

## EMERGENCY INFORMATION FOR STUDENTS

**European Emergency Hotline: 112**  
**Health & Safety Emergency Line: (+34) 638 763 758**  
**Counseling Emergency Line: (+34) 609 269 323**  
SLU-Madrid Reception (9 am-6 pm): (+34) 91 554 58 58  
Physicians/Sanitas (English-Speaking Service Available): (+34) 902 103 600

*Dial +34 only when calling from outside of Spain or when using non-Spanish carrier cellphones. SLU-Madrid's Emergency Numbers are staffed 24-hours a day so that we can respond to you and others immediately. Please use these numbers only in cases of emergencies.*

In case of emergency, SLU-Madrid will contact you at your SLU email address. Important alerts, links to information, and updates will be posted on our home page ([www.slu.edu/madrid](http://www.slu.edu/madrid)). Warnings and safety information will also be posted under "Announcements" in the Campus News e-bulletin, available on-line and sent to you via email.

There may be times when we will need to reach you by telephone; we may also need to reach your family or others concerned about your well-being and safety. In order to be able to do so, you may choose to sign our release-of-information form. You should also update your personal and emergency information in Banner by going to the "Personal Information" section of the "Student" tab in mySLU.

### WHAT DO I DO OFF CAMPUS?

**Life-threatening emergencies:** Call 112 and provide as much information as possible about your location, the victim, and the injury. Once help is on the way, contact Student Life (Marta – 213 or the Health & Safety Emergency Line - 638 763 758) if a student is involved.

**Health-related emergencies:** If life-threatening, call 112 for an ambulance. If not life-threatening, call SLU-Madrid's medical provider, Sanitas (902 103 600) or your own doctor. Call the SLU-Madrid Health & Safety Emergency Line (638 763 758) for assistance or the address of the closest hospital Emergency Room (Urgencias). During business hours, go to the Office of Student Life or call 91 554 58 58, ext. 213.

**Counseling emergencies/suicide hotline:** If you are in danger of harming yourself or others; or, if you know someone who is in danger of harming him/herself or others, call Counseling Emergency Line: 609 269 323 (24 hours) or 112.

**Physical assault, rape, sexual misconduct:** Get to a safe place and get help. Call 112 if you are in danger. If you are a victim/witness and desire complete confidentiality, call the Counseling Emergency Line (609 269 323) or speak to Counseling Staff on Campus (915 54 58 58, ext. 230 – [counselingcenter-madrid@slu.edu](mailto:counselingcenter-madrid@slu.edu)). If you are a victim/witness and need support, medical attention, or assistance reporting the crime to the police, call the SLU-Madrid Health & Safety Emergency Line (638 763 758) or see Student Life staff during business hours (91 554 58 58, ext. 213).

**Theft:** Call 902 102 112 to report the theft to the Police. If you need assistance reporting the theft, see Student Life staff during business hours (91 554 58 58, ext. 213) as soon as possible.

**Fire:** Report a fire by calling 112.

**Natural disasters or severe weather conditions:** Remain at home or get to a safe place and follow instructions of national and security authorities. If possible, check your email (on your cellphone) for information and instructions from SLU-Madrid. Once in a safe place, confirm your safety/location both to your families, as well as by sending an email to SLU-Madrid at [studentlife-madrid@slu.edu](mailto:studentlife-madrid@slu.edu). We will provide updates from police authorities about campus closings as necessary.

**In case of a terrorist attack in Madrid:** Remain at home or get to safe place and follow instructions of national and security authorities. If possible, check your email (on your cellphone) for information/instructions from SLU-Madrid. Once in a safe place, confirm your safety/location both to your families, as well as by sending an email to SLU-Madrid at [studentlife-madrid@slu.edu](mailto:studentlife-madrid@slu.edu). We will provide updates from police authorities about the situation and campus closings as necessary.

## WHAT DO I DO ON CAMPUS?

**Suspicious behavior or crime on campus:** Report the incident immediately to the reception desk or to any member of the SLU-Madrid Faculty or Staff, all of whom have the role of Campus Security Authority (CSA).<sup>1</sup>

**Life threatening injuries:** Phone 112 and provide as much information as possible about your location, the victim, and the injury. Once help is on the way, contact any member of SLU-Madrid Faculty or Staff to call Student Life.

**Building Addresses:**  
Padre Arrupe Hall – Avenida del Valle no. 34  
Padre Rubio Hall – Avenida del Valle no. 28  
San Ignacio Hall – Calle Amapolas no. 3

**Non-life threatening injuries or emergencies:** Advise any member of SLU-Madrid Faculty or Staff immediately. They will contact Student Life who will assist in the obtaining of medical assistance.

**Thefts:** Inform any member of SLU-Madrid Faculty or Staff immediately. They will contact Finance & Operations staff who will follow-up accordingly. Student Life Staff are available to assist you with reporting a theft to the Police (902 102 112).

**Fire:** All SLU-Madrid Campus buildings are equipped with fire prevention systems that will activate in the event of smoke or fire. Faculty and Staff, familiar with our “Emergency Evacuation Plan” will lead you in the evacuation process. In the event of undetected fire, begin evacuation and call Maintenance at 659 020 550 or Finance & Operations (Viki – 214 or 696 105 419 / Jessica - 203) immediately. Finance & Operations staff will follow-up accordingly.

### MEETING POINTS IN CASE OF EMERGENCY EVACUATION

#### Building:

#### Meeting Point:

Padre Arrupe Hall (PAH) Avenida del Valle, 34	The sidewalk in front of Avenida del Valle 28 (PRH) and Valle 32, as well as the PRH Patio
Padre Rubio Hall (PRH) Avenida del Valle, 28	The sidewalk in front of Avenida del Valle 30 and Valle 34 (PAH), as well as the PAH Patio
San Ignacio Hall (SIH) Calle Amapolas, 3	The sidewalks in front of Calle Amapolas 1 and Calle Amapolas 2 as well as the PRH Patio

If the fire alarm sounds or you are present when a fire breaks out, do not attempt to extinguish it. Instead, evacuate the building by the nearest exit; do not stop to gather belongings. Proceed immediately to the designated “Meeting Points in Case of Emergency”. If you have information regarding the source of the fire, call Student Life (638 763 758) who will provide your information to the authorities. Do not re-enter the building until notified by Maintenance that it is safe to enter.

#### Fire Safety Tips

- If you hear the fire alarm, EVACUATE immediately.
- Do not use the elevator.
- Assist handicapped persons.
- If caught in heavy smoke keep low and crawl if necessary.
- If your clothing catches fire, “STOP, DROP AND ROLL” to smother the flames.
- If trapped by fire, place a wet towel or clothing at the base of the door to prevent smoke from entering. Never open a closed door without feeling it first. SHOUT and, if you can, call 112 to alert others that you are trapped. Close (without locking) as many doors and windows as possible between you and the fire.

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<sup>1</sup>Campus Security Authorities (CSA's) are faculty and staff members to whom crimes are reported. In compliance with the U.S. Clery Act, SLU-Madrid publishes an annual crime and safety report that provides the public with statistics of crimes on and near campus.