

Emergency situation action manual for incoming international students

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Introduction

In keeping with our international vocation, the International Relations and Cooperation Service of Universidad Carlos III de Madrid, in collaboration with the Labor Risk Prevention Service, have prepared this Emergency Situation Action Manual for international exchange students (henceforth IES).

One of the main reasons IES select where they will carry out their studies is the country's safety. Spain is among the countries with the safest countries in Europe, according to Eurostat data, Spain is far from the worst positions in the main type of crime rankings such as homicide, rape and robbery among the European countries.

At present, 20% of all students at UC3M are international. That is why we have prepared this manual, to provide information on certain situations the IES may have to face during their stay at the university. While it is true that accidents cannot be foreseen, their effects can be reduced if we know how to act at every minute. The objective of this manual is to set out general action guidelines when faced with the most common emergency situations.

The specifics of each situation make it complicated to apply the recommendations in this manual literally. They must be interpreted, adapted and applied according to the situation that comes up. However, by reading them, we will know how to handle emergencies effectively and in an organized way, avoiding stressful situations and saving significant resources. Additionally, we can turn to these pages to keep a situation under control and avoid improvised actions.

We hope this manual will not have to be put to use, but should the case arise, we hope it is of great help to our IES.

1.-General recommendations for incoming students

In the first weeks in Spain, and to make acting in the event of possible emergency situations easier, we recommend that incoming IES:

1. Leave a copy of their national ID with someone in your native country who you can contact to avoid problems if the original is lost or stolen.
2. Carry your scanned passport in your cell phone and leave the original at your residence in Spain.
3. Register at your home country's embassy or consulate upon arrival in Spain. Check this [directory](#) to find information on yours.
4. Provide the UC3M International Office with emergency contacts (name, telephone number and address), both in Spain and in your native country.
5. Be aware that there are two emergency telephone numbers available 24 hours a day, 365 days a year.



2.- Emergencies or crisis situations

Crisis situations may arise both on and off the University campus, requiring totally different approaches to what you should do.

2.1 Emergencies or crisis situations on UC3M campuses

The University's Labor Risk Prevention service provides an open access public information website for the entire university community (objectives, organization, instruction manual and health and safety guidelines, etc.).

[Emergency website](#)



Additionally, the International Office on each campus can help you when you are faced with any emergency:

International Office on Getafe Campus

- Building 11 (Luis Vives), office 11.0.03
- C/ Madrid, 126, 28903 Getafe (Madrid)
- incoming@uc3m.es, Telephone number (+34) 91 624 95 50
- **General hours:** Monday to Thursday from 11:30am to 1:00pm and 4:00pm to 5:00pm

International Office on Leganés Campus

- Building 2 (Sabatini), office 2.0.D15
- Avda. Universidad, 30, 28911 Leganés (Madrid)
- movilidadeps@uc3m.es, Telephone number (+34) 91 624 59 28
- **General hours:** Monday to Thursday from 11:30am to 2:00pm and 4:00pm to 5:30pm.
Friday from 11:30am to 2:00pm

International Office on Colmenarejo Campus

- Colmenarejo Campus, office 11A02
- Avda. Gregorio Peces-Barba Martínez, 22, 28270, Colmenarejo (Madrid)
- movilidadcolme@uc3m.es, Telephone number (+34) 91 856 13 55
- **General hours:** Monday to Thursday from 9:00am to 2:00pm and 4:00pm to 5:30pm.
Friday from 9:00am to 2:30pm

The University also has several international student associations which can provide information and support to incoming IES:

Erasmus Student Network ESN UC3M: <https://www.esnuc3m.org/>

BEST: <http://www.bestuc3m.es/>

Chinese student association: <https://www.aecuc3m.com/>

2.1.1 Types of emergencies or crisis situations:

1. Need for psychological support.

Arriving at a university in a new country and in different surroundings is a change that international students must face. On occasions this situation may generate anxiety or worry which require specialized help.

The Psychological and Educational Psychology Guidance Service of UC3M assists students to successfully overcome any difficulties or problems they may encounter throughout their time at the university. Different self-help resources based on student interests are also available.

A student may request a personal appointment with a psychologist for counseling and assistance. Additionally, courses and workshops to improve students' abilities are organized throughout the school year.

Locations:

- **Getafe Campus:** Services Building (building no. 2). Ground floor.
- **Leganés Campus:** Betancourt Building (building no. 1). Office 1.0.I.02C
- **Colmenarejo Campus:** Miguel de Unamuno Building. Office 1.0.A09

The first appointment is free of charge and may be scheduled by calling **91 856 12 19**, or by going in person to the Information Center on campus.

In order to make a second appointment with the psychologist and to see him/her as many times as needed during the course requires a single payment of 25€. This can be done in person at the center or through the following link: [Psychological and Educational Psychology Guidance Service of UC3M](#). You can also check the office hours in the same link.

New appointment procedure because of COVID-19:

Currently, due to the situation caused by coronavirus, psychological appointments are done online. The procedure to schedule them is still the same for those who are already enrolled. New students need to send an e-mail to: afabasca@pa.uc3m.es

2. Emergency due to illness or accident.

If it is suspected that it could be a COVID-19 case, students must follow the instructions from Section 3.3 from this Manual.

The University has a Health Center on the Getafe and Leganés campuses where international students can go on certain occasions, such as emergency situations, minor accidents, etc. [Check the UC3M Health Center webpage](#)

GETAFE CAMPUS

- **Location:** Building no. 10 (Campomanes Building) Office 10.0.23B
- **Telephone number:** 91 624 93 93
- **Hours:** From 8:30am to 12:00pm from Monday to Friday

LEGANÉS CAMPUS

- **Location:** Building no. 2 (Sabatini Building) Local 2.0.A10
- **Telephone number:** 91 624 59 59
- **Hours:** From 12:30pm to 4:00pm from Monday to Friday

Nevertheless, generally, in case of illness or when there is an emergency off campus, international students should go to medical centers or hospitals.

A. STUDENTS WHO HAVE A EUROPEAN HEALTH CARD

These students may go to any public health center or hospital. The **public health centers** closest to the campuses are:

Getafe Campus (School of Social Science and Law, and of Humanities)		
Health center (C.S.)	Address	Telephone number
C.S. Las Margaritas	C/ Magallanes, 6	91 682 22 62 / 22 94
C.S. Sánchez Morate	C/ Huelva, 2 (behind the Sport Center)	91 683 25 26 / 27 54
Leganés Campus (School of Engineering)		
C.S. Santa Isabel	C/ Isabel la Católica, on the corner with C/ Velasco (in the city centre)	91 693 12 12
C.S. Dr. Mediguchía Carriche	Plaza de la Comunidad de Madrid (unnumbered) (next to the “Cubierta” event center)	91 688 09 33
C.S. María Jesús Hereza-Cuéllar	C/ Jesús Miguel Haddad Blanco, 2, on the corner with Avd. del Mediterráneo	91 680 46 61
Colmenarejo Campus		
C.S. Colmenarejo	C/ Cañada de las Merinas, 64	91 858 91 62
Puerta de Toledo Campus (Center for Postgraduate Studies)		
C.S. Paseo Imperial	C/ Toledo, 180, Madrid	91 364 07 62
C.S. Lavapiés	C/ Embajadores, 41, Madrid	91 527 27 45

The **public hospitals** closest to the campuses are:

Getafe Campus		
Hospital	Address	Telephone number
UNIVERSITARIO DE GETAFE	Ctra. de Toledo, Km 12,500	91 683 93 60
Leganés Campus		
SEVERO OCHOA	Avda. de Orellana (unnumbered)	91 481 80 00
Colmenarejo Campus		
EL ESCORIAL	Ctra. M-600 de Guadarrama a San Lorenzo de El Escorial, Km. 6,255, San Lorenzo del Escorial	91 897 30 00
PUERTA DE HIERRO	Calle Joaquín Rodrigo, 1, Majadahonda	91 191 60 00
Puerta de Toledo Campus		
CLÍNICO SAN CARLOS	C/ Profesor Martín Lagos (unnumbered), Madrid	91 595 70 00
GREGORIO MARAÑÓN	C/ Doctor Esquerdo, 46, Madrid	91 586 80 00

B) STUDENTS WHO HAVE PRIVATE INSURANCE

Those students who have private insurance should go to the center designated by their insurance. Alternately, they may go to any public health center or hospital where they will be **given a bill and where they must pay any medical expenses.**

3. Access to medication

Students who must undergo medical treatment while they are in our country are advised to bring enough medication to cover the length of their stay.

All the medication, especially the one that requires prescription, must be carried in the hand luggage in its original envelope and the label should be visible. As a precaution, one can bring medication he/she needs in the registered luggage in duplicate. The student must bring the

name and contact information from his/her doctor, in addition to the information from his/her medical status and treatment, the details and generic names from the medication and the prescribed doses.

In case the student needs to travel with other kind of medical equipment, such as needles, they need to bring the medical prescription that justifies the use of such material, since it can be requested by the officers and security staff at the airport.

For more information: [Medication in spanish public airports](#)

You can check which medicines currently have or have had recent supply issues in Spain in the following link: [Medicines with supply issues](#)

4. Emergency due to assault, robbery or aggression

If you are the victim of an assault, robbery or aggression on campus, do not hesitate to go to Campus Security, or contact them by telephone:

Emergency telephone number: **91 624 99 99**

Campus security telephone number:

- Getafe Campus: **91 624 98 12**
- Leganés Campus: **91 624 94 88**
- Puerta de Toledo Campus: **91 624 99 99**

If you feel you are being subjected to **sexual harassment**, or situations that could lead to it, be aware that at UC3M there is an Action Protocol, which always guarantees confidentiality.

On the following webpage you may consult the action procedure and a model of the written complaint that should be submitted: [Sexual harassment protocol](#)

5. Emergency in the event of fire

If you detect a fire, clear the area as quickly as possible, closing doors and windows if the scale of the fire allows. Then inform about the emergency by:

1. Fire alarms located in every building.
2. Telephone, calling 91 624 99 99.
3. If you are unable to get through to the emergency extension, call 112.

6. Emergency in the event of a bomb threat

If the university alerts that there is a bomb threat or you see a suspicious object on campus, you should contact the following services.

EMERGENCIAS: 91 624 99 99



Getafe Campus: **91 624 98 12**

Leganés Campus: **91 624 94 88**

Puerta de Toledo Campus: **91 624 99 99**

7. In the event of an evacuation

If you hear the evacuation signal, which consists of:

- A continuous siren, and/or
- Communication over the loudspeakers.

Follow these instructions:

- Evacuate all buildings.
- Keep calm and do not stop at the exits.
- Use the established evacuation routes.
- Do not use the elevators.
- Do not go back.
- Do not stop at the exits.
- If you are surrounded by smoke, get down and crawl.
- Close doors behind you.

- Once you are outside, move away from the buildings.
- Follow instructions of emergency personnel.
- It is totally forbidden to enter parking areas to take out cars.

2.2 Emergencies or crisis situations off UC3M campuses

Situations that somehow endanger international students can also arise off campus, and often the only contact they have is the University.

2.2.1 Emergency due to illness or accident

Where to go in the event of illness or an accident

A) STUDENTS WHO HAVE A EUROPEAN HEALTH CARD

They can go to any center pertaining to the Social Security system. Normally it would be the one closest to their residence in Spain, but if it is an emergency, then they should go to the closest one.

You can locate the closest medical center or hospital on the following website:

<http://centrossanitarios.sanidadmadrid.org/> (only available in Spanish)

B) STUDENTS WHO HAVE PRIVATE INSURANCE

Those students who have private insurance should go to the center designated by their insurance. Alternately, they may go to any public health center or hospital where they will be issued a bill and where they must pay any medical expenses.

2.2.2 Emergency due to assault, robbery or aggression

1.- You should go to the police station nearest the incident or request help from the first local or national police officer you see.

The police have a service, **Foreign Tourist Attention Service (SATE)**, located at Calle Leganitos, no.19 in Madrid. The opening hours are from 9:00 to midnight every day of the year.

Further information https://www.policia.es/denunweb/serv_at_ext_in.html

If you need to file a complaint by telephone, there is a Telephone Complaint Service for foreign tourists. Further information: https://www.policia.es/denunweb/den_tel_in.html

If you want to file the complaint in the Police Office, the complaint form will also be available in English and a few other languages.

There are also police stations that are accessible for people with **reduced mobility, hearing disability or use Spanish sign language**.

Further information:

https://www.policia.es/denunweb/denuncias_provincia.php?id_region=15&id_provincia=28#cuerpo (only available in Spanish)

2.- If you have been the victim of an aggression and are injured, you should go to the nearest medical center to receive care.

3.- Inform the International Office at UC3M.

3.- Important COVID-19 related information

3.1 General advice

It is recommended that *incoming* students check the links below so that before their arrival to Spain and University Carlos III they already know:

1. Spanish airport security and control measures for entrance.
2. Health regulation in Spain and Madrid in the moment of arrival, for instance regarding the mandatory use (or not) of masks.
3. General prevention guidelines both inside and outside the University.

1. Wash hands with soap and water or alcohol-based hand rub frequently.

2. Keep a social distance of at least 1-2 metres between people.

3. Avoid touching eyes, nose and mouth.

4. Cover mouth and nose while sneezing or coughing.

5. Use a mask on public transport and public areas.

3.2 Entry to Spain

Since July 1st 2020, if you travel to Spain from another country, it is mandatory to fill out the and sign a **Health Control Form (FCS** for Spanish abbreviation) associated with your trip.

This form is available either in this website <https://www.spth.gob.es> or in the mobile app "SPAIN TRAVEL HEALTH -SpTH", where you can easily get your travel QR code. The form is available in Spanish, English, French and German.

3.3 How to proceed in case of sickness or emergency of COVID-19

If the student has COVID-19 related symptoms, he/she should act as follows:

- If he/she has **FEVER** and/or **COUGH**:
 - o **Stay at home**, avoiding any unnecessary contact with the rest of people who live in the same building, and disinfecting the bathroom and the rest of shared areas after each use.
 - o Call the Community of Madrid number established for this purpose **900 102 112** and follow the instructions.
- If you have **DIFFICULTY BREATHING** and/or **WORSENING OF SYMPTOMS**:
 - o Call **112**.

4.- Notes on the Spanish legal system

Students are advised to have basic information about Spanish laws regarding detention. The following actions can be carried out by the police if they need to identify you or even hold or detain you.

4.1 Identification

If the police stop you, in most cases, the first thing they will do is ask you for your documents so that you can be identified. If you refuse to do so, police will be able to hold you.

You may use any official document as identification (National ID, Driver's license or passport). You may even do so verbally in which case it is helpful to also provide your address, the place where the identification being requested is located and the reason you are not carrying it.

4.2 Being held

In any case, the police may decide to hold you because they do not believe what you are telling them or to check that your documents are valid. In these cases, you must be treated correctly. If not, you can make a formal complaint, and you are under no obligation to answer any questions that are not related to your identification. They can frisk you, and you cannot refuse, but it must be warranted.

4.3 Being detained

If being held leads to being detained, you must be informed of this and read your rights, among which is the right to a lawyer's counsel. In any case, you have no obligation to answer any questions; the change in the status does not oblige you to answer except in the situations mentioned below. Once the process of identification has been completed, you should be released immediately. If you are not, this is an illegal detention. In any case, you will be released, whether retained or detained, from the location where you are at that time. You will not be returned to the place where you were initially retained or detained, nor can you demand it. Rather, you will most certainly be at the door of a police station or courthouse, and you must return by your own means.

It is important for you to know that if you are retained or detained, they may not create any sort of file on you, take any photographs of you or make you take off your clothes or do pushups. If this happens, you may make a formal complaint.

The police are obliged to inform the judge within the first 24 hours that a person has been detained. If they do not, it is a crime and you should make a formal complaint, requesting that the lawyer counseling you during the detention make sure of it. Pre-trial detention cannot last any longer than is strictly necessary to carry out the inquiries to clear up the incident. In a period of 72 hours maximum, the detainee must be released or brought before the judge. However, detention may be prolonged for purposes of investigation, up to a maximum period of an additional 48 hours, if a written request stating grounds is submitted within the first 48 hours and is authorized by a judge within the subsequent 24 hours. Either authorization or refusal will be adopted by reasoned decision.

If the incident is a minor offence, you cannot be detained unless you have no place of residence, have not been identified or do not provide sufficient bail when the acting authority demands it, which in practical terms means that the police do not trust your personal information to be true. All acts punished in Book III of the Penal Code are offences, and they generally refer to incidents with a minor penalty (the most common: threats, insults and injuries where the injured requires no more than one medical visit with no

surgery required). In these cases, your identity and address will be recorded, and you will be summoned by the Pretrial Investigation Court later.

All detainees or prisoners will be informed, immediately and in a way that he/she is comprehensible, what the charges are, and why they are being detained, as well as what their rights are. These rights must be read in a lawyer's presence prior to any statement and signatures will be requested of both you and your lawyer, and if an interpreter has been necessary, his/her signature as well. Whether you sign the statement or not is irrelevant; it will be considered valid if a lawyer has been present.

Your rights as detainee are:

- a) The right to **remain silent** and not make a statement if you do not wish to, to not answer any of the questions you are asked, or to state that you will only declare before a judge. In this case, the police may decide that you will not be able to meet privately with your lawyer because there has been no procedure requiring a lawyer's presence, and so you will have to wait to be taken before a judge to have that meeting.
- b) The right to **not testify against yourself** and to **not confess guilt**.
- c) The right to **designate a lawyer and request counsel's presence** while giving statements in any police investigation or legal proceeding as well as while subject to any identification procedure. If the detainee or prisoner does not designate a lawyer, a public defender will be assigned.
- d) The right to **access the proceedings that are essential to contest the lawfulness of the detention**.
- e) The right to **have a relative or other person of the detainee's choosing informed about the detention and the location where he/she is being held** at any given time. Foreigners shall also have the right for their country's consulate to be informed of these circumstances. You do not have the right to a telephone call, as we see in many films, but you do have the right for the police to call the person you designate and inform him/her that you are in custody and where.
- f) The right to **communicate by telephone with a third person** of the detainee's choice in front of a police officer.

g) The right to **be visited by the consular authorities of your country** and communicate with them.

h) The **right to an interpreter at no cost**, when a foreigner who does not understand or speak Spanish is involved.

i) The **right to be checked by a forensic doctor** or his/her legal substitute and, in his/her absence, by the doctor of the institution you are in, or by any other who reports to the state or any other public administration. You should inform your lawyer if you have requested to see a doctor and have not been allowed to do so. Transportation will be in handcuffs and in the presence of at least two officers. It is important in many cases for you to request a doctor and to tell him/her if you have consumed alcohol or drugs, and if it is possible, for them to perform the necessary tests to prove it, since this will show the condition you are in and in a trial it may be cause for attenuating circumstances to be applied which will reduce your sentence.

j) The right to **ask for free legal assistance** and get to know the procedure to do so and the conditions to obtain it.