

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.

SANITAS: INSTRUCCIONES DE USO

Se puede pedir cita médica por los siguientes medios:

Web: <https://www.sanitas.es/>

1. Médicos y centros
2. Cuadro médico Sanitas
3. Se elige la especialidad y lugar. De acceso directo son los médicos especialistas, psicología y podología. Para el resto de especialidades necesitas la prescripción de un doctor (fisioterapia, pruebas...)

The screenshot shows the search interface on the Sanitas website. At the top, there are four navigation tabs: 'Médicos y centros', 'Urgencias médicas', 'Dentistas y clínicas dentales', and 'Urgencias dentales'. Below these is a search bar with the text '¿Dónde quieres buscar?' and a location input field containing '08011 Barcelona, España'. To the right of the location field is a button labeled 'Activar Localización'. Below the search bar is another section with the heading '¿Qué especialidad médica?' and a dropdown menu currently showing 'Medicina general'. Below the dropdown is a list of medical specialties: 'Matrona', 'Medicina general', 'Medicina interna', 'Medicina nuclear', and 'Nefrología'. To the right of this list is a search input field with the placeholder text 'Introduce nombre de médico o centro...'. Below the search input field is a button labeled 'Buscar'.

Pulsa "Buscar" y aparecerá esta pantalla

The screenshot shows a modal window titled 'Accede a tu cuadro médico'. At the top right of the modal is a close button (an 'X' icon). Below the title is a large blue button labeled 'Acceder a Mi Sanitas'. Below this button is a link with a magnifying glass icon and the text 'Ver resultados sin identificarme'. The modal also contains a small icon of a person's head and shoulders above the title.

4. Selecciona la opción "ver resultados sin identificarme" para hacerlo más rápido
5. Por defecto la web busca a los profesionales a un radio de 25 km (se puede poner menos)

Radio de búsqueda



6. Otro filtro es el idioma, se puede elegir que hablen inglés, aunque es posible que no todos tengan fluidez

Idiomas

<input type="checkbox"/>	Alemán	3
<input type="checkbox"/>	Castellano	58
<input type="checkbox"/>	Catalán	30
<input type="checkbox"/>	Francés	23
<input type="checkbox"/>	Griego	1
<input checked="" type="checkbox"/>	Inglés	58
<input type="checkbox"/>	Italiano	6
<input type="checkbox"/>	Portugués	4
<input type="checkbox"/>	Ruso	1

Ver menos

7. Del listado que aparece elige el que más te convenga



Dr. Boada Gil, José María
 Castellano, Catalán, Inglés

Medicina General

Consulta de Dr. Boada Gil, José María
■ Médico con consulta digital
C/ Numancia 4 2º 2, 08029, Barcelona Barcelona

Mapa 934301836 **Pedir Cita**

En algunos, como este caso, aparecerá la opción "pedir cita". Son aquellos para los que se puede solicitar hora sin tener que llamar porque están vinculados al sistema web. Cuando no aparezca esta opción tendrás que llamar por teléfono para reservar cita.

APP: Mi Sanitas

Se siguen prácticamente los mismos pasos, pero debes estar registrad@ en la app **con un número de teléfono español** ya que te enviarán un SMS para la confirmación del registro. No sirve un número de teléfono americano.

Para **registrarte** sigue los siguientes pasos:

Datos cliente

Nº de tarjeta Sanitas o nº de póliza
83723652/00 i

Ej.: 123456789123456789 ó 12345678/1234

Datos personales

Fecha de nacimiento
01/01/1990

CIF/NIE/NIF/Pasaporte

Pasaporte v ESTADOS UNIDOS v

Número de documento *
123456789

Contraseña
Sanitas123 e

Datos de contacto

Email
rgomezal.pex@sanitas.es

Ej.: email@dominio.com

Teléfono
+34 684655876

Ej.: +34 111 22 33 44

Acepto las [condiciones legales](#)

[Confirmar registro](#)

1. Introduce el número de tu tarjeta (que será 83723652/XX y después de la barra el número que corresponda)
2. La contraseña deberá tener un mínimo de 8 caracteres: números, letras y al menos una en mayúsculas.
3. Tu correo el electrónico

4. Número de teléfono español
5. Validar la casilla "acepto condiciones legales" y confirmar registro
6. A continuación, aparece la misma pantalla para que confirmes otra vez los datos o modifiques los que no estén correctos

Por teléfono:

Puedes pedir cita llamando a los números de teléfono que aparecen en el listado a través de internet. No se dan citas por WhatsApp ni por correo electrónico.

PARA EMERGENCIAS:

- Llamar a Sanitas urgencias médicas 24h: 91 752 2901
- O buscar a través de la web. Se recomienda ponerse en contacto con el hospital antes de acudir para confirmar que se encuentre el médico especialista

The screenshot shows a search interface on a blue background. At the top, it asks "¿Dónde quieres buscar? (Obligatorio)" with a text input field containing "08011 Barcelona, España" and a button "Activar Localización". Below this, there are two sections: "¿Qué especialidad de urgencias buscas?" with a dropdown menu showing options like "Urgencias Generales", "Urgencias de Medicina Interna", "Urgencias de Psiquiatría", "Urgencias de Cardiología", and "Urgencias Oftalmología No Hospitalarias"; and "Indica el nombre del centro con urgencias que buscas" with a text input field. A "Buscar" button is visible between these sections. Below the search fields, there is a heading "¿Necesitas una prueba diagnóstica?" and a sub-heading "¿Quieres ir a realizártela?".

Para cualquier duda contactar con:

Verónica González

T 985 205 802

E vgonzalezar.pex@sanitas.es