior.

**Inconsistent work patterns and attendance problems** include periods of very high and very low productivity as well as unexplained or improbable excuses for absences.

**Obsessive interest in weapons and violent incidents** may be revealed in casual conversations, subscriptions to magazines such as Soldier of Fortune, and by preoccupation with hobbies such as marksmanship. An obsession with an impending apocalypse, or destruction of the world, is also common among unstable individuals.

**Obsession with job** may cause a deeper sense of loss in the case of a poor performance review or termination. These individuals may be loners, having little else of importance in their lives.

**Pathological "blamers"** cannot take responsibility for their own actions. They will not admit wrongdoing, even for minor mistakes, always blaming other people, the organization, or the system.

**Personality disorders** can result in antisocial behavior such as repeated fighting and domestic violence. These individuals have little remorse about wrongdoing and will find ways to justify their violent behavior. Mood shifts, inappropriate anger, skillful manipulation of others, and preoccupation with self are indicators of personality disorder.

**Personal stress** can result in excessive personal phone calls, desk pounding or throwing of objects, crying, lapses in attention, and general frustration with the surrounding environment. Debt, separation, divorce, or the death of a relative can all cause excessive stress.

A pattern of **poor interpersonal relationships** may result in belligerence, overreaction to criticism, and verbal harassment.

**Psychosis** is a loss of contact with reality which may be manifested as paranoia, loss of association during conversations, flat facial expressions, extreme ambivalence, hallucinations, poor insight, talking to self, or bizarre delusions.

**Romantic obsession** is a fixation upon and idealized romantic love for another person. Behavioral signs may include stalking, numerous phone calls, spying, and unwanted visits and gifts.

**Safety issues** like recklessness and a sudden increase in accident rate reveal lapses in concentration and disregard for personal/coworker safety.

**Unusual/changed behavior** includes verbal outbursts, inappropriate remarks, and threats such as "they'll regret this." A series of escalating threats is a particularly important indicator of the potential violent actions.

**Paranoia** - irrational thoughts of being "Set-up."

Workplace violence is more likely to occur during "employment junctures" than at other times. An "employment juncture" is defined as a situation in which there is a major change in an employee's status or perceived status. This is usually a change that will be viewed as a negative action by the employee. The most common types of employment junctures are:

- Job reassignment
- Disciplinary action
- Downsizing or workforce cutbacks
- Non selection for a lateral or promotional opportunity
- Termination
- Work environment deterioration

## SECTION VI

### Categories of Incidents

#### Intimidating, Harassing and Bias-Based Behaviors

The Anti-Discrimination and Harassment Prevention Policy (No. 1025) states:

*“Virginia Tech does not tolerate discrimination or harassment on the basis of age, color, disability, gender, national origin, political affiliation, race, religion, sexual orientation, or veteran status. Such behavior is inconsistent with the University’s commitments to excellence and to a community in which mutual respect is a core value as articulated in the Virginia Tech Principles of Community. The prohibition against discrimination and harassment applies to all levels and areas of University operations and programs, to students, administrators, faculty, staff, volunteers, vendors and contractors.”*

Behaviors may include, but are not limited to intimidation, harassment, bias based incidents, and other climate based incidents. The purpose of these behaviors is to cause fear. Often these incidents are not reported because it is not clear to the victims whether the behavior or act can be classified as a “crime.” Examples of communities who might experience biased related incidents are: Lesbian, Gay, Bi-sexual, Trans-gendered and Questioning individuals; People of Color; Internationals; and People with Disabilities.

Examples of types of behavior include:

- Derogatory remarks
- Verbal harassment or threats
- Graffiti- written comments
- Vandalism of printed material (posters, flyers)
- Threats of physical violence
- Threats of exposure of sexual orientation/gender identity
- Physical assault

While some forms of behavior do not fit the formal definition of a “crime,” they are violations of the “Principles of Community.” The university encourages you to report these behaviors.

If you are a victim of this type of behavior, or you know someone that has been, there are a number of resources available. Whether it is to report the incident or to seek guidance or support, the following university resources are available:

The Office for Equal Opportunity	231-7500	<a href="http://www.eoaa.vt.edu">www.eoaa.vt.edu</a>
Human Resources	231-9331	<a href="http://www.hr.vt.edu">www.hr.vt.edu</a>
Virginia Tech Women’s Center	231-7806	<a href="http://www.womenscenter.vt.edu">www.womenscenter.vt.edu</a>
Virginia Tech Police	231-6411	<a href="http://www.police.vt.edu">www.police.vt.edu</a>
Student Life Office/Dean of Students	231-3787	<a href="http://www.slo.vt.edu">www.slo.vt.edu</a>

Incidents can also be reported online, by either the victim or a witness, through the “Safewatch” project. The “Safewatch” project is a comprehensive set of strategies and activities employed by Virginia Tech’s leadership and the community to create and sustain a hospitable, safe, and secure environment for students, faculty, staff, or guests of the university. Patterned after the “neighborhood watch” program, “Safewatch” promotes individual and collective responsibility for incorporating the *VT Principles of Community* in interpersonal and inter-group relationships, and for understanding and following stated university policies related to harassment, discrimination, violence, or similar behaviors or activities that create a hostile, unsafe, and insecure environment. Information on “Safewatch” and the online reporting process can be found at [www.safewatch.vt.edu](http://www.safewatch.vt.edu).

## **Levels of Violence**

Behaviors as well as responses vary in threat level and intensity. Below are examples of types of behaviors according to severity and possible responses depending on the actual behavior. It is important that all identified behaviors are responded to as behaviors often escalate. Documentation is critical and responses may prevent future incidents.

### **Behavior (least severe)**

- Refuses to cooperate with supervisor
- Spreads gossip and rumors with the intent to harm others
- Consistently swears at others
- Consistently argues with coworkers, employees, or students
- Acts belligerent toward students or coworkers
- Makes bodily gestures that are threatening or abusive
- Throws items such as papers, telephones or other office equipment

### **Response**

If the behavior is non-threatening physically (acts are not directed at a specific person and may be interpreted as “just blowing off steam”), the following responses are appropriate.

- Contact immediate supervisor, department head or other supervisor as appropriate.
- Documentation is critical as problem may become an on-going issue.
- If a student is displaying the behavior, the employee may contact the Office of Judicial Affairs (231-3790) or the Student Life Office (231-3787).
- Refer to Human Resources-Employee Relations (231-9331) or the Employee Assistance Program (1-866-725-0602) for employees or the Cook Counseling Center (231-6557) for students.

If the behaviors are threatening (threats of physical violence or property damage), the following responses are appropriate.

- Call the Virginia Tech Police

- Follow procedures for confronting an angry person (see page 13)

### **Behaviors (moderately severe)**

- Argues increasingly with students, vendors, coworkers, and management
- Intimidates coworkers and/or students
- Refuses to obey university policies and procedures
- Sabotages equipment and steals property for revenge
- Writes sexual or violent notes to coworkers, professors and/or management
- Verbalizes wishes to hurt coworkers, professors and/or management
- Threatens to destroy university property
- Sees self as victimized by management or the university

### **Response**

For behaviors that are non-threatening physically, the following options can be used to report the incident:

- Contact immediate supervisor, department head or other supervisor as appropriate.
- Documentation is critical as problem may become an on-going issue.
- If a student is displaying the behavior, the employee may contact the Office of Judicial Affairs or the Student Life Office.
- Refer to Human Resources-Employee Relations or the Employee Assistance Program for employees or the Cook Counseling Center for students.

Threatening: When the behavior involves threats or acts of physical violence or property damage, the following steps should be followed:

- Call the Virginia Tech Police immediately
- Contact immediate supervisor, department head or other supervisor as appropriate.
- Documentation is critical.
- Follow procedures for confronting an angry person (see page 13)

### **Behavior (most severe)**

- Recurrent suicidal threats
- Recurrent physical fights
- Destruction of property
- Use of weapons to harm others
- Commits murder, rape, and/or arson
- Employee or student is a victim of dating or domestic violence, sexual assault, harassment, or stalking/cyberstalking

### **Response**

Threatening: When the behavior involves threats or acts of physical violence or property damage, the following steps should be followed:

- Call the Virginia Tech Police immediately
- Contact immediate supervisor, department head or other supervisor as appropriate.
- Documentation is critical.
- Follow procedures for confronting an angry person (see page 13)
- Refer to Human Resources-Employee Relations or Employee Assistance Program
- If a student, refer to Cook Counseling Center and Student Life Office in the event of suicidal or homicidal thoughts
- If an employee, they may be referred to RAFT in the event of suicidal or homicidal thoughts
- Refer to the Virginia Tech Women's Center for victims of sexual assault

## SECTION VII

### Crisis Management

#### **When confronted with an angry person:**

During an event, use the following steps as means to attempt to diffuse the situation.

- \* Put departmental plan into action.
- \* Try to stay calm. Raising your own voice may increase the anxiety of the potentially violent person.
- \* Speak slowly, softly, and clearly to reduce the momentum of the situation.
- \* Ask the belligerent person to leave and come back at a time when they feel more calm.
- \* Move away from any objects, such as scissors or heavy objects, which may be employed as a weapon.
- \* Avoid challenging body language such as placing your hands on your hips, moving toward the person, or staring directly at them. Remain seated and do not turn your back on the individual.
- \* Position yourself, if possible, so that an exit route is readily accessible.
- \* Listen empathetically by really paying attention to what the person is saying. Let the person know that you will help them within your ability to do so or you will send for additional help.
- \* Remain helpful while you summon your supervisor for assistance. Sometimes, the opportunity to talk to a supervisor will help satisfy an irritated client.
- \* Neither agree with distorted statements nor attempt to argue - REMAIN CALM. Avoid defensive statements. This is not the time to place blame back on the enraged person.
- \* Ask questions to help regain control of the conversation.
- \* Ask uninvolved parties to leave the area if this can be done safely. Use the prearranged code word to alert your coworker to call University Police.
- \* Never challenge, try to bargain, or make promises that you cannot keep.
- \* Describe the consequences of any violent behavior.
- \* Do not physically touch an outraged person, or try to force them to leave.
- \* Calmly ask the person to place any weapons in a neutral location while you continue to talk to them.

\* Never attempt to disarm or accept a weapon from the person in question. Weapon retrieval is only to be done by a University Police Officer.

\* Observe Who, What, Where, When for reporting purposes

Steps to take in violent situations:

- Recognize the reality of what is happening, remembering that it may seem unreal because it is so far removed from your normal experience.
- Remain calm and proceed in a logical, rational manner.
- Take shelter, assisting others if necessary and possible.
- Assess the situation in terms of the degree of threat, injury, or damage.
- Summon help as appropriate using the following guidelines.

IF the situation...	THEN...
Is threatening in any way,	Call for help as soon as possible: 911 or Campus Police at 231-6411.  Make sure you stay on the line to answer questions.
Includes injuries.	Locate and support first-aid providers. Call the Campus Police at 911 or 231-6411.  Send someone out of the building to wait for the rescue squad, and then direct them to the proper location, if possible.

Reporting an Incident by telephone:

- Tell the contact person
  - Your name
  - The exact location of the traumatic incident
  - Your telephone number and extension
- Give a clear, complete description of the incident
- Describe the condition of the victim(s) or offender, including whether the injuries are life threatening
- Identify any remaining hazards at the scene
- Remain on the line for further questions or instructions. DO NOT hang up until told to do so by the contact person

### Help in an Emergency

An emergency is an urgent, sudden, or unforeseen situation that requires immediate action to protect life and/or property. There is a continuum of situations in which immediate help is needed, from situations that just “don’t feel right” to actual emergencies where, for example, someone is threatening to do harm to others or himself/herself.

IF the situation....	THEN...
Is threatening or frightening, but not yet damaging to property or a life-threatening emergency	Call assistance as determined by departmental policy, which is likely to be:  Virginia Tech Police  231-6411 or 911
Causes property damage or if there is immediate danger of property damage or of life-threatening behaviors	Call Virginia Tech Police      231-6411 or 911 immediately!

### **Employee's-Giving and Gathering Information**

Supervisors can prepare employees for emergencies which include violence in the workplace by:

- Giving the information below, and
- Gathering information on a personal data sheet

### **Employee's Should Know**

- Bomb threat procedures
- Departmental chain of command/protocol
- Employee orientation handbook
- Evacuation routes
- Location and function of panic buttons
- Basic listening skills and signs of stress in others
- Warning signals for violence
- How to promote awareness of the services provided by the Employee Assistance Program
- How to create awareness of possible perpetrators who should not be allowed in work areas
- What steps to take to practice general office safety

## SECTION VIII

### Resources

Resource	Services
<b>Human Resources</b> <b>Southgate Center Suite 179</b> <b>Blacksburg, VA 24061</b> <b>231-9331</b> <b><a href="http://www.hr.vt.edu">www.hr.vt.edu</a></b>	The Department of Human Resources provides services and information to employees such as the Employee Assistance Program, leave, discipline, and policies.
<b>Office for Equal Opportunity</b> <b>336 Burruss Hall</b> <b>Blacksburg, VA 24061</b> <b>231-7500</b> <b><a href="http://www.oeo.vt.edu/">http://www.oeo.vt.edu/</a></b> <b>Kevin McDonald- Director</b>	The office of Equal Opportunity serves as an equal opportunity, affirmative action, and conflict resolution resource to the Virginia Tech community. The office responds at the earliest and most informal level to situations which may involve illegal discrimination. It investigates discrimination complaints filed internally, while also responding to charges filed externally.
<b>Virginia Tech Police</b> <b>Sterrett Facilities Complex</b> <b>Blacksburg, VA 24061</b> <b>231-6411</b> <b><a href="http://www.police.vt.edu">www.police.vt.edu</a></b> <b>Debra Duncan-Chief</b>	The Virginia Tech Police respond to and investigate criminal incidents or suspicious activities on campus. The communication center also dispatches the Virginia Tech Rescue Squad and the Blacksburg Fire Department as needed.
<b>Women's Center</b> <b>206 Washington Street</b> <b>Blacksburg, VA 24060</b> <b>231-7806</b> <b><a href="http://www.womenscenter.vt.edu">www.womenscenter.vt.edu</a></b> <b>Ellen Plummer-Director</b>	The Virginia Tech Women's Center provides crisis intervention, counseling, and advocacy services to any student, staff, or faculty member who is a victim of sexual assault, relationship violence, stalking, and/or harassment.
<b>Thomas E. Cook Counseling Center</b> <b>240 McComas Hall</b> <b>Blacksburg, VA 24061</b> <b>231-6557</b> <b><a href="http://www.ucc.vt.edu/">www.ucc.vt.edu/</a></b> <b>Robert Miller-Director</b>	Thomas E. Cook Counseling Center provides individual counseling and group counseling for enrolled undergraduate and graduate students at Virginia Tech. Consultation and outreach services are provided for Virginia Tech faculty, staff, and student organizations.
<b>Student Life Office</b> <b>152 Henderson Hall</b> <b>Blacksburg, VA 24061</b> <b>231-3787</b> <b><a href="http://www.slo.vt.edu">www.slo.vt.edu</a></b> <b>Tom Brown- Director</b>	The Student Life Office assists the university with its mission of fostering a welcoming climate for all students. It is responsible for providing support for transition to college life, fostering an inclusive campus community, coordinating response to student emergencies and providing advocacy support for students. Faculty may use this office as a liaison for student related incidents.

<p><b>Office of Judicial Affairs</b>  <b>108 Dietrick Hall</b>  <b>Blacksburg, VA 24061</b>  <b>231-3790</b>  <b>www.judicial.vt.edu</b>  <b>Frances Keene- Director</b></p>	<p>Handles the adjudication of all violations of the code of conduct, including incidents that happen in academic classrooms, residence halls, and off campus, where the perpetrator is a Virginia Tech student.</p>
<p><b>RAFT</b>  <b>1-888-717-3333</b>  <b>961-8400</b>  <b>www.nrvcs.org/</b></p>	<p>RAFT, a program of New River Valley Community Services, is dedicated to providing crisis hotline counseling services to the community. Raft listens to problems and suggests alternatives, provides Mental Health and Substance Abuse Crisis referrals and provides information and access to support groups and other services in the community.</p>
<p><b>Women's Resource Center</b>  <b>of the New River Valley</b>  <b>639-1123</b>  <b>www.wrcnrv.org/main.html</b>  <b>Pat Brown- Executive</b>  <b>Director</b></p>	<p>The Women's Resource Center is committed to serving all victims of domestic and sexual violence, regardless of gender, sexual orientation, race, ethnicity, national origin, age, religion, disability, or veteran status. Services include: 24-hour hotline, counseling, shelter, transitional housing, rape companion services, support groups, court advocacy, criminal justice support, emergency financial assistance, community education.</p>
<p><b>Office of Multicultural</b>  <b>Programs</b>  <b>332 Burruss Hall</b>  <b>231-1820</b>  <b>www.multicultural.vt.edu</b>  <b>Dr. Ben Dixon- Vice President</b></p>	<p>The Office of Multicultural programs works collaboratively with other university units to build a capacity to recognize and value difference, encourage and support positive interactions between and among diverse populations.</p>
<p><b>Cranwell International</b>  <b>Center</b>  <b>Clay Street</b>  <b>Blacksburg, VA 24060</b>  <b>231-6527</b>  <b>www.uusa.vt.edu/cranwell/</b>  <b>Kim Beisecker- Director</b></p>	<p>The Center responds to the specific needs of the international community, and encourages interchange between the international guests and their U.S. colleagues, including members of the local community.</p>

## Virginia Tech Resources for Consultation and Referral (Staff)

	Office Multi-Cultural Affairs	Supervisor	VT Police	Office for Equal Opportunity	ADA Office	VT Women's Center	Human Resources	ACCESS
	231-1820		231-6411	231-7500	231-9331	231-7806	231-9331	961-8400
<b>Working with a community member who:</b>	<b>VT Police are available 24 hrs/everyday. <u>In case of emergency call 911.</u> For after hours referral call 231-6411.</b>							
Possess an immediate threat to self or others			*					
Writes or verbalizes a direct threat to another person		*	*					
Displays anger or hostility inappropriately		*	*				*	
Talks about homicide or suicide		*					*	*
Exhibits behavior that seems bizarre or out of touch with reality		*					*	*
Is a victim of sexual assault			*			*		
Seems overly emotional, e.g., aggressive, depressed, demanding, or suspicious		*					*	
Continuously disrupts work and refuses to stop		*	*				*	
Is the subject of complaints by other coworkers regarding behaviors		*					*	
Comes to work drunk or high		*			*		*	
Shows signs of alcohol or drug abuse		*			*		*	
Is a victim of violence, stalking, intimidation or domestic abuse		*	*			*	*	
Is having difficulty due to illness or death of a family member or coworker							*	
May have a disability					*			
Reports sexual harassment or civil rights discrimination	*			*				
Violates principles of community or commits a biased based behavior	*		*	*		*	*	
Is a victim of a biased based behavior		*	*	*		*	*	

\*Contact should be based on the immediacy of the issue.

## Virginia Tech Resources for Consultation and Referral (Students)

	Student Life Office	VT Police	Office of Judicial Affairs	Depart. Chair/Dean	Cook Counseling Center	Office of Multi-cultural Affairs	Office for Equal Opportunity	VT Women's Center
	231-3787	231-6411	231-3790		231-6557	231-9331	231-7500	231-7806
<b>Working with a community member who:</b>	<b>VT Police are available 24 hrs/everyday. In case of emergency call 911. For after hours referral call 231-6411.</b>							
Possess an immediate threat to self or others		*						
Writes or verbalizes a direct threat to another person	*	*			*			
Displays anger or hostility inappropriately	*			*	*			
Talks about homicide or suicide	*				*			
Exhibits behavior that seems bizarre or out of touch with reality	*	*			*			
Is a victim of sexual assault	*	*	*					*
Seems overly emotional, e.g., aggressive, depressed, demanding, or suspicious	*			*	*			
Continuously disrupts class and refuses to stop	*	*	*	*				
Is the subject of complaints by other students regarding behaviors	*			*	*			
Comes to class drunk or high	*		*	*	*			
Shows signs of alcohol or drug abuse	*			*	*			
Is a victim of violence, stalking, intimidation or domestic abuse	*	*	*		*			*
Is having difficulty due to illness or death of a friend or family member	*				*			
May have a disability	*							
Reports sexual harassment or civil rights discrimination	*		*			*	*	
Violates principles of community or commits a biased based behavior	*		*			*		
Is a victim of a biased based behavior	*				*	*	*	*

**\*Contact should be based on the immediacy of the issue.**