### WHAT IF...

**FOR EMERGENCIES**

<table>
<thead>
<tr>
<th>I HAVE A CONCERN, BUT IT IS NOT AN EMERGENCY</th>
<th>I AM LOCKED OUT</th>
<th>I LOST A KEY</th>
<th>I LOST MY STUDENT ID</th>
<th>SOMETHING IN MY ROOM IS NOT WORKING/BROKEN</th>
<th>I WANT A ROOM CHANGE</th>
<th>I AM HAVING ROOMMATE CONCERNS</th>
<th>I ORDERED A PACKAGE/I HAVE MAIL</th>
<th>I AM HAVING WIFI TECHNOLOGY ISSUES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call the University Campus Police</td>
<td>Connect with your Community Assistant (CA)</td>
<td>Contact your roommate or suitemate (if applicable)</td>
<td>Room Key: Inform your CA. A temporary key will be provided. You’ll have 48 hours to look for your key. You will meet with the CA after those 48 hours have concluded.</td>
<td>During Business Hours: Go to the Housing Office 📠218 Becht Hall</td>
<td>Let your CA know if it is an urgent issue (Ex: missing keys, leaks, flooding, no toilets working, etc.)</td>
<td>Ask to meet with your CA regarding your situation</td>
<td>Talk with your roommates/suitemates first</td>
<td>Packages: Wait until you receive an email to pick up the package</td>
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<tr>
<td>814-393-2111 Or 911</td>
<td>If your CA is not around, try another CA</td>
<td>Connect with your floor’s CA</td>
<td>During Business Hours: Go to the Housing Office 📠218 Becht Hall</td>
<td>Submit a work order through Asset Essentials on your my.pennwest</td>
<td>Room changes will be reviewed on a case-by-case basis</td>
<td>Roommate Mediation with CA</td>
<td>Mail: You will need to check your mailbox</td>
<td>During Business Hours: Visit IT Services 📠107 Becht Hall or call 814-393-2640</td>
</tr>
<tr>
<td>FOR URGENT BUT NOT EMERGENCY MATTERS</td>
<td>Connect with the professional staff member who oversees your hall</td>
<td>Contact another CA in the building Repeat Previous Steps</td>
<td>Mail Key (Reinhard): No temporary keys will be given. Let your CA know so a new one can be ordered. Charges will apply for all key replacements</td>
<td>You will have to purchase a new ID</td>
<td>There are Asset Essentials instructions on your Info Wall</td>
<td>Charges may apply for room changes</td>
<td>Check-In with CA a week after the mediation</td>
<td>Pick up your package or mail during mailroom hours 📠Gemrell Student Mailroom</td>
</tr>
<tr>
<td>Call the University Campus Police</td>
<td>During Business Hours: You can also go to the Housing Office 📠218 Becht Hall</td>
<td>During Business Hours: If none of the CAs are available, go to the Housing Office 📠218 Becht Hall</td>
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<td>Important Numbers to Have</td>
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### SAFETY RESOURCES

- **Sign up for emergency alerts from the Safety and Risk Management Department**
  - [https://alert.pennwest.edu](https://alert.pennwest.edu)

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### IMPORTANT NUMBERS TO HAVE

- **CAMPUS POLICE**
  - 814-393-2111

- **HOUSING OFFICE (BUSINESS HOURS 8AM-4, M-F)**
  - 814-393-2352

- **CA On Duty Phone (8PM-7AM, 7 DAYS A WEEK)**

- **CAMPUS SUITES**
  - REINHARD VILLAGES: 814-316-1752 OR 814-316-1726

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### Residence Life and Housing Clarion

**Email:** clarionreslife@pennwest.edu

**Phone:** 814-393-2352

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