

California State University, Fresno
Emergency Preparedness and Response Procedure
Faculty-Led International Programs

Overview

This document is intended to provide Faculty Members leading study abroad programs with information and guidance for preparing and responding to emergencies when traveling abroad.

Emergency Preparation

It is essential that Faculty members are prepared for emergency situations when leading students in study abroad programs.

Prior to Departure

- Review country-specific ("Country Profile") safety information listed on the US State Department website at: <http://www.state.gov/travel/>
- Recommend that each participant enrolls in the US State Department Smart Traveler Enrollment Program <https://travelregistration.state.gov/ibrs/ui/>
- Review information on the CDC website regarding recommended vaccinations and health concerns.
<http://wwwnc.cdc.gov/travel/destinations/list.htm>.
- Require that students review the country-specific student handbook from the Center for Global Education <http://www.studentsabroad.com/>
- Conduct a pre-departure orientation/workshop for students, and include country-specific risk management information found in the websites referenced above (e.g. travel safety guidelines, cultural behavioral norms), and student conduct expectations.

Upon Arrival

- Conduct a brief on-site orientation shortly after arrival to discuss health and safety, culture shock, program itinerary, housing, transportation, alternate location to meet in the event of an emergency
- Collect and share with participants applicable in-country emergency contact information and numbers (US Consulate/Embassy, nearest hospital, police, fire, 911 emergency equivalent, local government/visa office, translator, etc.)

During the trip

- Carry copies of travel itinerary and participant emergency contact information during the trip. If more than one faculty member will be leading the students, each should retain copies of the student's information if traveling separately.
- Ensure that all participants (trip leaders and students) are provided a way to contact the Trip Leader(s) at all times during the trip.
- Ensure that all participants (trip leaders and students) carry the ACE Traveler's Assistance Information with them at all times while traveling. ACE should be the first # called in the event of a medical emergency or other crisis.

Emergency Response Procedure

In the event of an emergency, the Trip Leader's first responsibility is to safeguard the safety and well-being of the program participants. Do work with in-country agency partners to collectively attempt to remove participant or participants from immediate danger. As soon as possible and as needed, call for assistance and provide notification of the incident or issue.

In the event of any of the following involving a trip participant:

- Need for a referral to a hospital or doctor
- Hospitalizations
- Need to be evacuated or repatriated
- Need to guarantee payment for medical expenses
- Local communication problems
- Safety is threatened by the sudden occurrence of a political or military event

Contact:

ACE, American Insurance Company

Call 1-855-327-1414 toll free in the United States or Canada

Or direct dial + 1-630-694-9764 outside the United States or Canada

immediately and refer to policy number: ADDN04950872

In the event of any of the following involving a trip participant:

- Serious injuries/Illnesses/death
- Sexual Assault, Rape, Crime Against Student
- Missing Participant or Kidnapping
- Political Unrest, Natural Disaster or Terrorist Attack
- Arrest for Crimes by a Participant

Contact:

University Police Department at (559) 278-8400. This number is answered 24/7.

Leave a phone number and email where you can be reached. The Dispatcher will forward the message to the appropriate university dean or manager.