**CONTACT INFORMATION**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
<td>911</td>
</tr>
<tr>
<td>Yale Police</td>
<td>203.432.4400</td>
</tr>
<tr>
<td>Yale Security</td>
<td>203.785.5555</td>
</tr>
<tr>
<td>Victim Services</td>
<td>203.432.9547</td>
</tr>
<tr>
<td>Lost &amp; Found</td>
<td>203.432.4400</td>
</tr>
<tr>
<td>Lost ID and after-hours security</td>
<td>203.785.5555</td>
</tr>
<tr>
<td>Nighttime Safe Rides</td>
<td>203.432.6330</td>
</tr>
<tr>
<td>SHARE</td>
<td>203.432.2000</td>
</tr>
<tr>
<td>Yale’s Sexual Harassment and Assault</td>
<td>203.432.9255</td>
</tr>
<tr>
<td>Response &amp; Education Center 24/7</td>
<td></td>
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<tr>
<td>Crisis Hotline</td>
<td></td>
</tr>
<tr>
<td>Walking Escorts (2-WALK)</td>
<td>203.432.9790</td>
</tr>
<tr>
<td>Yale Shuttle (Transit Office)</td>
<td>203.432.2788</td>
</tr>
<tr>
<td>to.yale.edu</td>
<td></td>
</tr>
<tr>
<td>Yale Special Services Van</td>
<td>203.737.3111</td>
</tr>
<tr>
<td>West Campus Security</td>
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</tr>
</tbody>
</table>

To request a Public Safety orientation, please e-mail safe@yale.edu.
**WELCOME TO YALE!**

Yale is located in the heart of New Haven, a vibrant city with all the arts, culture and rich diversity of experience that city life brings. If you are new to the area, we urge you to explore the city and get to know its people, places and opportunities for engagement and learning.

Yale is proud of its partnerships with the City of New Haven, including its public safety initiatives. To help you become familiar with the city and campus, this booklet offers information about Yale’s public safety services, and also provides advice on what actions you can take to stay safe and to protect your property.

Yale has made significant investments to keep the campus safe and offers an array of public safety services. We have campus police officers to prevent and respond to crime, campus security officers to maintain safety in and around campus buildings, and a range of services including electronic access controls, a campus shuttle service, door-to-door safe rides during the evening, and emergency “Blue Phones” located throughout campus to summon the police in an emergency. We also have a new service, “Bulldog Mobile,” a smart-phone application that allows you to alert the Yale police to your location instantly.

The women and men who work in public safety at Yale have developed strong partnerships with students, faculty and staff, as well as with local, state and federal law enforcement and fire safety officials to keep the campus safe. Your safety is our highest priority and we are happy to share information and advice. You also have responsibility for your safety, and by following the suggestions described in this guide, you can help create a safe environment during your time at Yale.

Please become familiar with and make use of the services described in this guide. Pay particular attention to basic safety precautions you can take to stay safe and to protect your property as you get to know the campus and enjoy the city.

Janet Lindner  
*Deputy Vice President for Human Resources and Administration*
GETTING AROUND CAMPUS

Walking Escorts 203.432.9255
You may request a Security Escort by calling 432-WALK (203.432.9255). A security officer will walk you to and from any point on campus, within the Yale Shuttle boundary.

Nighttime Safe Rides 203.432.6330
Security rides are available from 6:00 pm to 6:00 am to take you door-to-door on campus. Dial 2-6330 from any campus phone or Blue Phone for service. For more information, please visit publicsafety.yale.edu/campus-safety-services.

Shuttle Bus 203.432.9790
The free shuttle is available to all students, staff, and faculty. The daytime shuttle operates from 7:00 am to 6:00 pm, Monday through Friday. The nighttime shuttle operates from 6:00 pm to 1:00 am, seven days a week. The shuttle travels to points throughout the campus that include residential buildings and parking lots, with links to both train stations. For routes and more information, visit to.yale.edu.

Special Services Van 203.432.2788
Yale Transit operates a Special Services Van that transports members of the Yale community who are permanently or temporarily disabled. Passengers are picked up on request and transported within the Shuttle boundary. To register, contact the Resource Office on Disabilities (203.432.2325).
See Yale Shuttles in real time, download the TransLōc App.

For more information about the Daytime and Nighttime shuttle routes, visit to.yale.edu.
The Yale Police Department has 86 uniformed police officers to protect and serve the campus 24 hours a day, every day of the year. Yale’s police officers patrol the campus in cars, on motorcycles, bikes and on walking patrols. The Yale Police also provide advocacy and support for members of the community who have experienced a crime, and the department works to solve crimes through its investigative services and analysis units.

The Yale Police Department follows a “community policing” model of law enforcement, which focuses on building relationships with faculty, students and staff on campus and creating close partnerships with the New Haven community and with other law enforcement agencies, particularly the New Haven Police Department. The Department seeks to engage the community in identifying and solving problems to prevent crimes—and to respond quickly when crime occurs.

**Reporting a Crime**
- For emergencies (on or off campus), always call 911.
- Add the Yale Police number (203.432.4400) to your phone contact list. If you witness a crime or have a non-emergency incident, call Yale Police.

**Victim Services**
Victim Services at YPD is designed to offer help and support to victims of crime. If you are a crime victim and need help, call 203.432.9547

[publicsafety.yale.edu (click on police).]
LOST & FOUND

The Lost & Found center is located in the Yale University Police headquarters, 101 Ashmun Street and is open Monday through Friday, 9:00 am– 4:30 pm. Telephone 203.432.4400.

Four other areas provide lost & found services:

- **Yale Athletics Department**
  103RTH, for items lost at any intercollegiate event or Yale athletic facility. Telephone 203.432.1420.

- **Sterling Memorial Library**
  116C SML, for items lost at SML and CCL. Telephone 203.432.1830.

- **Yale Security Central Alarm Station**
  4 Bristol Street. Telephone 203.785.5555.

Please note that items of value such as laptops and cell phones are forwarded to the Yale Police Department for storage (203.432.4400).
If you are the victim of a sexual assault, get to a safe place immediately. Other actions you can take:

- Call someone you trust, regardless of the hour
- Call SHARE—Yale’s Sexual Harassment and Assault Response & Education Center for advocacy, info, and support, available 24/7 sharecenter.yale.edu (203.432.2000)
- Seek medical attention
- Go to Yale University Health Services (203.432.0123 Urgent Care)
- Go to Yale-New Haven Hospital (203.688.2222 Emergency Room)
- Notify Yale Police (203.432.4400) or New Haven Police (203.946.6313)

Victim Services and Support

If you have an emergency or are in immediate danger, call 911 or the Yale Police Department at 203.432.4400.

Sexual Misconduct Resources

Yale strives to be a community free of sexual misconduct (including harassment and assault), by promoting the essential values of respect and responsibility, providing education, and working with students, faculty, and staff—creating a community that is safe and supportive for all.

Stalking and Intimate Partner Violence

Anyone in the community who has experiences or concerns relating to stalking and intimate partner violence can also call SHARE.

For a full list of options and resources available for any community member coping with sexual misconduct, visit smryale.edu.

Domestic Violence Services of Greater New Haven (1.888.774.2900).
The SHARE Center
(Sexual Harassment and Assault Response & Education Center)
SHARE provides information, advocacy, and support for community members coping with sexual misconduct of any kind, whether directly or indirectly. SHARE counselors are also available to help callers process sexual misconduct experienced in the past or outside of Yale. The confidential hotline, 203.432.2000, is available 24 hours a day. In addition to providing counseling assistance, SHARE can help facilitate access to medical care, assist in filing a police report, and/or serve as an advocate in filing a complaint with the University.
sharecenteryale.edu

Yale Police Investigative Unit
The Yale Police Investigative Unit, which works closely with SHARE, is also available 24/7 at 203.432.4400. Anyone from the Yale community in need of assistance can call for confidential consultations regarding possible criminal action, including off-campus students. YPD has a sergeant in charge of sensitive crimes who can provide assistance and information on available victims’ assistance services, as well as perform full criminal investigations when needed.
Yale Security Services

Yale University Security officers patrol the campus 24 hours per day and perform a variety of services, including walking escorts, safe rides and lock-out services. They cover the entire campus, on foot, in marked patrol SUVs, on bicycles and on three wheeled segways.

Yale Security also oversees University security systems (CCTV camera, access control, intercom, and alarm systems), including installation, service, and monitoring. Security systems are monitored 24 hours a day, seven days a week in the Yale University Security Central Alarm Station. Yale Security also works closely with Yale Police to keep the campus safe.

Important Contact Numbers:

Yale Security (general info) 203.785.5555
Lost & Found 203.432.4400
Lost ID and after-hours security 203.785.5555
Nighttime Safe Rides 203.432.6330
6:00 pm–6:00 am, 7 days a week
Walking Escorts (2-WALK) 203.432.9255

For emergencies on and off campus, call 911.

Connect with us on Facebook: www.facebook.com/YaleAccessControl

Connect with us on Twitter: twitter.com/YaleSecurity1
ID ACCESS CARDS

Yale identification cards are given to new students, staff, and faculty and should be carried at all times. All students, full-time employees, and most associates, fellows, spouses, and same sex, civil union partners of students and employees are entitled to Yale ID cards.

Replacement cards

Lost, stolen, or damaged ID cards should be reported immediately to Yale Security at 4 Bristol Street by calling 203.785.5555.

Replacement cards are available at the ID Card Center during normal business hours. During non-business hours, temporary ID cards are available by calling Yale Security at 203.785.5555 or emailing 432.open@yale.edu.

Identification cards are issued at two locations:

Yale University School of Medicine, 333 Cedar Street, CE-1 (203.785.6736) 785.open@yale.edu

246 Church Street, ID Center (203.432.0165)

For information on ID cards and to see locations of ID Centers on Central and Medical Campus, visit publicsafety.yale.edu/security/id-cards.

To get ID access privileges to buildings, contact your business office or a Security Systems Specialist at 203.432.OPEN or emailing 432.open@yale.edu.
LOCK-OUT SERVICE

Lock-out services are provided university-wide 24 hours a day, seven days a week. If you are locked out, please call our Central Alarm Station at 203.785.5555.

- A uniformed Yale Security Officer will be dispatched to your location to provide this service.
- Students, please provide: your name, contact info, the college or graduate residence in which you reside, entryway letter, room number, floor, and the last four digits of your Social Security number.
- Wait for the officer in front of the locked door. Should you get into your room prior to the officer’s arrival, please call the Central Alarm Station and inform them that services are no longer needed.

Between the hours of 9:00 am and 5:00 pm on weekdays, undergraduates should contact their Master’s office for the unlocking of their dorm rooms.
Protect your laptop
The S.T.O.P. program is an inexpensive tracking system for laptops. For $25 you receive two security plates that attach to your laptop.

• Your computer will be rendered impossible to resell but rapidly tracked.
• ID number and contact info are registered in the S.T.O.P. international database for a three-year period.
• If your laptop is stolen, S.T.O.P. personnel will immediately help to notify the police of proper ownership.

Find your lost iPhone, iPad, or iPod Touch
If you have an iDevice, enable the “Find My iPhone/iPad/iPod Touch” feature. This feature allows you to sign into iCloud.com from any computer web browser or use the free “Find My iDevice” app on another Apple device to display its location on a map.
Visit apple.com for details.

Find your lost Android device
The YPD IT staff recommends the free “Where’s my Droid” app.
For more info play.google.com/store/apps

For more information on the S.T.O.P. program call 203.432.6736 or e-mail 432-OPEN@yale.edu.
Yale Emergency Management is committed to ensuring that the Yale community is well prepared for an emergency. On campus preparation activities are on-going and we are prepared to manage an array of crisis situations.

For information on emergency preparation visit emergency.yale.edu or e-mail oem@yale.

**Plan, Evaluate, Respond**

Build your emergency plan today! The information below will help members of the Yale community develop thoughtful emergency plans regardless of the incident. As you read through this, consider what steps you need to take to prepare for an emergency.

**Plan**

The first step in approaching an emergency is to think ahead of time about what might happen. Though planning takes time and work, it pays off by bringing awareness to the choices you may confront in an emergency. By preparing both mentally and logistically, you can increase your confidence and ability to handle a real emergency situation. Being prepared can reduce the fear, anxiety, and losses that disasters often bring.

**Evaluate**

Having a plan allows you to consider your options in an emergency. Understanding these options will help you respond more consciously and manage your natural instincts of “fight, flight, or freeze.” You may only have a few seconds to evaluate the situation, and in that moment you can ask—and answer—such questions as:

- Should we evacuate?
- Where are the exits?
- Should we shelter in place?
- Whom should we call for help?
- How can we help?
- What do we need right now?

**Respond**

Once you have evaluated the situation and understand your options, you are able to choose how to respond to the emergency in the way that maximizes your safety. Remember: do not take unnecessary risks, remain as calm as possible, and always use common sense.
YALE ALERT

Yale ALERT is the University’s emergency notification system. University officials will warn the campus community through text, e-mail and voice message, exterior and interior speakers, and the flatscreen panels around campus.

Save the Yale ALERT number (203-432-5830) on your phone and assign it a special ringtone so that you know that you are receiving a Yale ALERT.

In the event of an emergency on campus, it is important for you to be prepared and know how to respond to information provided to you through Yale ALERT. Depending on the situation, you may receive instructions to evacuate or to shelter in place. Shelter in place generally means finding a safe location indoors and staying there. Instructions may vary depending on the situation, the location of the emergency on campus, and information available from law enforcement and others.

If asked to evacuate: stay calm and proceed to the nearest exit. Do not use elevators. Close doors behind you as you leave. Keep low to the floor if smoke is present. If smoke, heat, or flames block your exit routes, stay in the room with the door closed.

Do not re-enter the building until emergency personnel declare it safe for re-entry

Unable to evacuate on your own? Ask for assistance to the nearest enclosed exit stair or remain in your office or room. If you are unable to call, signal for help by waving a brightly colored cloth or shining a flashlight at the window. Ask someone leaving the building to notify emergency responders of your location.
Please visit publicsafety.yale.edu/blue-phones for locations of all Blue Phones.

**BLUE PHONES**

Over 500 exterior phones are strategically located throughout the campus and are readily identified at night by blue lights hanging above or near them. Many of them also have cameras. The phones are equipped with red emergency buttons for direct connection to Yale Police for police, fire, or medical emergencies and a keypad for dialing any campus number.

Use a Blue Phone if you:
- Observe a potential safety hazard
- Require assistance
- Notice suspicious activity
- Feel unsafe
- Need a walking escort
- Need to request a nighttime ride
To download the Bulldog Mobile (LiveSafe) App, visit the Apple App Store (for iPhones) or Google Play Store (for Androids). For more information and FAQs, visit publicsafety.yale.edu/bdm or call 203.432.4400.

**BULLDOG MOBILE (LIVESAFE) APP**

Bulldog Mobile powered by LiveSafe is a free personal mobile application for Yale students, staff and faculty to engage in a two-way conversation with the Yale police. With Bulldog Mobile, you can use your cell phone as a personal security device that allows direct access to police, 911 emergency services, location tracking, information sharing with quick tips, and SafeWalk tool. Registration is required.

**What features does it have?**

- **Summon Help**
  Trigger 911 or the Yale Police with the press of a button (available on iPhone & Android devices only), along with critical profile information. Based on your cell phone signal and if your location services is enabled a GPS locator is activated during your call.

- **SafeWalk – Peer-to-Peer Tool**
  Invite friends and family to temporarily follow your location on a real-time map. They will see your location as you walk to your destination and will know when you get there safely.

- **Share information – Quick Text Tip**
  Submit tips or reports about campus safety concerns and live chat with campus safety officials. You can attach a picture, video, or audio and even send it anonymously if you choose.

- **Access Campus Resources and Emergency Information**
  Access campus resources, emergency information, and important phone numbers.
BIKE SAFETY TIPS

Keep your bike safe from theft by following these simple tips:

• Always lock your bike to one of the many designated bike racks located around campus. Do not use street signs or railings because they can be removed--and your bike too!

• U-shaped locks provide better security than cable locks. Place the lock through the bike frame, through a wheel, and then through the bike rack.

• Record your bike’s make, model, color, and serial number. Be sure to keep this information in a safe place.

• Visit the Transportation Options website: to.yale.edu/bicycle-parking-and-security for more information.

Register Your Bike

Register your bike with the National Bike Registry. Note that you must have your bike’s serial number to do so. to.yale.edu/bike-registration.

Share the Road and Wear a Helmet

Bicyclists must follow and obey the same laws as motor vehicles. Motorists must yield to both pedestrians and bicyclists at all times. For more info on bicycling at Yale, visit to.yale.edu/bike.

While Connecticut law requires those 15 years or younger to wear a helmet, we strongly encourage all cyclists to wear one.

If your bike is stolen, report the theft ASAP to the Yale Police Department at 203.432.4400.
IDENTITY THEFT—PREVENTION AND INFORMATION

Identity theft occurs when someone uses your personal information without your knowledge to commit fraud or theft. This includes using your name, Social Security number, credit card number, or other personal information for their own use.

Securing data and electronic information

- Don’t give out personal information on the phone, through websites, or in e-mail unless you are sure you know whom you are dealing with.
- Never click on links sent in unsolicited e-mails.
- Use one credit card for Internet purchases with a low maximum limit amount.
- Do not give out your real name or other personal information in Internet chat rooms. Use a screen name.
- Use strong passwords, and change your important passwords annually.

Securing physical documents

- Don’t carry your Social Security card or write your Social Security number on a check.
- Minimize the ID information and number of credit cards you carry.
- Keep your personal information in a secure place at home.
- Do not authorize others to use your credit cards.
- Protect areas where your mail can be stolen. Secure mail receptacles and promptly remove your mail. Deposit outgoing mail in post office mail boxes.
- Never leave receipts at bank machines, bank windows, trash receptacles, or gasoline pumps.
- Sign all new credit cards with “Photo Identification Required.”
- Shred documents like pre-approved credit applications, receipts, bills, and other financial information.

If you are victimized:

Call the three national reporting agencies and the Social Security fraud line immediately to put a fraud alert on your cards and accounts.

- Equifax 1.800.525.6285
- Experian 1.888.397.3742
- Trans Union 1.800.680.7289
- Social Security Administration (fraud line) 1.800.269.0271
HELP US KEEP THE CAMPUS SAFE

The Yale campus is located in the heart of New Haven. Like all who live in urban centers, you can take some precautions to keep safe:

- Be aware of your surroundings at all times.
- Avoid walking or running alone, especially at night.
- Don’t text or listen to music while walking.
- Know that alcohol will make you less aware of your surroundings.
- Choose a well-lit path when walking or biking.
- Become familiar with the emergency Blue Phones along your route.

- Use the Yale Shuttle and Walking Escorts.
- Call for a door-to-door safe ride after dark (203.432.6330).
- Lock your doors—never prop them open.
- Call for help if you ever feel concerned for your safety: use Blue Phones or call the Yale Police Department (203.432.4400).
- Get a U-Shaped lock for your bike AND REGISTER IT (See p. 18).

IF YOU SEE SOMETHING... SAY SOMETHING!
YALE UNIVERSITY IMPORTANT NUMBERS

In an emergency, always call 911

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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</thead>
<tbody>
<tr>
<td>LGBTQ Resources</td>
<td>203.432.0309</td>
</tr>
<tr>
<td>Lost &amp; Found</td>
<td>203.432.4400</td>
</tr>
<tr>
<td>Lost Keys/ID (Evenings)</td>
<td>203.785.5555</td>
</tr>
<tr>
<td>Nighttime Safe Rides</td>
<td>203.432.6330</td>
</tr>
<tr>
<td>Police Non-emergency</td>
<td>203.432.4400</td>
</tr>
<tr>
<td>Security Escort</td>
<td>203.432.WALK (9255)</td>
</tr>
<tr>
<td>Security Programs</td>
<td>203.785.5555</td>
</tr>
<tr>
<td>SHARE Center</td>
<td>203.432.2000</td>
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<td>Special Services Van</td>
<td>203.432.2788</td>
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<tr>
<td>Victim Services</td>
<td>203.432.9547</td>
</tr>
<tr>
<td>Yale Health Services</td>
<td>203.432.0123</td>
</tr>
<tr>
<td>Walden Peer Counseling</td>
<td>203.432.8255</td>
</tr>
</tbody>
</table>

Yale University Web Resources

- publicsafety.yale.edu
- sharecenter.yale.edu
- to.yale.edu
- yalehealth.yale.edu
- lgbtqaffinity.yale.edu
Off-Campus Resources and Services

City of New Haven
Mayor’s Office
203.946.8200

City of New Haven General Info
www.cityofnewhaven.com

City of New Haven
Neighborhood Services
203.946.9299

New Haven Police Department
www.cityofnewhaven.com/police
Non-emergency
203.946.6316

New Haven Street Lighting Issues
203.946.6091

New Haven Public Works
203.946.7700

Transportation
Visit www.cttransit.com for city bus schedules and times

Connect with us on Facebook: www.facebook.com/YalePolice

Connect with us on Twitter: twitter.com/YPD1