

EMERGENCY PHONE NUMBERS:

Between the hours of 9AM and 5PM, and for all non-emergencies, please call the **Department of Operations and Planning, School of Design at 215-898-8322** to report problems, including: heat/air conditioning, electrical, plumbing, security, utility and building repairs, housekeeping, and fire and occupational safety.

Email: Karl M. Wellman, Jr., Director of Operations and Planning at kwellman@design.upenn.edu, and Stacy Lutner Ritchey, Operations Assistant, at lutner@design.upenn.edu with any questions or concerns.

Building Emergencies AFTER HOURS:

WEEKEND and EVENING EMERGENCIES ONLY:

Heating/air conditioning repairs: 215-898-7208

Utility and building repairs: 215-898-7207

(Report all building and safety problems to PennDesign Operations also, to allow for proper follow-up)

On campus:

Police/fire: Call 511 from any campus phone or call 215-573-3333 to reach University Police.

Ambulance: Call 511 to reach University Police. Tell the dispatcher that you need an ambulance and stay on the phone until you have given the location of the emergency. If you can, stay with the patient until University Police arrive. If the Philadelphia Police or Fire Department arrives before the University Police, inform the attendant or police officer that the patient is to be taken to the Hospital of the University of Pennsylvania emergency services unit. *In cases of drug or alcohol overdose, the primary concern of the University Police is the safety of the individual, not prosecution and punishment.*

Other medical emergencies: Student Health Services (SHS) is located on the 1st floor of the building at 3535 Market Street. You will need to use the elevator as we are not accessible to students via the stairs. Students with illnesses requiring [URGENT or EMERGENCY](#) treatment may obtain care at a local Emergency Room. They may also call the Student Health provider on-call for phone consultation. This provider may give medical advice over the phone, or may decide that the student should seek emergency medical attention. We recommend students go to the Emergency Department at HUP (1st floor Silverstein Building on 34th Street).

The Student Health provider on-call can be reached by calling 215-746-3535 and connecting to the hospital operator.

Counseling/support/crisis intervention

Public Safety Special Services Unit Hotline: 215-898-6600

Special Services provides crisis intervention and support, escort to the hospital, assistance with police administration and/or court proceedings, transportation, temporary housing and other assistance to help you overcome a traumatic event. For general Special Services business, call 215-898-7297.

Emergency counseling

Call Counseling and Psychiatric Services at 215-898-7021 during normal business hours or 215-349-5490 between 5 p.m. and 9 a.m. Clinicians are available for confidential counseling, consultation and psychotherapy on a walk-in basis or by appointment during office hours. After-hours calls are referred to the CAPS psychiatrist on call.

Suicide prevention hotline: 215-686-4420 (24 hours, 7 days)

Rape counseling

Call the Women Organized Against Rape hotline at 215-985-3333 (24 hours, 7 days). WOAR provides telephone counseling, crisis intervention, emergency room counseling, and other follow-up services and referrals for victims of sexual assault.

Weather emergencies

Under normal conditions, Penn never stops operating. However, severe weather, such as winter storms, may force the closing of non-essential offices and the cancellation of classes.

To find out the operating status of the University in the event of severe weather:

Call the special information number: **215-898-MELT**

Listen to KYW (1060 AM) for school closing announcements. The University's number is **102** for daytime classes and **2102** for evening classes.

Off-campus:

Police: Call 215-573-3333 to reach University Police or 911 to reach Philadelphia Police.

Fire/ambulance: Call 911 to reach the Philadelphia Fire Department.