



**ISEP Conference 2006**

**Session: ISEP, We Have a Problem**

**Saturday, November 4, 2006**

**Guidelines on preparing for an “unplanned” emergency**

*Being prepared in advance is critical to effectively responding to emergencies when they arise*

For civil unrest, political uprisings, natural disasters, etc.

- Make sure students know who to contact in an emergency and how
- Provide an emergency contact card that can be carried at all times – translate into host language
- Collect contact information (especially mobile numbers) for all students after arrival on campus
- Discuss hypothetical situations and response plans at orientation – i.e. Where would you meet (safe havens)? How would you get in touch?
- Advise students to register with the embassy of their home country in their host country
- Alert students to potential arising problems when possible - advise them where they can monitor the situation and how the situation is viewed from a local perspective (this may be very different from the way things are viewed in the student's home country)
- Confirm the safety of your students. Contact students by phone or by whatever means you determined during your orientation.
- Strongly urge students to avoid traveling within areas of unrest or going near “hot spots” such as political rallies, or crowds.
- Continue to monitor the situation carefully. Corroborate all information before you share it with others.

For medical situations

- Check student health questionnaires and alert them to any potential complications before they arrive
- Know who to contact - ISEP insurance card includes relevant emergency numbers; make sure students take this with them to their host university or have them upon arrival
- Know closest facility to campus that can accommodate international patients
- Provide relevant medical information on the emergency contact card mentioned above

For any situation

- Keep ISEP's emergency number handy during non-business hours: +1-301-681-2388
- Remind students to stay in regular communication with their family and loved ones
- Make sure information in Institutional Information Sheet is always accurate and up-to-date
- Do not hesitate to contact ISEP Central with questions