

***UNI INTERNATIONAL PROGRAMS: GUIDELINES FOR HEALTH & SAFETY
AND EMERGENCY ACTION PROTOCOL***

PURPOSE

The purpose of this document is to outline areas of responsibility and to provide step-by-step procedures to follow in the event of an emergency involving students, faculty and staff abroad for purposes of study or research under the auspices of the University of Northern Iowa.

AREAS OF RESPONSIBILITY

Program Sponsors and Directors

1. Follow UNI policy regarding International Study Programs. The policy is available on the UNI web site at <http://www.uni.edu/pres/policies/314.html>.
2. Secure academic approval for proposed programs from appropriate sources: Department Head(s) and Dean(s) **OR** Department Head(s) and the Office of International Programs. Submit a copy of program proposals to the Assistant Vice President of Academic Affairs for International Programs to help ensure that standards of health and safety are met.
3. Conduct site evaluations for proposed new programs as well as periodic reviews of existing programs with regards to health and safety.
4. Consider health and safety issues in evaluating the appropriateness of an individual's participation in a study abroad program.
5. Either provide appropriate health and travel accident insurance to participants, or provide information about how to obtain appropriate coverage. Require participants to show evidence of appropriate coverage.
6. Ensure that applicants complete the following forms: Conditions of Participation Statement; Waiver of Liability and Hold Harmless Agreement, and Medical Authorization; Health Insurance Verification; Medical Self-Assessment, and Emergency Information. These forms are available from the Office of International Programs.
7. Communicate applicable UNI codes of academic and student conduct related to participants.
8. Provide information to participants on whom to contact in case of an emergency both at home and abroad.
9. Monitor the social and political situations of host countries, at a minimum, through the U.S. Department of State's Travel Advisories and Warnings (<http://www.travel.state.gov/>). In case of a Travel Warning, consult with the Risk Management Team to determine the necessary action.
10. Provide participants with accurate and reliable pre-departure information through orientation meetings and publications. Written information must include health and safety considerations as well as the Department of State's web site address for Travel Advisories and Warnings.
11. Provide information for participants and their parents/guardians regarding when and where the sponsor's responsibility ends, and the range of aspects of participants' overseas experiences that are beyond the sponsor's control. In particular, program sponsors and directors generally:
 - Cannot guarantee or assure the safety of participants or eliminate all risks from the study abroad environments;
 - Cannot monitor or control all of the daily personal decisions, choices, and activities of individual participants;
 - Cannot prevent participants from engaging in illegal, dangerous or unwise activities;
 - Cannot assure that U.S. standards of due process apply in overseas legal proceedings or provide or pay for legal representation for participants;
 - Cannot assume responsibility for the actions of persons not employed or otherwise engaged by the program sponsor, for events that are not part of the program, or that are beyond the control of

the sponsor and its subcontractors, or for situations that may arise due to the failure of a participant to disclose pertinent information;

-- Cannot assure that home-country cultural values and norms will apply in the host country.

12. Develop contingency plans to follow in case of an emergency while leading a group of students abroad. Follow appropriate procedures when an emergency occurs in the U.S. or abroad.

The Office of International Programs

1. Provide information and resources to program sponsors and directors on issues of health and safety abroad.
2. Upon request, provide consultation and review of program proposals.
3. Provide emergency action protocol that enables program directors abroad to contact UNI on a 24-hour basis.
4. Coordinate on-campus action of the Risk Management Team and Task Force in case of an emergency at home or abroad.

EMERGENCY ACTION PROTOCOL

Definition of an Emergency

- A. Death of a participant or faculty member
- B. Serious injury or illness that can be defined as one requiring hospitalization, or one that makes it impossible for the participant or faculty member to continue the program
- C. Emotional or psychological condition requiring removal from the situation or professional attention
- D. Being the victim of a serious crime (assault, rape, etc.)
- E. Being accused of committing a crime
- F. A situation--either in the U.S. or at a program site--arises that causes serious concern, i.e., a political uprising or a natural disaster, an act of war, or other event causing or threatening harm to program participants or faculty member
- G. Sudden evacuation of a participant or faculty member in response to a stateside emergency
- H. Travel Warning issued by the U.S. State Department specific to a country, region, or world-wide

Definition of a Perceived Emergency

Perceived emergency results from events that are not immediately threatening to the health or safety of program participants, faculty or staff, but which may be viewed as such by family and friends at home, or by the media. In many instances, a perceived emergency must be treated as a real emergency.

The UNI Study Abroad Risk Management Team

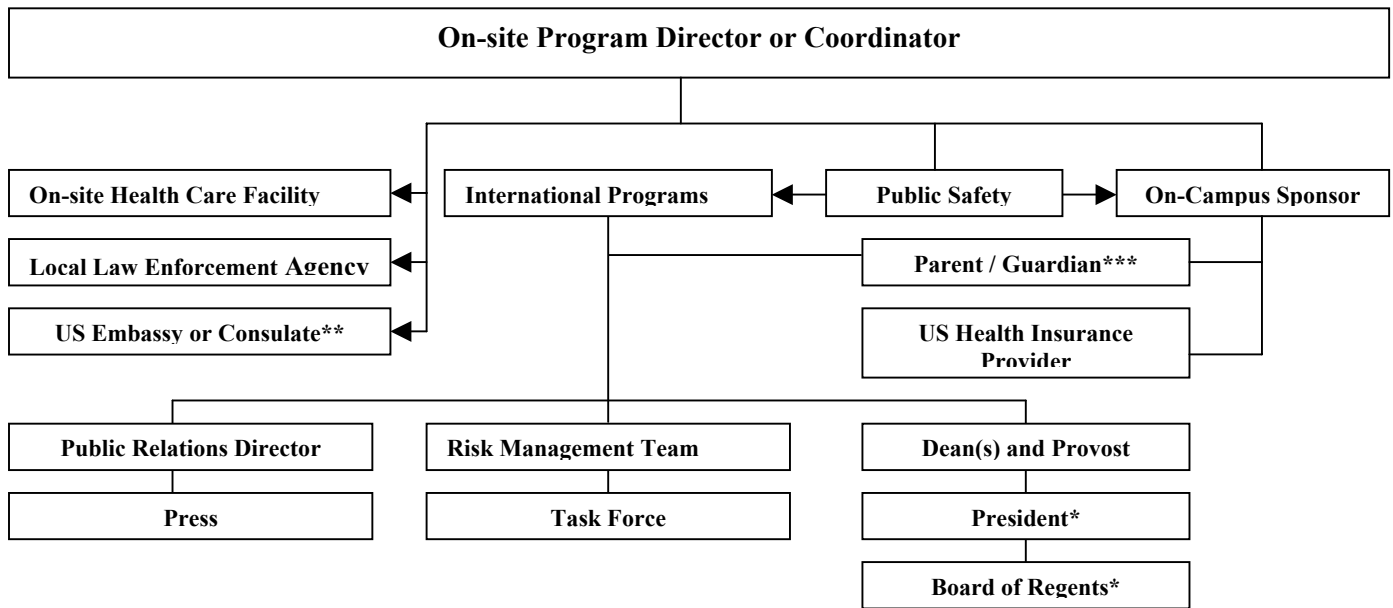
Assistant Vice President of Academic Affairs for International Programs
Associate Vice President for Educational and Student Services
Executive Assistant to Vice President for Administration and Finance (Risk Manager)
Operations Auditor (Legal Considerations)
Director, Public Safety
University Media Relations Director
Director, Student Health Clinic
Director, University Counseling Center
Study Abroad Coordinator

Communicating in Case of An Emergency Abroad

Whenever feasible, statements to the press should be made exclusively through the University of Northern Iowa office of University Marketing and Public Relations. Faculty directors and UNI study abroad staff should not seek contact with the press, since difficulties may arise when more than one source releases information to the media.

The Assistant Vice President for International Programs is the official spokesperson to parents, officials, and on-site coordinators. The Assistant Vice President for International Programs and/or University Public Relations Director will act as official spokesperson to media sources.

Chain of Communication in the Event of Emergency



* Notify in case of death or severe injury

** Notify in case of political unrest, natural disaster, arrest, or death

*** Notification by International Programs and/or US Embassy only in event of death; otherwise, notification will be by on-campus program sponsor.

Recommended Course of Action in Case of an Emergency

Immediate Responsibilities of On-site Program Director or Coordinator

1. Attend to the immediate needs of participant or faculty member involved.
2. Remove individual(s) from danger.
3. Contact, as appropriate, local medical emergency officials, law enforcement officers, the U.S. Embassy or Consulate, on-site health and/or counseling provider to begin local action necessary to handle and resolve the situation.
4. Contact the UNI Department of Public Safety (102 Gilchrist Hall; 319/ 273-2712; Emergency Assistance 24 hours at 319/ 273-4000). Public Safety will notify the Assistant Vice President of Academic Affairs for International Programs, on-campus program staff, and other UNI units, as appropriate.

Immediate Responsibilities of UNI Department of Public Safety

Upon receiving a call from on-site program staff or faculty director concerning a serious injury, death or other emergency, the Department of Public Safety will:

1. Begin a log of all calls and activities pertaining to the incident.
2. Collect the following information from the on-site personnel:
 - Name, identity, and location of caller;
 - Nature and brief description of emergency;
 - Location of emergency and its proximity to program participants, if not directly affected;
 - Identity of program participants involved, if applicable;
 - Contact information (phone & fax number, e-mail address) where caller can be reached; and
 - Any information previously released to the media.
3. Verify calls have been placed to emergency response services, and will be placed to U.S. Embassy or Consulate if situation warrants;
4. Instruct caller to call again after emergency response team or law enforcement have arrived, if applicable;
5. Contact Assistant Vice President of Academic Affairs for International Programs;
6. Contact on-campus program sponsor or director.

Immediate Responsibilities of the Office of International Programs

1. Call Public Relations Director, University Marketing & Public Relations. Notify of any statements already made to media.
2. Refer press inquiries to Public Relations Director.
3. Once important facts have been collected, the Office of International Programs will notify members of the Risk Management Team. Risk Management Team will assemble Task Force. Composition of Task Force may vary depending upon nature of emergency and the UNI unit sponsoring the program. Task Force will include members of Risk Management Team and on-campus program sponsor. Whenever possible, faculty with specialization in the affected region may also be included.
4. Contact and consult with other key UNI administrators, such as the appropriate Dean(s) and the Provost.
5. In event of emergency other than illness or isolated accident, call the U.S. Department of State Citizen's Emergency Center at 202/647-5225 for suggestions or assistance. Call U.S. offices of other institutions with students in the program location to compare information and to develop a common plan of action. Continue coordination throughout emergency. Notification of and communication with the parent/guardian throughout the emergency is the responsibility of the on-campus program sponsor, except in case of death.

Responsibilities of the Task Force

1. Address immediate action necessary to maintain security and health of program participants, faculty and staff.
2. Address issues of health, safety, academic concerns, financial aid, public relations and legal liability.
3. Identify additional appropriate steps to take abroad (e.g., addressing student reactions, creating written action plan, sending UNI staff or faculty to program site, etc.).
4. Develop and help with an evacuation plan should one become necessary.
5. Designate an individual to assume responsibility for handling the situation at home campus and program site.
6. Develop a communication document to be utilized by all personnel involved.
7. Prepare a list of persons to be alerted.

8. Develop a daily communication plan.
9. Assess impact of the event once ended and document all actions taken in a written report.

Responsibility of On-campus Program Sponsor

1. Communicate with on-site director or coordinator, on-campus constituencies, parents, and U.S. Health Insurance Provider, etc. throughout emergency

Follow-up Procedures to be Coordinated by the Office of International Programs

1. Ensure written accounts of incident are obtained as soon as possible from all witnesses and affected students, faculty and staff.
2. Prepare detailed factual report, including preliminary recommendations without judgments, analysis or conclusions.
3. Submit report to Operations Auditor and Risk Manager.
4. Convene follow-up meeting of Task Force to discuss distribution and dissemination of report and the need, if any, for further in-house or external review or investigation.
5. Review plans and activities scheduled for Office of International Programs staff and adjust priorities if needed.
6. Communicate any pertinent information to other UNI programs, as appropriate.
7. Assess effectiveness of these procedures and revise as appropriate.

Follow-up Procedures for On-Site Program Director or Coordinator

1. Reassess and adjust planned activities for the program as necessary. Attempt to avoid subjecting students and staff to additional stress. Plan for ways to proceed. The program should be terminated only as a last resort.
2. Stay in close communication with Office of International Programs for instructions and/or input from Task Force, and inform on-campus program staff of whereabouts and activities of the group.
3. Assess physical and emotional needs of students and staff.
4. Inform on-campus program sponsor if additional staff are needed on-site to carry out necessary arrangements, or to provide counseling to students.
5. Ensure all affected local and U.S. authorities are consulted and kept informed.
6. In the event of fatality, wait for legal authority (usually local) before moving the body. Make sure photographs are taken before body is moved. Photographs and preservation of evidence may be important in other situations involving criminal activity also.
7. Document ALL activities.
8. Collect written statements from students, faculty and staff as soon as possible following incident.

Notification of Next of Kin in Case of Death Abroad

In the event of death, it is the responsibility of the Assistant Vice President for International Programs to see that next of kin are appropriately and promptly notified. The appropriate Embassy officials will take charge in the event of the death of a U.S. citizen abroad. In most cases, the next of kin are contacted directly by representatives of the U.S. Department of State or local authorities.

Releasing Information to the Media

The UNI University Marketing & Public Relations office, in consultation with the Assistant Vice President of Academic Affairs for International Programs and the on-campus program sponsor, will prepare a statement for the press to be released to appropriate media services (depending upon scope of incident) and set up a system for responding to inquiries.