

# EMERGENCY GUIDELINES

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If you find yourself in a situation, threatening your or someone else's life, health or safety (car accident, robbery, fire, burglary etc.) **call 112 – universal emergency number for mobile phones.**

In Russia there are also individual mobile phone numbers for separate emergency services, depending on the mobile operator:

	<i>Megafon</i>	<i>Beeline</i>	<i>MTS</i>
Fire Department	010	101	101
Police	020	102	102
Ambulance	030	103	103
Gas Emergency Service	040	104	104

If you are in an emergency situation or have questions concerning your health and safety, please call at **8 985 040 13 55** (Centre for International Student Support).

All HSE University buildings are equipped with:

- ⊕ security guard posts (so remember to carry your e-pass and student ID with you at all times)
- ⊕ first aid medical kits (check the [list of their locations](#))

## MEDICAL EMERGENCY

**Emergency medical assistance is free for everyone in Russia.**

If you have a medical emergency immediately call **112** (mobile) or **103** (landline) for the ambulance. At the dormitory you can ask the administrator to call the ambulance for you.

## DOCUMENTS

If your documents (passport, registration, migration card) were lost or damaged – contact the HSE Visa & Travel Support at [visa-registration@hse.ru](mailto:visa-registration@hse.ru).

## HOUSEHOLD ACCIDENTS

If you face a serious household accident (e.g. burst pipe) contact your accommodation administration (dormitory admin or landlord).

*\* Find out with your landlord how you can turn off water, electricity and gas supply in your apartment by yourself in case of emergency or if you need to leave your apartment for a long time.*

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## POLICE

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In Russia the police officers occasionally stop foreign citizens on the street / in the metro / in public places for documents check. Make sure you always have your passport and registration with you.

**Note:** try to avoid the following situations for which you can be detained by police and fined in accordance with the [Code of administrative offences of the Russian Federation](#):

- ⊗ Smoking in public places (Chapter 6.24);
- ⊗ Drinking Alcohol and Alcohol-Containing Products in Public Places (Chapter 20.20);
- ⊗ Taking Drugs or Psychotropic Substances in Public Places (Chapter 20.20);
- ⊗ Appearing in Public Places in a State of Alcoholic Intoxication (Chapter 20.21);
- ⊗ Disorderly Conduct (Chapter 20.1).

### RAIL TRAVEL

It is likely that international students may decide to travel by train to other places in Russia. In this case it is highly recommended for them to remember the following:

- ⊕ If you are travelling by overnight train in a sleeping compartment, store valuables in the container under the bed or seat during nighttime;
- ⊕ Don't leave your sleeping compartment unlocked during the night; if the carriage is equipped with additional security locks make sure to use them during nighttime;
- ⊕ During stops: if you decide to exit to the platform – stay around the carriage you are travelling in, don't linger on the platform for too long; if you happen to miss your train departure – immediately address the police office at the railway station;
- ⊕ Do not accept drinks or food offered to you by co-travelers that you don't know;
- ⊕ If you are robbed while on the train – immediately inform the carriage conductor who will alert the train security;
- ⊕ Don't agree to look after the luggage of a fellow traveler or allow it to be stored in your compartment.

### METRO

Moscow Metro is a risk-prone transport enterprise - therefore passengers must conform to its [rules](#) at all times.

- ⊕ If you get lost or face any emergency situation in the metro, refer to [information & emergency pillars](#) (red and blue colored pillars available on every station) - push the red button on the pillar and the operator will consult you;
- ⊕ If you fall victim to pickpockets – immediately inform the metro police at the station or the metro service staff who will alert the police.

Check the [Moscow metro website](#) for additional emergency tips.

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