

Emergency Information

[Emergency Information](#) [1]



What to Do in a Crisis

Whether in need of immediate or on-going support in a time of crisis, there are many resources for getting the help you need - see the links and phone numbers below. In the event of an emergency or crisis (personal or otherwise) dial 911.

If you do not know where to turn, but need someone who can listen and help you solve your problem, you can always [contact your designated OISS adviser](#) [2].

Protocols for Travel Emergencies

- **Travel Signatures:** If you are in F-1 or J-1 status, you need to ensure that your I-20 or DS-2019 has a valid travel signature to re-enter the U.S. Please remember that travel signatures are only valid for one year, but good for multiple entries. Travel signatures can be found on the second page of your I-20 or the first page of your DS-2019. If you are an F-1 or J-1 student and need a travel signature, please [contact your designated OISS adviser](#) [3] and they will electronically send you a new I-20 or DS-2019 with a travel signature. If you are a J-1 scholar and need a travel signature, please [follow these directions to request a new electronic travel signature](#) [4].
- **Encounters with U.S. Customs and Border Protection (CBP):** If you encounter issues at the U.S. border and the CBP officer has questions that can be answered by OISS, please ask the officer if they would like to call OISS for confirmation. During office hours, OISS can be reached by calling our front desk at (203) 432-2305 and you or the federal agent/officer will be connected to an OISS adviser. After hours, please call Yale Security at (203) 785-5555 and they will immediately call the OISS director or associate director.

Yale/New Haven Emergency Contact Information

In the event of an emergency or crisis (personal or otherwise) dial 911. You can dial 911 from any phone.

[Police & Fire](#)

Emergency Information

Published on Office of International Students & Scholars (<https://oiss.yale.edu>)

- Emergencies: **911**
- Yale-New Haven Hospital: **119**
- [Yale Police](#) [5]: **(203) 432-4400**

[Health & Human Services](#)

- [Yale Health Center: Acute Care](#) [6] **(203) 432-0123**
- [Yale Health Plan](#) [7] [Member Services](#) [8]
- [Employee Assistance Program](#) [9]
- [Mental Health & Counseling at Yale Health](#) [10]
- [Walden Peer Counselors](#) [11] (Undergraduates)

[Security](#)

- Security 24-hour services: **(203) 785-5555**
- Escort service: **(203) 432-9255** (2-WALK)
- [Yale Police](#) [5]: **(203) 432-4400**

[International Travel Emergencies](#)

- University Security (24/7) **(203) 785-5555**
- [Yale International Toolkit](#) [12]
- Medical Emergencies
 - [Yale Health Plan](#) [7]: **(203) 432-0123**
 - [International SOS Travel Assistance](#) [13]: **(215) 942-8478** (you may call collect)

[Domestic Violence & Sexual Assault Resources](#)

- [Sexual Harassment and Assault Response \(SHARE\) Center](#) [14]: **(203) 432-6653**
- [Domestic Violence & Sexual Assault Crisis Services 24-Hour Hotlines](#) [15]
- [Sexual Misconduct Response at Yale](#) [16]
- [Communication & Consent Educators \(Undergraduate CCEs\)](#) [17]
- [New Haven Sexual Assault Crisis Services](#) [18]
- [RAINN: Rape, Abuse, & Incest National Network](#) [19]
- [The Umbrella Center for Domestic Violence Services \(UCDVS\)](#) [20]
- [Connecticut Sexual Assault Crisis Services](#) [21]

[Environmental Health & Safety](#)

- [Environmental Health & Safety \(EHS\) Website](#) [22]
- EHS Hours: Monday – Friday, 8:30 am to 5:00 pm: **(203) 785-3555**
- All other times: **911**

[Maintenance Emergencies](#)

- [Yale Facilities](#) [23] (Medical, Science and Central area): **(203) 432-6888**
- Heat control: **(203) 432-6888**

Stay Informed & Sign Up for Alerts

- Sign up for [Yale Alerts](#) [24] via phone, text messaging, and email.
- Before you travel internationally, [register your travel](#) [25] with Yale.
- [Register for City of New Haven alerts](#) [26] as well.
- Be familiar with the [Yale Emergency Management](#) [27] resources
- Be aware of New Haven [traffic and parking advisories](#) [28].
- Browse this list of [New Haven emergency resources](#) [29].

Source URL: <https://oiss.yale.edu/getting-started/preparing-for-yale/safety-resources/emergency-information>

Links

[1] <https://oiss.yale.edu/campus-community-life/for-students/safety-resources/emergency-information> [2] <https://oiss.yale.edu/about/contact-oiss> [3] <https://oiss.yale.edu/about/connect-with-oiss> [4] <https://oiss.yale.edu/immigration/j-1-scholars/oiss-connect-requests/travel-signature> [5] <https://your.yale.edu/community/public-safety> [6] <https://yalehealth.yale.edu/department/acute-care> [7] <http://yalehealth.yale.edu/> [8] <https://yalehealth.yale.edu/department/member-services> [9] <https://www.liveandworkwell.com/content/en/member.html> [10] <http://yalehealth.yale.edu/directory/departments/mental-health-counseling> [11] <http://walden.sites.yale.edu/> [12] <https://world-toolkit.yale.edu/travel/what-do-emergency> [13] <https://ogc.yale.edu/erm/ISOS> [14] <http://sharecenter.yale.edu/> [15] <https://your.yale.edu/community/public-safety/campus-safety-services/crisis-services-24-hour-hotlines> [16] <http://smr.yale.edu/> [17] <http://cce.yalecollege.yale.edu/> [18] http://www.womenfamilies.org/Content/Sexual_Assault_Crisis_Services.asp [19] <https://www.rainn.org/> [20] <https://www.bhcare.org/services/domestic-violence-victim-advocacy-3/umbrella-center-for-domestic-violence-services/> [21] <http://endsexualviolencect.org/> [22] <http://ehs.yale.edu/> [23] <http://facilities.yale.edu/> [24] <https://emergency.yale.edu/stay-informed/yale-alert> [25] <https://world-toolkit.yale.edu/register-your-travel> [26] https://www.newhavenct.gov/gov/depts/emergency_info/alerts.htm [27] <https://emergency.yale.edu/> [28] <https://www.newhavenct.gov/gov/depts/traffic/default.htm> [29] http://www.newhavenct.gov/gov/depts/emergency_info/default.htm