

Introduction

Duty of care abroad is the guiding principle at the Center for Global Citizenship.

Duty of care implies the obligation to act towards the members of our Centre community and others in a prudent and cautious manner to avoid the foreseeable risk of injury or harm. The safety of the college's faculty, staff, and students is our number one priority. And in order to keep our people safe, adequate planning and preparation is required.

Emergency/crisis management begins at the point after which all that might have been done to prevent harm or injury to personnel and students has been done, and after all people have been properly briefed, warned and thoroughly oriented to their new environment. In spite of all possible precautions, risks and dangers will still remain. While the Center for Global Citizenship and the Off-Campus Programs Committee keeps a watchful eye on world and geological events, changing policy and procedure accordingly, it is impossible to prevent emergencies from occurring.

The Center for Global Citizenship has developed a step-by-step emergency/crisis response plan on how to respond to three types of broadly-defined emergency situations. However, unfolding situations rarely go as planned.

Faculty directors and students will need to use good judgment and communicate as much as possible with all parties involved. The conditions requiring crisis management include, but are not limited to, the following: injury, illness, or death of a student or the program director; emotional or psychological stress that makes it difficult for the student to continue in the program; being the victim of a crime or being accused of committing a crime; a situation in-country that causes serious concern (political, economic, natural disaster); a travel interruption that interferes with students returning to the U.S. as scheduled; or any other circumstance that leads the faculty director to question students' program participation.

The three general levels of emergencies in ascending order of severity are:

Level 1 (LOSS):

Lost documents/money/flight
Lost participant
Minor accident/injury/illness
Petty Theft

Level 2 (INJURY):

Alcohol/drug abuse
Arrest/Criminal Charges
Assault (sexual/other)
Family Emergency

Level 3 (DEATH):

Death
Epidemic outbreak
Hostage situation
Kidnapping

EMERGENCY/CRISIS RESPONSE PLAN FOR OFF-CAMPUS STUDY 2018-19

Road Accident
Student Discipline
Travel Delay

Injury/Illness - serious
Medical Evacuation

Natural disaster
Political/civil unrest
Terrorism The

Study Abroad Emergency Response Team

Centre College's Study Abroad Emergency Response Team will be the first responders to assist you when an emergency occurs. This team is the decision-making group made up of the individuals listed below who will review a crisis situation to determine the next steps for any Centre College representative or group traveling overseas. This team will be briefed of the situation in order to decide next steps. In the event that a parent or family member needs to be contacted, someone on this team will handle that responsibility. The members of the Emergency Response Team are:

Response Team Leaders:

The Director of the Center for Global Citizenship, Kyle Anderson	x5371
The Assistant Director of the Center for Global Citizenship, Leigh Cocanougher	x5285

Members:

The Director of the Center for Global Citizenship, Kyle Anderson	x5371
The Assistant Director of the Center for Global Citizenship, Leigh Cocanougher	x5285
Chair of the Off-Campus Programs Committee, Robyn Cutright	x6032
Director of Public Safety, Gary Bugg	x5535
Dean of Faculty, Stephanie Fabritius	x5226
Director of Counseling, Ann Goodwin	x5740

Quick Reference Emergency Response Procedures

GENERAL PROTOCOL:

In the event of a very serious situation, remember to contact all members of the Study Abroad Emergency Response Team and be sure to maintain a written log of all communication and actions:

- Contact the all members of the Emergency Response Team who will determine if/when emergency contacts should be notified
- Contact local authorities
- Contact the U.S. Consular Office
- Designate a peer leader for the group
- Have students continue with tour and study activities for Level 1 and 2 situations.
- Communicate frequently with the students and the Emergency Response Team
- Maintain written documentation of all actions and communications
- Submit all written documentation of all actions and communications to the Emergency Response Team

LEVEL 1 SPECIFIC PROTOCOLS:

Lost Travel Documents

In the event that someone on the trip loses their ticket, passport, or visa, you will need to:

1. Contact the Leaders of the Emergency Response Team
2. Contact the U.S. consular for lost Passports or Visas
3. Contact the airlines for lost tickets (either by phone or online).
4. Find out if the student has the funds needed to replace the document. If not, have the student get in touch with their emergency contact for immediate funds. If needed, work with Leader of the Emergency Response Team and Finance to transfer funds overseas.
5. If the student will miss his or her return flight to the U.S., make arrangements to stay behind with them. Ensure that all the other students get on the plane. Designate a peer leader to remain in charge of the other students in your absence.
6. Submit report and logs of the incident to the Leaders of the Emergency Response Team.

Lost Participant

In the event that a student cannot be located, but you have not reached the conclusion that he or she has been kidnapped or disappeared, do the following:

EMERGENCY/CRISIS RESPONSE PLAN FOR OFF-CAMPUS STUDY 2018-19

1. Contact the Leaders of the Emergency Response Team who will determine if/when emergency contacts should be notified.
2. Gather all specific information of the situation: name, date, time, place, incident summary, witnesses, etc. Find out if the student has any known social problems such as drinking, drugs, gambling, sexual behavior patterns, etc. from program participants.
3. Contact the local police for assistance. Be sure to get a translator if needed.
4. Visit the places that the student was last seen: last class attended, last person visited, last purchase, etc.
5. Only after you have exhausted all possibilities and you think that this may be a serious situation, then follow the General Protocol instructions. Do NOT contact the individual's family at this point. This will be done by someone from the Emergency Response Team.
6. Submit report and logs of the incident to the Leaders of the Emergency Response Team.

Student/Faculty/Staff Illness or Injury

1. Contact the Leaders of the Emergency Response Team who will determine if/when emergency contacts should be notified.
2. Contact the local authorities for emergency assistance (hospital, fire, police). Be sure to get a translator if needed.
3. Contact Parson's Health (x5530; x4357 after hours) to ask them to evaluate the situation and inquire about next steps.
4. Accompany the student/staff member to get medical treatment and designate a peer leader to care for students in your absence. Ensure that the necessary medical care is given or hospitalization is provided. Be sure to document the situation if the ill traveler refuses medical attention.
5. Submit report and logs of the incident to the Leaders of the Emergency Response Team.

Theft

1. Contact the Leaders of the Emergency Response Team who will determine if/when emergency contacts should be notified.
2. Contact the local authorities for police assistance and file an official report. Keep a copy of the report filed. Be sure to get a translator if needed.
3. Have the student make a list with the items and value for the insurance company.
4. Submit report and logs of the incident to the Leaders of the Emergency Response Team.

Road Accident in a Remote Area

**The number one cause of death on study abroad programs is traffic accidents. It is extremely important that you hire safe and reliable drivers, if applicable. Be sure that all program participants wear seatbelts if they are available:

EMERGENCY/CRISIS RESPONSE PLAN FOR OFF-CAMPUS STUDY 2018-19

1. Contact the Leaders of the Emergency Response Team who will determine if/when emergency contacts should be notified.
2. Contact the local authorities for emergency assistance (hospital, fire, police). Be sure to get a translator if needed.
3. Try to get students to a safe place until alternative transportation arrangements have been made.
4. Ensure that the necessary medical care is given to students or hospitalization is provided.
5. Accompany the student to get medical treatment and have the designated peer leader take over.
6. Submit report and logs of the incident to the Leaders of the Emergency Response Team.

Student Discipline

**When problems abroad have occurred for Centre students, there have almost always been two elements involved: 1. Alcohol, and 2. Students being out alone (without another Centre student) late at night.

1. Contact the Leaders of the Emergency Response Team who will determine if/when emergency contacts should be notified.
2. Issue minimum fine of \$100.
3. Work with Leaders of the Emergency Response Team to determine conditions and other restrictions on student behavior for the duration of the trip. Have the student sign this agreement.
4. Serious infractions of this new agreement may result in the student being dismissed from the program without academic or financial credit.
5. Submit report and logs of the incident to the Leaders of the Emergency Response Team.

Travel Delays/Interruptions

You may have a situation that will hinder you from getting to your next destination or returning to the U.S. on time. In this situation, you should:

1. Contact the Leaders of the Emergency Response Team who will determine if/when emergency contacts should be notified.
2. Contact the airlines to inquire about alternative travel arrangements and costs.
3. Talk to students about the options. Determine who has funds to pay for transportation and who will need funds.
4. If approved, make the alternative travel arrangements to get to your destination. Keep a copy of all receipts to submit the insurance claim to EIIA when you return to the U.S.

LEVEL 2 SPECIFIC PROTOCOLS:

Alcohol and/or Drug Abuse Leading to Injury

1. Contact all members of the Emergency Response Team who will determine if/when emergency contacts should be notified.
2. Talk to the student involved.
3. In the event that the student was using drugs or the use of alcohol results in harm to him– or herself, harm to another person, property damage, or fighting, contact the Emergency Response Team to send the student home.
5. If the student does not have the funds to purchase the return airline ticket, work with the Leaders of the Emergency Response Team and Finance to see if the ticket can be purchased for the student. The student will have to refund the college for the cost of the ticket upon his/her return. A promissory note will need to be signed and collected.
6. Accompany the student to the airport and ensure that he or she gets on the plane.
7. Talk to the group about the individual no longer being part of the program and respecting this individual's right to privacy.
8. Submit report and logs of the incident to the Leaders of the Emergency Response Team.

Arrest

If arrested abroad, a US citizen must go through the foreign legal process for being charged or indicted, prosecuted, possibly convicted and sentenced, and for any appeals process. Within this framework, U.S. consular officers provide a wide variety of services to U.S. citizens arrested abroad and their families. As a rule, consular officers may not reveal information regarding an individual American's location, welfare, intentions, or problems to anyone, including family members and Congressional representatives, without the expressed consent of that individual. Although sympathetic to the distress this can cause concerned families, consular officers must comply with the provisions of the Privacy Act.

1. Contact the all members of the Emergency Response Team who will determine if/when emergency contacts should be notified.
2. Gather all specific information of the arrest: name, date, time, and place of arrest, charges, incident summary, witnesses, where s/he is being held, how to contact him or her, legal rights, and the amount of any fine or bail money required.
3. Contact Europ Assistance (worldwide, 240-330-1551) to direct you to the proper U.S. consular contact and for information on legal assistance in the country.
4. Contact the U.S. consular office and request the assistance of the State Department as needed.
5. Accompany the student to the jail and have the designated peer leader take over in your absence.

6. Talk to the group about this individual's right to privacy and responding to the media back home.
7. Submit report and logs of the incident to the Leaders of the Emergency Response Team.

Assault - Physical or Sexual Assault

If a program participant has been the victim of an assault by someone in the host culture*:

1. Contact all members of the Emergency Response Team who will determine if/when emergency contacts should be notified.
2. Clarify with the student the degree to which he or she wants to involve the local authorities. If permission is given, contact the local authorities for emergency assistance (hospital, police). Be sure to get a translator if needed.
3. If the student wants to, accompany him or her to the hospital and have the designated peer leader take over.
4. Submit report and logs of the incident to the Leaders of the Emergency Response Team.

*If the assault is conducted on a program participant by another program participant, do NOT contact foreign authorities. Contact all members of the Emergency Response Team for next steps.

Crisis/Family Emergency Back in the United States

1. Contact Leaders of the Emergency Response Team to find out the details of the situation who will then instruct you on how to communicate with students and their families.

Medical Evacuation

In the event of a serious injury or illness and the participant must be evacuated:

1. Contact all members of the Emergency Response Team who will determine if/when emergency contacts should be notified.
2. Contact the local authorities for emergency assistance (hospital, fire, police). Be sure to get a translator if needed.
3. Gather all specific information of the situation: name, date, time, and place of incident, summary, witnesses, where the individual is being held, and contact information.
4. Accompany the student and have the designated peer leader take over in your absence. In the event that the faculty leader requires a medical evacuation, the peer leader should go with the injured student and assign a second peer leader to the group.
5. Contact Europ Assistance (worldwide, 240-330-1551) to ask them to evaluate the situation and inquire about next steps. Be sure to get prepayment authorization and information on

evacuation expenses.

6. Contact the U.S. consular office and request the assistance of the State Department as needed.
7. Submit report and logs of the incident to the Leaders of the Emergency Response Team.

LEVEL 3 SPECIFIC PROTOCOLS:

Death or Serious Illness of a Student or Faculty/Staff Member

1. Contact all members of the Emergency Response Team who will determine if/when emergency contacts should be notified.
2. Contact the local authorities for emergency assistance (hospital, fire, police). Be sure to get a translator if needed. Contact the local police if this is a result of a crime.
3. Gather all specific information of the situation: name, date, time, and place of incident, summary, witnesses, where the body is being held (if applicable), and contact information.
4. Accompany the body and have the designated peer leader take over.
5. Contact Europ Assistance (worldwide, 240-330-1551) to ask them to evaluate the situation and inquire about next steps. Be sure to get prepayment authorization and information on repatriation expenses.
6. Contact the U.S. consular office and request the assistance of the State Department as needed.
7. Do NOT contact the individual's family. This will be done by someone from the Emergency Response Team.
8. Talk to the group about this individual's right to privacy and responding to the media back home.
9. It is important that nobody communicates with the family of the deceased until they have been officially notified by the Centre College administrators.
10. Submit report and logs of the incident to the Leaders of the Emergency Response Team.

Epidemic Outbreak, Hostage Situation, Kidnapping, Human Disaster, Political or Civil Unrest, Terrorism

In this situation, the Faculty Director may learn about such a situation from the media or from people back home. Family members will want to know the safety and health status of students and if they will be able to return to the U.S. if needed or as scheduled.

1. Contact all members of the Emergency Response Team who will determine if/when emergency contacts should be notified.
2. Gather as much information as you can about the situation and enlist the aid of an interpreter, if needed.
3. Be sure to keep students at home base and away from any possible danger.
4. Determine supplies you may need and should try to obtain: flashlight, batteries, portable battery operated radio, zip-lock bags for documents, first aid kit, essential medications, emergency food and water, manual can opener, cash and credit cards, sturdy shoes, and a camera.
5. Do not move seriously injured persons unless they are in immediate danger of further injury.

6. Call local authorities and try to keep the students calm. Follow the instructions on the Student Illness/Injury page.
7. Contact Europ Assistance (worldwide, 240-330-1551) to ask them to evaluate the situation and inquire about next steps.
8. Contact the U.S. consular office and request the assistance of the State Department as needed.
9. Take photos of the damage for insurance claims if possible.
10. Submit report and logs of the incident to the Leaders of the Emergency Response Team.

Appendices:

Medical and Travel Insurance Information

Emergency Incident Report

General Log



EIIA International Travel Insurance Coverage

Available only to EIIA Master Property & Casualty Insurance Program Participants

August 1, 2015 – August 1, 2018

INSURER: Axis Accident & Health Insurance Company
Travel Assistance Services provided by Europ Assistance

Contact Europ Assistance: Call collect worldwide: 240-330-1551 or call toll free in the U.S. or
Canada: 1-855-901-6712 E-mail address: ops@eausa.com

TRAVEL, ACCIDENT, AND SICKNESS COVERAGE ELIGIBILITY:

All Full-Time Employees; All Faculty Members on a Sabbatical Trip; All students / Participants of Sponsored International Educational Programs including Alumni, Chaperones, Board Members, Trustees, Spouses, Eligible Domestic Partners, Dependent Children and Other Participants, specifically for a companion traveling to assist with any medical needs, or community participants who may be filling spots on a trip but not otherwise a covered individual while on institution sponsored events outside of the U.S., its territories and possessions.

The following information is for informational purposes only. Please refer to the policy for complete coverage terms and conditions.

ACCIDENTAL DEATH & DISMEMBERMENT: \$ 200,000 Each Person
\$ 2,000,000 Aggregate Any One Accident / All Persons

TRAVEL ACCIDENT AND SICKNESS

Emergency Medical Expenses: \$ 100,000 Each Person / Each Injury or Sickness
Emergency Medical Evacuation: \$ 1,000,000 Each Person / Each Injury or Sickness
Medical Repatriation: \$ 1,000,000 Each Person / Each injury or Sickness

Important Coverage Limitations:

- Payments under this policy will be made in full compliance with any OFAC (Office of Foreign Assets Control) trade sanctions.
 - Medical coverage is for emergency injury or sickness during travel outside of the U.S., its territories and possessions
 - Emergency Medical Evacuation must be pre-certified by Europ Assistance
 - Loss must occur while participating in an institution-sponsored trip overseas
 - No deductible applies for services
 - \$100,000 limit per person / \$1,000,000 per event for Security Evacuation
 - \$100,000 limit per person / \$1,000,000 per event for Natural Disaster Evacuation
 - Trip Cancellation coverage \$2,000 lifetime maximum per insured person
 - Trip Interruption coverage \$2,000 per insured person per policy year/and lifetime maximum,3 day maximum benefit period
 - Unlimited Personal Sojourn for pre- or post-trip travel outside U.S.
 - Excluded activities: skydiving/parachuting; hang gliding; bungee jumping; mountain climbing; pot-holing; zip-lining; motorcycle riding; and scuba diving – unless scuba diving is assigned as part of the curriculum of study for course credit
 - Excluded causes of loss: AIDS; routine or elective medical care; normal dental; acne; pregnancy or pregnancy related procedures including abortion (unless an emergency); and loss due to participation in Specified Athletic Sporting Events*
- *Specified Athletic Sporting Events are: Football, Boxing, Gymnastics, Ice Hockey, Lacrosse, Martial Arts, Rodeo, Skiing (water or snow), Surfing, Swimming, Diving, Wrestling, Basketball, Baseball, and Equestrian are excluded when participating in the event professionally or when representing the institution as part of the institution's athletic program.

AUTOMOBILE LIABILITY – Insurer: Navigators Insurance Company

When renting a vehicle, coverage **MUST ALWAYS BE PURCHASED** from the rental company. Coverage shown below is **NOT** primary and does **NOT** comply with individual country legal requirements.

Non-Owned Automobile Liability: \$ 1,000,000
Hired Automobile Physical Damage: \$ 25,000 Each Auto
Deductible: \$ 1,000 Deductible Each Loss

**CENTRE COLLEGE
CENTER FOR GLOBAL CITIZENSHIP
INCIDENT REPORT FORM**

Individual(s) Involved:
Date of Incident:
Time of Incident:
Location of Incident:

Incident Type(s): *Circle all that apply.*

- | | | |
|-------------------------------|------------------|---------------------|
| Alcohol Intoxication | Theft | Injury |
| Damage to Property | Violence | Academic Dishonesty |
| Sexual Assault or Misconduct | Threat to Safety | Disaster |
| Other <i>(please specify)</i> | | |

Details of incident (situation, witnesses, etc.):

Program director: _____ Date: _____

Fill out form completely and email to the Center for Global Citizenship within 24 hours (or Monday morning for routine incidents that occur on the weekend.)

Center for Global Citizenship Notes:	Date received by CGC:
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**CENTRE COLLEGE
CENTER FOR GLOBAL CITIZENSHIP
GENERAL LOG**

Individual(s) Involved: Date of Incident: Time of Incident: Location of Incident:
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Details:

Program director: _____
Date: _____

Fill out form completely and email to the Center for Global Citizenship within 24 hours (or Monday morning for routine incidents that occur on the weekend.)

Center for Global Citizenship Notes:	Date received by CGC:
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