

EMERGENCY PROTOCOL

Students



The purpose of the University of Navarra Emergency Protocol is to establish policies, procedures, roles and responsibilities and a structural response to a major threat or disastrous event. It assigns roles and responsibilities to departments and units that are responsible for handling emergencies and providing support services, and provides structure for utilizing resources.

This document includes the following statements:



**Information data
from students**
P. 2



Levels of crisis
P. 3



Divisions
P. 3



Actions
P. 4












Useful information
P. 5

A Information data from students


At the time of registration, the student should provide at least one emergency contact person (full name, telephone, email and relationship). Additionally, international students should provide a health insurance policy. It is highly recommended that the student shares this health insurance information with any relatives or flat mates.

B Levels of crisis

This document establishes the different levels of crisis considering the gravity and complexity of every situation. Depending on these two factors, the units and actions involved in the emergency response would be handled accordingly.

		Complexity		
		1 One School, few students	2 Several Schools or several countries	3 Impact, foreign country
Gravity	1 Threat to the daily life			
	2 Threat to the daily coexistence			
	3 Vital risk			

C Divisions

Division 1 	School's Director of Studies/ School' s International coordinator
Division 2 	School's Director of Studies <ul style="list-style-type: none"> • School's Associate Dean of Students • Vice President of Students • Director of International Relations • School's International Coordinator
Division 3 	Vice President for Students <ul style="list-style-type: none"> • Vice President of International Relations • Vice President of Communication • School's Dean

Every division shall decide to involve any additional members to the emergency management's team depending on the particular incident.

D Actions

Responsible	Actions
Witness/Victim	<p>Notification of the Emergency or dangerous situation to the University's Security Service (+34 948 17 44 48).</p> <p>If the victim lives in a Residence Hall and the incident occurs off campus, the emergency should be notified directly to the Residence Hall.</p> <p>Information to be provided:</p> <ul style="list-style-type: none"> • Full name of the victim and relation with the university. • Character and location of the incident. • Notification to the emergency services (112) if necessary.
University's Security Service/ Residence Hall	<ul style="list-style-type: none"> • Time and description of the incident/emergency event. • Notification to the emergency services if necessary. • Notification to the corresponding Crisis Management's Division (cc'ed to Vice President for Students Affairs): <p>■ Level 1-2</p> <ul style="list-style-type: none"> - If the victim lives in a Residence Hall, Security Service will contact the corresponding residence. - Notification to the Director of Studies. <p>■ Level 3: Vital Risk or death</p> <ul style="list-style-type: none"> - Direct notification to the Vice President of Students who will contact with the corresponding School's Dean.
Representative of the Crisis Management's Division	<ul style="list-style-type: none"> • Call a meeting with the members of the division.
Crisis Management's Division	<ul style="list-style-type: none"> • Prompt respond to the call for meeting. • Updates on the corresponding data and any other information around the victim/s and event.

E Other useful information

Health and safety information at the University of Navarra

<https://www.unav.edu/en/web/admision-y-ayudas/asistencia-sanitaria>

Students' Health Assistance Chart

<http://bit.ly/asistencia-sanitaria>



Contact information University of Navarra Insurance's Department:

unavseguros@unav.es

Tel: 948425600

ext.: 802974



Universidad
de Navarra