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# SAFETY AND SECURITY PROTOCOL FOR INTERNATIONAL STUDENTS AND STAFF

**Faculty of Dental Medicine**  
**University of Medicine, Tirana, Albania**



**SECURE**



**LOCKDOWN**



**EVACUATE**



**SHELTER**



**HOLD**

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**Erasmus+ KA2 Capacity Building in the field of Higher Education**

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## **EMERGENCY NUMBERS:**

### **NATIONAL EMERGENCY NUMBER: 112**

- This is the general emergency number. You can call 112 to report any type of emergency, including fire, police and ambulance.

### **POLICE: 129**

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

### **TRAFFIC POLICE: 126**

### **FIRE: 128**

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

### **AMBULANCE AND FIRST AID: 127**

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

### **• MEDICAL AID AND HOSPITALS: 127**

- It can also be used to search for information on the nearest hospitals or to request emergency medical assistance.

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## 1. OPENING MESSAGE

Dear Students and Staff,

As an institution of higher education, our primary objective is to provide a secure and safe environment for all us to learn, evolve, and progress. Upholding a culture where safety is esteemed, we recommend everyone to familiarize themselves with the safety protocols and actively participate in ensuring a secure environment.

To achieve this, a comprehensive Safety and Security Protocol has been developed 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 pertaining 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.

Our commitment lies in fostering a collective responsibility towards safety, encouraging all to engage with the protocol and contribute to a secure environment. Together, we can cultivate a community where each individual is valued, respected, and feels secure.

Should you have any queries or require further clarification on our safety procedures, please do not hesitate to reach out to our administration. We are dedicated to supporting you and ensuring a safe environment for all.

We appreciate your cooperation and dedication to our mutual objective of a tranquil and secure educational setting.

Warm regards,

*FACULTY OF DENTAL MEDICINE*

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## 2. PURPOSE:

The purpose of this protocol is to provide information and to ensure a safe and secure environment for students, faculty, staff, patients, and visitors.


### Scope:

1. Faculty Safety: To keep students, faculty, staff, and visitors safe from harm.
2. Building and Facility Security: To guard university buildings, labs, and other facilities against damage.
3. Information and Cybersecurity: To protect important academic, personal, and research info from online threats.
4. Event Security: To handle safety and security at university functions, like sports games, music shows, and talks by guests. To work with local police and emergency teams for big gatherings.

This protocol includes physical security, emergency response, health and safety, and data protection, with a particular focus on the medical and healthcare environment. It aims to safeguard the well-being of the staff, students, patients and all visitors.

## 3. HOW TO ASK FOR MEDICAL HELP?

 Call 127/112

- 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).
-  Take care that the contact number you provide is available to create the possibility of communication at any time with the emergency team.



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#### 4. PRIMARY STEPS IN FIRST AID

##### 1. Assess the Situation:

- Ensure the area is safe for both the rescuer and the person who is injured.
- Assess the nature of the injury or illness.

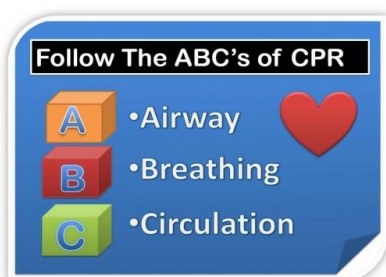
##### 2. Check Responsiveness:

- 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.

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## 5. 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.

## 6. 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
- Dilated pupils
- Weakness or tiredness
- Feeling dizzy or passing out
- Confusion or restlessness

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## 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.

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## Security Protocol for Shock and Heavy Bleeding

### Emergency Preparedness

- Training: The staff of the Faculty of Dental Medicine and University Dental Clinic and the students are trained to provide basic first aid. This includes managing shock and heavy bleeding.
- Emergency Contacts: Call the emergency contact numbers.
- First Aid Kits: There are the first aid kits in the Faculty, including bandages dressings, gloves etc.

## 7. 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.

## 8. CHOKING:

- For adults and children over 1 year old:
  - a. Encourage coughing: Instruct the individual to continue coughing in an attempt to dislodge the obstructing object.
  - b. Back Blows: You should stand to the side and directly behind the person who is choking. Support their chest with one hand and give up to 5 sharp back blows between the shoulders with the heel of the hand.
  - c. Abdominal thrusts, Heimlich Maneuver: You should stand behind the person and wrap your arms around their waist. Make a fist with one hand and position it a bit above the navel. Grasp the fist with the other hand and pull hard inward and upward. Try to repeat this up to 5 times.

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d. Alternate back and abdominal thrusts: If the blockage does not go away after 5 back thrusts and 5 abdominal thrusts, repeat the cycle.

e. Call emergency services: If the individual remains unable to breathe, cough, or speak, promptly call emergency services. Continue performing back blows and abdominal thrusts until assistance arrives or the obstruction is cleared.

- For babies under 1 year old, use back strokes and chest thrusts.



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## 9. SEIZURES:

- Do not put anything in their mouth.
- Try to avoid dangerous objects, carefully remove the dangerous objectives from the victim's hands.
- Put him in the lateral position; to keep the airways free.
- Try to position something soft under their head.
- Unbutton the clothes, in order to facilitate breathing.

### Call Emergency Services If:

- The seizure lasts longer than 5 minutes; has multiple seizures without consciousness between them; is injured during the seizure; has difficulty breathing or appears to be choking; The person is pregnant, diabetic, or has another medical condition.

## 10. 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.

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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.

## 11. PANDEMIC SITUATION



# COVID-19

### 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.

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

## **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.

## **12. 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 individual is not conscious and is older than 12 years, 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.

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### 13. PERSONAL SECURITY:



Our Faculty 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.

-Patient access and treatment in the University Dental Clinic is done only with a document of identification of the patient: ID or passport.

### 14. 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.

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## 15. CYBER/KIBERNETIC SECURITY



### 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

**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.

## 16. 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.

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## 17. 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 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.

## 18. 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.

## 19. 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.

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## Emergency Response

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

## 20. 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.

## 21. 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.

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### In Reaction to Harassment

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

## 22. TERRORISTIC ATTACKS

### Preparedness

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

### During an Attack

- **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.

## 23. ACTIVE SHOOTER/ARMED INTRUDER: WHAT TO DO



An armed intruder or shooter can be inside or outside the Faculty.

Your reaction will depend on your distance with the shooter.

### 1. 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.

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- **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.

## 2. 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.

## 3. 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 the others.

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## 24. BOMB THREAT



**Be Prepared  
Be Aware  
Be Ready**

### a) 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

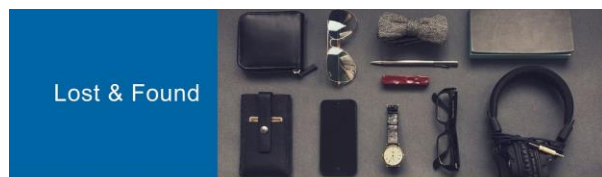
the room.

- 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.

### b) 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 a vacated building unless explicitly directed by a University representative.

## 25. 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.

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## Claiming Found Items

- **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.

## 26. WATER FLOOD



### Before a Flood or Water Damage

#### Safety Measures

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

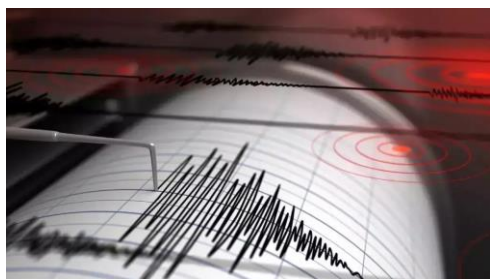
### During a Flood

- **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.

## 27. 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.

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## 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.
- 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.

## 28. FIRE



### Before a Fire

- **Fire Extinguishers:** In our Faculty there are the fire extinguishers, they are accessible and the staff knows how to use them.

### If a small fire seems controllable

- Contact 128 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 directed to the base of the flame.

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### **If a large fire seems uncontrollable:**

- Call 128 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 128, then 129.
- 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.
- 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.

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