

Study Abroad Emergency Response Guideline

Introduction

The *USC Study Abroad Emergency Response Guideline* is intended as a guide for all staff, faculty, and administrators responsible for implementation of USC's programs abroad. The purpose of this document is to provide guidance for response to personal and regional emergencies encountered by participants on USC programs abroad. This guideline was developed by Student Affairs, through consultation with staff from various individuals and departments, including Risk Management, Office of the General Counsel, USC Student Health, Campus Support and Intervention, coordinators of several USC programs abroad, and revised by Strategic and Global Initiatives. Any questions about the contents of this guideline should be addressed to the Vice President for Strategic and Global Initiatives.

The safety and security of all participants in USC programs abroad are of utmost concern to the University. First, it must be recognized that no program can ensure the absolute safety of each participant at every moment during a program abroad. Program participants must understand the risks inherent in any university program, both on campus and abroad, and act responsibly to enhance the safety of themselves and fellow participants. At the same time, these guidelines can assist program abroad coordinators and other USC representatives in preparing for, and responding to, emergencies or crises that may occur.

Examples of Possible Crisis/Emergency Situations:

Emergencies and crises can occur in varying degrees of severity. The following list of possible crisis/emergency situations, while not exhaustive, includes examples of situations that have the potential to require a response:

Individual

- Accident/Injury
- Death
- Illness
- Sexual Assault
- Arrest/legal problems
- Recommendation of suspension/cancellation by the host country program staff
- Kidnapping

Large Scale

- Natural disasters
- Specific Travel Warnings and other directives by the US State Department and/or US Embassy
- Wide-spread contagious disease or other health-related matter
- War outbreak
- Terrorist activity in the program city/country
- Protracted or indefinite closure of the host university
- Disruption of public utilities or services
- Civil unrest, violence, and/or rioting

Section 1: Preparation

The following general security precautions are to be implemented by all USC program abroad coordinators.

Pre-departure preparations:

- Provide final complete roster of participants with all required data to Strategic and Global Initiatives at least 6 weeks prior to program start date. Emails are automatically routed to both the Student Health Insurance office and Strategic and Global Initiatives.
- Complete Section 4 of this document (Site-Specific Details) and send to Strategic and Global Initiatives prior to program start date.
- Provide each student participant with information from Section 4 of this document. Coordinators may find it useful to prepare a small wallet-sized card with this information for students to carry with them at all times.
- Keep up-to-date contact information (address, telephone numbers, and email address) for each student. Establish a procedure for contacting them in case of an emergency. Make sure students know how to contact you 24 hours a day in case of emergency.
- Provide students with USC 24-hour emergency contact numbers (Page 9 of this document) in case they need to reach USC for assistance.
- Provide students with information about nearest hospital.
- Provide students with local equivalent of “911” emergency number for the program location.
- Verify health insurance coverage for all student participants. Rosters sent to Strategic and Global Initiatives will automatically be shared with Student Health Insurance.
- On-site staff traveling with students should have access to emergency cash/credit card in case banks and ATMs are not accessible during an emergency.
- Obtain International SOS location assessment and share information with students

Actions to take upon arrival at program site abroad:

- Make contact with Consular Officer and Regional Security Officer (RSO) at nearest U.S. Embassy or Consulate. Provide them with your contact information.
- Encourage students to register with the nearest U.S. Embassy or Consulate (for US citizens) or their home country’s nearest embassy (for non-US citizens).
- Establish an evacuation guideline to be implemented should it become necessary to leave the program site due to immediate safety concerns. Share this guideline with each student participant.
- Students who travel overnight away from the program site should be encouraged to leave contact information with the program coordinator.
- Download International SOS [assistance app](#) for location-based security and medical notifications

Section 2: On-site Response

For USC-organized programs in which the program coordinator is located on-site with the student participants, the following guidelines apply for response to emergency/crisis situations. In case of emergency, the program coordinator should:

- 1) Contact all students to make sure they are safe and that you know where they are located. If a student has been injured, ensure his/her physical injuries receive medical attention. If medical assistance is needed, contact International SOS (See page 8 for phone numbers).
- 2) If immediate danger exists, contact the U.S. Embassy or Consulate and ask for advice and assistance. International SOS can provide additional support ranging from translation to extraction.
- 3) Contact a USC representative from Emergency Contact List for Program Coordinators (See Attachment A, page 8). Provide full details about the nature of the crisis and actions taken thus far. Be prepared to give the following information:
 - Your name
 - Which program you are with
 - Where you are (location)
 - Nature of emergency
 - Telephone number where you may be contacted
 - When you will call back if you have not been called
- 4) Begin compiling a chronological log of all actions and correspondence. The log should detail what happened, what steps were taken, when they were taken, with whom staff members talked, and what follow-up actions were necessary.
- 5) In the event of a serious localized emergency, gather all program participants and move to a safer location. Once established, notify USC and International SOS of new location and contact information (see Attachment A, page 8, for contact list). International SOS can also aid in relocation efforts.

Section 3: Campus-based Response

For programs run by partner institutions, or USC-organized programs that do not include on-site participation by USC employees (i.e. internships), it is expected that a campus-based Response Team will be convened to coordinate the University's response to an emergency abroad. Even in instances when USC staff/faculty are located on-site, the severity of a crisis involving one or more USC programs abroad may necessitate the formation of a campus-based Response Team.

Study Abroad Emergency Response Team

In the event of an emergency or crisis that calls into question the immediate safety of USC students on programs abroad, the following individuals or their designees will convene at the earliest possible time to coordinate the university's response. A Response Team meeting may be initiated by any one of these individuals/departments in response to a crisis that emerges. The Vice President for Strategic and Global Initiatives or designee will determine who should be included on the initial Team, and who to enlist as the crisis response progresses.

Response Team:

- Vice President for Strategic and Global Initiatives (SGI)
- AVP for Campus Support and Intervention (CSI)
- Vice President for Student Affairs (VPSA) or designee*
- Study Abroad program coordinator(s) for specific program(s) affected by the emergency (or on-campus representative if Program Coordinator is on-site)
- The President's Office designee

* Representative from the office of the Vice President for Strategic and Global Initiatives will coordinate media referrals through USC Media Relations, as needed.

Certain situations may require the involvement of other members of the USC community. The Response Team listed above will discuss the nature of the crisis situation, and this committee could grow to include:

- USC Student Health representative
- Safety and Risk Management Services representative
- Department of Public Safety representative
- Other Student Affairs or Academic officers as necessary
- General Counsel's Office representative

Items for Consideration by the Response Team

- 1) Immediate measures needed to ensure the health and safety of students and staff abroad.
- 2) Appropriate actions to be taken abroad, including responding to initial student concerns and recommendations regarding appropriate student behavior.
- 3) Any necessary correspondence with students, host institutions in the affected country, program staff, parents, members of the USC administration, and any other appropriate constituencies.

- 4) If the Response Team considers it appropriate, an evacuation guideline will be developed. This guideline will be developed in cooperation with the US State Department and the Program abroad Contact (Resident Director, Program Staff, etc.) in the host country.
- 5) Guidelines to be utilized when speaking with the media or other individuals about the crisis in order to promote consistency and accuracy in responses.
- 6) Whether to suspend or cancel a program already in progress.
- 7) Whether to cancel or suspend a future program or to delay the starting date of a program.
- 8) Additional issues regarding health, safety, academics, financial issues, public relations, and legal liability, and other issues as the situation dictates.

Among the organizations or individuals that may be able to provide assistance in coping with the crisis, or information helpful to the Response Team's decision-making, are the following (this list is only suggestive; there may be other resources depending on the situation):

- US State Department
- US Embassies in the affected countries
- Host country universities
- International SOS
- Travel Agents
- USC faculty/staff with direct experience in the host country
- USC International Offices
- Other USC contacts abroad (i.e. alumni in the host country)

Communication

In the case of a crisis situation, clear and effective communication with all involved parties is an essential component of the response guideline. Among the considerations to be determined as quickly as possible by the Response Team are the following:

- If students must be contacted while abroad, the Response Team will determine the best method for doing this, and will assign staff resources as necessary to carry out the required communication. Depending on the situation, e-mail, phone calls, written letters, or other means of communication may be employed. Whenever possible, communication with students should be carried out by the USC Program Coordinator for the affected program(s). The appropriate content for messages to students will be discussed by the Response Team.
- The USC Program Coordinator for the affected program(s) will be responsible for maintaining close and frequent communication with appropriate staff in the host country. Host country staff may include Resident Directors, USC faculty/staff accompanying the group, foreign university staff, and others. The Program Coordinator will keep the Response Team apprised of information received from the host country staff to aid in decision-making. (When the Program Coordinator is on-site with the program, another member of the Response Team will be assigned for contact and coordination with on-site staff.)
- In cases where USC offers the study abroad program through a separate sponsoring US institution or study abroad organization, the USC Program Coordinator for the affected

program(s) will be responsible for maintaining close communication with the sponsoring institution/organization throughout the emergency response process. In most cases, it will be necessary to coordinate USC's emergency response actions with concurrent actions undertaken by the sponsoring organization. The Program Coordinator will keep the Response Team apprised of information received from the sponsoring organization to aid in decision-making.

- Depending on the nature of the crisis, the Response Team will determine which university administrators and staff need to be included in updates during and after the crisis response period, and will designate members of the Response Team to conduct this communication.

Post-Crisis Follow-up

The Vice President for Strategic and Global Initiatives or the designee will determine when the crisis response period has ended and the Response Team has completed its duties. He/she will determine any necessary follow-up measures and assign responsibility for these measures.

Section 4: Site-Specific Details

The following template is to be used by program coordinators to develop site-specific information and procedures applicable to the program location. This information should be provided to all participants in the program abroad, and should also be held by the on-campus contact person, on-site contact person, and Student Affairs. This form may be used, or a separate document may be created.

DEPT:	PROGRAM LOCATION:
Name and 24-hour contact information for on-campus contact person:	
Name and 24-hour contact information for on-site coordinator (if applicable):	
Nearest medical facility to program site:	
<small>(For help identifying nearest facility, contact International SOS)</small>	
Emergency phone number for country/city of program site (local equivalent of "911" emergency number):	
Local police phone number:	
Special considerations for the program site (i.e. weather conditions, common natural disasters, transportation limitations, etc.). Explain nature of potential problem and specific preparedness measures:	
In an event of an emergency, make the proper University notifications	

Attachment A: Emergency Contact List for Program Coordinators

In the event of an emergency while you are abroad, after attending to immediate safety concerns for you and your students, you should start by calling International SOS. For additional support during after hours, contact the general USC telephone number or the USC Department of Public Safety to be connected with the appropriate resource. Explain where you are, what has happened, and tell them that you need to be in touch with Campus Support and Intervention (CSI). The USC operator and DPS (both available 24 hours a day) know who to call in CSI for emergencies.

USC Department of Public Safety (DPS)	(213) 740-4321
---------------------------------------	----------------

Standard USC hours contacts:

Michele Morgan, Director, Campus Support and Intervention	(213) 740-5231 or (213) 740-0411
Lynette S. Merriman, Associate Vice Provost for Campus Support and Intervention	(213) 740-1156 (213) 740-0411
Nytosha Coleman, Program Manager, Engemann Student Health Center	(213) 821-2947 (818) 399-5069
Paulo Rodrigues, Associate Vice Provost for Global Engagement	(213)740-2852 or 213-740-6324
Anthony Bailey, Vice President for Strategic and Global Initiatives	(213) 740-2852

For medical emergencies, contact any International SOS center for assistance:

International SOS Assistance Centers USC Member ID: 11BSGC000010 (CALL COLLECT)	In USA: Philadelphia, PA (215) 942 8226 *For full Assistance Center directory, please see following page.
Visit the International SOS website or download their app for local contact information: www.internationalsos.com	

Assistance Center Directory



<p>DEDICATED LINE (215) 942-8478</p> <p>AUSTRALIA SYDNEY A/C Tel: (61) (2) 9372 2468 A/C Fax: (61) (2) 9372 2455</p> <p>GREATER CHINA BEIJING A/C Tel: (8610) 6462 9100 A/C Fax: (8610) 6462 9111 HONG KONG (SAR) A/C Tel: (852) 2528 9900 A/C Fax: (852) 2528 9933</p> <p>FRANCE PARIS A/C Tel: +33 (0)155 633 155 A/C Fax: +33(0)155 633 156 Japanese Operations</p> <p>A/C Tel: +33 (0) 155 633107 A/C Fax: 33 (0)15533156</p> <p>GERMANY FRANKFURT A/C Tel: +(49) (6102) 3588 100 A/C Fax: +(49) (6102) 202644</p> <p>INDIA NEW DELHI A/C Tel: (91) (11) 4189 8800 A/C Fax: (91) (11) 4189 8801</p> <p>INDONESIA JAKARTA A/C Tel: (62) (21) 750 6001 A/C Fax: (62) (21) 750 6002</p> <p>BALI A/C: (62) (361) 710 505 A/C Fax: (62) (361) 710 515</p>	<p>JAPAN TOKYO A/C (Jap) Tel: +81 3 3560 7183 A/C (Eng) Tel: +81 3 5572 2105 Fax: +81 3 5572 2104</p> <p>MALAYSIA KUALA LUMPUR A/C Tel: (603) 27873126 A/C Fax: (603) 27873030</p> <p>SOUTH KOREA SEOUL A/C Tel: (82) (2) 3140 1700 A/C Fax: 82 (2) 3431 7331</p> <p>SPAIN MADRID A/C Tel: (34) (91) 572 4363 A/C Fax: (34) (91) 345 1908</p> <p>SWITZERLAND GENEVA A/C Tel: (41) (22) 785 6464 A/C Fax: (41) (22) 785 6424</p> <p>THAILAND BANGKOK A/C Tel: +66 (0)2 205 7777 Medical Japanese Tel: +66 (2) 205 7866 A/C Fax: +66 (0)2 254 0272</p> <p>UNITED ARAB EMIRATES DUBAI International SOS MEA (Branch) Dubai International Airport Free Zone East Wing 5, Block A. Suite number 301 Dubai, UAE A/C Tel: +971 4 601 8777 A/C Fax: +971 4 601 8881/8882</p> <p>UNITED KINGDOM LONDON A/C Tel: +44 (0)20 8762 8008 A/C Fax: +44 (0)20 8748 7744</p>	<p>USA PHILADELPHIA A/C Tel: (1) (215) 942 8226 Fax: (1) (215) 354 2338</p> <p>VIETNAM HO CHI MINH CITY A/C Tel: (84) (8) 3829 8520 A/C FAX: (84) (8) 3829 8524</p> <p>HANOI A/C Tel: (84) (4) 39340666 A/C FAX: (84) (4) 39340556</p> <p>PHILIPPINES MANILA A/C Tel: +63 (2) 6870909 A/C Fax: +63 (2) 6673674</p> <p>RUSSIA MOSCOW A/C Tel: (7) (495) 937 6477 A/C Fax: (7) (495) 937 6472</p> <p>SINGAPORE (Worldwide Headquarters) A/C (Eng) Tel: (65) 6338 7800 A/C (Jap) Tel: (65) 6336 3080 A/C Fax: (65) 6338 7611</p> <p>SOUTH AFRICA JOHANNESBURG A/C Tel: (27) (011) 541 1300 A/C Fax: (27) (0)865290777</p>
---	---	--

Attachment B: Emergency Contact List for Student Participants

In the event of an emergency while you are abroad, you should start by calling International SOS. International SOS provides a wide range of services and support. If comfortable doing so, you may contact the appropriate staff at your program location (Resident Director, USC faculty, etc.) and the program coordinator at USC.

Should you need further assistance or be unable to reach local staff for help, you may call the general USC telephone number or the USC Department of Public Safety. Explain where you are, what has happened, and tell them that you need to be in touch with Campus Support and Intervention (CSI). The USC operator and DPS (both available 24 hours a day) know who to call in CWCI for emergencies. Examples of appropriate reasons to call would include injury/hospitalization, legal problems, safety issues (if for any reason you feel your environment has become unsafe), etc.

USC Department of Public Safety (DPS)	(213) 740-4321
---------------------------------------	----------------

Note: During USC business hours, **for non-emergency purposes, you should contact the department that organized your program abroad** if you have questions or require assistance/advice.