



### **What is an Emergency?**

Poses genuine or immediate risk to the safety and well-being of study abroad participants, as well as to the execution of the program as planned.

Includes situations which involve single participant, or all program participants.

#### **MINOR/ Non-Emergency :**

- Minor accident/ injury (small cuts, pulled muscle, sprained ankle)
- Pick-pocketing, petty theft
- Lost passport, wallet (\$)
- Missed flight, train
- Minimal property damage
- Peer or sexual or other harassment
- Discipline issue(s)
- Temporarily lost participant

#### **MAJOR/ Emergency:**

- Death of one or more program participants
- Life-threatening injury or other medical emergency
- Physical/ sexual assault
- Natural or human disasters
- Political/ civil unrest
- Terrorist threat/ attack
- Arrest, criminal charges
- Entire group delayed/ stranded outside of the program location for 1 or more days (includes arrival/return days)

#### **Emergency or Not?**

- Instructors evaluate the level of seriousness of any event which may affect program as defined earlier (including their own involvement)
- Determine emergency category
- Establish and act upon suggested communication channels
- Contact the local emergency response unit(s) and the nearest US Consular office. Use in-country partner/ coordinator as the first point of contact for local communication/ coordination and handling of event.

#### **To prevent emergencies in group/ on program:**

- Thorough pre-departure and arrival orientation about health, safety, cross-cultural issues
- Emphasize common-sense approach: buddy system; no or limited alcohol; self-reflection; ...
- Most critical items from program policies that regard group's well-being and safety
- Open communication within the group and with the in-country partner

- Know thy limits and enemies – observe and respect them

## **MINOR EMERGENCY COMMUNICATION PROTOCOL**

A. *Minor medical accident/ injury (no, or brief ambulatory visit)*

B. *All burglaries, thefts to any group participant*

→ B --- ALWAYS contact the local Emergency response agencies –Police. Numbers are provided on the travel FLASH CARDS for each program.

C. *Lost passport, lost luggage*

→ Lost passport --- With help of the in-country partner, contact the local Police first, request an official theft/ loss report and then contact nearest US Consular office to process an expedient issuance of a temporary travel document. Contact for the local Police and the US Consular Office/ Embassy is also on your FLASH CARD.

D. *Missed flight or other transportation*

→ Contact the airline carrier for immediate assistance. If your tickets were booked through a travel agent, the travel agency would be the next in line to contact for assistance, especially if the entire group may need to be rebooked. Contact tel. numbers are on your FLASH CARD and also in the Emergency Contact Sheet (orange).

→ Contact the relevant college faculty or Lead faculty (if this happens in the US), or contact CCID officer(s) to assist with connecting with the group.

E. *Discipline issue(s) such as repeated student or faculty alcohol/ drug abuse/ tardiness, etc.*

F. *Any type of harassment.*

→ Follow the CCID Code of Conduct, College Code of Conduct and report as requested.

→ If student needs to be send back to the US – contact CCID Office immediately for further steps.

G. *Any local property damage caused by one or more program participants.*

→ Contact the in-country partner immediately after such damage has been reported to one of the instructors.

H. *Temporarily lost participant(s)*

→ Each participant MUST be very specifically instructed during the ARRIVAL ORIENTATION on how and who to contact should they be on their own and get lost.

### **Minor/ Non-Emergency Reporting to CCID:**

- If any of the above situations occurred during the program, Lead Instructor submits a written report to CCID after each Troika program, but before program evaluation conference call.
- Provide description of circumstances under which the Minor Emergency occurred. It will help CCID communicate with colleges and in-country partner if changes to program or logistics are required as a result.

## **MAJOR EMERGENCY COMMUNICATION PROTOCOL:**

- Call local emergency response unit/ or US Embassy or Consulate as appropriate (tel# on FLASH CARD)
- Inform in-country partner immediately if their representative is NOT with the group during the emergency situation (night time or a field trip)
- Contact CCID Office and respective college emergency contacts as suggested
- Establish communication channels as suggested by CCID
- If feasible, communicate with the group in informative, but in non-threatening, non-dramatic manner
- If emergency does not involve Lead or Shadow or both instructors, create open faculty counsel, share roles as needed to capitalize on everyone's respective skills in communication, crisis management, counseling, logistics, etc.

### **SUGGESTED EMERGENCY/ CRISIS COMMUNICATION FLOWS**

#### **1. If Emergency is affecting EVERYONE in the group == natural disaster, political unrest, terrorist attack**

- ➡ Faculty assess any imminent or additional threat to the group based on their proximity to the event, and contact the US Consular office for instructions on evacuation, taking nearest shelter, transportation.
- ➡ Contact local partner and CCID office immediately if feasible. Contact college emergency person if feasible and if required by the college emergency protocol.
- ➡ Gather group, ask students to stay calm if possible, follow instructions for evacuation.
- ➡ If evacuation is ordered by the US Authorities (Embassy, Consular Officer, other), instruct everyone to take only absolutely necessary belongings (ID documents, airtickets, medications, essential hygiene items, glasses, 1 -2 changes of clothers, phones, 1-2 day food supply if available) and follow orders.
- ➡ CCID Office contacts US Embassy to establish communication channel.
- ➡ CCID Office contacts College emergency contacts to establish communication channel.
- ➡ Per agreement with, and according to the decision of the College emergency contact, CCID Office contacts students' relatives to establish communication.

## 2. If Emergency is affecting EVERYONE in the group == death of one or more participants

- Immediately contact CCID Office (John Halder) and the College Emergency Contact – both establish mutual communication channels and decide on a communication with the participant's family.
- CCID and College communicate with the US Diplomatic Offices in the country about a proper protocol in handling such situation.
- Faculty communicate with the group in a factual manner about the incident, causes, etc. to prevent any emotional distress and rumors. Provide ad hoc counseling to students.
- Instruct students NOT TO contact anyone from the participant's family if they know them. Instruct students NOT TO contact anyone from the deceased student's college (fellow students, friends, etc).

## 3. If Emergency is affecting EVERYONE in the group == flight delay, cancellation

- At the airport, the faculty which is most experienced with airline negotiations contacts airline desk agent and negotiates the earliest flight to the final destination(s) for the entire group. Consult with other faculty should flights be several hours apart for each destination.
- Other faculty gather students at one place, provide feedback to the group as needed. Keep the group together.
- If flights are not available on the same day, negotiate overnight at the nearest hotel. Airline is responsible if they caused the lost connection. Even if they blame the weather, they should be able to assist with some hotel or meal vouchers for the group.
- Inquire patiently even though it will be very stressful and a lot of negative charge. Assertive yet polite approach is your best strategy. Never ever give up as the airline needs to provide assistance.
- Contact travel agent (when relevant and appropriate) while negotiating with the airline. Travel agent may provide additional push or information you may not be aware of, and that could be helpful in resolving this situation.
- Contact CCID Office if an overnight stay is deemed necessary.
- Provide list of names of students who do not have cell phones along or do not have a contract with cell phone provider to be able to call their family (especially if the group is still abroad). CCID will call the families at the earliest opportunity to provide update especially if the expected delay is more than 5 hours.
- At the earliest opportunity, CCID communicates with student relatives.

4. If Emergency is affecting INDIVIDUAL participant (Physical or sexual assault, arrest/ criminal charges, life-threatening injury)

- If a call about student being hospitalized or in a jail is received by one of the faculty, take every detail of the situation in order to be able to counsel on the next step with the other faculty.
- If student is alone, separate from group, and for some reason was unable or has not called the local emergency response unit, do so immediately on their behalf – take notes of student’s location, type of assistance needed and reasons for immediate assistance.
- If situation requires one of the faculty to travel to a hospital/ emergency room or a prison or a local police station, and depending on the time of day, immediately discuss splitting the faculty lead role for the group.
- Contact in-country partner if they can assist with a professional translating of the situation. If in-country partner is unable to assist, contact Assist America if a translator is needed for addressing both medical emergency or criminal arrest or physical/ sexual assault.
- Faculty who is in charge of attending to the affected student contacts Assist America company on behalf of the student (serious injury which may require either lengthy treatment or a medical evacuation to another country or to the US).
- Contact Assist America if a large sum of money is requested by the doctor, or a hospital to pay for immediate medical treatment after student’s medical insurance coverage is discussed/ explained.
- Other faculty with the group contacts CCID Office immediately to provide report on the event.
- CCID contacts College Emergency Contact to establish communication channel and to counsel on informing the student’s family.

All necessary Emergency Contact information has been provided to all program faculty as well as students.

All groups are registered by the CCID office with the respective country US Embassy/ Consulate.