

SAFETY AND SECURITY PROTOCOL FOR INTERNATIONAL STUDENTS AND STAFF

UNIVERSITY OF MOSTAR
SCHOOL OF MEDICINE

Approved by Dean's office decision: No 01-1-2299/24



Erasmus+ KA2 Capacity Building in the field of Higher Education
Strengthening capacities and digital competences in biomedical education through internationalization at
home BIOSINT

101082863-BIOSINT-ERASMUS-EDU-2022-CBHE

DISCLAIMER

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EMERGENCY NUMBERS:

POLICE: 122

Use this number to report crimes, public safety incidents, or request police assistance.

FIRE: 123

This number is dedicated to reporting fires and situations that require the intervention of the fire service.

AMBULANCE AND FIRST AID: 124

Use this number for medical emergencies, where ambulance intervention or rapid medical assistance is required.

SCHOOL OF MEDICINE: +387 36 335 600

OPENING MESSAGE

Dear Students and Staff,

As we continue our work, your safety remains our top priority. Please remember to adhere to all established safety protocols to ensure a secure and productive environment for everyone.

The following protocol has been done under the project: ***“Strengthening capacities and digital competences in biomedical education through internationalization at home”, BIOSINT, ERASMUS-EDU-2022-CBHE-STRAND-2, Nr. 101082863***”.

This protocol includes essential information regarding to safety measures. This protocol encompasses initiatives that enhance physical safety, emotional well-being, and a conducive learning atmosphere, meticulously implemented with the welfare of our students, staff, and visitors.

If you have any questions or need a refresher on the procedures, don't hesitate to reach out. Let's stay vigilant and work together to maintain a safe workplace.

Thank you for your attention and cooperation!

PURPOSE

The purpose of safety protocols is to ensure the well-being of individuals and the protection of property within a given environment. Here are some key reasons why safety protocols are essential:

- **Prevent Accidents and Injuries:** Safety protocols are designed to minimize the risk of accidents and injuries by providing clear guidelines on safe practices and procedures.
- **Promote a Safe Work Environment:** By establishing and enforcing safety protocols, University creates a safer work environment, which enhances overall students and staff employee morale and productivity.

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- **Protect Property and Equipment:** Safety protocols help prevent damage to equipment and property, ensuring that operations run smoothly and reducing the costs associated with repairs or replacements.
- **Enhance Emergency Preparedness:** They provide clear procedures for responding to emergencies, ensuring that students and staff know how to act quickly and effectively in critical situations.
- **Foster a Culture of Safety:** Consistently applying safety protocols helps build a culture of safety, where everyone understands and values the importance of maintaining a safe and secure environment.

Overall, safety protocols are essential for protecting people, property, and operations while fostering a proactive approach to managing risks.

The protocol of safety and Physical Security is divided as following:

First Aid and Health Security

How to ask for medical help?

Call 124

- Give the full address where the patient is located (city, village, street, intersection, building, institution and any reference point near you).

Give a contact number (the person calling/the patient's companion or the patient himself if he is the caller).

- Describe the cause/reason for the call and the dynamics of the event.
- Give the patient's personal data if you know it (name, surname, gender, age).

Primary steps in first aid

1. Assess the Situation:

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- Ensure the area is safe for both the rescuer and the person who is injured.
- Assess the nature of the injury or illness.
- 2. **Check Responsiveness:**
 - Check if the person is responsive. Gently shake or tap them and ask if they are okay.
- 3. **Call for Help:**
 - If the person is unresponsive or seriously injured, call emergency services immediately.
- 4. **Airway, Breathing, and Circulation (ABC):**
 - **Airway:** Control if the person's airway is open. If they are unconscious, tilt their head back and lift their chin.
 - **Breathing:** Control if the person is breathing. If not, begin rescue breaths.
 - **Circulation:** Control for a pulse. If there is no pulse, begin chest compressions.

Common first aid techniques

1. CPR (Cardiopulmonary Resuscitation):

- For an adult: Perform 30 chest compressions followed by 2 rescue breaths. Continue until professional help arrives.
- For a child or infant: Adjust the force and depth of compressions according to the child size.

Shock, heavy bleeding: first aid and security protocol

a) First Aid for Shock

Shock is a condition that can arise from injury, illness or trauma and requires immediate medical attention.

Identifying Shock. Signs may include:

- Cold and clammy skin
- Fast but weak pulse
- Quick breathing
- Feeling nauseous or vomiting

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- Dilated pupils
- Weakness or tiredness
- Feeling dizzy or passing out
- Confusion or restlessness

Immediate Steps to Take

- Call, for Assistance; Contact emergency services
- Lay the Person Flat; Position the individual on their back. If feasible raise their feet by 0,3 meters to aid blood flow to organs unless there is an injury to the head, neck, back or legs.
- Maintain Warmth; Use a blanket or jacket to keep the person warm.
- Avoid giving any food or drink orally especially when they are unconscious or have an injury.

Monitoring and Providing Comfort

- Keep an eye on signs such, as breathing and pulse until help arrives.
- Stay composed; Offer reassurance to the individual keep them calm and remain by their side.

b) First Aid for Heavy Bleeding

- Heavy bleeding or hemorrhage can be life-threatening and requires immediate first aid.
- Control the Bleeding
- Call for Help: Dial emergency services immediately
- Protect Yourself: Use gloves or cloth to protect yourself from exposure to blood.
- Apply Pressure: Use sterile bandage clean cloth or even your hands to apply firm pressure directly on the wound. Maintain pressure until bleeding stops.
- Elevate the Wound: If possible, raise injured area above the level of heart. This will slow the bleeding.
- Bandage the Wound: Once bleeding is controlled secure dressing with bandage or cloth. Do not remove dressing; add more layers if bleeding continues.

Mental health issues

Dealing with Urgent Circumstances

Suicidal Thoughts or Actions: If someone shows signs of thoughts or actions do not leave them alone. Contact emergency number. Ensure they are, in a safe environment.

Aggressive Behavior: In the event of someone displaying violent behavior prioritize safety by keeping others at a distance and contacting security or emergency services promptly.

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SECURITY IN THE WORKPLACE

Dangerous chemicals: handling and first aid for poisoning

General Reaction

- Seek Assistance: Contact the emergency number as the first measure.
- Protect Yourself: Gloves or a cloth should be used to protect from exposure when you are helping someone affected.

First-aid measures in detail:

a. Ingestion poisoning:

- a) If conscious: Do not try to induce vomiting unless told to do so by a medical professional or poison control center. Some poisons cause greater damage when vomiting is induced.
- b) If unconscious: Check whether the victim is breathing and whether he has a pulse. If the person is not breathing, start doing CPR. Do not stop doing this until the emergency people have arrived.

b. Inhalation poisoning:

Move to fresh air: Move the affected individual to fresh air immediately; avoid self-exposure to the poison. If the person is not breathing, start CPR if trained in it.

c. Skin or eye contact:

- a) Take off contaminated clothing: Remove any contaminated clothing carefully to avoid further skin contact with the poisoning substance.
- b) Flush thoroughly: Affected skin or eyes with copious quantities of water for at least 15-20 min.

Pandemic situation

a. Good Hygiene Practices

Hand Washing: Washing your hands frequently with soap and water for a minimum of 20 seconds, particularly after being in public spaces or touching surfaces is an important step. **Hand Sanitizer:** If water is not available, the use of hand sanitizer with a minimum alcohol concentration of 60% is recommended.

Avoid Touching Your Face: Refrain from touching your face, specifically the areas around the eyes, nose, and mouth, to reduce the risk of virus transmission.

Face Masks: Wear masks in public areas, especially where it is difficult to physical distance.

Gloves: Use gloves when touching objects or materials that may be contaminated and dispose of them properly after use.

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b. Social Distancing and Isolation

Social Distance: You should keep a distance of at least 1.8 meters from other people in public areas in order to minimize exposure and transmission of the infection. You should not stay in large gatherings to reduce the risk of infection.

c. Isolation and Quarantine

Self-Quarantine: If you feel unwell or have symptoms, isolate yourself from others in order to avoid further spread of the infection.

Quarantine: Follow the guidelines if you have been in contact with an infected individual or if you have traveled from an affected region.

d. Vaccination and medical care vaccines: When available, and as recommended, you should receive vaccination. Stay up-to-date with booster doses as per the advised schedule.

Alcohol, illegal substances, medicines

How to react in case of an Overdose or Intoxication?

- **Medical Emergency:** If someone is having a medical emergency because of the use of alcohol such as the poisoning from alcohol, overdose, contact 112/127.
- If the person is not conscious and is older than 12 years old, proceed with the basic first aid if you are trained to do it. You should situate the person in a recovery position.
- If the person is conscious, try to keep the person awake. Do not encourage the person to vomit, unless it is advised by a medical professional.
- **Reporting:** You should report in a confidential status regarding serious substance-related incidents.

CYBER/KIBERNETIC SECURITY ISSUES

Protect Personal Information

Verify Secure Passwords: Create strong and unique passwords to ensure that each online account is protected. This will push hackers back

Two Steps Authentication: Switch on two steps authentication for added security level

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Safe Online Practices: Know What You Are Clicking On Be Careful With Links: Avoid clicking on unfamiliar links emails or message received

Safe Wi-Fi: Transactions typically involve sensitive financial details. So it is advisable to conduct such operations using secure private networks rather than public ones.

Data Protection

Backup Regularly: Backup valuable data in place to prevent further loss

Update Software: Make sure all software and systems are up to date. This makes your system immune from many other types of vulnerabilities.

Credit card fraud

- When you make transactions, keep your card in sight and be cautious with ATMs.
- Watch carefully around for people who might be watching while you enter your PIN and monitor for any suspicious devices attached to ATMs.
- Use machines located in safe, well-monitored areas, ideally within bank premises during opening hours.

PHYSICAL SAFETY

Safety at nightlife

- **Stay in Groups:** It's much safer to go out with friends compared with going out alone, especially when it is late at night.
- **Know Your Surroundings:** Be informed regarding the area you want to go out.
- **Use Reputable Transportation:** Use licensed taxis or trusted ride-sharing services in comparison with unmarked vehicles.
- **Watch Your Drink:** You should never leave your drink alone and be careful from accepting drinks from unknown people.
- **Secure Valuables:** Put your belongings secure and avoid displaying expensive items like jewelry or electronics.

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Missing persons

Immediate Actions

Report Promptly: Report missing person to local authorities as soon as possible.

- Provide Information: Give detailed data such as recent photos, clothing and any belonging.

The information of the familiar individuals

- Share information: Inform friends and family as it might help in the search.

Violence

Preventive Measures

- Avoid violent situation: Go away from potentially violent situations if possible.
- Report Threats: Report any threats or violent behavior to authorities or campus security.

Emergency Response

- Seek Safety: In an immediate threat, seek shelter and contact emergency numbers.
- First Aid: Provide first aid if safe and necessary until help arrives.

Robbery

Prevention:

- You should be careful with Valuables: Do not keep your precious items in obvious places and do not keep large sums of money with you.
- Stay Vigilant: you should be vigilant, especially in areas with a high criminalistic record

During a robbery:

- Stay Calm: You should fulfill the requests of the robbers, so you avoid making things go worse.
- Report data: Take note of details to assist law enforcement, such as descriptions of the attacker and relevant circumstances. Document the event with photos and reports.

Personal security:

Our university offers:

- Lighting: Well-lit areas inside the faculty, in parking areas and between buildings.
- Trained security guard for regular patrolling and monitoring of the faculty.
- Cameras in different areas.
- Emergency kit.
- Fire extinguisher.

Crime prevention

Preventive Measures:

- Use Well-Lit Paths: Walk in well-lit, crowded areas especially at night.
- Self-protection gadgets: Personal or attack alarms, whistles and pepper spray.
- Buddy System - Whenever practical, travel with other people, especially in high-risk areas or times.

Sexual abuse

Preventive Actions

- Establish Boundaries: Be firm in your refusal of improper behavior and convey boundaries in a clear and concise manner.
- Awareness Training: Follow instructions on how to identify and stop harassment.

In Reaction to Harassment

- Record incidences: Keep records of incidences, complete with dates, times, and descriptions.
- Report: Inform the proper authorities about harassment.

Terroristic attacks

Preparedness

- **Stay Informed:** Follow news and alerts from reliable sources.

During an Attack

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- **Run, Hide, Fight:** If you are in immediate danger, follow the protocol: run, hide, or, as a last option, fight.
- **Communicate:** Contact emergency number and give accurate information about the situation.

Active shooter/armed intruder: what to do

An armed intruder or shooter can be inside or outside the University premises. Your reaction will depend on your distance with the shooter.

Run

If Possible, Evacuate:

- Find a way to escape and to leave the area immediately, even if other people stay.
- Do not collect your belongings so you can move quickly.
- If you can, help others, but if they hesitate do not wait for them.
- Prevent others from entering the danger zone if possible.
- Keep your hands visible to law enforcement officers when you exit from the building.

Call Emergency Services:

When you are safe, call emergency services and inform them regarding the location of the shooter, number of shooters, description, and type of weapons, if you know.

Hide

If Evacuation is Not Possible:

- Find a place where the shooter can not see you, the ideal place is a room that can be locked.
- Lock and block doors with heavy furniture.
- Turn off lights, make the phone in silent mode, and stay quiet.
- Try to hide behind large objects such as desks or cabinets.
- Stay in place until law enforcement says that is all-clear.

Remain Silent:

Do not answer to the shooter's voice or movement unless you are certain it is everything safe.

Fight

As a Last Resort:

- If you are in immediate danger and unable to run or hide, as a last resort, attempt to incapacitate the shooter.
- Act with physical aggression; use any available objects as weapons (e.g., chairs, fire extinguishers, or anything else within reach).
- Try to neutralize the threat in order to save your life and the life of others. **Bomb threat**

In case of a suspicious package:

- If it is visible, DO NOT TAKE THE OBJECT.
- Call the Police immediately.
- Evacuate quickly. Do not touch or move anything in the room.
- Maintain a safe distance from the structure, at a minimum of 92 meters.
- Avoid re-entering the evacuated building until directed by a faculty representative.

a) Procedure for dealing with a bomb notification by phone:

- Stay calm and keep the caller on the phone. Ask questions where the bomb is and when it will explode?
- Listen to background noise so you can try to identify the location of the caller
- Call the Police right away.
- The local law enforcement will start a search for the explosive device.
- Do not re-enter the building unless explicitly directed by a University representative.

LOST AND FOUND

Reporting Lost Items

- Contact Authorities: Report lost items to local authorities.
- Provide Details: Make a detailed description of the item which is lost, including any special characteristics.

Claiming Found Items

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- **Verify Ownership:** Be prepared to provide proof of ownership or a detailed description to reclaim items.
- **Contact the Finder:** If you find an item, contact the local authorities.

ENVIRONMENTAL SECURITY

WATER FLOOD

Before a Flood or Water Damage Safety Measures

Avoid entering flooded areas, as they may pose electrical, structural, or chemical hazards.

During a Flood

- **Evacuation:** If recommended to evacuate, achieve this immediately.
- **Avoid taking walks or riding thru floodwaters.**
- **Safety Precautions:** Turn off utilities at the primary switches or valves if told to achieve this.

After a Flood

Avoid Contaminated Water: Do not drink, cook, or bathe with tap water until it has been declared safe.

EARTHQUAKES

Before an Earthquake

- **Emergency Kit:** Keep an emergency kit with supplies like water, food, first aid, and flashlight.
- **Secure Items:** Strongly tie (anchor) heavy furniture and put in secure items that could fall.

During an Earthquake

- **Drop, Cover, and Hold On:** Drop, cover and hold:
- Sit and support yourself on your hands and knees to prevent falling.
- Cover your head and neck with your arms and, if possible, take shelter under a sturdy piece of furniture such as a table.
- Hold until the shaking stops.
- If there is no shelter nearby, cover your head and neck with your arms and crouch in an inside corner of the building.

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- If you are inside, stay there and move away from windows and exterior walls.
- If Outdoors: Move to an open area away from buildings, trees, and power lines.

After an Earthquake

Check for Injuries: Check yourself and others for injuries and provide first aid as necessary.

FIRE SAFETY

Before a Fire

Fire Extinguishers: At our university there are fire extinguishers, they are accessible, and the staff knows how to use them.

If a small fire seems controllable •

Contact 123 IMMEDIATELY.

- If the fire is small enough to fight without endangering life, and if you are trained, use the fire extinguisher appropriately.
- Do not try to fight a fire larger than the size of a dumpster. • Immediately direct the charge of the fire appliance to the base of the flame.

If a large fire seems uncontrollable:

- Call 123 IMMEDIATELY.
- Evacuate the building – leave the building and try to help others.
- Avoid areas which are smoky.
- Do not return to an evacuated building unless you receive the proper instructions from a University official.

If you are trapped inside a building on fire:

- Call 123
- Place a dresser outside the window, if possible.
- Use the back of your hand to check if the door is hot before opening it.
- If the door is hot, avoid opening it.

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- If you can't get away, use a damp cloth to seal the gaps under the door and cover the air ducts.
- Stay low to the ground where the air is less contaminated.
- Practice holding your breath periodically and take shallow breaths through your nose.
- Use a filter to breathe, such as a towel or shirt.
- Signal for assistance by a window.
- When your clothes catch fire, don't run but try to put out the fire.
- Do the same with the people involved in the flames, wrap them in sheets or other clothes, because this saves them from serious burning and death.

After a Fire

- Do not re-enter the building: Do not try to re-enter a building until it is declared safe by authorities.
- Receive medical help: Get medical help for burns, smoke inhalation or other injuries.
- Document the damage: You are advised to document and report the damage, especially if you have insurance.

We wish you a nice and safe stay at University of Mostar and at the School of Medicine.