

## Overseas Emergency Response Plan

### Introduction

The *USC Overseas Emergency Response Plan* is intended as a guide for all staff, faculty, and administrators responsible for implementation of USC's overseas programs. The purpose of this document is to provide guidance for response to personal and regional emergencies encountered by participants on USC overseas programs. This plan was developed by the Division of Student Affairs, through consultation with staff from various individuals and departments, including Risk Management, Office of the General Counsel, the USC Engemann Student Health Center, USC Center for Globalization, and coordinators of several USC overseas programs. Any questions about the contents of this plan should be addressed to the Vice President for Student Affairs.

The safety and security of all participants in USC overseas programs is 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 an overseas program. 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 overseas program 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:

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

### **Pre-departure preparations:**

- Provide final complete roster of participants with all required data to Student Affairs at least 7 days prior to program start date.
- Complete Section 4 of this document (Site-Specific Details) and send to Student Affairs 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.
- On-site staff traveling with students should have access to emergency cash/traveler’s checks/credit card in case banks and ATMs are not accessible during an emergency.

### **Actions to take upon arrival at program site overseas:**

- 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 plan to be implemented should it become necessary to leave the program site due to immediate safety concerns. Share this plan with each student participant.
- Students who travel overnight away from the program site should be encouraged to leave contact information with the program coordinator.

## Section 2: On-site Response

For USC-sponsored 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.
- 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).

## Section 3: Campus-based Response

For programs run by partner institutions, or USC-sponsored 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 overseas. Even in instances when USC staff/faculty are located on-site, the severity of a crisis involving one or more USC overseas programs may necessitate the formation of a campus-based Response Team.

### ***Overseas Emergency Response Team***

In the event of an emergency or crisis that calls into question the immediate safety of USC students on overseas programs, 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 Student Affairs 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 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
- Director, Student Support and Advocacy (overseas study database coordinator) or designee

\* Representative from VPSA office 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 Engemann Student Health Center 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 overseas, including dealing with 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 plan will be developed. This plan will be developed in cooperation with the US State Department and the Overseas Program 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
- Travel Agents
- USC Overseas Offices
- USC faculty/staff with direct experience in the host country
- 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 plan. Among the considerations to be determined as quickly as possible by the Response Team are the following:

- If students must be contacted overseas, 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 Student Affairs 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 overseas program, 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.

<b>DEPT:</b>	<b>PROGRAM LOCATION:</b>
<b>Name and 24-hour contact information for <u>on-campus</u> contact person:</b>	
<b>Name and 24-hour contact information for <u>on-site</u> coordinator (if applicable):</b>	
<b>Nearest medical facility to program site:</b> (For help identifying nearest facility, contact International SOS)	
<b>Emergency phone number for country/city of program site (local equivalent of "911" emergency number):</b>	
<b>Local police phone number:</b>	
<b>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:</b>	
<b>**In an event of an emergency, make the proper University notifications**</b>	

## Attachment A: Emergency Contact List for Program Coordinators

In the event of an emergency while you are overseas, after attending to immediate safety concerns for you and your students, you should start by calling 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 Student Affairs. The USC operator and DPS (both available 24 hours a day) know who to call in Student Affairs for emergencies.

USC Operator (Main)	(213) 740-2311
USC Department of Public Safety (DPS)	(213) 740-4321

If for any reason you cannot get through to the USC general operator or DPS, below are the telephone numbers of the main contact people in Student Affairs:

Jessica Frank, Manager Student Support and Advocacy	Office: (213) 821-4710 or (213) 740-2421 (213) 740-5231
Lynette Merriman, Assistant Vice Provost for Student Affairs Support and Advocacy	Office: (213) 740-1156 or (213) 740-2421
Leslie Lemus, Advisor Student Support and Advocacy	Office: (213) 821-4710 or (213) 740-0876
Ashley Ramos, Advisor Student Support and Advocacy	Office: (213) 821-4710 or (213) 740-0243
Molli P. Augustus, Administrative Assistant Engemann Student Health Center (UPC)	Office: (213) 821-2947 or (818) 399-5069
Associate Vice President, Student Affairs	Office: (213) 740-2421
Vice President for Student Affairs	Office: (213)740-5240 or (213) 740-2421

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

International SOS Assistance Centers  (CALL COLLECT)	In USA: Philadelphia, PA (215) 942 8226 *For full Assistance Center directory, please see following page.
Visit the International SOS website for local contact information: <a href="http://www.internationalsos.com">www.internationalsos.com</a>	

# Assistance Center Directory



## **DEDICATED LINE**

(215) 942-8478

## **AUSTRALIA**

SYDNEY A/C Tel: (61) (2) 9372  
2468 A/C Fax: (61) (2) 9372 2455

## **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

## **FRANCE**

PARIS A/C Tel: +33 (0)155  
633 155 A/C Fax: +33(0)155  
633 156  
Japanese Operations  
A/C Tel: +33 (0) 155 633107  
A/C Fax: 33 (0)15533156

## **GERMANY**

FRANKFURT A/C Tel: +(49) (6102)  
3588 100 A/C Fax: +(49) (6102) 202644

## **INDIA**

NEW DELHI A/C Tel: (91) (11) 4189  
8800 A/C Fax: (91) (11) 4189 8801

## **INDONESIA**

JAKARTA A/C Tel: (62) (21) 750  
6001 A/C Fax: (62) (21) 750 6002  
BALI A/C: (62) (361) 710 505 A/C  
Fax: (62) (361) 710 515

## **JAPAN**

TOKYO A/C (Jap) Tel: +81 3  
3560 7183 A/C (Eng) Tel: +81 3  
5572 2105 Fax: +81 3 5572 2104

## **MALAYSIA**

KUALA LUMPUR A/C Tel: (603)  
27873126 A/C Fax: (603)  
27873030

## **PHILIPPINES**

MANILA A/C Tel: +63 (2) 6870909  
A/C Fax: +63 (2) 6673674

## **RUSSIA**

MOSCOW A/C Tel: (7) (495) 937  
6477 A/C Fax: (7) (495) 937 6472

## **SINGAPORE**

(Worldwide Headquarters) A/C (Eng)  
Tel: (65) 6338 7800 A/C (Jap) Tel: (65)  
6336 3080 A/C Fax: (65) 6338 7611

## **SOUTH AFRICA**

JOHANNESBURG A/C  
Tel: (27) (011) 541 1300  
A/C Fax: (27) (0)865290777

## **SOUTH KOREA**

SEOUL A/C Tel: (82) (2) 3140 1700  
A/C Fax: 82 (2) 3431 7331

## **SPAIN**

MADRID A/C Tel: (34) (91) 572  
4363 A/C Fax: (34) (91) 345 1908

## **SWITZERLAND**

GENEVA A/C Tel: (41) (22) 785  
6464 A/C Fax: (41) (22) 785 6424

## **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

## **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

## **UNITED KINGDOM**

LONDON A/C Tel: +44 (0)20 8762  
8008 A/C Fax: +44 (0)20 8748 7744

## **USA**

PHILADELPHIA A/C  
Tel: (1) (215) 942 8226  
Fax: (1) (215) 354 2338

## **VIETNAM**

HO CHI MINH CITY A/C Tel: (84) (8)  
3829 8520 A/C FAX: (84) (8) 3829 8524

HANOI A/C Tel: (84) (4) 39340666 A/C  
FAX: (84) (4) 39340556

## Attachment B: Emergency Contact List for Student Participants

In the event of an emergency while you are overseas, you should start by contacting the appropriate staff at your program location (Resident Director, USC faculty, etc.).

Should you need further assistance or be unable to reach local staff for help, you should 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 Student Affairs. The USC operator and DPS (both available 24 hours a day) know who to call in Student Affairs 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 Operator (main)	(213) 740-2311
USC Department of Public Safety (DPS)	(213) 740-4321

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