



Emergency Situations



Emergency situations



Hopefully your period abroad will pass without incident. However, emergency situations do occasionally arise. This could be the result of a natural disaster (earthquake, forest/ bush fires), civil unrest (riots, protests), threats to your personal safety, the outbreak of war or pandemic etc.

Should an incident occur whilst you are abroad which affects your personal security/safety, you must notify one or more of the following people (as appropriate) as soon as possible:

- The local emergency services
- Your placement manager/supervisor (if it relates to your employer or work environment)
- Your Exchange Co-ordinator at your host institution and here at Manchester
- The University of Manchester (24 hour number) –tel +44 (0)161 306 9966 (out of hours)
- The British Embassy, or your home country's embassy, in your host country



- You may receive an email from the University of Manchester to your Manchester email address asking you to check in to confirm your safety. Please respond to this as soon as you are able to.

Planning an Emergency Response



- Check and follow the Foreign Commonwealth and Development Office advice (www.gov.uk/government/organisations/foreign-commonwealth-office).
- Make a decision as to your next steps in collaboration with embassy staff, on-site co-ordinators and the International Programmes Office at Manchester. The International Programmes Office will communicate with you via email/ any mobile numbers you have entered into My Manchester.
- Communicate all decisions to key people (see section above) once action is decided upon.
- Keep a low profile and be cautious. Avoid travelling alone if possible.
- Keep everyone informed of your whereabouts as far as possible, and confirm to them your arrival at a safe location.



It is essential that you visit the FCDO website for further detail: <https://www.gov.uk/foreign-travel-advice>. If you plan to travel, or have organised your own placement, you should also ensure that you visit the FCDO website prior to your departure to check that your destination is considered to be safe. You should check this site regularly depending on your location/travel plans as the FCDO updates advice on a regular basis and changes could be made at any time.

Emergency Numbers Around the World

In most European countries dialling 112 will connect you to the emergency services.



Emergency numbers for other key countries can be found below.

Country	Police	Ambulance	Fire
Argentina	101	107	100
Australia	000	000	000
Brazil	190	192	193
Canada	911	911	911
Chile	133	131	132
China	110	120	119
Cuba	106	104	105
Egypt	122	123	180
Europe	112	112	112
Hong Kong	999	999	999
India	100	102	101
Israel	100	101	102
Japan	110	119	119
Jordan	991 or 112	991 or 112	991 or 112
Korea (South)	112	119	119
Mexico	066, 065 or 080	066, 065 or 080	066, 065 or 080
New Zealand	111	111	111
Russia	112	112	112
Singapore	999	995	995
Uruguay	911	911	911
USA	911	911	911

Preparing for an Emergency in Advance

Don't wait until you are in the middle of an emergency situation to think about what you need to do – plan your emergency 'survival' plan in advance.

- Make sure you have entered your emergency contact details onto My Manchester before you leave, and keep them updated if anything changes
- Ensure you commit to memory the standing orders for emergency action. You will have no time to read them in an emergency. Depending on which country you are in an alarm sounding could mean a variety of things – earthquake, tornado, fire. Do you know how to react?
- Programme the relevant emergency numbers into your mobile.
- You are expected to act in the spirit of the instructions. There is no substitute for common sense. The most important consideration at all times is human safety.
- Remember: if you become a casualty someone must rescue you, possibly at personal risk to themselves.

- Act quietly and methodically. You should not rush or attempt to pass others when leaving the scene of an emergency.
- The senior person present should assume control of the situation ensuring the safe evacuation of all persons present, and be prepared to warn the emergency services of specific known hazards.
- If you have to telephone for assistance, the following information must always be given as clearly and as simply as you can:
 - Who you are
 - Where you are
 - The nature of the emergency and what services are required
 - The exact location where assistance is required
- Ensure the message is repeated back to you and is understood, and ensure you know the correct vocabulary for such a situation in the language of the host country, where appropriate.
- Do not attempt to use fire extinguishers unless you have received appropriate instruction and it is safe to do so.



“ *A brilliant experience: the only downside was I couldn't stay longer!*

Dinu Ratnasinghe,
English Literature, Universitat Zurich

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