# WELCOME TO THE FACULTY OF SOCIAL SCIENCES OF CHARLES UNIVERSITY (FSV UK)

## Dear Colleague,

We would like to welcome you to the Faculty of Social Sciences, Charles University. Our guidelines for new employees will provide you with important information before you start your employment, help you become familiar with the new environment and accompany you during your first days at our faculty. You will find here information about working conditions, working hours, benefits and other advice and recommendations to make your beginning at our faculty as easy as possible.

The information contained herein may be subject to various changes, whether at the discretion of the management of university or the faculty, or as a result of amendments in legal regulations, changes in internal procedures, etc. The up-to-date version of the guidelines can always be found on the faculty website at: <a href="https://fsv.cuni.cz/pro-zamestnance/prace-na-fakulte">https://fsv.cuni.cz/pro-zamestnance/prace-na-fakulte</a>.

We hope that every day of yours will be full of energy and filled with interesting and successful work. We will be pleased if you gain a lot of new experience and leave your work with a good inner feeling. A great priority for us is the reconciliation of our employees' work and their personal lives.



# **About Charles University**

Charles University, one of the oldest in Central Europe, was founded in Prague in 1348 by the Czech King and Holy Roman Emperor Charles IV.

Over the centuries it has developed into a world-renowned scientific and educational institution, which consists of seventeen faculties, including the Faculty of Social Sciences.

The Rector is the statutory representative of the university and the faculty is represented by the Dean. Insignia, symbolizing power entrusted to them, include gown, chain and sceptre. They are honoured with respect to their person and authority. During ceremonial acts (graduation ceremonies, matriculation and others), the Rector is addressed as "Your Magnificence" and the Dean as "Spectabilis." The Bursar is responsible for the economic running of the university and at individual faculties it is the Secretary.

At present, the Rector of Charles University is prof. MUDr. Milena Králíčková, Ph.D.

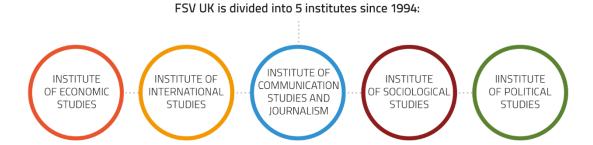
# **HR AWARD**

Charles University is a holder of the prestigious HR Excellence in Research Award (HR Award), awarded by the European Commission. This award recognises the high level of care for researchers, their career development and working conditions. With this award, Charles University is committed to providing a high quality and supportive environment for scientific work, adhering to ethical standards and maintaining high standards of care for staff. You can find out more about this award here: <a href="https://cuni.cz/UKEN-2012.html">https://cuni.cz/UKEN-2012.html</a>

# **About the faculty**

The Faculty of Social Sciences is the second youngest faculty of Charles University. It was founded on 1 June 1990 on the foundations of the then abolished Faculty of Journalism. Currently more than 4,000 students are studying at the faculty. Unlike most universities and other faculties, the main organizational unit is (quite autonomous) institutes, not departments.

Currently, PhDr. JUDr. Tomáš Karásek, Ph.D. is the Dean and Ing. Ondřej Blažek is the Secretary to the faculty.



# Another part of the faculty is the Dean's Office, which includes the following workplaces:

- Account Office Head Bc. Hana Pokorná, DiS.
- IT Department Head Bc. Dušan May
- Project Office Head Bc. Dagmar Bodláková
- Research Office Head Mgr. Eva Horníčková
- Public Relations Office Acting Head Mgr. Linda Sequensová
- International Office Head Mgr. Michaela Rudinská
- International Degree Programmes Office Head RNDr. Michal Semian, Ph.D.
- Personnel Office Head Bc. Angelika Hájková
- Legal Counselling JUDr. Aneta Salačová
- Building Management Office Head Petr Balík
- Secretariat of the Dean and the Office of the Faculty Secretary Head Ing. Monika Mandová
- Student Services Office Head Mgr. Michael Podsedník

# There are also two centres at the faculty:

- Centre for Language Learning and Pedagogical Training Head Mgr. Lucie Poslušná
- Scientific Information Center (Library) Head PhDr. Irena Prázová, Ph.D.

## The Faculty of Social Sciences operates in 3 main buildings:

- the Hollar building on Smetanovo nábřeží (ICSJ, Dean's Office)
- the building in Opletalova street (IES)
- Jinonice campus (IIS, IPS, ISS, IT)

# What will happen before you start your employment?

After the decision has been made regarding your engagement in employment, you will be contacted by the Personnel Office in connection with the following tasks:

- filling in a personal questionnaire
- information on the documents to be submitted when the employment contract is being signed
- information on initial Occupational Health and Safety training and Fire Protection training

# Signing of employment contract

The employment contract must be signed in person at the Personnel Office on the day of commencement of your employment (if this day falls on a weekend or public holiday, the employment contract and other employment documents must be signed before the commencement date of your employment). The Personnel Office staff will agree with you on a specific time of your visit in advance.

# Employee's card

In order to use the services offered by the university and, <u>above all</u>, to enable access to the employee's e-mail and further access to the internal electronic systems of FSV UK, it is necessary to

settle an employee's ID card on the day of commencement of your employment. You can arrange this card immediately after signing the employment contract at the contact addresses listed below (if your signature is secured before you start your employment, you can get your card no earlier than on the day of commencement of your employment). You can choose a chip card or an ITIC card (this one is designed for academic staff only). You do not need any further documents from us to process it, as information about your employment has already been established in the internal system. The photo for the card is taken directly at the card centre when the card is being issued.

With the card you will be able to use the services of the university library, university canteens, etc. The card can also be used for entry into some buildings of the faculty that are not freely accessible to the public.

The ITIC card is an internationally recognized proof of the teaching profession and allows you to obtain various discounts (see <a href="www.isic.cz">www.isic.cz</a>). To take advantage of these benefits, an appropriate fee must be paid annually.

In case of loss of the card it is necessary to contact the card centre immediately.

# Addresses of the workplaces issuing employee's card (card centres):

UK Point - information, counselling and social centre

Address: Celetná 13, 110 00 Prague 1, ground floor of the building

**Telephone number:** (+420) 224 491 610

#### Office hours:

Monday	9:00-12:00	12:30-18:00
Tuesday	9:00-12:00	12:30-18:00
Wednesday	9:00-12:00	12:30-18:00
Thursday	9:00-12:00	12:30-18:00
Friday	9:00-12:00	12:30–16:00

# Faculty of Law

Address: nám. Curieových 7, 116 40 Prague 1, ground floor of the building, room 34

Telephone number: (+420) 221 005 487

# Office hours:

Monday	9:00-12:30	13:00-16:30
Tuesday	9:00-12:30	13:00–16:30
Wednesday	9:00-12:30	13:00–16:30
Thursday	9:00-12:30	13:00–16:30
Friday	9:00-13:00	

# Getting to know your new colleagues

You will work with many employees in your work. Ask your supervisor or a person appointed by him or her to introduce you to all the colleagues who you will be working with directly. It will help you in your work and will enhance mutual communication with your new colleagues.

# Changes to your personal data during the employment period

Changes to your personal data have an impact on the payroll and personnel agenda. Therefore, it is necessary that you notify the Personnel Office of such changes as soon as possible via the form of Notification of Personal Data Change (<a href="https://fsv.cuni.cz/pro-zamestnance/formulare">https://fsv.cuni.cz/pro-zamestnance/formulare</a>) . This concerns, in particular, changes to the following data:

- Last or the first name
- Marital status
- Permanent address (or temporary residence)
- · Child birth
- Change of bank account number for sending wages
- Change in health insurance (and changes in other data affecting the payment of your health insurance)
- Changes in data affecting your social security contributions
- Changes in data affecting the payment of income tax advances
- Order of execution of the judgment through wage deductions (execution)
- Change in medical aptitude for work

# **Working hours**

The organization of working hours at the Faculty of Social Sciences is governed by the Dean's Measure No. 17/2017 Establishment of Working Hours at Workplaces of the Faculty of Social Sciences and by the Dean's Measure No. 25/2018 – Amendment of the Dean's Measure no. 17/2017 - Establishment of Working Hours at Workplaces of the Faculty of Social Sciences.

Working hours are set at 40 hours per week; working hours are spread over five days from Monday to Friday. The break for meals and rest is provided to employees in the duration of 30 minutes (the rules for taking a break for meals and rest are governed by the Labour Code).

If the nature of your work or personal reasons require shorter working hours or a different scheme of working hours and the employer agrees to such a provision, these facts are either agreed upon in the employment contract or regulated by another employment document.

## Leave

The entitlement to leave to the extent that can be claimed by the employee (scientific staff and THP/Technical-economic staff 5 weeks, academic staff 8 weeks) must be applied by the employee in the year in which the entitlement to it arises. This means that leave days cannot be transferred to the

following year. In the case of serious reasons for which it was not possible to use up leave, such as long-term illness, it is necessary to apply for a transfer of leave through the Personnel Office. Exceptions are then approved by the Dean of the faculty.

The faculty uses the "Aktion" electronic attendance registration system for leave requests. You will receive how to log in to this system and how to apply for leave on the day you start work by email from the HR officer in charge of the department you will be working in. You will also receive instructions on how to apply for leave with this link. Employees will also use this system to apply for what is known as a Personal leave and development day.

# **Absence at work**

The employee is obliged to prove any absence from work to the employer and if he or she knows the obstacle beforehand, s/he needs to ask his/her supervisor in time for leave. This applies to leave, Personal leave and development day, paid time off due to an obstacle at work on the part of the employee (e.g. time off for a wedding, family member's funeral, etc.). In other cases, such as illness or the need to look after a sick family member (as a rule, this applies to sick children), the employee must immediately notify his/her supervisor of this obstacle.

# Wage and its payment

The wage is determined to the employee in accordance with the Labour Code, the collective agreement concluded at Charles University and the Internal Wage Regulations, which you can view at the university website: <a href="www.cuni.cz">www.cuni.cz</a>. Every employee must familiarize themselves with this document.

The pay date is set on the 13th day of the following calendar month. Payroll slips are handed over to employees in electronic form. As soon as payroll slips are available after payroll processing, you will receive a message in your work email informing you that you can download your payroll slip from Whols. In order to download the slips, it is necessary to provide a mobile phone number to the Personnel Office staff when signing an employment contract, where you will be sent an activation code. You will need this code to activate email messages and download the slips in the Whols system stated above.

# **Benefits**

The Faculty of Social Sciences offers its employees a wide range of employees' benefits. Their overview and description of who is entitled to what and under what conditions can be found on our faculty's website

(https://fsv.cuni.cz/pro-zamestnance/externi-nabidky-pro-zamestnance/zamestnanecke-benefity).

The faculty staff can also take advantage of other benefits and discounts that are provided within the university. You can find their overview again on the website of our faculty (<a href="https://fsv.cuni.cz/prozamestnance/prace-na-fakulte/zamestnanecke-benefity-rektorat">https://fsv.cuni.cz/prozamestnance/prace-na-fakulte/zamestnanecke-benefity-rektorat</a>).

# **Social Security in Academic Settings course**

Shortly after you start your employment, a member of the HR department will contact you by email to request that you complete this course.

The aim of this course is to help create the highest level of social safety at the University, promoting a cultured and respectful environment for all staff and students. This course must be completed by all staff throughout Charles University. Please refer to the email you will receive for details on how to complete it.

# **Information technology and IT policy**

The Faculty of Social Sciences provides its employees with all necessary equipment and information technology. These include, in particular, desktops or notebooks, phones, printers and other devices.

All devices are essential for the day-to-day operation of the faculty and contain important data that must be protected. Therefore, we ask you to treat the computer technology and the sensitive data stored in it in a gentle and safe way.

To ensure the security of our systems and data, we would like to emphasize two main principles in the use of computer technology:

- It is forbidden to allow a third party to access the data network and connect any unauthorized devices to it
- It is prohibited to purchase, install, or use software that has not been previously approved by the IT department

## Now we can introduce the main systems of Charles University

The main information systems of Charles University are CAS, Whols, and SIS. Access to these systems is possible from every computer connected to the Internet at cas.cuni.cz, whois.cuni.cz, is.cuni.cz/studium. They always contain a public part and a non-public part.

## Login and password

Login is an identical employee's number, which you receive on the day your employment contract comes into force (starting at the workplace). You use this login for CAS, SIS, WhoIs, PC and other systems connected to the CAS database. The login stated in CAS has two variants - numeric and nominal. Usually both variants can be used (WhoIs, SIS, CAS), but one exception is only for e-mail (gmail.com), where the variant of the login must be as follows - <a href="mailto:yourlDnumber@fsv.cuni.cz">yourlDnumber@fsv.cuni.cz</a> and the other exception is when logging into the faculty's computers (in offices or classrooms of the faculty), where only the nominal form of the login can be used. Learn these data from the very beginning.

Your password will be set since the moment you are prompted to change the 5-day verified password that you receive when you visit the card centre to pick up your employee's card. After entering the initial password, you will be prompted to set a new one (your own). Password must contain at least 8 characters and at least one uppercase letter, lowercase letter and number. With this password you can access the above mentioned systems and possibly other systems to which you

will have approved access (special access to "thin client", "Centres", file service or access to office365 licenses and others).

#### E-mail address

When starting employment, the employee gets his/her email address where the login is always in the following form: <a href="mailto:your IDnumber@fsv.cuni.cz">your IDnumber@fsv.cuni.cz</a> (for example: <a href="mailto:15862168@fsv.cuni.cz">15862168@fsv.cuni.cz</a>). The e-mail alias in the nominal form <a href="mailto:name.surname@fsv.cuni.cz">name.surname@fsv.cuni.cz</a> is automatically set only for employees whose status in CAS is specified as staff. Otherwise, the mail variant remains only numeric as in the case of a login. Your supervisor can file a request for setting the email alias; such a request is sent via email to the IT department.

# SIS information system

The SIS - Study Information System is intended for teachers, students, university applicants and participants in lifelong learning programmes. It comprehensively monitors the life cycle of studies from filling in the electronic application form to printing the diploma. The SIS administration assigns roles to the SIS, although the teaching role may also be assigned by the Secretariats of the institutes.

The user can request the role directly or his or her supervisor may request it for him or her. Access to this system is managed by the SIS administrator. You can contact him at <a href="mailto:sis@fsv.cuni.cz">sis@fsv.cuni.cz</a>.

## Whols information system

Whols system is used to enter your personal and work data. Personal data are always entered by the Personnel Office (only your name and workplace are visible to employees). Work details include: your office telephone number, work email address, office number where you have your workplace. If you add these data to your system yourself, it's a good idea to set them up so that they are visible in the systems that reflect this setting (specifically, the contacts on the faculty's main website). As we have already informed you in the paragraph concerning your wage and its payment, in this system you can access your payroll slip. The slip can be safely stored from here or printed out also outside the faculty's workplace. The system is also a great help in finding contacts to other employees either at the faculty or at other faculties within Charles University. The data are kept and secured in the system so that the protection of personal data is not violated.

# **IT support**

The IT department provides complete IT support for end users of all the faculty's workplaces.

Information about all services provided by this department, contacts for its employees can be found at <a href="https://fsv.cuni.cz/pro-zamestnance/it-oddeleni">https://fsv.cuni.cz/pro-zamestnance/it-oddeleni</a> .

For submitting requests, if possible, please use the following email address: <a href="mailto:it\_support@fsv.cuni.cz">it\_support@fsv.cuni.cz</a>.

## Internet access within the faculty

The faculty's premises are covered by the signal of university Wi-Fi networks enabling internet connection from notebooks, tablets and mobile phones.

Use EDUROAM network for connection. Set the login and password according to the instructions at <a href="https://fsv.cuni.cz/wifi-sit-eduroam">https://fsv.cuni.cz/wifi-sit-eduroam</a> .

The service is available automatically and free of charge to all employees and students of FSV UK and connects you to the Internet throughout the premises of the entire Charles University and all universities in the Czech Republic.

# **Trade unions**

At the faculty there is a Basic Organization of the University Trade Unions of the Faculty of Social Sciences of Charles University and a collective agreement is concluded between the trade unions and the employer, specifically between Charles University and the Committees of Basic Organization of the University Trade Unions at Charles University.

The current collective agreement is concluded for the period as of 1 December 2016 and is available on the faculty's website: <a href="https://fsv.cuni.cz/pro-zamestnance/prace-na-fakulte/odborova-organizace">https://fsv.cuni.cz/pro-zamestnance/prace-na-fakulte/odborova-organizace</a>. Every employee must familiarize themselves with this document.

# **Extra information that can come handy**

#### Staff at FSV UK

#### Academic staff

- Dean manages the faculty
- Vice-Deans they represent the Dean in the area entrusted
- Director of the institute academic staff member who manages the institute entrusted
- Guarantors of study fields responsible for the field of study
- Other academic staff (teachers) professors, associate professors, assistant professors, assistants

# Non-academic staff

- Scientific staff
- Lecturer
- Staff of the Dean's Office, staff at the Secretariats (secretaries, administrative staff, etc.)

#### Addressing the academic staff

Staff from the faculty's management is being addressed as follows:

- Dean (name)
- Vice-Dean (name)
- Secretary (name)

We address other academic staff by their most important title:

- prof. Ing. Jan Novák, Ph.D. Professor (name)
- doc. PhDr. Jan Novák, Ph.D. Docent (name)

- Mgr. Jan Novák, Ph.D. Doctor (name)
- JUDr. Jan Novák, CSc. Doctor (name)
- Mgr. Jan Novák Mr./Mrs. (name)

#### What addressing is inappropriate in the academic environment?

- Mrs. Teacher, Mr. Teacher, Mr./Mrs. Doctor
- Miss Engineer, Miss Doctor ...

# Internal regulations of the faculty

Internal regulations and documents can be found on the faculty's website at the following link:

https://fsv.cuni.cz/pro-zamestnance/vnitrni-predpisy-dokumenty.

# **First Aid Guide**

#### Unconsciousness

To save the life of an unconscious person:

- Make sure the person is unconscious (try multiple stimuli, e.g., talking to them, shaking them gently...). If they remain unresponsive, they are unconscious.
- Make sure their airway is open tilt their head back, gently pull out their tongue, and lift their lower jaw. If they don't start breathing, begin chest compressions immediately. (If a spinal injury is suspected, do not move the person.)

If there is no palpable heartbeat, begin chest compressions. Apply pressure to the lower half of the sternum with the palm and heel of your hand. Place your other hand directly on top of the first hand and interlock your fingers. Proceed cautiously so as not to break the bone. Don't press down by more than 5 centimeters.

# **Electric Shock**

Act quickly, calmly and efficiently. Persevere in resuscitation, as it is common for people who have suffered an electric shock to appear dead when they are, in fact, not!

# First aid procedure:

- 1. Get the injured person out of the reach of the electric current without putting yourself in danger! Therefore, first:
  - Turn off the power by turning off the corresponding switch, pulling the cord out of the socket or unscrewing the fuse.
  - Move the conductor or drag the injured person away, preferably using non-conductive material such as wood, rope or fabric.
  - Never touch the body or clothing of the injured person with your bare hands. If possible, use only one hand. Remember that the injured person may let go of the object they are holding on to due to a muscle spasm. Therefore, ensure they do not fall when the current is interrupted.
- 2. If the injured person is unconscious, immediately lay them on their back, preferably on the ground. If they are not breathing, make sure their airway is open. Tilt their head back, gently pull out their tongue, and lift their lower jaw.

- 3. If the injured person does not start breathing, begin mouth-to-mouth resuscitation immediately!!! At the same time, check for cardiac activity by palpating the artery in the neck next to the trachea.
- 4. If there is no palpable heartbeat, begin chest compressions.
- 5. Continue resuscitation until spontaneous circulation is restored or a paramedic arrives.

#### **Inhalation of Harmful Substances**

Inhalation of combustion fumes, vapors from strong acids and other chemically aggressive substances damages mucous membranes and the lungs. It can have serious and even fatal consequences.

Symptoms of lung damage: coughing, dry cough, shallow breathing, sweating, overall weakness or malaise, shortness of breath.

## First aid procedure:

- 1. Provided you can do so safely, move the affected person from the contaminated environment to an area with clean air.
- 2. If the affected person is unconscious and not breathing, begin CPR immediately.
- 3. Even if the affected person is conscious, they may have suffered severe lung damage.
- 4. Pulmonary impairment may not become apparent immediately after breathing in a harmful or toxic substance. The first symptoms may appear hours or days later.
- 5. Move the affected person into a horizontal position, remove or loosen any clothing that prevents unrestricted breathing (buttons, tie, etc.).
- 6. Arrange transport to the hospital.

#### **Bleeding**

Remember that all bleeding is dangerous and arterial bleeding is directly life threatening!

There are three types of bleeding:

- Arterial bright red blood spurts from the wound
- Venous dark red blood flows out of the wound
- Capillary blood oozes out of the wound

# Stopping arterial bleeding:

- Squeeze the artery over the bleeding wound with your fingers so that the blood stops spurting
- Place a tourniquet (wide rubber band, belt, hose, rope, etc..) over the bleeding area and tighten it. If the injury is to the arm or leg, raise the limb up
- Apply a sterile dressing to the wound and tie it tightly so that it does not leak. If there is blood leakage, reinforce the dressing
- Never stop arterial bleeding using a pressure bandage when it comes to head injuries!!!
   In such cases, cover the wound using a simple reinforced bandage
- Get the injured person to the hospital as quickly as possible.

## **Burns and Scalds**

A burn is a serious injury that almost always requires hospital treatment.

## First aid procedure:

- 1. Extinguish the fire, extricate the injured person, and call for medical assistance.
- 2. Do not underestimate burns however small they may be as the injured person may have inhaled smoke, which is always life-threatening.

- 3. Do not remove clothing fused with the skin, remove burned clothing, but make sure to touch the skin burns as little as possible, remove tight parts of clothing and objects (watches, bracelets, rings...) as quickly as possible.
- 4. Never puncture or tear off blisters!
- 5. In case of partial burns to the face, neck and hands, try to cool the injured skin, preferably under running drinking water below 15°C. Cool until the pain subsides, but no longer than 20 minutes, to avoid hypothermia (beware of hypothermia in young children especially).
- 6. Wrap the burned part of the body in a clean sterile cloth and tie loosely.
- 7. Even small burns, especially in children, can quickly develop burn shock. Do not give the injured person any food. If they have sustained large burns, do not give them anything to drink, either.
- 8. After providing first aid, immediately transport the injured person to the hospital in a supine position and keep them under constant supervision.

#### **Fractures**

How do you recognize a bone fracture?

## Leg fractures:

If the skin is broken and the wound is bleeding or if a bone is sticking out of the wound, first cover and bandage it. Only then immobilize the fracture. Apply a splint to the area so that it immobilizes the joint above and below the fracture. If you don't have a splint, use a walking stick, a wooden stick, etc. — they will suffice as a temporary immobilization device.

## Skull and spinal fractures:

The most important thing is to move the injured person onto a flat and hard surface (unhinged door, wooden boards, etc...). Do not elevate the injured person's back!!! Do not move the injured person!!! When transporting the injured person, make sure their head isn't tilted back – it must stay aligned with the body at all times. Do not lift the injured person by the legs and arms!

For cervical spine injuries, prevent head movement by securing the head on the sides. Ensure immediate transport to the hospital.

# Pelvic fracture:

Carefully lay the injured person on a firm, hard surface, bend their knees and tie their thighs together firmly.

# Arm fracture:

Bend the arm at the elbow and create an arm sling using a piece of cloth.

## **Shock**

Shock leads to failure and, if left untreated, to death. Not to be confused with the colloquial "I'm in shock" or "this is shocking."

## What causes shock:

Major blood loss, heart attack, burns, poisoning, allergic reaction, severe inflammation, colicky pain, certain injuries without visible blood loss, etc.

#### The likelihood of shock increases with:

Pain, fatigue, exhaustion, fear, heat, cold, etc.

## Symptoms of shock, chronologically:

Restlessness, exaggerated or inadequate response to pain, conspicuous pallor, cold skin and cold sweat over the whole body, rapid palpable pulse gradually disappearing, vomiting, listlessness, unconsciousness, circulatory failure with gradual cardiac arrest.

## **Anti-shock measures:**

- Stop the bleeding and ensure adequate breathing.
- Move the affected person into the anti-shock position have them lie on their back and raise their lower limbs about 50 cm above the ground.
- Calm down the affected person, relieve their pain and protect them against hypothermia or overheating.
- Quench their thirst by wiping their mouth with a wet cloth or sponge; do not give them any food or drink!
- Arrange for transport to the hospital.
- Act calmly and sensibly at all times, ensure the affected person is calm.

#### **Carbon Monoxide Poisoning**

When rescuing an affected person from a contaminated area, ensure your own safety!!!

Get the affected person out of the contaminated area as quickly as possible. If they are unconscious,

lay them on their back on a hard mat.

Unconsciousness is directly life threatening. Ensure sufficient breathing as quickly as possible by clearing the airway (mouth-to-mouth resuscitation alone or combined with chest compressions).

# Clearing the airway:

Tilt the injured person's head back, gently pull out their tongue, and lift their lower jaw. If they do not start breathing, begin CPR immediately!!!

Take the affected person to the hospital, even in cases of mild poisoning that do not cause them to lose their consciousness!!!

## **EMERGENCY NUMBERS:**

Ambulance	155
Police (Emergency Line)	158
Fire Department	150

## Report a Problem:

Water	840 111 112
Electricity	224 915 151