



**INESLE Madrid**  
Instituto de Español

## **Crisis Response Plan**

### **INESLE Madrid**

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# CRISIS RESPONSE PLAN

## In the event of a political crisis or potential threat of any kind to the INESLE community:

Students should enroll in the Department of State's [Smart Traveler Enrollment Program \(STEP\) program](#). Time permitting in the event of a crisis, Carlos Aguado will also review the situation with Myriam Medrano (cell phone: +34-618-196- 187) before finalizing any decision about what action to take locally, if any.

Action steps in case of political crisis or any other threat that might require evacuation:

1. Will confirm nature of threat with American Embassy security officials in Madrid and through the media.
2. Will keep Mrs. Myriam Medrano informed, and decide on appropriate plan of action given circumstances.
3. INESLE staff will meet immediately in person to assign roles and appropriate communication procedures.
4. If during school hours, Carlos Aguado will call group meeting and keep students at school until all emergency conditions and procedures are understood. If students are kept at school for an undetermined time, staff will organize food/drink/sleeping supplies.
5. If outside of school hours, INESLE Spanish-speaking staff will contact host families via phone, taking notes of such calls.
6. Carlos Aguado will prepare email for U.S. families and school coordinators.
7. If evacuation is deemed necessary, we will arrange flights to the U.S. for all students, including a detailed evacuation procedure for each student to buses, the airport and the departure gate.

Carlos Aguado will inform host and U.S. families of an **Emergency team**: A school-appointed team of INESLE staff will lead internal procedures and emergency communication in collaboration with Madrid authorities and host families.

**In-school** evacuation: (during school hours) all students and staff assemble within the school for instructions. Safety, calm and quick responsiveness should prevail.

**Safe haven**: (during school hours) Fallout sites other than the school are

1. Av. Monasterio de El Escorial, 35 -H- 4ºB, 28049 Madrid (Director Carlos Aguado's home)

**Outside of school**: (when with families) If contacted at home by INESLE staff, students remain at home (it is their safe haven unless told otherwise) until further instructions are given. They wait to be called with appropriate instructions.

## In the event of a political crisis, war, natural or man-made disaster, or any other threat that might require either to close the school or temporarily prevent access to the school:

As our students are Americans abroad, our assessment of security is determined by official communications from the Spanish and US government as well as observations at local level. Our students are registered through the US Embassy's warden system which will facilitate direct communication from the embassy in the event of a crisis.

Locally, all students and host families have the numbers of the local police, the US Embassy in Madrid (all listed below), the INESLE office in Madrid, and the US telephone numbers of all our students' parents in the US.

INESLE students are briefed on all INESLE Emergency Procedures during orientation at the beginning of the summer program:

- **Building security**

The school facilities have video cameras to monitor our entrances.

- **Safe Haven**

If the students are not at school and we determine that the school building is not safe, we will contact students via telephone at their host families to communicate instructions about where to proceed. If evacuation of the school building is necessary during the day, students and faculty will congregate at one of the other INESLE faculty apartments, which we hereby designate as "safe havens." Both are within walking distance of the school.

Safe Haven – Carlos Aguado's home, Av. Monasterio de El Escorial, 35 -H- 4ªB,  
28049 Madrid

- **INESLE Emergency Team**

In the event of a crisis, the following adults will work to communicate the plan of action or any relevant decision that they will have made in consultation with the Spanish government

- Carlos Aguado: 606 19 32 31
- Myriam Medrano: 618 19 61 87

- **Emergency contact numbers**

**Carlos Aguado** (Director, INESLE Madrid) +34 606 19 32 31

**Myriam Medrano** (Director, INESLE Madrid) +34 618 19 61 87

**Madrid Police** (Lugar Mirador de la Reina, 4, 28035) +34 913 76 47 31

**US Embassy in Madrid:** +34 91 5 872 200

**INESLE office:** +34 91 811 91 63

- **Emergency numbers in Spain from within Spain:**

Medical care	112	(equivalent to Your 911)
Police	092	
Fire Emergency	080	

- **Procedures to follow in an emergency**

In the event of a war, terrorist attack, a political crisis, natural or man-made disaster, or any other threat that might close the school, we will follow these steps:

Confirm the nature of the threat with the Madrid police.

Determine an appropriate plan of action after consultations and keep Executive Director informed. Communicate the plan of action and contingencies to appropriate constituencies:

- Meet with INESLE staff to assign roles and implement communication procedures.
- If during school hours, call school meeting and keep students at school until all emergency conditions and procedures are understood. If students will be kept at school for an undetermined time, organize food/drink/sleeping supplies. Inform host families. If school has been evacuated, school meeting will be held at Safe Haven, which is Carlos Aguado's apartment.
- If outside of school hours, contact host families and students via phone or enlist INESLE Spanish-speaking staff to make calls to families, taking notes of contacts made.

- **If evacuation is deemed necessary**

- Arrange transportation to the U.S. (or elsewhere) for all students, including a detailed evacuation procedure for each student.
- Inform host and U.S. families of evacuation procedures and travel itinerary.

- **In case of fire at school**

We have different fire extinguishers in the school. There are signs leading to all fire extinguishers. In the event of a fire alarm or fire, INESLE students are instructed to proceed out of the building, using either the main exit or the emergency exit. Roll will be taken to ensure that everybody has safely evacuated the building.

- **Procedure to follow if contacted by the media**

All inquiries from the media in response to an emergency involving INESLE students or staff must be directed to one of the Directors, who are the only ones with the authority to speak for the program.