

**Notify responders.**

**Remain calm!**

## **Emergency contacts**

In the event of an emergency or to report a campus maintenance problem call the appropriate number listed below.

In the event of a fire, disaster situation, oil or hazardous material spill or release call the fire brigade at **112**.  
the University's Technical Maintenance Service Centre at **+49 931 31 - 84444**.

In the event of a medical emergency call an ambulance at **112**.

Emergency response wayfinding system Campus Hubland Süd - [locations of meeting areas](#) (orientation map for responders)  
[Locations](#) of defibrillators on campus

In the event of a poison emergency call the Munich poison emergency helpline at **+49 89 19240**.

To report campus maintenance problems call the University's Technical Maintenance Service Centre at **+49 931 31 - 84444**.

In the event of other emergency situations (non-medical emergencies, criminal activity, major road accidents) call **the police at 110**.

**University Medical Centre for Employees**  
**+49 931 31 - 82472** (office)

Your condition permitting, you should see an accident insurance consultant (*Durchgangsarzt*) as soon as possible after you have a workplace or commuting accident.

[List of accident insurance consultants in Würzburg as well as specialist ophthalmic and ENT clinics](#)

When you call emergency services (dial <112 or 0112> when calling from your work phone), be ready to provide the following information:

### **Where did the incident happen?**

It is important that you provide the exact address (town, street, house number, etc.). Knowing the exact location of the emergency allows responders to get to you quickly.

### **What happened?**

Briefly describe the incident you are reporting. Knowing the nature of the situation allows the dispatcher to send appropriate resources (e. g. recovery vehicles).

### **How many people were injured?**

Knowing the number of people injured allows the dispatcher to determine how many ambulances will be needed.

### **What types of injury have the victims sustained?**

Let the dispatcher know if there are any injuries that you believe are life threatening and describe the injuries sustained by victims. Knowing the nature of the injuries allows the dispatcher to determine whether it will be necessary to send an emergency medical physician.

### **Remain available to answer questions!**

It is important that you stay on the phone until the dispatcher hangs up or instructs you to hang up. You may be asked to provide your name.

## **Other important information:**

### **Phone alert and fire alarm:**

The University uses a phone alert system to alert individuals of the need to evacuate a building in the event of an emergency (e. g. in an armed intruder situation or in the event of a bomb threat). The system will play a recorded message over the speakers of staff members' phones. To ensure that calls made to emergency services are not interrupted, emergency alerts will not interrupt calls in progress. Emergency messages will be broadcast in German and English and repeated several times. The alert can only be triggered from the control room at the Technical Maintenance Service Centre on Hubland Campus and by authorised individuals.

When a fire alarm has been triggered, the sounders in the affected building will activate. When you hear the fire alarm, leave the building immediately!