

Education Abroad Emergency Guidelines

Loyola University New Orleans' Education Abroad Emergency Guidelines (the Guidelines) have been designed expressly to safeguard the well-being of program participants and to protect the University's interests. The Guidelines are to be followed by the study abroad program directors and university administration, staff, faculty, and students in order to effectively prepare for and rapidly respond to emergencies in Loyola's Education Abroad Programs^{1*}.

While it is of course impossible to plan for all contingencies involving our programs abroad, the Guidelines will allow us to react in a responsible and levelheaded way when emergencies do arise. We need to be able to provide, in a consistent and predictable way, for the safety and well-being of our students and all other participants. It is the responsibility of program directors and other university administrators to follow the Guidelines and of program directors to inform the students in their group about these guidelines 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 program participants. Emergencies will include, though not be confined to, the following types of events and incidents:

1. Disappearance or kidnapping of a participant;
2. Criminal assaults against program participants;
3. Sexual assault or rape;
4. Serious illness, physical or emotional, injury or death;
5. Psychiatric or mental health emergency;
6. Hospitalization;
7. Arrest, incarceration, or deportation;
8. Terrorist threat or attack;
9. Local political crisis;
10. Natural disasters.

What should the university do to prepare for emergencies abroad?

1. Provide annual training for study abroad directors.
2. Require an initial risk management assessment of all university-sponsored activities taking place outside the U.S. and annual risk management assessments.
3. CIE will provide general information in semester pre-departure orientation and in the on-line summer orientation for non-law programs.

What should Program Directors do to prepare for emergencies?

1. Program directors, except those in the College of Law, must work with the Center for International Education to ensure that all students complete all required documents online through the CIE website. The information will be accessible online by university administrators including the Provost's Office, Risk Management, the Deans, the Vice President of Student Affairs, and the Director of Counseling and Health Services, as well as the program directors. The College of Law must maintain this information for all participants.

^{1*} For purposes of this document, Education Abroad Programs include all university-sponsored, campus-originated activities that take place outside of the U.S.

2. The following items will be required as part of the application process
 - a. A signed responsibility and insurance statement including a statement that the student has received and understood the orientation materials, including the Guidelines;
 - b. 2 emergency contact numbers;
 - c. Copies of passports (and visas if appropriate) or passport numbers;
 - d. Information on health and safety
 - i. In the initial brochure, the following statement should be included: "The Center for International Education (CIE) or College of Law for law programs will be happy to discuss health care concerns you may have related to study abroad. Because of the particular challenges, both mental and physical, that integration into a new culture and learning environment place on an individual, if you are currently receiving treatment for any chronic health issues or mental health issues, it is strongly recommended that you talk with CIE/the College of Law or your doctor about plans to manage your health condition abroad."
 - ii. Information on the university required study abroad health insurance with instructions on using the insurance abroad.
 - iii. The brochure may include a statement to this effect: "This program includes activities that may involve using public transportation, negotiating stairs, taking long walks, and attending scheduled classes. If you have any concerns about your ability to perform any of these activities or have other special needs or disability-related concerns, contact CIE at cie@loyno.edu or (504) 864-7550 (or the College of Law for law programs)."
 - iv. Health form with specific questions about a student's health (example available from CIE).
3. All programs must include medical evacuation, repatriation, and 24/7 assistance as part of the program fee. CIE will identify an appropriate insurance and submit lists to the insurance company for all programs utilizing the CIE online application system. The College of Law must submit their own lists to the insurance company. Programs will be required to pay the insurance premium.
4. At a minimum, the following information should be provided to all students during the pre-departure and on-site orientation. (Please note that pre-departure orientation may only consist of written materials for non-Loyola students.)
 - a. Consular Information Sheets and CDC and U.S. State Department Travel Advisories. If there is a Level 3 or 4 Travel Advisory issued during a program, CIE or the College of Law will notify the director who will then notify the students of the change. (See applicable refund policy at the end of this document.)
 - b. Emergency Contact Numbers for program directors and university officials to be provided to students and parents/guardians. The emergency contacts will include:
 - i. Program director or on-site coordinator in host country. All program directors must have a cell phone that works in the host country - either a U.S. or foreign number. Directors must provide students, parents/guardians and university administrators, including the Provost's Office, Risk Management, the Dean(s), the Vice President of Student Affairs, and the Director of Counseling and Health Services, with the complete number including the country and city code if using a local number in the host country.

- ii. Center for International Education or College of Law Emergency Number.
 - c. Cover safety and security issues specific to the country. Advise the students to avoid travel to or through any location where tensions exist and travel may be dangerous.
 - d. Procedures for an emergency: Students should be informed that they are required to notify the program director about any emergency, and that the program director in turn is required to contact CIE or the College of Law for law programs. This information will be treated with the strictest confidentiality, and will be shared by the program director on a “need to know” basis only. If the crisis involving the student is grave enough to jeopardize student or program participant safety or well-being, the emergency contact the student has provided at the time of registration will be informed.
5. Directors will leave a detailed written program itinerary with CIE or the College of Law with written instructions on how they can be contacted in an emergency.
6. The director and/or students must register with the U.S. embassy or consulate in the host country or countries. Where it is appropriate, this type of notification should be provided to the local authorities at the program site.
7. Prior to the arrival of the students on site: if the students in the group are to be housed with local families, inform the families that they are required to notify the on-site coordinator or director if there is an emergency involving a student. If the students are housed in a residence system or rented house, inform the local housing supervisor that the supervisor must notify the on-site coordinator if an emergency occurs.

What should students do to prepare for emergencies?

1. Be familiar with all materials sent to you by your program or the Center for International Education including the Consular Information Sheets on your host country and the Center for Disease Control Travelers Information.
2. Review the Emergency Guidelines.
3. Know how to use the study abroad health insurance information and keep a copy of the card with you at all times along with the 24/7 assistance phone number.
4. Make 2 copies of your passport. Leave one with your family and bring one with you on your trip and keep it separately from your passport. While you are traveling, protect your passport. Use a money belt or neck pouch.
5. Keep the program director's and university emergency numbers with you at all times.
6. Learn as much as you can about your country before you go.
7. Register with the U.S. Embassy, <https://step.state.gov/step/>.
8. Develop with your family a plan for telephone or e-mail contact, so that in case of emergency you will be able to communicate with your parents/guardians directly about your safety and well-being.
9. Familiarize yourself with local laws and customs of the countries to which you are traveling. Remember, while in a foreign country, you are subject to their laws.
10. Bring a credit card or make sure to have access to additional funds in case of an emergency.

What to do in the case of an emergency

For the Program Director

1. In an emergency, the director's first responsibility is to safeguard the safety and well-being of program participants. The director should do whatever is necessary to assure this, whether this means obtaining prompt and appropriate medical attention, Embassy intervention or police protection.
2. When all has been done to assure the participants' well-being, the director should contact CIE or the College of Law for law programs in detail about the situation. CIE or the College of Law will then contact the Provost, the Vice President of Student Affairs and the Risk Manager for further action on the emergency. Depending on the acuteness of the crisis, the Crisis Response Team may be assembled to decide on a course of action that the director, students, and university administrators need to follow. If the study abroad program director is unable to call CIE, email or text message could be used as a last resort.

CIE Emergency Number: (504)289-4485

If the study abroad program director is unable to reach CIE or the College of Law for law programs, they should contact the Provost, the Vice President of Student Affairs or the Risk Manager directly.

3. In an emergency, the director should urge participants to contact parents/guardians as soon as possible to advise them of their personal situation. Wherever necessary, the director must facilitate such contact.
4. As necessary, the director should notify the local U.S. Embassy or Consulate about the crisis, and follow whatever procedures they may require. If there is a continuing risk to the welfare of the students (during a terrorist threat, for example), the director should ask the appropriate Embassy or Consular Official to advise the director on a regular basis about the evolution of the crisis, and about how the students should respond.
5. In a medical or mental health emergency, the director or appropriate designee will accompany the student to an appropriate health care provider. CIE or the College of Law for law programs should be contacted and made aware of the situation. If a medical or mental health emergency is critical and emergency contacts should be informed, CIE/the College of Law or the Provost should make contact with the emergency contacts.
6. During an on-going crisis, the director should keep CIE or the College of Law informed on a regular basis, daily or as need dictates.
7. During a political crisis or some other emergency during which foreigners in general or U.S. citizens in particular may be at risk, the director should **tell the students to keep a low profile**; tell them to avoid demonstrations, confrontations or situations where they could be in danger; avoid behavior that could call attention to themselves; avoid locales where foreigners or U.S. Americans are known to congregate; and take down signs, avoid using luggage tags and wearing clothes that would label them as U.S. Americans.

8. In the event of a significant crisis, students have the option of returning to the U.S. Every reasonable effort will be made to allow them to continue their academic program on campus, and to be housed appropriately as well. Refund policies are outlined below.

9. Faculty members and students will be evacuated or sent home if a situation deteriorates to the point where the degree of risk to participants is deemed unacceptable. If this unlikely event were to happen, the Crisis Response Team, in consultation with the director, the U.S. Embassy and State Department, and appropriate individuals on the home campus, would develop an evacuation plan in as much detail as possible.

For the student

1. If there is an emergency, you should immediately contact the program director. Their responsibility is to make sure that you are safe. The director will be in touch with Loyola and will recommend appropriate steps depending on the situation. Follow the instructions of the director and university administrators.

2. During a political crisis or some other emergency during which foreigners in general or U.S. citizens in particular may be at risk, **keep a low profile**; avoid demonstrations, confrontations or situations where you could be in danger; avoid behavior that could call attention to yourself; avoid locales where foreigners or U.S. Americans are known to congregate; and take down signs, avoid using luggage tags and wearing clothes that would label you as U.S. Americans.

For CIE or the College of Law for Law Programs and the Crisis Response Team

Upon receiving a call from the director of an Education Abroad program (or from faculty, parent or other source) involving a serious injury, death, or emergency, CIE or the College of Law for law programs will:

1. Start a log of all calls and activities.
2. Get the following information from the director:
 - Name of caller and of victim(s), if any
 - Brief description of accident, injuries, and/or emergency, the steps that have been taken and the status.
 - Location of caller-e.g., street, city, country
 - Location of accident or emergency. How close is it to students and staff?
 - Phone and/or cell phone, where caller is
 - Find out if rescue squad, local law enforcement, U.S. embassy/consulate have been called if appropriate?
 - Has any information been released to the media?

If an emergency – real or perceived – occurred, ask for *detailed* answers to these questions:

- What impact, if any, did any emergency have on availability of food, water, and medical supplies?
- What was the target of unrest, if the event was political?
- What is the intensity of the emergency or of the political unrest?
- Are there military or emergency personnel at the site of the emergency?
- Is continuation of classes feasible?
- How able are our students and staff to travel in the country?

- What is the advice of the nearest U.S. embassy or consulate?
3. CIE or the College of Law will contact the Provost (or designee), Vice President of Student Affairs (or designee) and Risk Manager with the above information.
 4. CIE or the College of Law, the Provost (or designee), Vice President of Student Affairs (or designee) and Risk Manager will determine if a meeting or conference call with the Crisis Response Team needs to be called.
 5. The Crisis Response Team may include the following individuals depending on the nature of the crisis:
 - Director, CIE or College of Law
 - Provost
 - Dean(s)
 - Director of Risk Management
 - Director of University Police
 - Designated program directors
 - Public Affairs
 - Director, Counseling and Health Services
 - Vice President of Student Affairs (or designee)
 - General Counsel
 - Members of Threat Assessment Team
 6. **DO NOT MAKE ANY STATEMENT TO THE PRESS.** Notify the director of Public Affairs of any statements made to the media by the program director. Refer inquires to the director of Public Affairs and record all calls and activities.
 7. If an emergency has occurred, call the U.S. Department of State Citizen Emergency Center at 1-888-407-4747 (from overseas: 202-501-4444) for suggestions or assistance.

Emergency Cancellation or Termination of Programs

If based on the recommendation of the Crisis Response Team, the Provost determines that a program should be canceled or terminated due to an emergency or crisis situation, the process for notification and refunds will be determined by the Crisis Response Team. Public Affairs will be notified so that all university communications will be consistent.

Countries with Level 3 or 4 Travel Advisories

If, prior to the commencement of a program, the U.S. State Department or Center for Disease Control issues a Level 3 or 4 Travel Advisory for the area in which the program is being conducted, the updated information must be distributed within 7 days to students and the Program Director by the Center for International Education. Students must be permitted to withdraw and every effort made to find an alternate program. Students shall be refunded any fees.

If, during the course of a program, the U.S. State Department or Center for Disease Control issues a Level 3 or 4 Travel Advisory for the area in which the program is being conducted, the updated information must be distributed within 72 hours to students and students must be permitted to withdraw. Every effort will be made to allow students to complete their coursework after their return. Students shall be refunded any fees not already expended.

Normally Loyola will suspend approval of study abroad while a Level 3 or 4 Travel Advisory is in effect unless an application for a waiver of this policy is approved. Without approval of the waiver application, university support is withdrawn and no academic credit will be awarded for programs in those countries nor will federal financial aid be granted for study in such locations.