

CASA-SEVILLA GENERAL HEALTH & SAFETY EMERGENCY PROTOCOL (FALL 2023)

An emergency is a situation where the health, safety and well-being of a student are in immediate danger. Emergencies can occur on the individual or group level. CASA-Sevilla on-site staff is responsible for supporting the safety and well-being of all program participants. To that end, that person or group of people will do whatever is necessary and possible in a crisis to protect students. This responsibility may, at times, appear to conflict with the values or respect for the student's individual autonomy and independence. In matters relating to personal safety, the authority of the governing body (e.g., Cornell's International Travel Health and Safety Team, the U.S. State Department, Program Director, Embassy, national policy) will supersede the individual wishes of students.

1. Health and Safety Emergency Protocol

- **Threat to life, limb, or eye** — call an ambulance! The local emergency number is: 112.
 - If **victim of a crime or sexual assault**, if safe to do so, contact the local policeto report the incident and get immediate help. The local emergency number is: 112. If you need medical assistance, it is important that you go to Hospital de la Mujer (Hospital Universitario Virgen del Rocío):
<https://www.hospitaluvrocio.es> within the 72 hours after the assault.
- For **any type of emergency** or if you need help and don't know what to do:
 - **Cornell and Harvard students can contact International SOS** for assistance at 1-215-942-8478, online or via the mobile app, and reference membership number:
 - Cornell students: 11BSCA827281
 - Harvard students: 11BYCA774932
 - **Vanderbilt students can contact Vanderbilt Incident Response forTravel (VIRT)** for assistance at +1 615-322-2745 or virt@vanderbilt.edu
 - **Johns Hopkins students can contact Healix International** for assistance at: +44 20-8763-4952, or email: johnshopkins@healix.com, and reference membership number: JH18492
- In the event of **terrorism, a violent uprising, or natural disaster**:
 - Shelter in a safe place and monitor the advice of local authorities
 - For U.S. Citizens, the DoS will notify and advise you (first by email) if you enrolled through [STEP](#), the Smart Traveler Enrollment Program. Non-U.S. citizens can also sign up to receive travel alerts and advisories by email but will not have access to the same emergency services. It is advisable to check with your own Embassy for similar programs.
 - Contact your parents/loved ones to let them know your status.

- Contact CASA-Sevilla Director via WhatsApp/phone call at +34 650028920, or email eva@sevilla.casa.education to let them know your status.
- If you are **COVID-19 positive**:
 - Wear a ppf2 mask at home and when you go to class.
 - Contact CASA-Sevilla Director via WhatsApp or phone call at **+34650028920** or email eva@sevilla.casa.education.
 - Seek assistance through the 24/7 Emergency Assistance listed on section 1.

2. CASA-Sevilla emergency contact information

CASA-SEVILLA EMERGENCY CONTACTS – AY 2023-2024		
During local business hours (Monday – Friday, 9 AM CET – 5 PM CET)		
Director	Eva Infante	eva@sevilla.casa.education 011-34-954 227157
Outside local business hours (24/7)		
Director	Eva Infante	eva@sevilla.casa.education 011-34-650 028 920 (cell)
During program-sponsored excursions and cultural visits		
Cultural Mentor	Bartolomé Miranda	34-605 462 471 (cell)

3. External emergency resources and contact groups

- US Embassy: <https://es.usembassy.gov/embassy-consulates/madrid/>
Emergency phone outside business hours: # 915872200
- Seville Consular Agency: sevillecons@state.gov / Phone # 954218751
- Local emergency services phone # 112

- National police phone # 091
- Local police (Twitter): <https://twitter.com/EmergenciasSev>
- Theft reporting phone # 902102112
- UFAM (Gender and sexual violence reporting): Phone # 091, atencionfamiliaymujer@policia.es
- Sanitas urgencias médicas 24h: Phone # 91 752 2901
- Hospital de la Mujer (Hospital Universitario Virgen del Rocío) is the reference for sexual aggressions <https://www.hospitaluvrocio.es>
Phone # 955 012218 / 955 012219
- CAPA (On-site Counseling Provider): <https://www.capasevilla.es/en>
- AMUVI (Counseling for Sexual Aggressions): amuvi@amuvi.org

4. Relevant program policy and documents

- CASA-Sevilla COVID-19 Protocol
- CASA-Sevilla Protocol for Housing Conflict Resolution
- CASA Code of Student Conduct

CASA-SEVILLA COVID-19 PROTOCOL (UPDATED MAY 2023)

- LOCAL UPDATES

You can keep informed by visiting the Spanish Ministry of Health website: [Ministerio de Sanidad, Consumo y Bienestar Social - Profesionales - Enfermedad por nuevo coronavirus, COVID-19 \(mscbs.gob.es\)](https://www.mscbs.gob.es/Consumo-y-Bienestar-Social-Profesionales-Enfermedad-por-nuevo-coronavirus-COVID-19)

- HOW TO PROTECT YOURSELF

1. Wash your hands frequently

Wash your hands frequently with soap and water or use an alcohol-based hand rub if your hands are not visibly dirty.

2. Practice respiratory hygiene

When coughing and sneezing, cover mouth and nose with flexed elbow or tissue – discard tissue immediately into a closed bin and clean your hands with alcohol-based hand rub or soap and water.

3. Maintain social distancing

Maintain at least 2 meters (6 feet) distance between yourself and other people, particularly those who are coughing, sneezing and have a fever.

- WHEN AND HOW TO USE MASKS

The use of the face mask is governed by local regulations.

- IN CASE OF EMERGENCY

If you are Covid-19 positive:

- Wear a ppf2 mask at home and when you go to class.
- Contact CASA-Sevilla Director via WhatsApp or phone call at +34 650028920 or email eva@sevilla.casa.education
- Seek assistance through the 24/7 Emergency Assistance listed on section 1 of the CASA-Sevilla General Health & Safety Emergency Protocol

If you need to **isolate** or **quarantine**: *

- Stay in your room (or hotel room if you are outside of Seville)
- Contact CASA-Sevilla Director via WhatsApp or phone call at +34 650028920 or email eva@sevilla.casa.education so that the program can provide the necessary care during isolation and quarantine. The program Director will maintain frequent contact to make sure you are doing well
- The program will make all the necessary adjustments so that you continue Center courses at the pace that your health allows. The program will also assist you if you need to request special arrangements to follow university courses during this period
- The quarantine will end when determined by the local health authorities
- If you are out of Seville on a personal trip and you need to isolate or quarantine, you will be responsible of the expenses incurred during this period

* Covid-19 confirmed cases are not required to isolate or quarantine under the current Spanish regulation.