

Safety and Emergency at AvB

Check your emergency contact details

In extreme emergencies LUC may need to contact you or your emergency contact. Please make sure that your emergency contact details are correctly registered in uSis. You can do this via [Studielink](#) or the [Student Affairs Front Office](#) in Plexus Student Centre.

Who to call

In case of a life-threatening situation call the **national emergency number 112**. Always inform AvB reception if you call 112 from campus. Save 112 (national emergency) and 070 800 94 60 (AvB reception in case of emergency) in your phone. AED devices are located at the ground floor reception desk and floor 14 emergency staircase.

Medical and safety

On campus accidents	Call the ground floor reception for assistance: 070 800 94 60
Local police office non-life-threatening	0900 - 8844 Vlaskamp 1, The Hague
Do you need a doctor urgently after hours?	hadoks : for non-life-threatening medical care that cannot wait until office hours: 070 346 96 69 <i>Costs will be charged on your medical insurance.</i>
Do you need a doctor during office hours?	Call your own GP.
Suicide prevention (24/7)	113 or 0800 – 0113 (free and anonymous).
Sexual Assault Center (24/7)	0800 - 0188 (free and anonymous).

Building

Urgent repairs (24/7)	DUWO Vastgoed service: 015 251 67 00
Clogged drains (24/7)	Riool Reinigings Service RRS: 070 336 88 88
On campus issues	Call the ground floor reception for assistance: 070 800 95 07 In case of emergencies call: 070 800 94 60

	<p>Building owner's contractor after hours emergency number: 088 186 94 80 (VolkerWessels)</p> <p>Malfunctioning of burglary alarm or fire alarm: 071 402 04 01 (Huschka Groep)</p>
Non-urgent repair requests for residential floors	Mail or WhatsApp DUWO Vastgoed Service
Non-urgent simple requests for residential floors (e.g., electricity blackout in your room)	RA on call during term time (weekdays from 19:00-08:00 and weekends at any time): 06 28 28 79 92
Non-urgent repairs on the college floors	Please report to the student information desk on floor 4: info@luc.leidenuniv.nl or 070 800 95 03

LUC student support

RA On-call	During term time (weekdays from 19:00-08:00 and weekends at any time): 06 28 28 79 92
Student Life Officer	Lenore Todd: l.a.todd@luc.leidenuniv.nl
Student Life Counselor	slc@luc.leidenuniv.nl

Leiden University services

University crisis number (24/7)	This phone number is also for crises during study or work-related stay abroad: +31 71 527 66 66
Safety department Leiden University	veiligheidszaken@bb.leidenuniv.nl
Building safety issues in case AvB security staff is absent	Mobile security surveillance: 088 298 15 00
Are you worried about the behavior of another student?	<p>Do you think they may threaten your or someone else's safety? Report this to the university via:</p> <ul style="list-style-type: none"> • Office hours: 071 527 80 25 • After hours: 071 527 66 66

Emergency Response Team

During office hours on the college floors (floor 1 - 4), LUC has an Emergency Response Team (BHV in Dutch). These are members of staff who are trained to take the first action in case of an incident. They will evacuate the building when the slow-whoop evacuation alarm sounds, and they will act as first responders in case of medical emergencies until medical staff arrives. BHV staff are recognizable by their brightly colored vests. Please cooperate with their instructions or requests for assistance when needed.

Residential floors

The BHV team is not responsible for the residential floors. On residential floors, RA's have received basic BHV training concerning fire safety and first aid. But every resident has the responsibility to inform themselves of the location of emergency exits, location of fire extinguisher and fire alarm button, and evacuation procedures.

Do you have a **disability or chronic illness**? Please inform the people around you how they can help you in case you may need it. For example, in case you use a wheelchair or have impaired mobility, have epilepsy, diabetes, or severe nut or bee allergy.

Fire safety arrangements:

All students are required to follow the following fire safety arrangements:

- 1. Emergency exit and/or self-closing doors must never be blocked, even temporarily.**
Do not leave items or trash in the hallway as this can increase fire risk and make it harder to leave the building safely. DUWO will give out fines if corridors and stairwell entrances are not clear. Self-closing doors are closed to slow down the spreading of smoke and fire.
- 2. Make sure you are informed.**
Make sure you are informed about the fire evacuation plan (below), the location of the fire extinguisher, the fire alarm button, and the nearest and alternative emergency exit on your floor. You can discuss this information with your RA.
- 3. Do not smoke on-campus.**
Smoking is not permitted anywhere on-campus, *including* residential (common) rooms.
- 4. Leave the smoke detectors and sprinklers alone.**
Do not block or otherwise interfere with the smoke detectors. Sprinklers are triggered when the red vial behind the sprinkler head shatters, either in the heat of a fire (as they are designed to) or upon receiving an impact. Take care not to shatter this vial as the fire brigade are automatically informed if the sprinklers are triggered and will attend the scene. This may lead to a fine. Triggered sprinklers create a lot of water damage.

5. Stay with the microwave when using it.

6. Actively participate in fire drills.

There are unannounced fire drills two or three times per year on the college floors and residential floors. Participate actively in these so you know what to do in the unlikely event of a true fire or emergency.

7. Respect the security system

The alarm systems are there to protect the whole community. Intentional damage to the security system (including alarms, emergency exit buttons, sprinklers, misuse of emergency exits, etc.) endangers the entire community and is subject to a fine.

In Case of Fire

1. Press the fire alarm button situated on your floor (red square button).
Call 112 and inform the reception desk on 070 800 94 60 about your location.
2. If possible, fight the fire with the available fire extinguishers, but **only** if the fire is small.
3. Warn other inhabitants.
4. Close doors and windows.
5. Evacuate the building via the nearest emergency exit.

Fire Evacuation Plan

In case the evacuation alarm (slow whoop) sounds, you should always leave the building via the closest emergency exit. Warn others and close doors behind you. If you are on a residential floor, take the nearest secondary stairway to the ground floor. Do not use the lifts. Do not re-enter the academic floors from the stairway.

If you are on one of the academic floors when the emergency sirens sound, follow the instructions of your teacher and the University Emergency Response Team (wearing coloured vests). Leave the building via the emergency stairway. Please do not use the main staircase as this needs to be kept free for the fire services.

Gather at the fire assembly point between LUC and Central Station under the tram tracks (on your left-hand side when exiting the college building). Wait for instructions from the Fire Department or BHV team.

I need assistance

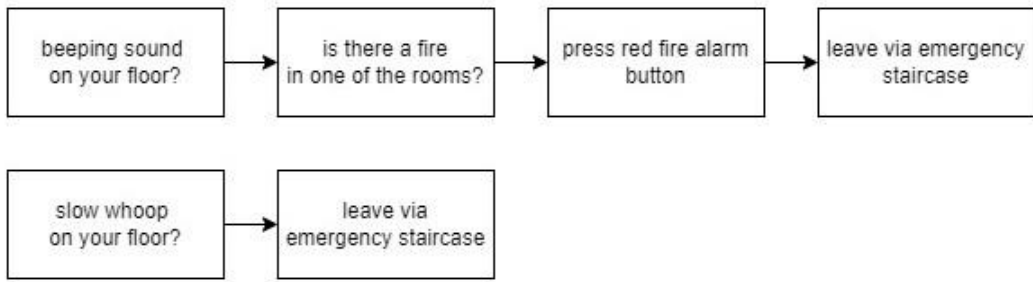
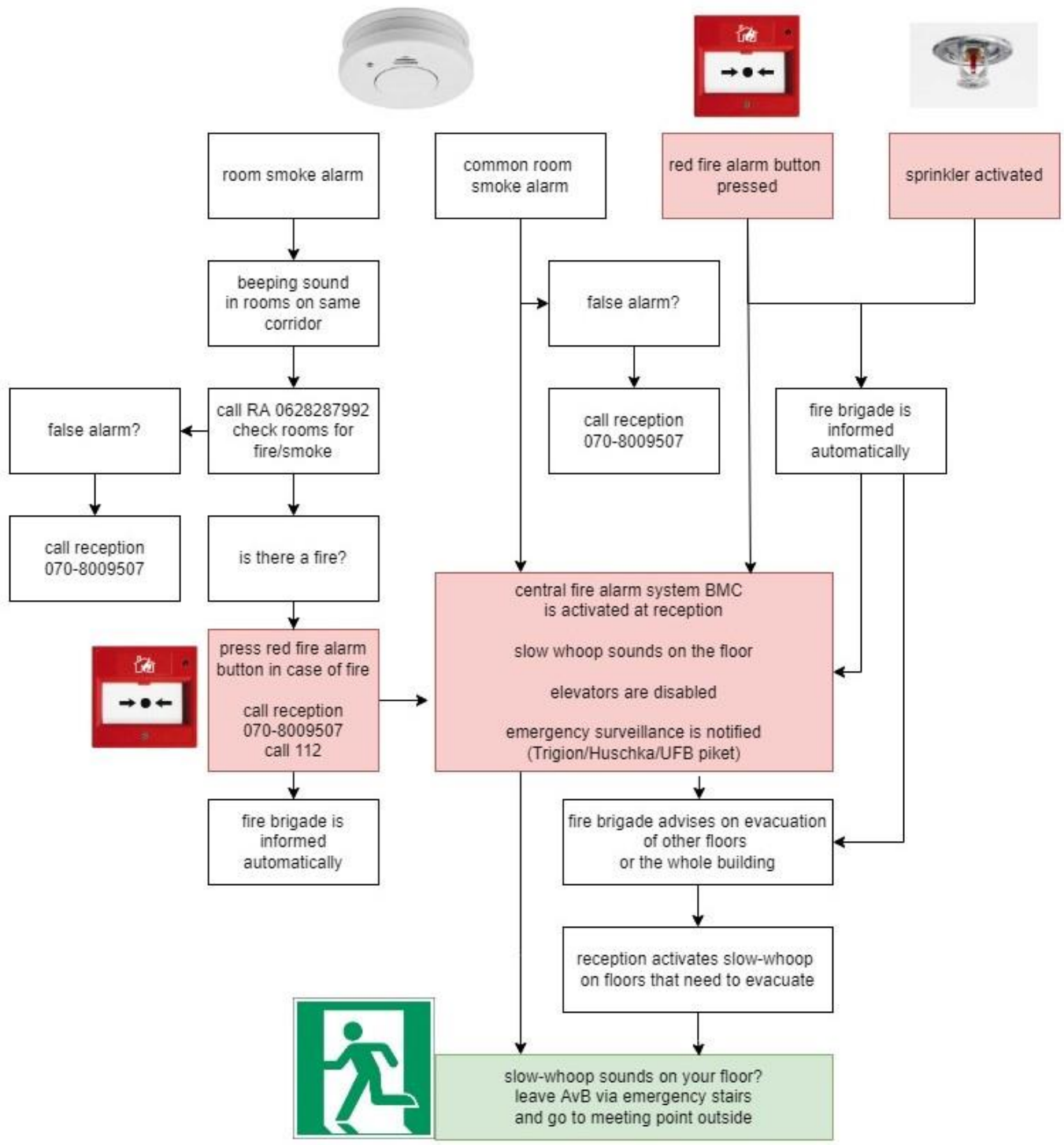
If your mobility is impaired and you cannot descend the emergency stairs without assistance, please stay inside the emergency staircase on your floor and make sure that you or someone else informs the fire brigade about your location. If possible, have someone stay with you. If you expect to need assistance during an evacuation (for example due to impaired mobility), please let the info desk on floor 4 and your RA know about this.

Fire prevention and alarms on the residential floors (5-21) | How does it work?

Between rooms and floors there is 30 minutes of fire resistance, but only when automatic doors are kept closed. The building is equipped with: smoke detectors with beep alarm, sprinklers, a fire alarm center, and slow whoop evacuation alarm. On every floor there are red fire alarm buttons, as well as fire extinguishers or fire hoses. The building has two emergency staircases.

The smoke detectors in the residential rooms are only connected to each other, but not to the evacuation alarm. The smoke detectors in the common rooms are connected to the evacuation alarm. When the fire alarm system is activated, the slow whoop evacuation alarm will initially sound only on the floor where the alarm was activated. The fire brigade has divided the building in three sections: College Floors 0-4, Residential floors 5-21, and Mingle Mush. The fire brigade and security surveillance will decide whether all floors need to be evacuated. In the flow chart below, you can see what happens if one of the alarms is activated.

If the slow whoop sounds on your floor, evacuate the building via the emergency stairs. If you are worried, go down via the emergency staircase and ask reception what is happening. Do you know where the fire started? Then share your information with the fire brigade once you are outside.



Security

The AvB building has 24/7 security staff or University receptionists at the ground floor entrance. Reception staff is permitted to ask students to identify themselves (e.g. via LU-card) or to ask whose guest someone is, when they think this is necessary. At closing time, they will make rounds on the college floors to make sure everyone has left; please follow their instructions and leave promptly. After office hours, floors 1-4 are closed and under alarm. Access is prohibited at these times. Security guards make regular rounds checking the entrances and emergency exits; they also liaise with the RA on call during term time.

Your responsibility

All students and staff have a responsibility to keep the building a safe living and working space:

- **Guests are welcome to visit, but...**
make sure they do not wander around in the building without you being aware. You are always responsible for the actions of non-residents or guests you bring into the building. Do not let people in that you do not know, no matter their story. Subletting your room is not allowed and subject to a fine.
- **Be vigilant about...**
people walking in as if they belong with a group. If you suspect they do not belong at LUC or with the group, simply ask them for whom they are coming.
- **Delivery staff are not allowed on the residential floors.**
Residents must come down to receive their order or packages. Non-food packages may also be left on the shelves on floor 1. LUC staff are not responsible for packages and cannot receive them for you.
- **All technical and cleaning staff should be recognizable by their work uniform.**
If you notice people on the floors without uniform, please report to DUWO and the reception on floor 0.
- **Never interfere with the outer doors.**
Never block them or prevent them from closing in any way. Doing this is a serious hazard and a breach of safety regulations. If you get caught doing this, you can expect a fine. Report malfunctioning doors immediately to DUWO.
- **Never use the ground floor exits of the emergency staircase, unless...**
you are in an emergency evacuation (or emergency drill). Using these doors will set off the alarm. Improper use of the emergency doors is subject to a fine.
- **In case of situations that make you feel unsafe...**
call in the assistance of the security guard or receptionist, or the RA on call. In case you notice unsafe situations or hazards on the college floors, report them to the Student Info desk on floor 4.