

Emergency information guide for students participating in mobility and international programmes of the University of Castilla-La Mancha

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Introduction

This information guide was produced by the UCLM's Vice-Chancellory for Internationalization and Lifelong Learning. It is aimed at foreign students incoming and students outgoing so that they know how to act in the event of an emergency during their stay.

Foreign students who choose Spain for their studies generally know that Spain is a country where they will be able to study and benefit from their stay with complete safety and serenity. In fact, Spain is one of the safest countries in Europe and in the world. According to data from the Ministry of the Interior for 2016, the country's crime rate is 43,2 per thousand inhabitants, while the European average is 64,9. However, as zero risk does not exist, we prefer to anticipate any emergency situation that could occur during your stay, whether inside or outside the UCLM.

The aim of this guide is therefore to identify possible risks in order to better plan their management. Each emergency is certainly different, but the indications presented here will make it possible to target improvisation as little as possible and thus react in the most appropriate way for itself and its environment.

We hope that your stay will take place under the best conditions and that you do not have to use this guide. However, in any event, we ask you to be attacked and to keep it with you for the duration of your stay.

1. General information

In order to facilitate the management of any emergency situation that might occur during your stay, the following recommendations should be followed:

- Give a copy of your documentation to a trusted person in your home country who you can contact at any time.
- Keep a copy of your passport on your mobile phone or carry a copy with you at all times and leave the original in a safe place at your residence.
- Upon arrival in the country chosen for your stay, register with the embassies or consulates in your home country. Here you can find the relevant data for incoming students.
<https://www.spain.info/es/consulta/embaiadas-espana/>
- Leave at the International Office your host University (for students incoming at the UCLM (ORI) of your campus) a contact (name, telephone, postal and email address) both in Spain (if available) and in your country of origin.
- Record the emergency or utility numbers operating 24 hours a day, 365 days a year:

112 across the European Union

2. Emergencies or crisis situations at UCLM for incoming students

Crisis situations and the way they are handled are different depending on whether they occur inside or outside the University.

A. if it occurs at UCLM campus facilities

The UCLM webpage [UCLM saludable](#) provides information on the health and well-being of the university community and action in cases of health emergencies (advice, instructions, safety standards, emergency plans, etc.). It also has the Prevention Service which is the unit responsible for providing UCLM with the necessary advice, support, and coordination to carry out the required preventive activities to ensure adequate health and safety protection of

members of the university community, making available to all of us manuals on prevention and action in the event of emergencies.

As a student in mobility or international programmes, you also have the support of the Vice-Chancellory for Internationalization and its International Relations Offices on the campuses, the international relations coordinators of campus and of the Centre or Faculty. All of them are at your disposal to provide you with the help you need.

Contact details to visit the following web links:

[Vice-Chancellory for Internationalization and Lifelong Learning](#)
[International Relations Offices:](#)
[UCLM Centre /faculties coordinators](#)

You can also count on the support of international student associations like the Erasmus Student Network [ESN at the UCLM](#) that is present on the four campuses. Emails' addresses:

Presidency: President@esnuclm.org; // Vicepresident@esnuclm.org

Albacete Campus: Albacete@esnuclm.org;

Ciudad Real Campus: ciudadreal@esnuclm.org;

Cuenca campus: Cuenca@esnuclm.org;

Toledo campus toledo@esnuclm.org

i. Psychological support

Every student who arrives at a university in a new country must prepare for the change in life it entails. Changing culture, language, customs, environment are opportunities that can sometimes turn into difficulties, creating stress, doubt, or fear. If a incoming student has such concerns, it is very important to share his feelings with someone.

The [UCLM Psychological Care Service \(SAP\)](#) is present on each campus. Any student who needs it can go at any time to exchange about his/her difficulties or questions with professionals. The student may also apply for a personal appointment with a psychologist to receive personalized and comprehensive support.

Location:

SAP Albacete Av. de España, s/n 02001 Albacete sap.ab@uclm.es

SAP Ciudad Real Avda. Camilo José Cela, s/n 13071 Ciudad Real sap.cr@uclm.es

SAP Cuenca Camino Pozuelo, s/n 16071 Cuenca sap.cu@uclm.es

SAP Talavera de la Reina Av. Real Fábrica de Sedas, s/n 45600 Talavera de la Reina, Toledo
sap.ta@uclm.es

SAP Toledo Avd. Carlos III S/N — Edificio 6, planta baja, Despacho 12 45071 Toledo
sap.to@uclm.es

ii. Sickness or accident

As you will have already informed in Student Management Units (UGAC) or in the ORIs at different Campuses, students enrolled in official UCLM studies have school insurance compulsory by Spanish Law and a UCLM student accident and liability insurance. You can find all the information on the coverage of these two insurances at the following web link:
<https://www.uclm.es/misiones/laucm/conseiodedireccion/gerencia/seguros>

If you feel sick or have a **not urgent or serious accident** inside the **UCLM premises**, you should ask the nearest person for help and contact the International Relations Office in your campus. They will advise you if you need emergency assistance on the spot or if you do not need to call emergency services and you can go to the public health center if you have a European Health Insurance Card, or private health center if you have a private insurance policy.

If, on the other hand, this is a **serious and urgent accident** requiring urgent health care, you ask someone to first notify the emergency services 112 and then contact the ORI on your campus.

iii. Medicines

For students receiving medical treatment during their stay, we recommend that they take their medicines in sufficient quantity for their entire stay.

iv. Assault, robbery, or assault

If an assault, theft or aggression occurs within the UCLM, you can go to the ORI of your Campus during office hours, which will help you to submit the complaint to the competent authority of the city hosting the Campus.

If you are outside office hours (afternoon hours), you can call the following helplines:

International Relations Director's Corporate Telephone Number: +34 628 427 352

Vice-Chancellory's Corporate Telephone Number: +34 608 292 587

If you think you are being subjected to sexual harassment, or any situation that could lead to it, we would like to inform you that the UCLM has an operating protocol, in which confidentiality is guaranteed at all times.

On the following website you can consult the procedure and the standard complaining form you are required to submit:

<https://www.uclm.es/-/media/Files/A01-Asistencia-Direccion/A01-090-Vicerrectorado-Students/authoritiesAcoso.ashx? la = en>

v. Fire, Bomb threat, Evacuation

The UCLM Risk Prevention Service provides all members of the university community with information on prevention and self-protection plans in each UCLM Campus. To this end, it produces several assistance documents and modes of action for each of the actions and emergencies that may arise within the university's premises.

We strongly recommend that you use the information published by the Risk Prevention Service on its website and accentuates the instructions given on it, as well as the indications given by the evacuating staff assigned to each building, or follow the evacuation signs and instructions available in all university buildings.

You can find all the information at the following web link:

https://previa.uclm.es/servicios/prevencion/planes_autop_ind.asp

B. If it occurs outside the UCLM campus facilities

Many of the situations mentioned above may also occur outside the University. The safety instructions are then different.

i. sickness or accident

If **you feel sick and it is not a serious and urgent emergency during your stay in the UCLM**, we recommend that you should notify a colleague of your situation and go to the nearest health center or hospital depending on your situation:

Student with a European Health Insurance Card:

They can go to any public health center. On the following website, you can find the nearest medical center or hospital. We strongly recommend you to see the annex to this document with the contact details of these centers and hospitals or visit the following webpage: <https://sescam.castillalamancha.es/ciudadanos/listado-de-centros>

Student without a European Health Insurance Card:

Students with private insurance must go to private health institutions designated by their insurance. In the event of an emergency, call the phone to appear on your insurance policy for these cases.

You can also go to public hospitals under the social security system, but you will have to pay medical expenses for your care.

If, on **the other hand**, you are in danger of accident or serious state, **ask the nearest person for help to call 112.**

Once you have been cared for, as soon as you can communicate your situation to the International Relations Office of your Campus at the UCLM or ask someone to do so on your behalf.

ii. Assault, robbery, or assault

In the event of **assault, robbery, aggression, or serious accident outside university**, you need to ask the nearest person for help to call to the **emergency services number 112**. After having been cared for or as soon as you or someone on your behalf can, you should inform the UCLM about your situation by contacting the International Relations Office of your campus via the phone:

International Relations Director's Corporate Telephone Number: +34 628 42 73 52

Vice-Chancellory's Corporate Telephone Number: +34 608 292 587

For cases other than **serious or urgent action**, in theft and assault, contact the first staff member of the Authority you interview, or go to the nearest Police Commissioner and follow its recommendations.

On the website of the national police, you will find the addresses and telephone numbers of the police units in Castilla-La Mancha: https://www.policia.es/depenpol/depenpol_provincia.php?dregion=5

If you have been attacked and injured, you must go to the nearest medical Center or hospital for care (public or private according to the insurance contract). It is advisable for a friend to accompany you to the police or hospital and, where possible, to inform the International Relations Office of your campus.

3. Emergencies or crisis situations for outgoing students.

It is important that you follow all the instructions you receive from the host university and are in constant contact with the UCLM to report any situation, to your Campus International Relations Office at the UCLM and to the counterpart office at the host university, either directly or through a friend or family. [Oficina de Relaciones Internacionales](#)

4. Information on the Spanish legal system

It is advisable that all international students have a minimum of information on the Spanish laws on the detention of persons. The actions that can be carried out by the police in case you need to identify you or even carry out a detention or detention are described below.

Identification

If the police halt you, in most cases, they will first ask for the documentation to identify you. If you refuse, Police officers can hold you but only for the time necessary to carry out a particular police measure, in this case identification. To identify yourself, you can use any official document (ID, Driver License or Passport), even if you can do it so orally, and in this case you need to provide your residence address, the place where the requested documentation is located and the reason why you do not carry it.

Retention

In any case, the police can check the veracity of the statements or the validity of the documentation. In such cases the treatment must be correct, otherwise you can denounce it. You are also not obliged to reply any questions not related to your identification. In certain cases, you may be body searched but there must be rational indications for this form of personal registration and must be carried out in such a way as to safeguard your personal dignity.

Arrest

If you move from retention to detention you must be informed by Police, also it must give you notice of your rights and you must be assisted by a lawyer. In any case, you do not have to answer any of its questions, the change of situation does not oblige you to answer if the conditions below are not met. If your identification procedure has been completed, you must be released immediately, otherwise you will be held in illegal detention.

Any arrested person shall be informed, in a comprehensible and immediate manner, of the facts alleged against him and the reasons for his deprivation of liberty and of his rights. These rights must be read prior to the declaration in the presence of a lawyer, and the signature of both yours and the lawyer and, if necessary, also of the interpreter will be requested, and it is irrelevant for this act that is final or not, always valid if it is done in the presence of the lawyer.

The rights are:

- a) The right to remain silent and not to make a statement if he/she does not wish to do so, not to reply to one or more questions put to him/her, or to state that he/she will reply only before the judge. In this case, the police may decide that there will be no reserved interview with the assisting lawyer because no steps have been taken in which the lawyer intervenes, so you will have to wait until you are in court to have it.
- b) The right not to incriminate himself and not to confess guilt.

- c) The right to appoint a lawyer and to request his presence in order to attend the police and judicial proceedings for testimony and to intervene in any recognition of his identity. If the person detained or imprisoned does not appoint a lawyer, one will be appointed by the court.
- d) The right to be informed of the fact of detention and the place of custody at any given time. Foreign nationals shall have the right to have the above circumstances communicated to their country's Consular Office. You do not have the right to a call, as we see in many films, but do have the right for the police to call the person you designate and just tell you that they are arrested and where.
- e) The right to be assisted free of charge by an interpreter, in the case of foreigners who do not understand or speak Spanish.
- f) The right to be recognized by the forensic doctor or his legal substitute or, failing that, by that of the institution in which he is present, or by any other official of the State or of other public administrations. You must inform the lawyer if you have asked to go to the doctor who has not sent you, the transfer will be handwritten and will be attended by at least two staff members. It is important in many cases to ask the doctor to tell you whether you have used alcohol or drugs, and if you are able to carry out the necessary analyses to prove this, as this proves your condition and at the trial may cause you to apply an attenuating factor that reduces your sentence.
- g) Release, in any event, whether detention or detention, takes place at the place where you are interviewed, will not take you to the place where you have been detained or arrested, nor can you demand it, but you will probably be on the door of the Commissioner or the court, so you must use your own means to return. It is important to be sure that if you are detained and not detained, you cannot do any kind of fiche, photograph or any other control measure, if this is the case. The police are obliged to inform the judge within the first 24 hours that detention has taken place, if they fail to do so, and must report it and ask the lawyer to assist you during detention to ensure this. Pre-trial detention may not last longer than is strictly necessary for carrying out the examinations and questioning. Police detention may never last for more than seventy-two hours, since after that period the detainee must be released or at the disposal of the judicial authority

Annex for information on JCCM's public health centers and hospitals:

The public health centers on the different campuses are:

Campus de Albacete		
Centro de salud	Dirección	Teléfono
ZONA 1-HOSPITAL	Calle José María Sanchez Ibáñez, s/n (Detrás F. Medicina), 02006 Albacete	Teléfono centralita: 967245377 Teléfono Urgencias: 967245379
ZONA 2-MUNICIPAL	Avda. De Ramon Y Cajal, 24, 02005 Albacete	Teléfono centralita: 967241082 Cita previa: 967241291 / 967241263
ZONA 3-VILLACERRADA	Plaza De La Mancha, s/n, 02001 Albacete	Teléfono Urgencias: 967510014 Cita previa: 967236256 / 967236309
ZONA 4-RESIDENCIA	Calle Seminario, 4, 02006 Albacete	Teléfono centralita: 967510094 Teléfono Urgencias: 967510098 Cita previa: 967503018 / 967503078
ZONA 5	Calle Macedonio Jimenez, s/n, 02006 Albacete	Teléfono centralita: 967227874 Teléfono Urgencias: 967510174 Cita previa: 967504692
ZONA 6	Calle Azorín s/n, 02001 Albacete	Teléfono centralita: 967241511 Teléfono Urgencias: 967241551 Cita previa: 967240518 / 967240513
ZONA 7-FERIA	C/ Virgen del Pilar (Esq Churruga) s/n, 02006 Albacete	Teléfono centralita: 967509886 Cita previa: 967503132 / 967503192
ZONA 8	Calle Graduados s/n, 02006 Albacete	Cita previa: 967502745 / 967502756

Campus de Ciudad Real		
CIUDAD REAL 1	Plaza de Pio XII, s/n, 13002 Ciudad Real	Teléfono centralita: 926214114 Teléfono Urgencias: 926214693
CIUDAD REAL 2	Palma, s/n, 13004 Ciudad Real	Teléfono centralita: 926230035 Teléfono Urgencias: 926232488
CIUDAD REAL 3	C/ Severo Ochoa s/n, 13005 Ciudad Real	Teléfono centralita: 926231731 Teléfono Urgencias: 926231730
Campus de Cuenca		
CENTRO DE SALUD CUENCA I	COLON, 2, 16002 Cuenca	Teléfono centralita: 969 225 071 Teléfono Urgencias: 969 225 312
CENTRO DE SALUD CUENCA II	Radio Nacional de España, s/n, 16003 Cuenca	Teléfono centralita: 969 228 418 Teléfono Urgencias: 969 221 191
CENTRO DE SALUD CUENCA III	Parque San Fernando, s/n, 16004 Cuenca	Teléfono centralita: 969 228 264 / 969 228 116
CENTRO DE SALUD CUENCA IV	Calle Rio Mariana, 16004 Cuenca	Teléfono centralita: 969 232 431 / 969 232 432
Campus de Toledo		
TOLEDO 1-SILLERÍA	C/ Sillería, 2, 45001 Toledo	Teléfono centralita: 925 21 10 53 Teléfono Urgencias: 925 28 35 25
TOLEDO 2-PALOMAREJOS	C/ Barcelona, 2, 45005 Toledo	Teléfono centralita: 925 25 99 23 Teléfono Urgencias: 925 28 35 25
TOLEDO 4-SANTA BÁRBARA	C/ Esparteros, 6, 45006 Toledo	Teléfono centralita: 925 22 45 44 Teléfono Urgencias: 925 23 01 04
TOLEDO 3-BENQUERENCIA	Guadarrama, s/n, 45007 Toledo	Teléfono centralita: 925 23 23 01 Teléfono Urgencias: 925 23 01 04
TOLEDO 5-BUENAVISTA	Avd. De Irlanda, s/n, 4 5005 Toledo	Teléfono centralita: 925 28 35 27 Teléfono Urgencias: 925 28 35 25

The public hospitals on the different campuses are:

Campus de Albacete		
Hospital	Dirección	Teléfono
COMPLEJO HOSPITALARIO UNIVERSITARIO DE ALBACETE	Calle Hermanos Falco, 37, 02008 Albacete	Teléfono centralita: 967597100 Teléfono Urgencias: 967597132
HOSPITAL UNIVERSITARIO NTRA. SRA. DEL PERPETUO SOCORRO	Calle Seminario, 4, 02006 Albacete	Teléfono centralita: 967597799 Teléfono Urgencias: 967597132
Campus de Ciudad Real		
HOSPITAL GENERAL UNIVERSITARIO DE CIUDAD REAL	C/ Obispo Rafael Torija, S/N - Pol. Larache, 13005 Ciudad Real	Admisión Urgencias: 926.278.765 Atención al Usuario: 926.278.001
Campus de Cuenca		
HOSPITAL VIRGEN DE LA LUZ	Hermandad Donantes De Sangre, 1, 16002 Cuenca	Teléfono centralita: 969 17 99 00 Teléfono Urgencias: 969 17 99 00 EXT: 58559
Campus de Toledo		
HOSPITAL PROVINCIAL	Subida Castillo De San Servando S/N, 45006 Toledo	Teléfono centralita: 925 25 93 50
CONSULTAS EXTERNAS SAN ILDEFONSO (TOLEDO)	Avd. De Barber, 26, 45071 Toledo	Teléfono centralita: 925 26 92 00
HOSPITAL VIRGEN DE LA SALUD	Avd. De Barber, 30, 45071 Toledo	Teléfono centralita: 925 26 92 00 Teléfono Urgencias: 925 26 92 00 Ext. 49217