

# University of Georgia Emergency Response Protocol for International Education Programs


The Education Abroad is charged with responsibility for coordinating emergency services for participants in UGA study abroad, exchange, and other international education programs. Although no single plan can address all contingencies, Education Abroad recognizes the importance of establishing, in advance, policies and procedures designed to safeguard the welfare of participants and the University. The following policies shall serve as guidelines for the University’s response to crises affecting participants abroad.

## A. THE DIFFERENCE BETWEEN REAL AND PERCEIVED EMERGENCIES

UGA acknowledges that emergencies may be real or perceived. Real emergencies are those that pose or have posed a genuine and sometimes immediate risk to the safety and well-being of participants. These include such occurrences as coups and other civil disturbances; natural and man-made disasters; incarcerations; serious physical or emotional illness; accidents; physical assaults; disappearances or kidnappings; and terrorist threats and attacks.

Perceived emergencies are those that pose no significant risks to the safety and well-being of participants, but which are seen as threatening by family members in the U.S. or by others, including, at times, students and colleagues at the home university. Perceptions of threat can arise from different circumstances, including but not limited to sensationalized reporting of an event abroad; the distortion of information provided by a participant in a telephone call, e-mail message, fax, or letter home; or simply out of the nervousness of a family member or student with little or no international experience. Such perceptions will sometimes affect family members and others in the U.S. significantly and need to be treated seriously.

### EMERGENCY LEVELS AND RESPONSE



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	MEDIUM	HIGH
<p><b>LOW</b></p> <p>A one time event with limited duration or limited impact beyond those involved. Can be resolved with existing resources or limited outside help.</p> <ul style="list-style-type: none"> <li>* Theft / Loss: passport, iPod, luggage</li> <li>* Illness: minor cuts, flu, diarrhea, seasickness</li> <li>* Student family emergency back home</li> <li>* Transportation: missed flight, stranded bus</li> <li>* First time discipline issues of faculty/staff/student: intoxicated/disruptive behavior, alcohol-related incident, etc.</li> <li>* Unaccounted for participant (several hours)</li> </ul>	<p>Situations include more serious incident and events which may cause alarm to stakeholders or impact the university. Faculty and staff are beyond resources on site.</p> <ul style="list-style-type: none"> <li>* Illness: physical or emotional condition that requires extensive professional medical treatment</li> <li>* Hospitalization / Quarantine</li> <li>* Mugging / Robbery</li> <li>* Civil unrest in neighboring country escalated</li> <li>* Closure or delay at airport</li> <li>* Pandemic outbreak in neighboring country/region</li> <li>* Severe weather</li> <li>* Issues of inappropriate behavior, harassment, or intimidation</li> <li>* Repeated discipline issues of faculty/staff/student</li> <li>* Unaccounted for participant (12+ hours)</li> </ul>	<p>Significant threat to faculty, staff, students, or community. Unable to manage the situation and need full support from the university. Faculty and staff are beyond resources on site.</p> <ul style="list-style-type: none"> <li>* Legal action: arrest or detainment of faculty/staff/student</li> <li>* Life-threatening injury or other medical emergency</li> <li>* Death</li> <li>* Physical / Sexual assault</li> <li>* Natural / Human disasters</li> <li>* Political / Civil unrest in country</li> <li>* Terrorist threat / Attack</li> <li>* Illicit drug use of faculty/staff/student</li> <li>* Entire group delayed / Stranded outside of the program location for 1 or more days (includes arrival/return days)</li> <li>* Repeated discipline issues of student or faculty</li> <li>* Unaccounted for participant (24+ hours)</li> </ul>
<p><i>* Any behavior by faculty or staff member negatively impacting their responsibilities.</i></p>		
<ol style="list-style-type: none"> <li>1. Faculty must immediately respond to the situation</li> <li>2. Document the incident - within 24 hours at <a href="http://oie.uga.edu/incidentreport">oie.uga.edu/incidentreport</a></li> </ol>	<ol style="list-style-type: none"> <li>1. Ensure participant safety</li> <li>2. Notify external entities</li> <li>3. Call UGA Police Department at (001-706-542-2200)</li> <li>4. Document the incident - within 24 hours at <a href="http://oie.uga.edu/incidentreport">oie.uga.edu/incidentreport</a></li> </ol>	

## **B. ROLE OF EDUCATION ABROAD IN AN EMERGENCY**

The staff of Education Abroad will coordinate the University's response to a real or perceived crisis abroad and will involve others on campus as needed. Based on the level of real or perceived emergency UGA faculty/staff serving in leadership roles of programs abroad should utilize the protocol below.

**In low level emergency:** UGA faculty/staff and students should ensure safety of others in the program, gather details of the situation, respond accordingly and document the incident via online form ([oie.uga.edu/incidentreport](http://oie.uga.edu/incidentreport)) within 24 hours of its occurrence.

**In medium or high level emergency:** UGA faculty/staff and students should ensure safety of others in the program, gather details of the situation, and notify external entities as appropriate. External entities may include international health and travel provider, local police, and local U.S. Embassy or Consulate. In addition to the external entities, UGA faculty/staff must notify UGA campus authorities about the incident. To create an official record that may be later used for judicial, legal, or medical action, UGA Police Department needs to be contacted by phone using their emergency number 001(706) 542-2200. UGA Police Department emergency contact line is open 24 hours/7 days a week. Document the incident via online form ([oie.uga.edu/incidentreport](http://oie.uga.edu/incidentreport)) within 24 hours of its occurrence.

UGA Police Department will inform the Director of Education Abroad of the situation, who will then activate an Emergency Response Action Plan. The Emergency Response Action Plan will involve relevant campus stakeholders to assist in the specific incident.

# Emergency Response Protocol



## Low (L)

Level YELLOW incidents are events with limited duration or impact. Can be resolved with existing resources or limited outside help. Program leader will deal with these situations as they arise. Program leader must submit an online report about the incident and may contact Education Abroad for advice and assistance.

## Medium (M)

Level ORANGE situations include more serious incidents and events which may cause alarm to stakeholders or impact the University. All such incidents must be reported directly to the UGA Police. Reporters must adhere to the emergency protocol listed below as applicable.

## High (H)

Level RED situations involve a major emergency which directly impacts participants. Such situations must be immediately reported to the UGA Police. Reporters must adhere to the emergency protocol listed below.

Level Low and Medium Red events can also include situations in which there is no or immediate real danger, but rather a perceived danger by concerned parties at home. Media involvement and panic can create a crisis for the University and needs to be handled in the same manner as a real emergency.

1.

L M H

## Ensure Participant Safety

### Account For & Engage Participants

Do whatever is necessary and reasonable to ensure the safety of program participants. Obtain emergency medical care for affected participants if necessary. Remain calm and try to diffuse anxiety.

### Be Aware of Your American Presence

During a crisis in which U.S. citizens may be at risk, instruct participants to avoid demonstrations, behavior that could call attention or identify them as Americans, and locales where foreigners congregate. Instruct them to avoid using luggage tags and wearing clothing that might label them as Americans.

### Meet in Established Place

Following response plan, after Education Abroad is informed about an emergency, you may be sent a written course of action/response plan that you and the participants will be expected to follow.

2.

M H

## Notify External Entities

as needed, per event

### Insurance

For emergencies involving a student/faculty/staff that may require medical attention, evacuation, or repatriation of remains, call CISI collect from outside the U.S. at (01-312) 935-1703 (your ID number is your policy number).

### Contact Local Police

If the situation warrants and if you and the Embassy or Consulate believe it is appropriate, notify the local police about the situation. Then follow through with the procedures the police may require of you or the participant(s).

### Notify U.S. Embassy or Consulate

Follow the Embassy's/Consulate's procedures and directives. If there is a continuing risk to participants' well being, ask the appropriate Embassy or Consulate Officer to advise you on recommended behaviors for participants.

3.

M H

## Call UGA Police Department

Immediately inform a member of UGA Police of the situation. Call 001(706) 542-2200.

4.

L M H

## Document the Incident

[oie.uga.edu/incidentreport](http://oie.uga.edu/incidentreport)

### Submit an Online Report

In all incidents, submit a detailed incident to Education Abroad, found at [oie.uga.edu/incidentreport](http://oie.uga.edu/incidentreport)

### Update UGA

Keep Education Abroad informed on a regular basis, through telephone and/or email, about the evolution of the event.

### Keep a Log

Please track all specifics of an incident, including time of events, person(s) involved, and actions taken on regular basis throughout the event.

### C. GENERAL GUIDELINES FOR EMERGENCIES ABROAD FOR PROGRAM LEADERS

1. Your first priority is to safeguard the safety and well-being of program participants. Do whatever is necessary and reasonable to ensure their safety. Obtain any emergency medical care for affected participants as soon as possible. Remain as calm as possible and utilize participant information in the Emergency Response Kit, as appropriate. Do your best to diffuse any growing anxieties that may be occurring among participants.
2. **In low level emergency:** UGA faculty/staff and students should ensure safety of others in the program, gather details of the situation, respond accordingly and document the incident via online form ([oie.uga.edu/incidentreport](http://oie.uga.edu/incidentreport)) within 24 hours of its occurrence.
3. **In medium or high level emergency:** If the situation warrants, notify the local U.S. Embassy or Consulate about the emergency. Follow the Embassy's or Consulate's procedures and directives. If there is a continuing risk to the welfare of program participants (for example, during a terrorist threat), ask the appropriate Embassy or Consulate Officer to advise you on a regular basis about the evolution of the situation and about recommended behaviors for participants. As soon as possible alert UGA to the incident via online form ([oie.uga.edu/incidentreport](http://oie.uga.edu/incidentreport)) or by calling the UGA Police Department: 001-706-542-2200.
4. University of Georgia faculty/staff program leaders and students taking part in international experiences are enrolled in the USGA group travel health insurance plan through Cultural Insurance Services International (CISI) prior for departure and maintain this coverage for the duration of their program. In medical emergencies:
  - For medical emergencies occurring on programs, you may contact CISI (collect from overseas: **312-935-1703**). The following services are included in the CISI Team Assist insurance plan:
    - Referral to the nearest, most appropriate medical facility and or provider.
    - Medical monitoring by board-certified medical physicians in the U.S.A.
    - Prescription drug replacement/shipment
    - Emergency message transmittal to and from a family member, friend, or medical provider
    - Guarantee of payment to provider and assistance in coordinating insurance benefits.
    - Coverage verification/payment assistance for medical expenses
    - Assistance in obtaining emergency cash
    - Traveler check replacement assistance
    - Lost/delayed luggage tracing
    - Replacement of lost or stolen airline ticket
    - Credit card – passport – important document replacement
    - Locating legal services
    - Assistance in posing bond/bail
    - Worldwide inoculation information
    - *See Faculty/Staff Insurance:* [goabroad.uga.edu/?go=faculty-staff-insurance](http://goabroad.uga.edu/?go=faculty-staff-insurance)
    - *See Student Insurance:* [goabroad.uga.edu/?go=student-insurance](http://goabroad.uga.edu/?go=student-insurance)
  - The CISI insurance plan will be your primary insurance while abroad, and no additional enrollment is needed. Coverage from other forms of insurance will become secondary. All Board of Regents employees are also covered by Redpoint for additional medical evacuation or repatriation of remains (call (617) 426-6603 collect from outside the U.S.). Check current benefits and coverage for UGA faculty and staff before purchasing additional plans.
  - UGA faculty and staff members traveling with any dependents are eligible for enrollment in CISI; however, they should not be included on participant list submitted to Education Abroad for insurance. These travelers must self-enroll in CISI (instructions provided by

Education Abroad upon request).

5. If the situation warrants and if you and the Embassy or Consulate believe it is appropriate, notify the local police about the situation. Then follow through with the procedures the police may require of you or the participant(s).
6. Contact UGA Police Department and inform them in a detailed way about the situation. UGA Police Department may ask for the following information:
  - Name of caller and of victim(s)
  - Phone, cell phone, or email where caller is located
  - Location of caller: street, city, and country
  - Brief description of accident, injuries, and/or emergency
  - Location of accident or emergency and proximity of faculty/staff and students
  - Steps that have been taken and status of the incident
  - Status of communication with local law enforcement and the U.S. embassy/consulate
7. Keep UGA informed on a regular basis, through telephone, fax, and/or e-mail messages, about the evolution of the crisis.
8. After Education Abroad is informed about an emergency, and after Education Abroad consults with you and other appropriate individuals, you may be sent a written course of action/response plan that you and the participants will be expected to follow.
9. In the event you are unable to call out of the country or otherwise unable to reach UGA officials in the early phases of an emergency, proceed as best you can to secure the safety and well-being of participants following the advice of in-country officials and U.S. Embassy or Consular Officers. Then as soon as it is possible to do so, contact UGA either via online incident report ([oie.uga.edu/incidentreport](http://oie.uga.edu/incidentreport)) (in low level emergencies) or through UGA Police Department 001(706) 542-2200 (in medium or high level emergencies). For example, during a natural disaster, such an earthquake, all communication systems may be rendered inoperable.
10. **In all cases, remember to submit an incident report** ([oie.uga.edu/incidentreport](http://oie.uga.edu/incidentreport)) to Education Abroad.

#### **D. SPECIAL SITUATIONS**

1. In the event of the death of a participant, do not contact the next of kin. UGA Student Affairs will handle this. After UGA officials notify next of kin, be prepared to talk with the participant's family member(s) who may be calling once they have been notified of the death.
2. In the event of the sexual assault of a participant, contact the UGA Equal Opportunity Office at 001(706) 542-7912 with the appropriate information and submit an incident report ([oie.uga.edu/incidentreport](http://oie.uga.edu/incidentreport)). Do not contact local law enforcement without the victim's permission. Facilitate medical care as needed.
3. In certain circumstances (such as participant misconduct or illicit drug use), it may not always be appropriate to contact local law enforcement. If in doubt, first seek the advice of host country experts and the U.S. embassy or consulate. Submit an incident report ([oie.uga.edu/incidentreport](http://oie.uga.edu/incidentreport)) in all cases.
4. During a political crisis, social unrest, or some other emergency in which foreigners in general or U.S. citizens in general may be at risk, instruct participants to avoid demonstrations, confrontations, or situations where they could be in danger; behavior that could call attention to themselves or identify them as Americans (such as speaking loudly in English); and locales where foreigners, Americans, or American military are known to congregate. Instruct them to

take down or remove signs, avoid luggage tags, and wearing clothing that might label them as Americans.

## E. POSSIBLE RESPONSES TO EMERGENCIES ABROAD

1. Emergencies that program directors could encounter include but are not limited to serious illness or injury of a participant, hospitalization of a participant, mental health crises of a participant, assault of a participant, a participant being missing, a participant being taken hostage/kidnapped, arrest of a participant, death of a program participant(s), general student misconduct, political crises, natural or man-made disasters, and terrorist threat.
2. The following should serve as a list of possible courses of action to be taken in the event of one of these or other emergencies, to be used at the discretion of the program director.
  - Assist the participant in obtaining appropriate medical attention.
  - Submit an incident report ([oie.uge.edu/incidentreport](http://oie.uge.edu/incidentreport))
  - Contact AXA Assistance (collect from overseas: **001(312) 935-1703**)
    - [Medassist-usa@axa-assistance.us](mailto:Medassist-usa@axa-assistance.us)
    - [http://www.culturalinsurance.com/contact\\_emergency.asp](http://www.culturalinsurance.com/contact_emergency.asp)
    - CISI group policy number: Policy # GLM N10829880
  - Contact the participant's Emergency Contact listed on Student Agreement (with participant's permission, if he/she is able to give permission).
  - Listen to the affected participant(s) and when appropriate, take into account their desires when making decisions.
  - Notify the nearest U.S. Embassy or Consulate and/or seek their advice.
  - Notify local law enforcement.
  - Notify UGA Police Department 001(706) 542-2200
  - Seek counseling for affected participant(s).
  - Seek information from other participants, host families and local friends of participants.
  - Keep program participants updated on situation (when appropriate).

Information that you may want/need to obtain, if necessary:

- Details of any accident/incident including the name and contact information for any involved parties.
- How you can be contacted and current contact information.
- What assistance/help you currently need.
- Risk to other participants.
- Participant interest in returning to the U.S. after consultation and discussion with Education Abroad about possible academic and financial consequences of returning home.
- The nature of medical treatment and/or counseling already given.
- Diagnosis, prescribed treatment, and prognosis.
- Name, address, and phone of attending physician(s) and medical facilities.
- CISI group policy number for programs starting **before** May 31, 2016: 15 GLM N10892880
- CISI group policy number for programs starting **after** May 31, 2016: 16 GLM N10892880
  - Recommendations of the U.S. Embassy or Consulate
  - Recommendation of local law enforcement and other agencies.
  - Contact information for program participants, local friends, and/or host family that may have knowledge about the situation.
  - Police case numbers, officers involved, charges made against a participant, contact information for police.
  - Recommendations, if necessary:
    - Of the U.S. Embassy/Consulate and/or local law enforcement and other agencies
    - To citizens of the host country made by host country government
  - The reaction of other study abroad program directors in the area to the situation.

## **F. Campus Resources**

The following are some campus contacts that you might find useful in the event of an emergency or other problem abroad. However, in most situations, crisis response should be coordinated through Education Abroad as described in Section B.

### **UGA Police Department**

During office hours/after hours/emergency number  
(706) 542-2200

### **Counseling and Psychiatric Services (CAPS)**

During office hours  
(706) 542-2273

After hours through UGA Police Department  
(706) 542-2200

### **University Health Center**

*During Office Hours*  
(706) 542-8704 or 8706

### **Legal Affairs**

During office hours  
(706) 542-0006

### **Equal Opportunity Office (EOO)**

During office hours  
(706) 542-7912  
ugaeeoo@uga.edu

### **Office of the Vice President for Student Affairs**

During office hours  
706-542-8220

### **Office of Student Conduct**

During office hours  
(706) 542-1131

### **Office of Emergency Preparedness**

During office hours  
(706) 542-5845