

EMERGENCY PROCEDURES GUIDE

ISEC LISBOA

**WORLD YOUTH
DAYS**

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EMERGENCY PROCEDURES GUIDE | ISEC Lisboa

1. INTRODUCTION

Legally, there is a special duty to guard and maintain a sense of security within the community. Life and health are fundamental assets to preserve, and we all must contribute with our actions, behaviors, and attitudes.

ISEC Lisboa assumes the protection and security of all types of events and the minimization of their consequences as one of the priority aspects of its strategic management.

2. AIM

The aim of this Procedures Guide is to prevent and minimize the negative effects of any unwanted events. It also aims to reduce the occurrence of other types of events that may have an impact on the well-being or health of individuals, which can increase during extremely hot days.

3. GENERAL PROCEDURES

In case of an emergency, contact the reception at Building C (217 541 310 Speed Dial 400; or the Campus Security Gate (211 630 005, Speed Dial 420)

RAISE THE ALARM, AVOID DANGER, DO NOT TAKE RISKS.

EVERYONE'S SAFETY STARTS AND ENDS WITH YOU.

3.1 IN CASE OF FIRE

Raise the alarm. Contact a responsible person. If you know how, use a fire extinguisher to fight the fire. If you are unsure, do not take unnecessary risks. Evacuate the area. Crouch down to avoid inhaling smoke.

3.2 IN CASE OF AN ACCIDENT

Raise the alarm. Contact a responsible person. If you are not trained, do not touch the victim(s), unless their life is in serious danger. Poorly provided first aid can cause further injuries or worsen existing ones. Do not take unnecessary risks.

In case of emergency, call 112 - European Emergency Number.

It is recommended to contact SNS 24 before going to a healthcare facility (hospital or health center) to ensure appropriate guidance and referral. SNS 24 (Telephone: 808 24 24 24) is the triage, advice, and permanent forwarding service of the National Health Service, available 24/7.

In addition to Portuguese, English and Spanish language support is available, and you can also request assistance through the telephone service mediated by the High Commissioner for Migration. Video call support in Portuguese sign language is also available.

If you need to purchase chronic medication, visit pharmacies with prescriptions issued in Portugal or in the European area. The locations where prescription drugs (pharmacies) and over-the-counter medications (e.g., supermarkets) are available will be identified in the official event App and the National Health Service Portal.

3.3 IN CASE OF FORECAST OF INCREASED AIR TEMPERATURE

Seek cool and well-ventilated or air-conditioned areas.

Increase water intake (e.g., 1.5 liters/day). Drink natural fruit juices and avoid consuming alcoholic beverages.

Avoid direct sun exposure, especially between 11 AM and 5 PM. Use sunscreen with a minimum SPF of 30 and reapply it every 2 hours.

Wear loose, opaque clothing that covers most of your body, a wide-brimmed hat, and sunglasses with UV protection.

Avoid activities that require significant physical effort, especially outdoor sports and leisure activities.

Choose cooler hours for car travel. Do not remain inside parked vehicles exposed to the sun. Pay special attention to vulnerable groups to heat (e.g., children, elderly, chronically ill, pregnant women, people with reduced mobility, and isolated individuals).

Chronic patients or those subject to specific medications and/or diets should follow the recommendations of their attending physician or contact SNS 24.

Ensure that children consume water or natural fruit juices frequently and remain in cool and well-ventilated environments. Children under 6 months should not be exposed to direct or indirect sunlight.

3.4 IN CASE OF NA EARTHQUAKE

Inside a building:

Crouch down and seek protection near tables, desks, or other furniture. Position yourself close to doorways, load-bearing walls, or corners of rooms. Stay away from windows or glass panels, furniture, bookshelves, or other objects that may fall or break.

Outside a building:

Stay away from tall buildings, electricity poles, trees, or other objects that may fall or collapse. Go to a safe and open area. Remember that you may be temporarily alone; those who survive are the first to help others, and group cooperation facilitates survival.

3.5 WHEN AN EVACUATION IS INITIATED

Remain calm and leave the area. Proceed towards the nearest exit. Follow the instructions provided by the designated personnel in charge of the evacuation process. Leave all belongings behind and form a single file while evacuating. Walk closely along the walls on one side. Head towards the emergency exit, following the clearly marked evacuation signs, and exit the building immediately. Do not attempt to return to the evacuated area. Avoid taking unnecessary risks during the evacuation process. Please wait for further instructions from the responsible personnel.

4. COMMUNICATION CHANNELS

ISEC Lisboa ensures that appropriate communication channels are in place between the services to ensure effective and timely dissemination of information, risk communication, and implementation of preventive measures.

MAIN PHONE NUMBERS

Reception Building C		217 541 310 or SD 400
Campus Security Gate		211 630 005 or SD 420
Responsible ISEC Lisboa	Mr. Dr. Luis Moreira	964 336 298
Responsible Deputy ISEC Lisboa	Ms. Dr. Ana Paramés	939 966 694
National Emergency Number		112
SNS 24 Number		808 24 24 24
Lisbon Firefighters Regiment		800 913 913 218 171 400
Municipal Civil Protection Service of Lisbon		800 910 725
Sub-Regional Command of Greater Lisbon of the National Authority for Civil Protection (ANEPC)		218 820 960

5. SAFETY RULES IN PUBLIC EXTERIOR SPACES OUTSIDE ISEC LISBOA

It is not odd that tragedies often occur solely due to disorder and panic caused by a real or perceived emergency. In most cases, the solution depends on calm and orderly behavior.

Observe and memorize the location of exits, especially emergency exits.

Leave the area calmly and orderly if you do not have a useful role to play. Reassure those around you.

Cooperate with whatever is necessary, but do not interfere with the work of rescue and security teams.

Do not run. Many serious accidents happen because people push and trample each other.

Do not head towards the exit most used by the crowd without first considering if there are safer exits you can use.

In case of fire, never use elevators. Use the stairs instead. Do not block the exits.

Do not stand near doors, stairs, and corridors.

If you are not trained, do not touch the victim(s), unless their life is in serious danger. Poorly provided first aid can cause further injuries or worsen existing ones.

Do not scream or incite violence. If you witness arguments or acts of violence, try to distance yourself from the area. Do not participate and inform the authorities.

Notify emergency services in case of personal or collective emergencies.

Follow the instructions of the authorities present at the scene to ensure your safety. Turn to them whenever you deem it necessary.

Know how to act in case of an emergency. Panic is related to the unknown.

PROMOTE CIVIC RESPONSIBILITY. AVOID PANIC...

ISEC Lisboa, 20th of July, 2023

SDPS - Security and Data Protection Service
SSPD - Serviço de Segurança e Proteção de Dados