

## Emergency / Security Services Contacts

General European Emergency hotline in case of serious, life-threatening emergencies: 112 available 24 hours (in case of life-threatening emergencies this number should be dialed first, and then the Campus Security if there is time) 0 should be dialed first if calling from a CEU landline phone.

### Emergency contacts in Vienna

General (European emergency number): 112

Ambulance: 144

Police: 133

Fire Department: 122

Campus Emergency line Vienna: 7111, 7911 available 24 hours (from non on campus CEU phones: +43 1 25230-7111, +43 1 25230-7911, please note that for serious life-threatening emergencies 112 should be called first) mobile: +43 676 841 58 2224

Campus Security Vienna: 7111, 7911 [qs\\_reception@ceu.edu](mailto:qs_reception@ceu.edu) ( from non on campus CEU phones: +43 1 25230-7111, +43 1 25230-7911, Mobile: +43 676 841 58 2224

Medical Emergency: 112, 144

Vienna reception desk: 7111, 7911 (from non on campus CEU phones: +43 1 25230-7111, +43 1 25230-7911

Facilities Services: 7308 [qs\\_buildingsupport@ceu.edu](mailto:qs_buildingsupport@ceu.edu) ( from non on campus CEU phones: +43 1 25230-7308 )

### Emergency contacts in Budapest

General (European emergency number): 112

Ambulance: 112

Police: 107

Fire Department: 105

Campus Emergency line Budapest: 3911 available 24 hours (from non on campus CEU phones: + 36 1 327 3000 / 3911, please note that for serious life-threatening emergencies 112 should be called first)

Campus Security Budapest: 2240, 3100 [building\\_support@ceu.edu](mailto:building_support@ceu.edu) (from non on campus CEU phones: + 36 1 327 3100, + 36 1 327 3000 / 2240)

Budapest Medical Center: 3815 (from non on campus CEU phones: + 36 1 327 3815)

Budapest CEU Medical emergency line: +36 30 175 3148 (please note that for serious life-threatening emergencies 112 should be called first)

Budapest Nador 15 Front Desk: 3111 (from non on campus CEU phones: + 36 1 327 3111)

Facilities Dispatcher/Head of Building Support Budapest: 2222 [building\\_support@ceu.edu](mailto:building_support@ceu.edu) (from non on campus CEU phones: + 36 1 327 3000 / 2222)

# Protocol for Emergency Situations

## In case of fire / smoke

### *Fire prevention*

- Never tamper with fire safety equipment
- Do not use open flames for anything
- Report worn or damaged cords
- Smoking is not permitted anywhere within the campus buildings or open spaces
- Participate in fire drills *Plan escape routes*
- Know all exits in the building
- Always have two means of exit memorized
- Know the location of the fire alarm boxes and fire extinguishers
- Remain calm
- Stay low to the ground
- Do NOT use an elevator in the event of a fire
- Community members with special needs preventing them from using the escape routes/stairs should inform their Department/Unit Head and the Facilities Management at [campusnot@ceu.edu](mailto:campusnot@ceu.edu) to create a personalized emergency plan.

### In Case of Fire or Smoke

Anyone noticing a fire or smoke should call:

On Vienna campus: Reception desk 7111 or 7911 Fire or smoke also can be reported on a general emergency line: (dial 0 first if calling from a CEU line) 112 or 122.

On Budapest campus 3911 in the Nador complex or 5555 in the Residence Center, or use the nearest alarm box in the corridor. Fire or smoke also can be reported on a general emergency line: (dial 0 first if calling from a CEU line) 112 or 105.

In case of a fire emergency call, the following information must be given:

- the exact location of the fire (town, street name, house number, exact location within the building)
- what is burning
- how big the fire is
- who and what is in danger
- are people injured or non-responsive
- whether the rescue of people within the building has already begun
- name and phone number of the person who is reporting the fire (In many cases the personnel on duty at the local fire service department will contact the person who reported the fire in order to get more information that might help in the firefighting intervention)

In addition to the above in case of fire or smoke:

- Notify people in the area
- Close the door behind you

- Pull the fire alarm box
- Evacuate the building
- Meet in the assembly area
- Always remain calm

*What to do when a fire alarm goes off*

- Evacuate immediately upon hearing the fire alarm
- Never ignore fire alarms
- Don't wait to see or smell smoke
- Do not stop to collect your belongings
- Follow instructions from public safety, CEU staff and emergency responders

*What to do if you cannot leave your area*

- If the door or handle is hot, don't open the door  
Go to the window and attract someone's attention, by yelling or waving something  
Wait for help, don't panic or jump
- If the door or handle is NOT hot, open slowly  
Check for smoke or fire before exiting the room  
Close the door behind you  
Pull the fire alarm box on your way out  
Get out of the building before phoning for help  
Stay low to the floor  
Meet at the assembly area  
Follow instructions from CEU emergency team, fire department or any other authorities

### **Medical emergencies**

*Life-threatening conditions*

If you or someone else is experiencing the following symptoms, call 112 (0 should be dialed first if calling from a CEU landline) immediately. Try to provide as much information as you can, including location, symptoms, age and gender. Provide first aid if you can safely do so. Call campus security (Vienna: 7911,7111 Budapest: 3911) and medical services (Vienna: 7379 Budapest: 3815)

- Severe chest pain
- Severe difficulty breathing
- Unconsciousness
- Severe loss of blood
- Choking
- Suspected stroke
- Fitting or concussion
- Drowning
- Severe burns or scalds
- Mental health crisis

First Aid kits and Automatic External Defibrillators can be found at the reception desks in Budapest and all floors in Vienna:

Building	Defibrillator	First Aid kit
Quellenstrasse 51	1	All floors all sectors
József A. 24.		1
Nádor 15.	1	1
Nádor 11	1	1
Nádor 9.	1	1
október 6. 12.	1	1
október 6. 7.	1	1
Zrinyi 14.		1
Zrinyi 8-10.		1

### Bomb Threat

*Received by handwritten note:*

- Call Campus Security Vienna: 7111 or 7911 Budapest: 3911
- Handle note as minimally as possible.

*Received by e-mail:*

- Call Campus Security Vienna: 7111 or 7911 Budapest: 3911
- Do not delete the message.

*Received by phone:*

- Remain calm
- Keep the caller on the phone and ask a lot of questions using the check list below.
- If possible, record the call, signal or pass a note to others to listen and help notify authorities. □ Do not hang up even if the caller ends the call.
- Call Campus Security Vienna: 7111 or 7911 Budapest: 3911 immediately after the call.

Ask Caller:

- Where is the bomb located? (Building, floor, room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb?
- If yes, why?
- What is your name?

Meanwhile write down information about the caller's voice (male/female, tone, accent, language) and the what background sounds and noises you hear.

## Utility Failure

### *Power Outage*

In the event of a campus-wide outage, emergency generators will immediately provide power to limited areas on campus. To report a minor, localized power outage, call Budapest Building Support at x2222 in Budapest, call Vienna Security Services at x 7111 or 7911 in Vienna

Keep flashlights and batteries at easily accessible locations throughout your work areas and/or residence. In case of a major, campus-wide power outage:

- Remain calm.
- If evacuation of a building is required, leave the building following the emergency escape route signals.
- Do not use candles or other type of flame for lighting.
- Unplug all electrical equipment (including computers) and turn off light switches If people are trapped in an elevator:
- Call Campus Security Vienna: 7111 or 7911 Budapest: 3911
- Reassure passengers to stay calm and that you are getting help. Instruct passengers to use the emergency phone in the elevator so they can provide direct information to the emergency responders.
- Stay near passengers until assistance arrives if it is safe to do so.

### Gas Leak

If you smell gas or hear blowing or hissing noise, call Budapest Building Support at x2222 in Budapest, Vienna Facilities Services: 7308 in Vienna

- In case you hear the alarm, or you are instructed, leave the building immediately □ Do not turn on or off any electric lights or appliances.
- Do not open or close the windows.
- Do not try to shut off the gas.
- Do not light candles or other type of flame for lighting.
- Do not re-enter the building until authorized to do so

An individual exposed to natural gas for a prolonged period of time might experience the following symptoms: dizziness, fatigue, nausea, headache and irregular breathing. Exposure to extremely high levels of natural gas can cause loss of consciousness or even death.

- Take the victim outside immediately, call 112
- If the victim is unresponsive or lacks normal breathing, perform CPR.

## Suspicious Mail/Package

In case you find a suspicious package or get suspicious mail call Campus Security Vienna: 7111 or 7911 Budapest: 3911

Do not open or shake it.

Do not carry or show to others, do not move it.

Do not sniff, touch or taste.

Alert others in the area.

Leave the area, close doors and try to prevent others from entering by using signs or guarding, ask for help.

In case you touched it, wash hands with soap and water.

Create a list of persons in the room where the package was received/found.

## Armed Individual

1. *If you witness any armed individual on campus* at any time or if an individual is acting in a hostile or belligerent manner, immediately call 112 (dial 0 first in case calling from a CEU landline). If there is time Call Campus Security Vienna: 7111 or 7911 Budapest: 3911

2. *If the armed subject is outside the building:*

- Turn off all the lights and close and lock all windows and doors.
- If you can do so safely, get on the floor and out of the line of fire. Call 112 (dial 0 first in case calling from a CEU landline). If there is time Call Campus Security Vienna: 7111 or 7911 Budapest: 3911
- Move to a core area of the building if safe to do so and remain there until an “all clear” instruction is given by the authorities.

3. *If the armed subject is inside the building:*

- If it is possible to flee the area safely and avoid danger, do so.
- Call 112 with your location if possible (dial 0 first in case calling from a CEU landline). If there is time, Call Campus Security Vienna: 7111 or 7911 Budapest: 3911
- If flight is impossible, lock all doors and secure yourself in your space.
- Get down on the floor or under a desk and remain silent.
- Get on the floor and out of the line of fire.
- Wait for the “all clear” instruction from authorities.

4. *If the armed subject comes into your class or office:*

- Attempt to get the word “out” to others if possible, and call 112 (dial 0 first in case of calling from a CEU landline) if that seems practical.
- Use common sense. If hiding or fleeing is impossible, attempt to negotiate with the individual.
- Attempting to overcome the armed subject with force is a last resort that should only be initiated in the most extreme circumstances.
- Remember, there may be more than one active armed subject.
- Wait for the “all clear” instruction by authorities.
- Be careful not to make any changes to the scene of the incident since law enforcement authorities will investigate the area later.
- In case you must flee, do not go to the normal gathering site for your building. Get as far away from the shooting scene as possible and then contact authorities.

