



Durham
University

Study & Work Abroad: Safety and Emergencies

Safety and Emergencies: Global Response



In the event of an overseas emergency, call Global Response for advice and assistance. This service is operated by multi-lingual coordinators 24 hours a day, 365 days a year. Global Response will assist you with requirements and decide on the most appropriate course of action to help you through an emergency. Their details are:

Tel: +44 (0)2920 662425

E-mail: UMAL@global-response.co.uk

Reference: UMAL/050

You must contact Global Response before incurring any substantial medical expenses or being admitted as an inpatient at any hospital, clinic or nursing home. Do not arrange repatriation without the prior approval of Global Response.

Safety and Emergencies: Critical Situations



Phone the equivalent of 999 in your host country. In Europe this number is 112. Please keep calm, and be prepared to give a brief, clear and precise explanation of the problem. As well as obtaining immediate help, your information could be used to keep other people safe.

Please make a note of the emergency number of your host country in advance of travelling.

You should also contact Global Response (see next slide) to access care / support.

Safety and Emergencies: Durham University



Durham University has an Incident Control Centre, which operates 24 hours a day, 7 days a week, to respond to any incidents. They can be contacted on: Tel: +44 191 334 0000 . The Incident Control Centre will offer support. Given language barriers etc in critical circumstances the dedicated Global Response should be your first point of call. The ICC number is also listed on the back of your student card.

While overseas Durham students also have full access to Durham University's welfare and pastoral support services, which may offer non-emergency support. Details of these can be found in the welfare briefing.

While overseas Durham University will monitor FCO guidance, newsfeeds and emails. We will make contact with students affected. Students must monitor their DU email accounts and respond to check-in requests.

Safety and Emergencies: Personal Safety



- Carry ID and any legally required documents at all times.
- Carry an emergency numbers card and save these numbers on your mobile devices.
- Alcohol, drugs, lifestyle and local customs. Research them in advance: what may be legal and accepted in the UK may not be legal in your host country or transit countries.
- Respect others and their property.
- Avoid showing valuable items, when possible keep your money, passport and other important documents off your person.

Safety and Emergencies: Preparation



Consider downloading the What3Words app. It will give your location in the event of an emergency.

FCO

We recommend signing up to the Foreign and Commonwealth Office alerts service: www.gov.uk/foreign-travel-advice

While overseas



Keep your contact details and emergency contact details up to date. E.g. if you get a local mobile phone number, update Viator.



Regularly check your Durham University email account and respond to check-in requests.