



Guidelines for safety in student international mobility

“Awareness is the first step towards prevention”

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Introduction

During an international mobility period, you may encounter emergency situations or difficulties. Adequate pre-departure preparation and the adoption of specific practices or precautions can be crucial for effectively managing various situations.

The objective of these guidelines is to provide indications on the actions to take both in preparation for, during, and after international mobility. The suggestions provided are meant to be indicative and not exhaustive.

General principles

The University of Padua is not considered in any way responsible for any emergency situation that may occur during the course of the mobility.

However, the University of Padua may, at any time, cancel the mobility before its start or invite participants to return home based on the evolution of the socio-political context or any other dangerous situation that may develop in a specific area due to geological, natural, political, or health reasons.

Before the mobility

It is important to gather information before departure on various topics that could impact the mobility, particularly:

- Current political situation – pay attention to recent political events and related collective reactions that could impact security, such as large demonstrations or national strikes; check the protection of civil liberties, government control over social media use, and related sanctions/penalties (e.g., in some countries, expressing political dissent, including on social media, could lead to serious repercussions, such as arrest);
- Economic context (e.g., it is always advised not to flaunt wealth when traveling in crowded places or areas, or those with significant social inequalities, which applies both to European capitals and to regions in the Global South);
- Laws and regulations (e.g., in the Philippines, singing the song “My Way” is forbidden; in many countries, the use of alcohol is banned in public places, as is smoking outside of designated areas, etc.);
- Health context (e.g., inform yourself about any current epidemic peaks, how the healthcare system works, mandatory and recommend vaccinations, hygiene standards, etc.);
- Local customs and traditions – pay particular attention to social norms/traditions related to gender and sexual orientation, which may sometimes have legal implications (e.g., displays of affection between people of the same gender are criminalized in some countries);
- Religious context;

- Geographical context (e.g., whether the area is subject to earthquakes, recurring flooding, or typhoon seasons).

If you are undergoing treatment for chronic health problems (e.g., anxiety, depression, eating disorders, Crohn's disease, diabetes, etc.), it is recommended to talk to your doctor about the trip and check the availability of necessary medications abroad.

Preparation on all these aspects can prevent certain situations or, if they arise, allow you to manage them better. Targeted training on developing intercultural skills, such as [pre-mobility programs](#) made available by the University of Padua, can be helpful and is recommended.

If the risk factors are too high, it is advisable to contact the Projects and Mobility Office (see contacts on page 6) to assess the feasibility of the mobility.

In any case, before departure, it is recommended to:

- Enter your emergency contact information on the Mobility Online platform or (for non-software managed programs only) communicate it to the mobility flow coordinators (e.g., faculty in charge of the double degree program, etc.) – Mandatory;
- Save and carry with you the contact details of both the host and home institution, as well as foreign emergency numbers (e.g., emergency services, ambulance, police, fire department, etc.);
- Make sure you have the correct entry and stay documents for the country, and have several copies;
- Check the Ministry of Foreign Affairs (MAECI) guidelines (www.viaggiare Sicuri.it); we also recommend downloading the “Viaggiare Sicuri” app;
- Register on the MAECI “Dove siamo nel mondo” website (<https://www.dovesiamonelmundo.it/>);
- Verify the validity of your European Health Insurance Card (EHIC) and, if necessary, take out additional health insurance. Insurance is strongly recommended for travel outside Europe and is often mandatory for obtaining a visa;
- Check the security guidelines from the host institution;
- Prepare a supply of medications needed to treat any chronic conditions and/or to handle minor emergencies (e.g., high fever, gastrointestinal issues, etc.).

Additionally, we remind you of the importance of following the guidelines and rules of the program you are participating in, as they not only ensure the eligibility of the mobility but also the insurance coverage for civil liability and accidents provided by the University. ¹

¹ <https://www.unipd.it/infortunio-polizze-assicurative>

During the mobility

During mobility, different types of emergencies may occur, with different levels of severity, which also determines the actions to be taken in response to the situation.

In order to be able to identify potential emergency situations beyond personal issues, it is important to:

- Follow news and information regarding the local and national territory where you are spending your mobility, as well as any international policies;
- Stay alert to local events and the surroundings context;
- Keep in regular contact with at least one of your loved ones;
- Regularly check your institutional email address.

Emergencies can be classified as follows²:

Level 1 – The highest level of emergency	Emergencies at the country of destination	Cases that affect a group of people, including mobility participants, and require the involvement of various authorities: for example, political crises/civil unrest; severe weather conditions/natural disasters; terrorist acts; health crises; border closures; strikes/protests at the host institution, etc.
Level 2 – Individual emergency situations	Individual emergencies	Cases that require the intervention of authorities, specialists, and staff: for example, assault, sexual violence, fraud, missing students/staff, serious accidents, etc.
Level 3 – Individual cases		Cases requiring specialist intervention: health problems, mental health problems, non-life-threatening accidents, minor crimes, etc.

We know that managing any emergency situation on your own can be very difficult and stressful: being able to recognize the emergency and accepting help from authorities, specialists, and/or loved ones can be crucial for a positive resolution.

² The examples of emergency situations provided here are considered to be indicative of the type and not exhaustive with respect to the incidents to be considered emergencies. In the case of situations not mentioned, it is possible to treat the occurrence according to the level of emergency that is deemed appropriate.

HOW TO HANDLE LEVEL 1 EMERGENCIES

In the event of a level 1 emergency, it is important to stay calm and, first of all, ensure your personal safety (if possible). It will then be crucial to follow the instructions provided by the national authorities and the Italian Embassy/Consulate in the host country. If you are not aware of these instructions, you should contact the diplomatic representation for more information.

In the case of serious accidents, it is important to wait for the intervention of specialists and get in touch with them.

Once the situation allows, you should inform the host university and the Projects and Mobility Office (see contacts section).

In turn, the University of Padua, if informed of the incident, will contact all possible students involved through the Mobility Online platform to check on their health status. If there is no response, they will proceed to contact them via AppIO, and if necessary, the emergency contact provided *in Mobility Online* will be used.

HOW TO HANDLE LEVEL 2 EMERGENCIES

The University cannot in any way take the place of legal authorities. In the case of a crime or misdemeanour, it is essential to report the incident to the police or the relevant authorities as soon as possible and fully cooperate with them.

It is also advisable to inform the host and sending university, requesting information on possible services they may offer for support, such as psychological and/or legal assistance.

If you are aware of serious incidents involving other students from the university, it is recommended to encourage the individuals involved to activate the emergency management protocol for the corresponding level of emergency.

If there is reason to believe someone is missing, it is important to inform the authorities immediately.

HOW TO HANDLE LEVEL 3 EMERGENCIES

Once the nature of the emergency has been assessed, it is essential to contact the appropriate specialists: a relevant doctor in case of health problems (physical or mental), a hospital in case of accidents, and the police in case of thefts or crimes.

It is also advisable to inform the host and sending university, requesting information on possible services they can provide for support, such as psychological and/or legal assistance.

Upon return from mobility

If you become a “person aware of the facts” or need support for: (a) dealing with emergency situations experienced; (2) reintegration difficulties; (3) particular situations related to the country where the mobility took place, you can refer to specialists, the relevant authorities, or access services provided by the University of Padua (e.g., [SCUP](#), etc.), depending on the situation and needs.

Contacts

We recommend saving or keeping the following contacts:

- Contact person and/or emergency officer at the host university/abroad institution
- Emergency numbers in the host country (e.g., 112 in most European countries, etc.)
- Contact details for the relevant diplomatic representation in the country/region
- Your personal emergency contact (indicated in Mobility Online or during the opening of the online mission)
- Projects and Mobility Office contacts, specifically:
 1. The contact of your assigned [Mobility Desk](#)
 2. emergency.mobility@unipd.it to be used only for reporting emergency situations
 3. +39 0498275033 during public opening hours (Mon-Tue-Thu 10:00-13:00; Tue and Thu 15:00-16:30)

Support Services at Unipd – for emergencies requiring immediate intervention, please refer to the relevant authorities:

- Psychological:

University Clinical Psychological Services (SCUP):

<https://scup.unipd.it/> ; scup@unipd.it

- Legal:

In case of harassment: Trust Counselor

<https://www.unipd.it/consigliere-fiducia> ; segreteria.consiglieredifiducia@unipd.it

- For the protection of rights: Ombudsman

<https://www.unipd.it/difensore-civico> ; difensore.civico@unipd.it

- Contracts and Insurance Office

<https://www.unipd.it/infortunio-polizze-assicurative> ; [assicurazioni@unipd.i](mailto:assicurazioni@unipd.it)