

Guidelines for cases of emergency Incoming

Before leaving the home country

- Check the internet for information about the place you are visiting
 - Make sure you are up-to-date on current security risks, local customs, climate etc.
 - Website of German Department for Foreign Affairs
 - Register at your home embassy
- Health
 - Refresh vaccination if necessary
 - Prepare a first-aid-kit
 - Check whether your medication is available in Germany
 - Check your health insurance – you may take out a German health insurance
 - Inform the International Office about health issues if necessary
- Check important documents and make photocopies of them (for your parents and yourself)
 - Passport and visa
 - Tickets
 - Health documents
 - Credit card numbers
- Note down emergency numbers
 - Police and fire
 - Local diplomatic mission
 - Phone numbers to block bank account etc.
 - Home university contact details (e.g. International Office)

During the study abroad

- Make sure you can be contacted
 - Get a local phone number and keep emergency contacts with you (provide the International Office with that number)
 - Check your emails regularly
 - Stay in touch via social networks
 - Keep your family and friends informed of travel plans
- Avoid risks
 - Follow local news
 - Find out about safe areas, trustworthy taxi services
 - Adapt to local customs (e.g. style of clothing, jewellery)
 - Check emergency exits
 - Stay away from crowds
 - Pay with small denomination notes
- In case of emergency
 - Don't put your own life in danger
 - Keep calm
 - Raise the alarm
 - Help others
 - Contact family and friends, the local International Office and at home
 - Contact your local embassy

Emergency contacts

- **Fire**
 - Call 112 everywhere in the EU, free of charge, 24/7 availability
 - On campus: call Facility Management Department 089-1265-5011
- **Medical emergency**
 - Call 112 everywhere in the EU, free of charge, 24/7 availability
 - After an accident, do not make any statements except to the police
 - Contact your insurance company
 - You can go to hospital if you require urgent medical assistance in the middle of the night or at the weekend. If you are unable to get there yourself, because you are very sick or seriously injured and cannot use public transportation or a taxi, you can dial 112. If it is not an emergency, but you cannot wait until the doctor's office opens, you can take advantage of the Medical Emergency Service (Arztlicher Bereitschaftsdienst) by calling 116 117 (especially for Munich: 089-551771). This is a general practitioner, who is on call to handle emergencies after normal doctors' hours.
 - Emergency dentist service in Munich: 089-72330-93 and 089-300055-115
- **Mental and physical health issues**
 - Studentenwerk München (Munich Student Union): <http://www.studentenwerk-muenchen.de/en/our-advisory-network/> offers advice for students expecting or with a child, psychotherapeutic and psychosocial counselling, advice on sexual abuse, advice on discrimination and violence against men and women
 - Psychological counselling by the University's Protestant and Roman-Catholic chaplaincies: <http://hochschulgemeinde-muenchen.de/>
 - Ms Swinde Landers: phone: 01791488056
mail: swinde@kaiser-landers.de
 - Ms Maria Miller: phone: 089 – 38103149,
mail : mamiller@eomuc.de
 - In acute psychological crisis situations please call the KPM Munich Psychiatry Crisis Service. You will receive quick and targeted assistance. Free of charge, 9 to 12pm midnight availability
 - KPM crisis service phone: 0180 / 655 30 00
- **Robbery**
 - Hand over your possessions without attempting to resist (your personal safety has priority)
 - Call 110 and file a report immediately with the local police
- **Kidnapping/Hostage-taking**
 - Follow any instructions precisely, avoid direct eye contact and do not do anything without first asking the hostage-takers/kidnappers for permission.
 - Remain alert and be prepared for a rescue operation or an escalation of violence.
 - If you are questioned, make sure that your answers correspond to the details in your passport/papers. Be polite but firm.
 - If a rescue operation is launched, stay as close to the ground as possible.
 - Follow the hostage-takers'/kidnappers' instructions and do not attempt any resistance.
- **State of emergency (coup d'état, revolution, unrest etc.)**
 - Contact the International Office
 - Tell your embassy where you are in order to facilitate a possible evacuation
 - Stay in your accommodation. If you have to go out, do so only in daylight and a group
 - Avoid large crowds, major squares and streets, government buildings, radio/TV stations, military installations, airports, ports, banks and shopping centres. These are all potential trouble spots in the event of a coup d'état or putsch.
 - Do not discuss the political situation with anyone.
 - Ask your local diplomatic mission to keep you updated on developments

- **Terrorism, amok or situations of threat**
 - Please dial the police emergency number 110
 - Contact the local International Office (+49 89 1265-1243 or international-office@hm.edu) and at home
 - Tell your embassy where you are in order to facilitate a possible evacuation
 - Stay in your accommodation.
 - Ask your local diplomatic mission to keep you updated on developments
- **Natural disaster**
 - In the event of an expected natural disaster, decide on an alternative place to go and/or a meeting point.
 - Contact your local diplomatic mission
- **Epidemic/Pandemic**
 - Contact the International Office
 - Contact the local health authorities / keep yourself informed through official news provided by city/state
 - Avoid large crowds, use face masks
 - Tell your embassy where you are
 - If you feel sick, stay in your accommodation and call a doctor's office
 - Get tested

Questions to answer when calling 112 or 110:

- What has happened?
- Where did it happen?
- What is burning?
- How many people are affected / injured?
- Who is calling?
- Wait for more questions!