

Off-Campus Study Emergency Protocol

This Protocol has been designed to safeguard the well-being of program participants and protect institutional interests. The procedures set forth below are to be followed by trip organizers/leaders, to prepare for and rapidly respond to emergencies. *It is the responsibility of trip organizers/leaders to follow the procedures outlined below and to inform the participants about these procedures during their orientations.*

What is an emergency?

An emergency is any circumstance that poses a *genuine risk* to or that has already disturbed the safety and well-being of participants. Emergencies include (but not limited to) situations in which participants become ill; suffer accidents; are the victims of crime; find themselves caught up in potentially violent political situations; or fail to return on time to programs at the end of long weekends. Emergencies might also include situations that are *perceived* to be an emergency. These include events that are not immediately threatening to the health or safety of participants, but which may be viewed as such by family, friends, or the media.

What should be done to prepare for emergencies?

1. *Trip organizers/leaders must conduct an orientation session on health and safety.* The trip organizer/leader must keep a record of the individuals who attend the session. The trip organizer/leader must ensure that the information covered in the session is given to individuals who cannot attend the session. The session must include the following:
 - Required activities, disability-related concerns, and the need for participants to gather information as to what is covered/not covered under insurance plans (MVNU or otherwise) in force – participants who are receiving treatment for chronic illness should be advised to consult with their doctor about plans to manage the condition – participants should know how to use health insurance information and keep a copy of their insurance card with them at all times
 - Safety and security issues – students need to become familiar travel advisories from the U.S. State Department and the Center for Disease Control – if MVNU learns of a travel advisory issued during a program, MVNU will notify the trip organizer/leader, who will notify the participants
 - Medical emergencies – instruct participants to immediately contact a responsible individual at the site – this individual is responsible for ensuring the participant’s safety, contacting MVNU Campus Safety, and recommending appropriate steps
 - The need for participants to keep emergency contact numbers with them at all times and to bring a credit card or ensure access to additional funds
 - A statement that MVNU provides medical evacuation, repatriation, and 24/7 assistance as part of the program fee
 - The need for participants to learn as much as then can about the country, its laws, and customs – if applicable, the need for participants to register with the U.S. Embassy (<https://travelregistration.state.gov/ibrs/ui/>) in the host country or countries and, where appropriate, providing notification of this to local program authorities
 - The need for participants who are housed with local families to ensure that the families notify MVNU Campus Safety of any emergencies – if participants are housed in a residence system or rented house, they must ensure that the local housing supervisor notifies MVNU Campus Safety of any emergencies

2. *In close proximity to the trip departure, trip organizers/leaders must do the following:*
 - Obtain copies of Medical Release-History forms; Assumption of Risk & Release forms; passports; and visas

- Check with the U.S. State Department and Center for Disease Control for travel advisories – if an advisory is issued, the trip organizer/leader will inform the participants immediately– if a participant chooses to withdraw from the program, every reasonable effort will be made to find an alternate one

What should participants do case of a non-medical emergency?

1. If necessary, obtain police protection
2. Contact MVNU Campus Safety to apprise personnel about the situation – Campus Safety will contact Student Life (and, if necessary, Academic Affairs) – Student Life is responsible for contacting parents of students and for deciding (in consultation with the Provost) whether to cancel/terminate the program – Student Life will communicate this to Academic Affairs and any other interested party
3. Inform the trip organizer/leader
4. Notify the U.S. Embassy (or Consulate) and follow the procedures they require, including evacuation – if the risk is a continuing one, ask the official to provide updates and discuss how to respond – provide updates to MVNU Campus Safety
5. During a political crisis or some other emergency during which foreigners or U.S. citizens may be at risk, participants are advised to keep a low profile; avoid demonstrations, or confrontations or situations where they could be in danger; avoid behavior that could call attention to themselves; and avoid locales where foreigners or U.S. citizens are known to congregate
6. In the event of a significant crisis, participants they have the option of returning to the U.S. and that every reasonable effort will be made to allow them to continue their academic program on campus and be housed appropriately.

How should MVNU Campus Safety respond?

1. Log all calls and activities
2. Gather the following information from the caller (usually the trip organizer/leader):
 - Name of caller (and any victim); description of the incident, injuries, steps taken, and status; location of caller (street, city, country); location of incident, trip organizer/leader, and other participants; and caller’s phone, cell phone, fax, or beeper number
3. Inquire about the following:
 - If rescue squad, law enforcement, U.S. Embassy/Consulate have been called
 - If any information has been released to the media
 - If the emergency has had an impact on the availability of food, water, and medical supplies The target of unrest (if the event was political)
 - The intensity of the situation
 - If there are military or emergency personnel at the site
 - If program continuation is feasible
 - If participants and trip organizers/leaders are able to travel in the country
 - The advice of the U.S. Embassy/Consulate
4. Contact the U.S. Department of State Citizen Emergency Center (888-407-4747) for advice
5. **DO NOT MAKE ANY STATEMENT TO THE PRESS.**