CASA-SEVILLA GENERAL HEALTH & SAFETY EMERGENCY PROTOCOL (SPRING '24)

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 police to 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, Penn 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
    - Penn students: 11BSGC000012
    - Harvard students: 11BYCA774932
  - **Vanderbilt students can contact Vanderbilt Incident Response forTravel (VIRT)** for assistance at +1 615-322-2745 or virt@vanderbilt.edu
  - **Swarthmore students can contact** Public Safety (+1-610-328-8333)
- 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.

o   Contact your parents/loved ones to let them know your status.
o   Contact CASA-Sevilla Director via WhatsApp/phone call at +34 650028920, or email eva@sevilla.casa.education to let them know your status.

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 Protocol for Housing Conflict Resolution
- CASA Code of Student Conduct