

UC RIVERSIDE SUMMER STUDY ABROAD EMERGENCY PROTOCOL

The UCR Summer Study Abroad (SSA) Emergency Protocol (Protocol) has been designed to safeguard the well-being of SSA faculty leaders, teaching assistants, and students (program participants) and to protect the University interests. The procedures set forth below are to be followed by the SSA faculty leaders, students, UCR administration, and SSA staff, in order to effectively prepare for, and rapidly respond to emergencies in UCR SSA programs.

The Protocol consists of two parts. The first and foremost part outlines specific roles and responsibilities to prepare faculty leaders, teaching assistants, and students for potential emergencies. The second part defines the procedures to be followed by faculty leaders, students, SSA staff, UCR administration, and the Crisis Management team in responding to emergency situations.

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WHAT IS AN EMERGENCY?

An emergency is any circumstance that poses a genuine and sometimes immediate risk to, or that has already disturbed the safety and well-being of program participants. Emergencies include, but are not limited to, the following types of events and incidents:

1. Disappearance or kidnapping of a participant
2. Criminal assaults against program participants
3. Sexual assault or rape
4. Serious illness, physical or emotional, injury or death
5. Hospitalization for any reason
6. Arrest, incarceration, or deportation
7. Terrorist threat or attack
8. Local political crisis
9. Natural disasters

A "perceived emergency" results from events that are not immediately threatening to the health or safety of program participants, but which may be viewed as such by family and friends at home, or by the media. In many instances, a perceived emergency must be treated as a real emergency.

PREPARING FOR EMERGENCIES

A. Faculty Leader Responsibilities

- 1) Work closely with SSA staff to develop a course of study that is academically rich and that protects the well-being of the students in the program.
- 2) Review Faculty Leader Handbook.
- 3) Attend a mandatory Faculty Leader/Teaching Assistant Training.
- 4) Learn as much as possible about the culture of the host country and the host institution before the trip.
- 5) Know the on-site academic resources such as lab space, computer room, library room, screening room.
- 6) Understand the organizational and educational philosophy of the host university, particularly differences between the roles of a professor at the host institution compared to the roles at UCR. Know the local policies on bringing in guest speakers for the course.

- 7) Prepare your students
 - i) Ensure that students attend a pre-departure orientation.
 - ii) Most challenges are not emergency situations, but rather student behavior issues. It is important to discuss student conduct expectations and behavior-related conduct expectations problems during your pre-departure orientation.
 - iii) Talk to students about rules and regulations.
 - iv) Make sure students have completed information on their emergency cards.

- 8) Immediately upon arrival
 - i) Activate cell/satellite phone. Provide your phone number to all program participants and to SSA staff.
 - ii) Notify SSA staff of no shows or missing students.
 - iii) Refrain from turning off your cell phone for long periods of time.

- 9) Shortly after arrival
 - i) Obtain/share cell phone numbers for faculty leaders and students.
 - ii) Verify that all students have completed information on their emergency cards.
 - iii) Pass out sheet with addresses and phone numbers for all your hotels/residences.
 - iv) Designate a primary and secondary meeting place.
 - v) Designate a student leader or leaders depending upon the size of the group.
 - vi) Conduct on-site orientation, in accordance with guidelines provided by SSA.
 - (a) Advise students to never leave without money, personal identification, and emergency information card.
 - (b) Advise students to inform you when leaving site and provide contact information.
 - (c) Remind students to avoid travel to dangerous locations.
 - (d) Remind students about known health and safety risks.
 - (e) Remind students of emergency procedures, communication tree and buddy system.
 - (f) Inform students of location and phone number of nearest health care facilities and US embassy or Consulate.
 - (g) Discuss cross-cultural issues, cultural sensitivity including crucial “faux pas” in the host culture, acceptable manners, behaviors, attire, culture shock and adjustment.

- 10) Provide SSA staff with a detailed schedule of the program, including excursions and out-of-city visits.

In addition, it is strongly recommend that Faculty Leaders be CPR and First-Aid certified.

B. Student Responsibilities

These responsibilities must be discussed during the Pre-Departure Orientation. All student program participants must do the following:

- 1) Review the SSA Emergency Protocol.

- 2) Complete all online and paper forms, including providing
 - i) 2 emergency contact telephone numbers
 - ii) Copy of passport (and visas if appropriate)

- iii) Signed responsibility and insurance statement indicating student has received and understood the orientation materials, including this SSA Emergency Protocol.
- 3) Submit a completed health form. The SSA staff will be happy to discuss healthcare concerns of the student. If the student is currently receiving treatment for any chronic illness, the student must disclose this information on the health form and provide plans for managing the health condition abroad. One copy of the health form will remain on file in the UCR Summer Study Abroad office, and one copy will remain with the faculty member on-site. These records will be destroyed immediately following the completion of the study abroad term.
 - 4) Learn as much as possible about the host country before the trip. Familiarize themselves with local laws and customs of the countries to which they are traveling. While in a foreign country, students are subject to their laws.
 - 5) Read and clearly understand all materials sent by the faculty leader and SSA staff. These include the Consular Information Sheets on the host country, the Center for Disease Control Travelers Information and the Trip Brief by location from Worldcue.
 - 6) Read the US State Department Guidelines for students studying abroad <http://studentsabroad.state.gov>. This site provides very important information to prepare for travel. In addition, you may download the “Smart Traveler” mobile app to your smartphone (e.g., iPhone, Android).
 - 7) Keep the Emergency Information Card with you all the time.
 - 8) Carry a copy of the SSA Insurance card at all times, along with the 24/7 assistance phone number. Understand how to use the insurance information while abroad, in case it is needed.
 - 9) Develop a plan for telephone or e-mail contact with their family. This will facilitate communication during an emergency.
 - 10) Bring a credit card or make sure to have access to additional funds in case of an emergency.

C. Teaching Assistant Responsibilities

For purposes of this protocol, teaching assistants assigned to Summer Study Abroad programs are treated as students. All responsibilities of students referenced above are also responsibilities of teaching assistants.

In addition, Teaching Assistants are required to read the Faculty Leader Manual and attend Mandatory Faculty Leader/Teaching Assistant training.

Teaching Assistants should review the Faculty Leader responsibilities and be prepared to take on leadership in the event of an emergency that disables the Faculty Leader.

D. University of California, Riverside Responsibilities

The SSA staff is responsible for ensuring that all pre-departure activities are completed prior to departure. SSA staff is required to do the following:

- 1) Follow University policies and procedures for proper vetting of all non-UC vendors (units involved: purchasing, faculty leaders, risk management).
- 2) Conduct an initial risk assessment of all university-sponsored activities taking place outside the U.S. and complete annual risk management assessments (units involved: risk management, campus counsel).
- 3) Ensure that all student information is complete and included in the Student Information File. This information will be scanned and held in two password-protected computers, one of the faculty leader and one of the SSA lead administrator. These records will be destroyed immediately following the completion of the study abroad term. In the event of an emergency, this information will be accessible by University administrators including the UE Vice Provost's office, the College deans/associate deans, the Vice Chancellor for Student Affairs, the Risk Management Office, the Director of counseling at the Student Health Service, and the University Police (units involved: SSA administrative office).
- 4) Secure insurance on behalf of the program participants that includes medical evacuation, repatriation, and 24/7 assistance.
- 5) Register all faculty leaders and students with the U.S. State Department Smart Traveler Enrollment Program (STEP) <https://step.state.gov/step/>.
- 6) Register all travelers in UCTRIPS <http://www.ucop.edu/risk-services/loss-prevention-control/travel-assistance/index.html>
- 7) Provide training for SSA faculty leaders in the following areas
 - i) Crisis Response Procedures (units involved: health services, police)
 - ii) CPR and First Aid Training (units involved: health services)
 - iii) Financial Issues: budgeting for their stay, cost of living, banking, financial assistance (units involved: UE business office)
 - iv) Proper Record Keeping: proper documentation and forms needed by UCR for reimbursement of excursion fees, trips, meals, etc. (units involved: UE business office)
- 8) Provide the following necessary information to faculty leaders (units involved: SSA staff)
 - i) Health Insurance coverage for all program participants including pre-approved locations for medical emergencies
 - ii) Notice that all program participants are registered with the U.S. State Department Smart Traveler Enrollment Program (<https://step.state.gov/step/>)
 - iii) Notice that all program participants are registered with the UCOP Travel Insurance Plan (<http://www.ucop.edu/risk-services/loss-prevention-control/travel-assistance/index.html>)

- iv) Individual Student Information Files. SSA staff meets with faculty leader to discuss each student file in detail. Information includes: Updated, color photograph (additional copy is kept at SSA Office), Health and special needs questionnaire (disclosing current medication/illness information), personal health history form (disclosing updated medical information), physician's advisory form (containing contact information and consent to travel), waiver of liability form (UC requirement), student information form (emergency contacts), release/consent form (use of images, share e-mail address with fellow participants), student agreement form (approved by Legal Counsel), copy of student's passport and visa, student's travel itinerary.
- v) Requirement that faculty leader must safeguard the privacy of students by limiting access to personal information only as needed in case of emergency, and only with the consent of the student.
- vi) Requirement that faculty leader must provide at least one cellular or satellite phone number to the SSA prior to departure or no later than one business day after arrival.

9) Conduct thorough pre-departure orientation sessions

10) Provide annual training to University Police dispatchers (units involved: campus police)

RESPONDING TO EMERGENCIES

The faculty leader is the "first responder" to emergencies in a SSA program. The faculty leader makes the determination regarding the urgency of the situation and puts the necessary emergency response in action. Students are required to contact the faculty leader about any emergency situation. This information will be held in strict confidentiality to the extent needed to deal with the emergency.

A. Faculty Leader Responsibilities

The faculty leader's first responsibility is to ensure the safety and well-being of program participants. Faculty leaders should do whatever is necessary to assure this, whether it means obtaining prompt and appropriate medical attention, seeking US Embassy intervention or local police assistance. Through proper training, the faculty leader should be prepared to handle any situation and be the "calming" presence for students in the program. In ALL emergencies, the faculty leader is responsible for contacting the SSA staff so that UCR can be informed of the situation and can interact with family members if needed.

If necessary, the faculty leader will contact the UCR Police Dispatch, who will follow the protocol outlined below under UCR responsibility (see p. 10, Sec. C).

SSA Emergency Number
UCR Police Dispatch: [951\) 827-5222](tel:9518275222)

After ensuring the health and welfare of program participants, the faculty leader is responsible for taking the following steps, where necessary.

- 1) As necessary, notify the local U.S. Embassy or Consulate about the crisis, and follow whatever procedures they may require. If there is a continuing risk to the welfare of the students (during a terrorist threat, for example), ask the appropriate Embassy or Consular Official to advise him/her on a regular basis about the evolution of the crisis, and about how the students should respond.
- 2) Urge participants to contact parents as soon as possible to advise them of their personal situation.
- 3) Medical emergencies

WHAT IS A MEDICAL EMERGENCY?

- Any hospitalization – no matter how brief
- Rape or sexual assault
- Severe food poisoning
- Severe allergic reaction
- Anything of a psychiatric nature
- Any incident involving injuries or potential injuries

Responding to a medical emergency

- i) Seek appropriate medical care
- ii) Call insurance provider. UC Campus Travel Insurance uses UnitedHealthcare Global for Medical Emergencies. When outside the U.S., call collect 1-410-453-6330. For claims inquiries, contact ACE Accident and Health Claims at 1-800-336-0627. Gary Leonard in Risk Management Services is our contact at the UC Office of the President. Phone: +1 510 987 9824.
- iii) Notify SSA of your location and status
- iv) Work with SSA to maintain communications with your group's insurance company and the local treatment facilities
- v) Protect student's right to medical privacy
- vi) File the appropriate report with SSA

4) General Emergencies

WHAT IS A GENERAL EMERGENCY?

- Natural Disasters
- Terrorist Attacks
- Protest/Civil Unrest
- Foiled Terrorist Plot
- Military Coups
- Widespread Riots
- Anything "newsworthy" regardless of its impact on students or programs

Responding to General Emergencies

- i) Secure a safe location. Account for all students
 - ii) Contact or respond to directions of the US Embassy or Consulate, and local authorities
 - iii) Notify SSA Director or UCR Emergency Police Dispatcher of your location and status
 - iv) Communicate instructions/information to students
 - v) Maintain communication with UCR
 - vi) Email and social networks may sometimes be the best form of communication, so use and check your email, Facebook, and Twitter often during a crisis, particularly if it is widespread
 - vii) Do not make any statement to the press. If pressed for comments, response should be limited to statements such as *"We are aware of the situation and are taking appropriate action in consultation with university officials."* Refer all press inquiries to the Director of Media Relations (951-827-6397).
- 5) During an on-going crisis, the faculty leader will keep the SSA Director informed on a regular basis, daily or as need dictates.
 - 6) Faculty leaders and students will be evacuated or sent home if a situation deteriorates to the point where the degree of risk to participants is deemed unacceptable. If this unlikely event were to happen, the crisis management team, in consultation with the SSA Director, the U.S. Embassy and State Department, and appropriate individuals at UCR will develop an evacuation plan.
 - 7) In the event of an evacuation, students have the option of returning to the U.S. Every reasonable effort will be made to allow them to continue their academic program on campus, and to be housed appropriately as well.

B. Student Responsibilities

- 1) If you experience or witnesses an emergency, or feel threatened, you should report the situation to the faculty leader. The faculty leader's primary responsibility is to make sure you are safe. You must follow the faculty leader's instructions.
- 2) If the emergency is a political crisis or some other situation during which foreigners, in general, or U.S. citizens, in particular, may be at risk, keep a low profile. Avoid demonstrations, confrontations or situations where you could be in danger; avoid behaviors that could call attention to yourself; avoid locales where foreigners or U.S. Americans are known to congregate, take down signs, avoid using luggage tags, and do not wear clothes that would label you as U.S. Americans.
- 3) If the crisis has rendered the faculty leader unable to perform his/her function, the student is responsible for following the steps outlined in the "Faculty Leader Responsibilities" above.

C. University of California, Riverside Responsibilities

- 1) SSA and Environmental Health & Safety will work with University Police to ensure that the police dispatchers have the information and training needed to respond to emergency calls related to UCR's SSA programs.
- 2) SSA will provide UCR Police with a primary contact number and at least 3 alternate numbers to ensure SSA contact person is reached immediately.
- 3) When contacted by the faculty leader or any other participant, the UCR Police dispatcher will perform the following
 - i) Record all calls and activities
 - ii) Obtain the following information from the caller
 - (a) Name of caller and of victim(s), if any
 - (b) Brief description of accident, injuries, and/or emergency, the steps that have been taken and the status
 - (c) Location of caller-street, city, country
 - (d) Location of accident or emergency; how close is it to students and staff?
 - (e) Phone, cell phone, or fax number where caller is
 - (f) Find out if rescue squad, local law enforcement, U.S. embassy/consulate have been called if appropriate
 - iii) Contact the SSA Coordinator.
- 4) The SSA Coordinator will contact the faculty leader and, using the information from the dispatcher and the faculty leader, will determine if additional members of the Crisis Management Team should be contacted or the entire team should be assembled. Questions that will inform this decision include
 - i) What is the advice of the nearest U.S. embassy or consulate?
 - ii) What is the information from the **U.S. Department of State Citizen Emergency Center (1-888-407-4747)**?
 - iii) What impact, if any, did any emergency have on availability of basic necessities like food, water, and medical supplies?
 - iv) What was the target of unrest, if the event was political?
 - v) What is the intensity of the emergency or of the political unrest?
 - vi) Are there military or emergency personnel at the site of the emergency?
 - vii) Is continuation of classes feasible?
 - viii) How able are our students and staff to travel in the country?
 - ix) Has any information been released to the media?

The Crisis Management Team will include the following individuals:

Executive Vice Chancellor & Provost: Paul D’Anieri (951) 827-1129
Vice Provost Undergraduate Education: Steven Brint (951) 827-7942
Legal Counsel: David Bergquist (951) 827-2228
Assistant Vice Chancellor, Health and Wellness: Susan Allen-Ortega (951) 827-4595
Director of Environmental Health & Safety: Russell Vernon (951) 827-5119
Chief of Police: Mike Lane (951) 827-3848
Director of Risk Management: Erica Healander (951) 827-8224
Director of Media Relations: Kris Lovekin (951) 827-6047
Director of Counseling and Psychological Services: Elizabeth Mondragon (951) 827-2731
Assistant Vice Provost: Christine Victorino (951) 827-2617

Summer Study Abroad Staff: Elizabeth Claassen Thrush (951) 827-7739

Managing the press is critical to the welfare of SSA participants and to the public’s perception of how the crisis is handled by UCR. As such, no members of the Crisis Management Team will make statements to the press. If pressed for comments, response should be limited to statements such as *“We are aware of the situation and are taking appropriate action in consultation with university officials.”* Refer all press inquiries to the Director of Media Relations **(951-827-6397)**.

Emergency Cancellation or Termination of Programs

If the Crisis Management Team determines that a SSA program should be cancelled or terminated, the process for notification and refunds will be determined by the Crisis Management Team. All communications regarding this decision and the information from the decision will be released through the Director of Media Relations.

State Department Travel Alert

If, prior to the commencement of a program, the U. S. State Department issues a Travel Alert for the area in which the program is being conducted, the updated information must be distributed within 7 days to students and the Faculty leader by SSA staff. Students must be permitted to withdraw and every effort made to find an alternate program. Students shall be refunded any fees.

If, during the course of a program, the U. S. State Department issues a Travel Alert for the area in which the program is being conducted, the updated information must be distributed within 72 hours to students and Faculty leaders, and students must be permitted to withdraw from the program. Every effort will be made to allow students to complete their coursework after their return. Students shall be refunded any fees not already expended.

State Department Travel Warning or Center for Disease Control Travel Health Warning

If either the US Department of State or the Centers for Disease Control issue a travel warning for the area where a SSA program is underway, the SSA Director will consult with Risk Management and if necessary, the Crisis Management Team. Normally UCR will suspend the program while the warning is in effect and Students must be permitted to withdraw and every effort made to find an alternate program. Students shall be refunded any fees not already expended. If following consultation with Risk Management and the Crisis Management Team, the decision is made to continue the program, the updated information must be distributed promptly to students; even so, students must be permitted to withdraw and non-expended fees shall be returned.

Other Important Information

U.S. State Department International Travel Information
http://travel.state.gov/travel/travel_1744.html

University of California Traveler Insurance Coverage
<http://www.ucop.edu/risk-services/loss-prevention-control/travel-assistance/index.html>

U.S. Department of State Citizen Emergency Center
[1-888-407-4747](tel:1-888-407-4747)