

John Carroll University - Center for Global Education (CGE)
Study Abroad Emergency Response Protocol

This Study Abroad Emergency Protocol (the Protocol) has been designed expressly to safeguard the well-being of program participants. The procedures set forth below are to be followed by the study abroad program directors and university administration, staff, faculty, and students in order to effectively prepare for and rapidly respond to emergencies in John Carroll's Study Abroad Programs.*

The Protocol consists of two main parts: (1) How to prepare for emergencies, and (2) What to do in case of emergencies. While it is of course impossible to plan in detail for all contingencies involving our programs abroad, the Protocol provides procedures that will allow us to react in a responsible way when emergencies do arise. It is the responsibility of program directors and other university administrators to follow the procedures outlined below and of program directors to inform the students in their groups about these procedures during their orientations prior to departure. The Protocol is designed to supplement John Carroll University's Emergency Management Plan.

What is an emergency?

Campus or Family Emergency

In some cases, an emergency may occur on campus or in a participant's family which will necessitate contacting a participant whether they are traveling in the United States or abroad. Examples may include the death of a participant's family member or a very serious incident at John Carroll or in the Cleveland area.

Traveler, Site, Group Emergency

The possibility always exists that an emergency will develop in a foreign country or within the traveling group. Some of these emergencies may be fairly minor and will require no outside assistance. Other emergencies can be very serious and require University assistance and a thorough communication plan.

Recognizing that different emergencies call for different responses, we have developed three levels and appropriate responses which roughly correspond to the University Hazard Incident Classifications.

- **Level 1**

A Level 1 incident is usually a one-dimensional event that has a limited duration and little impact to the University beyond those involved. An incident of this sort can be resolved with existing

* For purposes of this document, Study Abroad Programs include all university-sponsored activities which take place outside of the U.S.

resources or limited outside help. Examples of a Level 1 Incident might include a flat tire, small schedule changes, cuts and scrapes, or a minor crime incident such as a stolen iPod.

It is expected that the Program Director will deal with these situations as they arise. Although not necessary, the Program Directors may contact the CGE for advice and assistance.

- **Level 2**

In general, Level 2 situations include more serious incidents and/or events which may cause alarm by parents or impact the University. Examples of Level 2 incidents might include an airport closing, flight cancellations which will affect the return schedule, any health care issue that requires professional medical care (but is not life-threatening), a crime incident such as a mugging, civil unrest or severe weather in area or in the country.

A more aggressive response is called for in Level 2 situations. In most cases parental notification will be necessary. All Level 2 incidents should be reported directly to the Center for Global Education. Ideally, this should be done before parents are notified or immediately afterward. Please note: a student who wants to call their parents should never be delayed or denied. .

The CGE will determine the proper actions that should be taken which may include parental notification, administrative support, and involvement of others at the University.

There is always the possibility that a Level 2 situation can escalate into a Level 3 situation because of media involvement or panic by concerned parties. A traveler does not have to be in any real danger in order for it to be classified as a Level 3 situation.

- **Level 3**

A Level 3 situation involves a major emergency which directly involves participants. Examples include: Major injury or death of participant, act of terrorism, pandemic disease, or severe weather which directly affects the group.

A Level 3 situation should be immediately reported to the CGE. If the CGE cannot be reached, the Program Director should contact Campus Safety Services at (216) 397-1234. Campus Safety Services will then contact the University Emergency Management Team.

As previously mentioned, Level 3 can also include situations in which there is no 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 by the Emergency Management Team.

What should Program Directors do to prepare for emergencies?

1. The Program Director must ensure that the following documents are completed by each program participant and be turned in to the sponsoring department no later than two weeks prior to departure (unless otherwise noted):

- a. A signed “JCU Statement of Responsibility/Waiver and Release Form” as well as a statement that the participant has received and understood the orientation materials, including the protocol to be followed in emergencies abroad.
- b. The Emergency Contact Sheet containing two emergency contact numbers for each participant.
- c. Two copies of passport, and visa if appropriate (one copy to be retained by program director).
- d. The *Health/Emergency Treatment Authorization form*. This form must be sent directly to the JCU Health Services Center, c/o Janet Krevh, RN, Director. This should be done after a participant has been admitted to the program, but at least 3 months prior to departure.

This information will be kept by the sponsoring department and made available to CGE, University administrators including the Provost's office, Risk Management, the Deans, the Vice-President for Student Affairs, the Director of Counseling and Campus Safety Services, as well as the program directors on an “as needed” basis.

2. The Program Director must provide to the CGE a detailed program itinerary for each day of the program (it should include a list all hotels and phone numbers for each day of the program, where applicable).
3. The Program Director must provide the following information to all participants during the pre-departure orientation. (Please note that for non-JCU participants the pre-departure orientation may consist of only the written materials).
 - a. *U.S. Dept. of State Consular Information Sheets* for the country/region(s) where the program is located. Program Directors should monitor the State Dept. web page for updates on travel safety in the period prior to and during the actual program. If a Travel Advisory is issued during that time, the Program Directors should consult with the CGE.
 - b. *Emergency Contact Numbers* of program directors and university officials. The emergency contacts will include:
 - i. Program director or on-site coordinator in host country. All program Directors must have a **local** cell phone. An additional phone with a US number is optional by highly recommended. Directors must provide participants/students, parents and university administrators with the complete phone number, including the country and city code, for the local number in the host country.
 - ii. The Center for Global Education as well as its director and assistant director.
 - iii. JCU Campus Safety Services.
 - c. A detailed program itinerary for each day of the program (it should include a list all hotels and phone numbers for each day of the program, where applicable).
 - d. Procedures for a medical emergency. Students must be informed that they are required to notify the program director about any medical emergency, and that the program director in turn is required to contact The Center for Global Education. A medical emergency is defined as any hospitalization or any acute medical condition that requires immediate medical attention (see level 2 and level 3 emergency). The information provided by the student will be treated with the strictest confidentiality, and will be shared by the program director with other university officials only on a “need to know” basis. If the crisis involving the

student is grave enough to jeopardize his or her safety or well being, the emergency contact he/she has provided at the time of registration will be informed.

- e. Information on the required study abroad insurance with instructions on how to obtain the insurance and on how to use it abroad. The costs can either be paid for by the students directly or be included in the program fee.
- f. In the initial written program information materials, the following two statements must be included:

The Center for Global Education will be happy to discuss any health care concerns related to studying abroad that you may have. If you are currently receiving treatment for any chronic condition, physical or mental, it is strongly recommended that you make an appointment with the JCU Health Service Center as well as your doctor to obtain advice about managing your health condition abroad.

And,

This program may include activities that may involve using public transportation, negotiating stairs, taking long walks, and attending scheduled classes. If you have any concerns about your ability to perform any of these activities or have other special needs or disability-related concerns, contact the Office for Students with Disabilities at 397-4967.

4. For all programs, whether semester-long or short-term, the director and participants must be registered with the U.S. embassy or consulate in the host country or countries. The Center for Global Education will gladly process the registration once it has received all the necessary information from the faculty director. This information should be made available to the CGE no later than 2 weeks prior to departure in order to ensure timely processing.
5. If the students in the group are to be housed with local families, the Program Director must inform the families that they are required to notify the on-site coordinator or director if there is an emergency involving a student. If the students are housed in a residence system or rented house, the Program Director must inform the students that they must inform the local housing supervisor and the on-site coordinator if an emergency occurs.

What should be done in case of an emergency?

For the Program Director

1. In an emergency, the director's first responsibility is to the safety and immediate well being of program participants. The director should take appropriate actions such as obtaining prompt and appropriate medical attention, Embassy intervention or police protection. If needed the U.S. Department of State Citizen Emergency Center can be reached at 1-888-407-4747 (from overseas: 202-501-4444) for suggestions or assistance.

2. After the appropriate actions have been taken, to assure the participants' safety and immediate well being, the director should take the following steps: (during regular JCU business hours) contact the **Center for Global Education** at 216-397-4320; or (during non-business hours) contact **Campus Safety Services** at 216-397-1234. Call collect if necessary. In either case: brief the dispatcher (or Center for Global Education employee) about the situation. Campus Safety Services will then contact the director of the Center for Global Education or a designated representative for further action on the emergency. If the study abroad program director is unable to call Campus Safety Services, an email, fax, or a text message can be sent to the Center for Global Education as a last resort.

Campus Safety Services: 216.397.1234
The Center for Global Education: 216.397.4320 (Office)
216.397.1847 (Fax)
216.544.5427 (SMS)

3. In an emergency, the director shall urge participants to contact parents as soon as possible to advise them of their personal situation. Wherever necessary, the director must help to facilitate such contact. Participants cannot be required to call their parents.
4. If deemed necessary by the program director or CGE, the director shall 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 participants (during a political crisis, for example), the director should 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 participants should respond.
5. In a **medical emergency**, the director or appropriate designee must accompany the participant to an appropriate health care provider. The CGE must be contacted as soon as possible and be made aware of the situation. No details may be shared unless the participant grants permission. If a medical emergency is critical and parents must be informed, the Center for Global Education or the Academic Vice President will make contact with the parents.
6. During an on-going crisis, the program director must keep the CGE informed on a regular basis.
7. **DO NOT MAKE ANY STATEMENTS TO THE MEDIA.** Refer all inquires to the Director of Media Relations and record all calls and activities.
8. Depending on the acuteness of the crisis, the crisis response team (see below) may be assembled to decide on a course of action that the director and participants need to follow.
9. During a political crisis or some other emergency during which foreigners in general or U.S. citizens in particular may be at risk, the program director shall tell participants the following: *keep a low profile; avoid demonstrations, confrontations or situations where they could be in danger; avoid behavior that could call attention to themselves; avoid locales where foreigners or U.S. citizens are known to congregate; and take down signs, avoid using luggage tags and wearing clothes that would label them as U.S. citizens.* In such situations,

the CGE as well as local U.S. Embassy or Consulate should always be contacted for further advice.

***For Center for Global Education and John Carroll University's
Emergency Management Plan***

Upon receiving a call from the director of a study abroad program involving a serious injury, death, or emergency, Campus Safety Services (or the Center for Global Education, if contacted directly) will:

1. Start a log of all calls and activities.
2. Get the following information from the program director:
 - Name of caller and of victim(s), if any.
 - Brief description of accident, injuries, and/or emergency. Steps that have been taken and the status of the incident.
 - Location of caller: street, city, and country.
 - Location of accident or emergency. How close is it to participants and staff?
 - Phone, cell phone, fax number where caller is located.
 - Has a rescue squad, local law enforcement, and the U.S. embassy/consulate have been called?
3. As soon as possible, Campus Safety Services will contact the CGE with the above information.
4. The director of the CGE will contact the program director as soon as possible and discuss, in detail, the nature of the emergency as well as its impact on the program and its participants. The program director should be prepared to discuss the overall situation and whether or not a continuation of the program is feasible.
5. The Center for Global Education will consult with Risk Management to determine if a meeting of the Operations Group of the Emergency Management Plan is required.
6. The Operations Group may include the following individuals, depending on the nature of the crisis:
 - Academic Vice President
 - Director of the Center for Global Education
 - Dean of Arts and Sciences or of the BSOB
 - Director of Risk Management
 - Director of Campus Safety Services
 - The program director (via conference call, if possible)
 - Director of Media Relations
 - Director of University Counseling Services
 - Vice President for Student Affairs (or designee)
 - Chair of sponsoring program or department
 - University General Counsel

Emergency Cancellation or Termination of Programs

If based on the recommendation of the Crisis Response Team, the Academic Vice President determines that a program should be cancelled or terminated due to an emergency or crisis situation, notification and refunds must be handled in compliance with the information published in the program information materials regarding refunds.

Withdrawal Due to State Department Announcements or Travel Warnings

If, prior to the commencement of, or during the course of a program, the U. S. State Department announces an "Area of Instability" or issues a Travel Warning for the area in which the program is being conducted, the updated information must be distributed promptly to students. Students must be permitted to withdraw. Every effort will be made to allow students to complete their coursework after their return. Students shall be refunded fees in accordance with the information published in the program information materials regarding refunds.