FSU VALENCIA - SAFETY GUIDE

CONTENTS:
Introduction
Upon arrival
Important meetings & documents
Safety on campus
Reporting a crime in Spain
Safety off campus

Security alerts procedures
Drugs and Alcohol polices
Sexual assault
Safety when traveling
Crime statistics
Fire prevention handout
Introduction

Studying abroad is an important decision. It is a rewarding experience that will enrich your personal life and education. Being in a foreign country offers new experiences; get in contact with a new culture and lifestyle and see the world from a different perspective. However, your safety is an important part of your overseas experience.

This is a useful guide for Students Abroad that provides relevant information about safety and security protocols while studying in FSU Valencia Campus.

Inside, you will find advice that spans from common sense safety tips to instructions about how to act in different awkward situations. This information will help you adapt faster to your new home and culture and be aware of the FSU in Valencia policies as well as the different laws that apply to you while in Spain. Remember that while you are in Spain you are subject to Spanish laws.

Valencia is a warm and safe place that provides the perfect environment and opportunity to study abroad. After reading this guide, we expect that you will feel prepared to face any challenging experience you may encounter while living with us. You should know how to make good decisions about your own safety in Valencia, what to do if you do become a victim of crime, and what to do in the event of an emergency or alert.

All information in this document it is updated annually and is produced in accordance with the Federal Jeanne Clery Act of 1990.

Upon arrival

Welcome! After a long trip you may feel excited but exhausted, even disoriented. It is very easy to become distracted while traveling. In order to avoid any sort of incident with your personal belongings, the following is some advice that may help with your arrival to Spain.

Take special care of your passport, travel documents, tickets and credit cards and keep them with you in a safe place. Before you travel, take a photocopy of your personal information page (name, photograph, passport number, etc.) and all the pages that have any entry clearances or visa stamps on them and pack this separately from your passport.

If you lose your passport contact the FSU study center in the phone contact numbers provided beforehand.

- Bring enough cash to cover your immediate needs such as taking a cab, using a public phone or buying some food.

- Carry your credit cards and travelers checks in a safe place, such as an inside pocket, a money belt or a zipped bag. If you lose any of your personal documents, report the loss to the police immediately and notify the FSU staff afterwards.
- Keep the telephone numbers of FSU-Valencia handy, in case you need to call for advice or notify them of a change in your plans.
- Label your luggage clearly so that it can be forwarded to you if it gets separated from you during the journey.
- If you do lose your luggage, fill out a claims form in the lost baggage office of the airlines.

**Orientation materials -Important meetings and documents**

In addition to the Safety Guide the following meetings and documents form an integral part of our safety procedures and are imperative to student safety in Valencia:

- **Student Orientation meetings**
  There is a three-day mandatory orientation upon your arrival in Valencia. It is very important that all students attend this orientation. It will cover essential information about your stay in Valencia, including more in-depth explanations of the topics listed here.

- **Student Handbook**
  You can access a friendly on line handbook through the link http://fsuvalenciainfo.blogspot.com.es/ This document specifies most of the rules and regulations that students should be aware of. They relate to the housing residence, FSU-Valencia study center and other facilities in the building. It also contains very useful information about the local area and services available to students, including safety advice.

- **FSU-Spain Emergency plan**
  The *FSU Spain Emergency Plan* is given upon arrival. Step-by-step instructions are provided for students and faculty on what to do if there is a crisis situation such as a terrorist attack in Valencia or any other location in Spain.

- **Fire safety and prevention plans.**
  These documents are also handed upon arrival. Students are informed of written instructions and procedures about how to act in case of fire in the building. A guide of practical advice and rules is provided to students about how prevent fire accidents in the rooms. Also a fire drill on campus facilities may occur during groups stays. (See a handout attached at the end)

- **Emergency Phone Numbers**
  All students and overseas faculty receive a wallet-sized emergency contact information card, which you should carry with you at all times. It contains the emergency cell phone numbers for the Valencia staff and useful contact numbers for the emergency services, the US Embassy and the local police station. It also contains the contact information for the building and other useful numbers such as taxi companies or cancelling credit cards.
Safety on Campus:

FSU Study Center & Student Housing:

Both Garnet and Gold FSU Valencia Study centers are located in the downtown area, right at the old historical quarter, within walking distance from the most important sites of town. Both Study Centers have classroom & offices areas as well as 24/7 reception in the ground floor and semi basement whereas the upper floors of each building are designed as student housing. Student housing consist on numerous apartments with capacity between 6 and 11 people.

According to our location, we have developed the following information to ensure your safety.

- **Security in the building**
  There is 24/7 reception service. Inside the buildings, a lock door separates the Study Center in the ground floor from the apartment area. Students have access to this area with their swipe cards.
  The Study Centers are equipped with CCTV cameras in the common areas inside and outside of the building.
  Please, help the FSU-Valencia staff keep the Study Center safe. If you notice a suspicious person or sign, please warn the staff immediately.

- **Swipe cards**
  At your arrival in the FSU-Valencia Study Centers you are given your accommodation swipe card key. This card is also used for identification. It contains your name, picture and the FSU University logo. You could be requested to identify yourself by any FSU Valencia staff member working at any of both Study Center buildings. This is a security measure to know you are a resident.

- **FSU staff.**
  The staff at FSU-Valencia is prepared to help you settle into your new location and give you the necessary advice to handle any sort of situation while you are here. The staff is available office hours Monday through Friday from 8:30am to 6:00pm.
  The reception desk staff at the Study Centers is available 24h a day.
  Maintenance and cleaning personnel are authorized to enter your apartment when necessary. The protocol is to notify you of their visit in advance. They will hold a sign at the door of the apartment to let you know when they are working inside. They are easily identifiable as they wear the FSU logo in their uniforms. Cleaning turns and schedule information is usually posted at your apartment.
  In case of a serious emergency you must contact the program’s director.

- **Visitor Policy**
  Visitors are not allowed in any part of the building except with a previous authorization from the Program direction or Student Services office. All visitors to the building are required to sign in
at the reception desk and leave a real identification card. Student should ask for authorizations within office hours. Visiting hours go from 9:00am to 10:00pm. Overnight guests are not allowed in the building between 10:00pm and 9:00am. Any student who hosts a visitor overnight will be subject to disciplinary action according to FSU housing rules. You will find further information on accommodation for your guests at the Student Services office.

**Building Alarms and Fire Safety**

The FSU-Valencia buildings have by law a *Fire Safety Prevention and Proceeding Plan*. If you hear the fire alarm you must evacuate as quickly as possible. You should familiarize yourself with the fire procedures that are provided to you at your arrival. Read carefully through the few suggestions to prevent fire. You will find them on your room/apartment.

If you encounter a potential risk of fire in the building, call the reception desk immediately (Garnet Study Center dial 1000 / Gold Study Center dial 5000).

Leave the area. Stay calm, do not scream or run without control. Go to the emergency exits. Never use the elevators. If your clothes are on fire, do not run; roll on the floor until you extinguish the fire. Never go backwards. Do not push other people while walking down the stairs. Use the ways of evacuation indicated by the evacuation team at any moment. Leave the apartment or study area and go to the main entrance. (See a sample of a handout at the end of the guide)

**Safety tips at your arrival**

We strongly recommend not walking around the city with your original passport unless it is absolutely necessary. Make a photocopy and carry it with you at all times and keep your original one in the locker safe provided individually in your rooms.

Do not take all your credit cards or other American documents such as the driving license or Health insurance cards with you if you are not going to need them.

Walk in small groups or share a cab if you are returning to your apartment at night.

Have with you the emergency phone numbers card that you will be given upon arrival.

**Secure your belongings**

We do not recommend that you bring priceless items to Valencia. There is a safe drawer available for each student in the rooms of the apartments where you can store small items and important documents such as the airline tickets, credit card, passports or laptops.

You should always remember to close and lock your apartment door. If an intruder did get into the building (by following someone in, for example) they would look for open doors and could walk away with your belongings.
Reporting a Crime in Spain

If you are a victim of crime or you lose important documents such as your passport, notify the incident to the FSU-Valencia administrative staff as soon as possible so that you can be assisted. We will help you first to fill out an official police report and second, a crime report for statistical purposes. The crime report can be anonymous, if you prefer. If you wish to fill out a police report on your own, some police stations in Valencia have English forms or English-speaking officers who can help you [www.policia.es](http://www.policia.es). If you are not in Valencia you should follow the same procedures. Then, notify the FSU staff. It is important that you and the study center’s staff keep a copy of the report. It is legal proof of the incident. You will be asked for the report during the process of replacing credit cards, personal documents or travel insurance action.

The FSU-Valencia Study Centers are located in downtown where police officers patrol the area regularly. The police patrol the neighborhood by car and on foot around our buildings. We have a good working relationship with the “Policía Nacional” and “Policía Local” of the area regarding safety and security in Valencia. The goal is that students learn about crime prevention, Spanish laws regarding petty crime, alcohol and drugs, support associations, etc. through information programs upon arrival.

See below the address and phone numbers of the police stations where you should go to report a crime or sexual attack.

<table>
<thead>
<tr>
<th>POLICIA NACIONAL</th>
<th>POLICIA LOCAL</th>
<th>JEFATURA DE POLICIA</th>
</tr>
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<tbody>
<tr>
<td>C/ Buen Orden, s/n 46008</td>
<td>c/ Alta, 43 46003</td>
<td>C/ Gran Vía Ramón y Cajal, 40 46007</td>
</tr>
<tr>
<td>Tel. 963 540 030</td>
<td>Tel. 96 391 7636</td>
<td>Tel. 091 or 963 539 539</td>
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<tr>
<td>(to file a report for theft or lost items</td>
<td>(to seek for help &amp; safety advice)</td>
<td>(to file a report for aggression or sexual assault)</td>
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<tr>
<td>You need to call: 902-102-112</td>
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<tr>
<td><a href="http://www.policia.es/denunweb/den_tel_in.html">http://www.policia.es/denunweb/den_tel_in.html</a></td>
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Safety off Campus

Valencia is a relatively safe city with a low violent crime rate compared to US cities of an equivalent size. Petty theft such as pick pocketing and bag snatching is common, and you should stay alert in order to look after yourself and your belongings. As in any city, you need to be streetwise and be alert to dangerous places or situations.

Tips to avoid becoming a victim of crime:
Should you be a victim or crime, seek help by calling 091 (Policía Nacional) or report it on 902 102 112. Notify the FSU-Valencia staff immediately.

- Always keep an eye on your belongings.
- Do not carry your wallet in your back pocket.
- Take special care of your handbag or wallet in crowded places.
- Always carry your handbag fastened and secure, so that it is not easily accessible.
- Do not leave your belongings unattended. Avoid leaving your bag on the floor in a club or bar, at the back of the chairs in restaurants, shop or movie theatre or while using a public phone.
- Avoid street gambling stalls. They are a fraud.
- When going to the beach, take only the bare essentials and try to go accompanied.
- Be aware of people trying to distract your attention.
- Avoid bumping into other people or letting others come too close to you. Don’t trust those people offering to clean stains on your clothes or when you are told something has fallen to the ground. They may take advantage of the situation to steal your wallet.
- Cover your PIN number at cash points.
- If you use an ATM that is inside the bank, make sure there are no beggars inside. Lock yourself in while you are taking money out of the ATM.
- Do not carry your passport with you, unless it is absolutely necessary (you are going abroad).
- Be conscious of your belongings in busy places and tourist spots like the metro, bus stops, bullring area, McDonalds, and so on.
- **Remember that alcohol consumption impairs your judgment.**
- Keep always some money separate from your wallet, so you can always get home.
- Do not walk alone at night – take a licensed cab. Otherwise, walk in groups.
- Never accept a ride from someone offering you a taxi. Stop a white cab or call a licensed taxi company. Phone numbers are available in the small emergency card. If you feel unsafe, call the Study Center and the front desk staff member will send a cab to pick you up.
- Keep alert when walking around unknown places. Avoid walking through darkness. Choose well-lit streets or main avenues.
- Make sure you know where you are going – study the map before you go out.
- Avoid suspicious people and situations.

**If you are attacked or have your belongings stolen:**
- Avoid being hurt. If necessary let the person take your personal belongings.
- Scream and shout to attract attention immediately. Find safety in any populated area such as in restaurants, store, etc.
- Report it to the police by calling 112.
- Report it to a member of staff using immediately.
- Cancel your credit cards (toll phone numbers are provided in your wallet emergency card)
- We can arrange counseling if you need it.
In the event of a Security Alert

Unfortunately, Spain has had some experience in national terrorism. Therefore, we count on special corps of the Policía Nacional, Guardia Civil and emergency services that have been well trained and equipped to prevent terrorist attacks and deal with these types of crisis. Since the last events occurred on March 11th 2004 in Madrid, the antiterrorist policy and security measures have been increased all over Spain. In case of crisis, FSU Valencia staff is prepared to put our FSU Spain Emergency Plan into effect. Please, it is important that you keep and consult the handout that is given to you upon arrival and learn the procedures, meeting points and contact numbers. More detailed information is provided in the orientation meetings on this regard.

We have always provided students and faculty with instructions on what to do if there is a crisis situation. We closely follow the advice of the State Department, US Embassy and Metropolitan Police. Also, our program is member of APUNE (North American University Programs in Spain) association that gives us support in terms of legal and security procedures.

Basic Safety Tips:
• Always carry a personal ID and the copy of your passport with you at all times (except if you are going abroad). Spanish police can stop you and ask you to identify yourself.
• Register your cell phone number with the Student Services office, so we can contact you in an emergency (we will not use it for any other purpose)
• Fill out a travel form if you plan on going for the weekend or holiday break. The travel forms are available at the reception desk. You can also fill it out on line. You can access a link at the FSU Valencia close facebook group. Travel forms are an essential way for us to account for everyone in the event of a crisis and it is a mandatory procedure.
• Let your roommates know if you are going somewhere and when you expect to be back.
• Always carry your FSU Emergency Contact card with you.
• Never leave your belongings unattended in a public place, including this building, and especially on public transportation.
• Be vigilant if you see an unattended bag anywhere – report it immediately to a member of staff, or call the police (091)

What to do during a security alert:
• Stay calm and follow the instructions of law enforcement officers and any emergency services personnel at all times.
• Make your way to the FSU Study Center (our primary meeting point) – on foot - do not use public transportation.
• If you cannot get to the Study Center you should immediately call the emergency cell phone number of the program’s director.
• If the Study Center is inaccessible for any reason you should go to the secondary meeting point (see FSU Spain Emergency Plan handout for directions).
• Follow the advice of the FSU staff, Guardia Civil & Policía Nacional staff at all times.
• Call or email home as soon as possible.
Drugs and Alcohol

Before reading this section you should know that the information, rules and advice on this respect is based on the application of the Spanish Laws, the State of Florida rules and Florida State University Student Conduct Code regarding drugs and alcohol consumption in university residences.

Illegal Substances
Drugs that are illegal in Spain include, but are not limited to, the following: cannabis (marijuana, dope, grass, hash, pot), heroin, sedatives (unless prescribed by a doctor), hallucinogens (LSD, acid, magic mushrooms,) cocaine, crack and amphetamines (speed, ecstasy). Drug laws in Spain and other countries you may visit are different, and often less tolerant than US laws. The possession, cultivation, elaboration and dealing of any of these drugs are a criminal offence. It means that you can be arrested. Local police notify the foreign embassy of anyone who has been arrested. You can be deported for drug convictions. FSU Spain will cooperate with police and we will not circumvent the civil authorities.

University policy on illegal drugs
The unlawful possession and distribution of drugs will not be tolerated on any university premise. The possession of drugs is totally forbidden in Garnet and Gold FSU-Valencia Study Centers and FSU Student housing. Upon finding evidence of drug use, possession or distribution by any student, staff or faculty member, the university will take appropriate action, including, but not limited to, dismissal from the program. (See the student conduct code – section offences (8a-j) http://srr.fsu.edu/Student-Conduct-Code/Student-Conduct-Code-PDF. Faculty, staff and students should be aware that in addition to university sanctions they might be subject to criminal prosecution under Spanish laws that specify fines or imprisonment for drug-related offences.

Alcohol
In Spain, the consumption of alcohol is often understood as a part of social interaction. Pubs, clubs, “bares and bodegas” are common social meeting places and are common in Spanish culture. A glass of wine or beer is often included in the daily menu. Many students may feel attracted to heavily drink because of the legal drinking age and the easy accessibility and reasonable cost of alcohol.

The legal drinking age is 18 in Spain. FSU –Valencia encourages responsible decision-making. If you choose to drink alcohol, do so responsibly and legally. Be aware of the consequences and avoid drunkenness. Many serious incidents occur as a result of alcohol abuse and students losing control even consciousness. For many of you coming in the program, it will be your first time to drink legally. You should be aware that alcohol consumption is a responsibility, and that while in Valencia, you are subject to FSU regulations, as well as Spanish laws. In order to prevent bad experiences, take the following precautions:

- If you choose to go out for a night drinking, never do it alone. Especially during the two first weeks of the program, stay in groups and use your “buddy system” if you feel you are over your limit.
- Avoid “power drinking” and observe that the alcohol consumption in Spain usually consist of longer periods of time. Remember drinking is often a part of socialization for Spaniards.
• Never leave your drink unattended.
• Know where you are before you start drinking. Try to stay with your group of friends and do not trust people that try to persuade you walk to other areas that you do not know.
• Carry with you the address of the Study Center and the emergency contact numbers.
• Always have an emergency cash amount of 20€ separate from the rest of your money so that you can pay for a cab home.

NOTE! In case you do not have money with you at the moment, call the Study Center and the front desk staff will send a taxi wherever you are to bring you home. You can pay for the taxi ride the next day at the front desk. This system allows FSU students to get home safe if you have been stolen or you have been run out of money at any time (day or night). To identify the cab, the cab driver will stop at the indicated place that you told the front desk previously and they will ask for your name.

University policy on alcohol consumption

Students staying at the FSU-Valencia facilities are subject to Spanish laws as well as the Florida State University rules under the State of Florida laws. These regulations apply to all students, guests, faculty and personnel in FSU-Valencia Study Centers.

According to the FSU student conduct code you are considered to violate the rules in the following cases:
“possession or consumption of alcohol when under the age permitted by the State of Florida”
“providing alcoholic beverages to an individual who is under the age permitted by the State of Florida”
“Driving while under the influence of alcohol”
“Intoxicated behavior”
“any other violation of the FSU Alcohol Policy, Rule 6C2-6.012,F.A.C”

Illegal, abusive or excessive consumption of alcohol resulting in interference with the rights of other persons, personal injury or damage to property will result in disciplinary action, beginning with conduct probation.

Therefore, within the FSU-Valencia facilities; the consumption or possession of alcoholic beverages in the common areas of the building are forbidden whereas inside the apartments are not completely forbidden but restricted to a limit. However, intoxicated behavior consequences are considered to commit a serious misdemeanor that will result in a disciplinary action according to the FSU Study Center regulations.

Advice and Information on Alcohol Abuse

Advice and information for people with alcohol problems or anyone concerned about alcohol misuse can be found at: https://3rdmilclassrooms.com/Website/default.aspx

Sexual Assault

The following precautions may help you avoid becoming a victim of a crime of a sexual nature:
• Read and use the tips to avoid becoming a victim of crime and use your common sense.
• Remember that alcohol consumption impairs your judgment.
• Refrain from being alone (i.e.: in a car, home or unpopulated place) with someone you do not know well, especially if you are not sober.

• If you do separate from your friends while you are out for the evening, let them know where you will be and give them a contact number, if possible. Make sure you contact someone to let them know your whereabouts.

• Never leave your drink unattended, or accept a drink from someone you do not know well. Remember that cultural norms and expectations are different. Your assumptions based on the situation (i.e.: conversation, body language, etc) may be very different from another person's assumptions.

If you are a victim of rape, sexual assault or harassment:

• You should call the emergency number 112, immediately. Contact a member of staff or call the emergency cell phone numbers immediately. All cases will be treated with absolute confidentiality.

• An FSU staff member will help you contact the local authorities so that you can follow the required procedures in these cases.

• Do not clean yourself or the crime scene, if possible, as it may affect the ability to prosecute the attacker.

• We can help to arrange counseling and after care.

The Policía and Guardia Civil have specially trained officers to investigate cases of sexual assault. For an emergency you should call 091. During office hours you can call 902 102 112 for help and advice.

For local support in the event of sexual abuse, the following facilities are available:

- Centro de la mujer 24 horas (Woman Center 24 hours)- Address:: Calle de Guillen de Castro 100, Valencia. Phone: 900-58-08-88

- Dirección General de la Mujer y por la Igualdad (Woman General Center):
  Address: Calle Naquera nº. 9,
  Valencia. Phone: 961-971-600

- Valencia University Clinic Hospital, Avenida Blasco Ibáñez 17, 46010

Educational programs and information promoting awareness of rape, acquaintance rape, and other forcible and non-forcible sex offenses can be found on the following website:


Spain does not have a registry of sexual offenders and their crimes that is available to the public.

University procedure
The university will take any allegations of rape, sexual assault or harassment very seriously. Students accused of crimes of a sexual nature will be subject to university judicial procedures. In addition to university sanctions they may be subject to criminal prosecution under Spanish laws.
Safety when traveling

Valencia is strategically located by the Mediterranean Sea. This good location offers you many possibilities to travel all around Europe and the Mediterranean countries. Many students plan their trips during the break holiday or long weekends. Remember that you are subject to the laws of the country that you are visiting. Therefore, take the next recommendations to stay safe when traveling:

- Make sure you fill out the travel form for the FSU-Valencia study center. This is mandatory.
- Inform your roommates or close friends about your itinerary and when you are expected to be back especially if you are traveling alone.
- Get informed beforehand about the country you will visit. Notice that laws are different in each country. You can research for further information on the Consular Agency website www.travel.state.gov
- Plan your travel with ample time and make sure you arrive to destinations on time.
- Remember you should not leave your belongings unattended at airports, train/bus stations or other public areas.
- Be sure you fill out a baggage claim form before you leave the airport if your luggage gets lost.

Cultural Sensitivity
There are many cultural differences in the way people behave in other countries, including Spain, which you should be sensitive to, in order to protect yourself and avoid offending people. Wherever you go you should read the news and be informed about your destination so you do not find yourself in difficulties. In general, it is best to try not to stand out too much. It is advisable not to discuss politically sensitive issues in public, and not to get involved in any local politics or protests. Learning a few key phrases of the language is also essential.

Travel Forms
It is mandatory for students to fill out a travel form if you are going away for the weekend or a longer trip. FSU-Valencia staff must be informed in case of any emergency. Travel forms are available in the reception desk of the FSU Study Centers. You can also fill out the form on line. Don’t forget to also inform your roommates of your travel plans and when you expect to return. If you are significantly delayed please call to let us know or communicate via e-mail.

State Department travel advice
You are advised to consult the State Department's website, and in particular, their Travel Advisories, before you plan your trip. Go to: www.travel.state.gov
HOW TO ACT IN CASE OF FIRE

• If you encounter a potential risk of fire in the building, call the reception desk immediately (Garnet dial 1000 / Gold dial 5000). If you have a fire extinguisher near you and you think you can put out the fire, use it. Otherwise, leave the area immediately.

• Stay calm, do not scream or run without control. Go to the emergency exists. Never use the elevators. If your clothes are on fire, do not run; roll on the floor until you extinguish the fire. Never open a door without touching it first with the back of your hand. If the door is hot, try another exit.

• Never go backwards, walk fast but don't run. Do not push other people while walking down the stairs. Do not forget this is a secure place. Use those ways of evacuation indicated by the evacuation team at any moment.

• If there is smoke, put a humid cloth over your mouth and nose, encourage other people to do the same. Avoid breathing in the smoke. Crawl if necessary, the least contaminated air remains always close to the floor.

• Leave the building and go to the main entrance with the other people. Once the building has been evacuated, if you miss someone that was in the building when the fire started, warn the evacuation team.

REMEMBER, in case of EMERGENCY, stay CALM. Nervousness can become your worst enemy.
ACCIDENT PREVENTION

We want to remind you that the use of candles, incense or similar flammable material and other electronic appliances not provided by FSU is strictly forbidden in your rooms and apartments.

We will be confiscating all candles or similar paraphernalia from the rooms in order to prevent any accidents from happening that may endanger the other residents. I ask for you complete cooperation with this matter.

DON’T FORGET

- If you detect any anomaly or any malefaction on electronic/electric appliances please notify the maintenance staff immediately.

- All FSU Valencia facilities are smoke free.

- When you leave the room, please turn off all electronic devices including computers, lights, air conditioning, etc.

- Do not leave clothes or any other flammable material near plugs or other heat sources.

- If you notice that any of the fire alarms or fire extinguishers is not in good working condition in case of emergency, please notify reception immediately. Don’t use these emergency appliances or alarms unless the situation is an emergency.

- Don’t light candles or incense or similar flammable material in your room.

- Do not leave any appliances turned on in your bathroom. Avoid touching humid areas. Do not overuse the plugs.

THE BEST WAY TO PROTECT OURSELVES FROM FIRE IS NOT TO START IT!