

Emergency Reference for ISEP Coordinators

(October 2011)

Purpose of these guidelines is to:

- *Help ISEP coordinators plan for assisting ISEP students studying on their campus as well as those studying at ISEP member institutions abroad in the event of an emergency*
- *Clarify ISEP Central's expectations of coordinators in emergency situations affecting their inbound and outbound ISEP students*
- *Define the role of ISEP Central in emergency situations affecting ISEP students*
- *Facilitate communication and cooperation between the home & host institutions and ISEP Central in dealing with crises.*

I. EMERGENCY PREPAREDNESS & PLANNING

(Information sharing; preparation of student prior to arrival at on-site location)

- Review your institution's Emergency Action Plan and consider how the existing plan might apply to situations involving ISEP students (inbound and outbound)
- Consider the potential crises that could occur in your region or area
- Designate a primary and secondary meeting place for students and decide circumstances under which these meeting places might become necessary.
- Decide when, where, and how to meet or get in touch with students in the event of an emergency. Think of different scenarios and how they might change your needs. For example, what will you do if there is no phone or internet service?
- Designate a secondary emergency contact at your institution in case ISEP coordinator is incapacitated or unavailable
- Ensure that the information you have provided on the Institutional Information Sheet (IIS) is accurate and current (especially coordinator and emergency contact information)
- Provide ISEP Central with 24 hour emergency contact information where ISEP coordinator can be reached at any time (this information is not provided to students and will only be used by ISEP Central if absolutely necessary)
- Pre-departure orientation: share your institutions Emergency Action Plan with outbound students prior to their departure
- Print and keep handy a copy of the following: Emergency Reference for Coordinators (this document), ISEP Staff Contact List, ISEP Emergency Contact # for out of office hours, ISEP health insurance provider (IEES) #, MEDEX #, Coordinator's Contact List (what else?)

II. ARRIVAL AND ON-SITE ORIENTATION

- Inform ISEP Central of any students who do not arrive by designated program start date
- Discuss steps of your institution's Emergency Action Plan with students as appropriate during on-site orientation
- Collect and disseminate emergency contact information:
(*student mobile/land-line numbers, local emergency numbers, and coordinator's office and emergency numbers)
- Share known risks – local and country-wide
- Instruct all out-bound students to read the relevant section of the ISEP Student Handbook:
While You Are Abroad and **Health & Safety** (http://www.isep.org/students/Placed/student_handbook4j.asp)
Also inform students of any similar information available from the host university
- Remind students to register with their home country embassy. Refer U.S. students to:
http://travel.state.gov/travel/tips/registration/registration_4789.html
Students from other countries should follow national guidelines regarding Embassy registration
General tips on student safety while traveling can be found at:
http://travel.state.gov/travel/cis_pa_tw/safety/safety_2836.html
- Establish chain of communications so students will know how to stay informed in the event of an emergency (i.e. email, phone tree, etc.)
- Implement buddy system – pair up students who can contact each other and let coordinator know if the other is missing or needs assistance
- Request that students inform host coordinator of travel plans during the semester
- Print and carry current list of ISEP students studying on your campus as well as their contact information

III. IN THE EVENT OF EMERGENCY – COORDINATOR’S ROLE

1. If circumstances permit, call a meeting of ISEP students to:

- Provide clear description of the emergency situation and how it impacts the students
- Recommend resources and news sources for most accurate and updated developments
- Inform students of what they might expect and how they would be contacted in the event of an emergency evacuation
- Advise students of practical steps they can take to avoid conflict (i.e. avoid crowds or demonstrations, refrain from political debates, maintain a low profile)
- Instruct students to keep their families and their home ISEP Coordinator informed of the situation (confirming their location, well-being & safety)
- Remind students to register with their home country embassy if they have not already done so
- If a meeting cannot be organized, convey as much of the information above to students individually
- In case of mandatory evacuation, advise students to take passports, DS-2019’s & travel documents with them.

2. Inform ISEP Central of specifics of the emergency and actions taken (see above)

IV. IN THE EVENT OF EMERGENCY – ISEP CENTRAL’S ROLE

- Form an Emergency Response Team, consisting of: Senior Director responsible for crisis management, Program staff, Vice-President/s, President, Insurance Coordinator, and/or other staff as needed.
- Monitor a variety of news sources including US State Department travel website <http://travel.state.gov>; DOSTRAVEL@LISTS.STATE.GOV and the Overseas Security Advisory Council (OSAC) <http://www.osac.gov/>
- Provide assistance/support to ISEP Coordinator and facilitate communication.
- In the event of a mandatory evacuation:
 - US students in other countries: Advise US students to follow U.S. State Department’s instructions. All travelers registered with the embassy will be contacted locally. International Students in the U.S.: Host institutions will follow instructions of local authorities and keep ISEP informed.
 - International students outside the U.S.: ISEP will contact students’ home and host coordinator, either of whom will contact the embassy of the students’ home countries.
 - Liaise with home and host coordinator for alternative academic assessments or other site placements, if possible.
 - Follow through with coordinators to confirm each student arrives home safely

Medical Emergencies involving ISEP Students

Students’ ISEP Health Insurance cards list the phone number of IEES, ISEP’s insurance provider, and refer students outside the U.S. to a 24-hour worldwide medical assistance provider, which can coordinate payment with the provider, medical evacuations and repatriations. This information is also available on ISEP’s website in the red quick links menu of the coordinator’s section: <http://www.isep.org/Coordinators/emergency.asp>

Host coordinators are requested to contact ISEP in the event of a serious medical emergency requiring hospitalization. ISEP will call the student’s home and/or host coordinator and ask the home coordinator to get in touch with the participant’s family if they do not already know. If appropriate, ISEP will contact the student’s family directly. If the emergency involves hospitalization, surgery or other major medical expenses, ISEP will also contact IEES. ISEP will continue to stay in touch with all parties concerned as needed.

ISEP Central Office:

(during office hours)

1-703-504-9960 (phone); 1-703-243-8070 (fax)
1-877-512-4737 (toll-free)
www.isep.org (website)

ISEP Emergency Answering Service:

(outside of office hours)

1-301-681-2388 (phone)

ISEP Health Insurance Provider:

International Educational Exchange Services, Inc. (IEES)

(insurance coverage & benefits)

1-866-433-7462 (phone)
1-607-272-2707 (fax)
claims@iees.com

MEDEX Assistance Corporation:

(assistance with medical evacuation, repatriation & medical referrals)

1-800-527-0218 (toll free within USA)
1-410-453-6330 (from overseas call collect)
operations@medexassist.com