

## SAMARITANS IN SPAIN CODE THREE CALL PROTOCOL

Owner: LOW Updated: 27 July 2026

In the event that a Code 3 call comes in, the following protocol must be followed to protect both the listener and the Organisation.

- If the caller provides contact information, the listener advises the caller that they have a legal obligation to contact the emergency services should the caller lose consciousness. If this is not what the caller wants, they should hang up and call again **WITHOUT** providing any contact details.
- If the caller chooses to end contact, no further action is taken
- If the caller says that they would like help from the emergency services, the listener advises them that the quickest way is to call 112 [see note below]. Once the call has been made, they can then ring the listener back if they would like them to stay on the phone until help arrives. The listener also suggests that they open their front door, just in case they are unable to do so before help arrives.
- If the caller asks Samaritans in Spain to call the emergency services, they are once again advised that the quickest way for the caller to obtain assistance is for they, themselves, to call 112 [see note below]
- If the listener suspects that the caller is under 18 (regardless of how the caller self-identifies), the listener must strongly advise the caller to contact emergency services/112. The call log must reflect this advice with a brief comment such as "Caller stated they were over 18, but concerned they were younger. Suicidal ideation disclosed so strongly advised caller to contact emergency services/112."

Note: While 112 is the most likely emergency number that will be needed, the map below provides details of emergency numbers for other countries.

### Emergency Telephone Numbers Around the World

