

# UCEAP Center Safety and Security Checklist

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*This checklist must be updated annually.*

*To be useful to you in a crisis, all information must be: 1) organized, 2) easily retrievable, 3) current, and 4) accurate*

UCEAP Study Center Location/Year:
Partner Institution Location/Year:
Name of Person Completing the Checklist:
Date of Checklist Completion:

*Review roles and responsibilities for all involved in emergency preparation and response at the local level **BEFORE** an emergency.*

When an emergency occurs, UCEAP will activate contingency plan protocols, which will remain fluid and flexible depending on the situation. Emergencies can affect one person or the entire program. The emergency may have a sudden impact or a slow build-up. Most emergencies will require immediate intervention to minimize impact or worsening of the situation.

UCEAP contingency planning includes preparation, response and recovery. The foundations of an emergency response are the local UCEAP Study Center emergency plan, the partner institution emergency response, and collaboration with UCEAP Systemwide. The local plan should address immediate response to the emergency and the secondary impact reactions that can be overwhelming (e.g., media attention, parental involvement, public response, etc.)

## 1. Update contact information.

Good communication protocols (including redundancy in communications) are crucial during a response. It is important to have a paper copy of all communication protocols and to share it with students so they know who to call and how to check in, particularly during an emergency. Instill in students the need for them to be proactive and let you know about their welfare.

- Have student contact information handy including address, local phone numbers (landline and mobile), SMS capabilities, other messenger sources, and email address. **Keep a hard copy with you at all times (at home and at work) in case of after-hours emergencies.**
- Share updated student contact information with the UCEAP Systemwide Operations Specialist and International Health, Safety and Emergency Response unit ([hser@eap.ucop.edu](mailto:hser@eap.ucop.edu)). *Even though students are required to update their local contact information through MyEAP, many do not comply. Ensure compliance.*
- Have all phones numbers for local emergency services (fire, police, community resource centers, etc.) Refer to the *Emergency Contact Information* section of the [Study Center Emergency Preparedness Handbook](#) for a list of important numbers to maintain.

- Remind students that they are required to check their UC email daily and must inform you of any changes in their contact information. Students need to understand that you are their local contact and to know how to reach you and/or the International Office at their host university.
- Make sure that students have your emergency telephone number (if available), the contact information for the UC travel assistance provider ([United Healthcare Global](#)) and the emergency phone number for the local [U.S. Mission](#) (embassy/consulate/American Institute), in the event you are traveling or unreachable. See the [U.S. Department of State Telephone Directory](#) for an updated list of contact information and key officers at Foreign Service posts world-wide.

Provide details of the steps that you have taken as stipulated above and check a box.

(A) Have completed  (B) In progress , will provide an update in \_\_\_\_\_ weeks.

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## 2. Establish a communication plan in the event of emergency.

- A communication plan (e.g., call tree, if it works with the program/study center, etc.) is vital to share information with students and staff quickly and easily. You can call or send SMS—make sure all students have this capability—to those at the top of the tree. Divide students into an appropriate number of groups (“branches”). The local UCEAP representative(s) is responsible for relaying instructions to the head of each branch. The head of each branch then calls/texts (or personally contacts) the next student on the list, who, in turn, calls/texts (or personally contacts) the next student, and so forth. Refer to the Sample Communication Tree in the [Study Center Emergency Preparedness Handbook](#) for guidance to develop a communication tree.
- Have procedures to follow if a particular student is unreachable by email, text message, phone, or in person.
- Consider text messages (*a short text message may go through during an emergency if you do not have enough signal strength*) and a common instant messaging app such as WhatsApp, WeChat, or Viber, as alternative options to SMS to share vital information with students and UCEAP Systemwide. If you are currently using this platform and/or Facebook or Google Groups, for group communication with students and/or UCEAP during an emergency, please indicate below the name of your group and the messenger application. If you are using a mobile phone, a text message may get through because a text message requires less bandwidth than a phone call. Text messages may also save and then send automatically when capacity is restored.
- **PRACTICE emergency drills followed by welfare check-ins with students.** Discuss with students what information you will need. Short messages like “I’m OK. At library and I am with Jane Doe.” are good. After you practice, assess what worked well? What can be improved? What information, if any, needs to be updated? If you make updates, remember to print new copies of the plan for everyone, including UCEAP Systemwide.

Provide details of the steps that you have taken as stipulated above and check a box.

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Provide details of alternative messaging applications (WeChat, WhatsApp, Viber, etc.) or Emergency Groups created with these applications and/or Facebook, Google groups, etc., that you use and check a box.

(A) Have completed  (B) In progress , will provide an update in \_\_\_\_\_ weeks

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### 3. Review the Study Center Emergency Preparedness Handbook (EPH) and the Local Emergency Response Plan(s); update the local plan(s) as needed.

- Read the Study Center [Emergency Preparedness Handbook](#) and assess whether it is applicable to the current local reality.
- Keep your local plan simple, realistic, and flexible. A well organized, step-by-step plan with relevant information at your fingertips will help you get through most incidents. If modifications are needed, consult with UCEAP Systemwide International Health, Safety & Emergency Response before implementing. *Review the Protocols for Emergencies in the Emergency Preparedness Handbook so you are familiar with steps to follow in specific emergencies.*
- Complete or review your local Emergency Response Plan(s) and make modifications as necessary for the current local reality. A basic plan template based on Preparation, Response, and Recovery, should be sufficient for managing most emergency situations. Consult with UCEAP Systemwide before implementing changes. *Refer to the template in the [Study Center Emergency Preparedness Handbook](#).*
- The local planning process may show areas where existing local capabilities to manage an emergency are deemed insufficient and additional resources may be needed to provide the level of capability desired.
- Examples of steps :
  - Have sufficient cash on hand.
  - Have basic medical supplies on hand: Include basic supplies that any staff or student (without specific medical training) can use in an emergency. A ready-made first-aid kit should be sufficient. Consider taking a First Aid course.
  - Consider keeping additional emergency supplies, if reasonable (water, flashlights, hand-crank radio, blankets, etc.).
  - Have redundant communications: Consider alternate ways to communicate with students/staff if standard means of communication go down. For example, if cellular service is unavailable, make sure you can text students or communicate with them via social media.

*Provide details of the steps that you have taken as stipulated above and check a box.*

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#### 4. Remind students to make personal contingency plans.

Remind students during orientation that emergencies are a possibility. If a local emergency were to occur, there may be a period of time before the UCEAP emergency response team is able to provide support or to evacuate students from the location, if necessary.

All students are automatically registered with iJET International, Inc., the University of California security provider. They will receive real-time 24/7 alerts through their online Worldcue Service about breaking situation or changing travel conditions. They will inform what to expect and how to manage the situation. Alerts are classified by importance: Critical, Warning, or Informational.

Students are responsible for developing their own personal emergency plans, which should include, at a minimum, the following:

- Keep 'emergency' cash on hand.
- Have an adequate supply of prescription drugs.
- Carry emergency contact phone numbers at all times.
- Keep cell phones charged and powered on (refrain from turning them off for long periods of time).
- Check e-mail daily, as required by the [UCEAP Student Agreement](#).
- Keep passport, plane ticket, and other important documents in a safe place—easily accessible—and keep photocopies of these documents.
- Identify exits in every location and keep a mental note.
- Share the following handout with students, [Safety Tips for Students](#).

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#### 5. Register with the nearest U.S. embassy or consulate and strongly suggest to students to do the same.

**NOTE:** [Online registration](#) with the US Department of State (USDOS) makes the students' presence and whereabouts known to US government officials. The [Smart Traveler Enrollment Program](#) allows students to receive the latest travel updates and information. When students sign up, they will automatically receive the most current information USDOS compiles about the country where students will be traveling or living. They will also receive updates, including [Travel Warnings](#) and [Travel Alerts](#) (where appropriate). They only need to sign up once, and then they can add and delete trips from the account based on their travel plans.

You can talk with the local US Mission to inquire whether you can register all students and use the Study Center address as their local contact. If you plan to register students, inform all students by email of the details that you submit on their behalf and provide them the choice to decline the sharing of their information with U.S. Department of State.

Make an appointment with the US Mission (Consular Section/American Citizen Services Section) to introduce yourself as the UCEAP Representative for the University of California. Share with them the size of the group, program dates, contact information for the program, etc. If you are not a U.S. citizen, it is particularly important to meet in person.

*Often US Missions can send a representative to have them talk with students during orientation. This is something you can discuss and arrange with them.*

**NON-U.S. CITIZEN STUDENTS:** Students who are not U.S. citizens should register with the embassy/consulate of their home country if possible.

*Provide details of the steps that you have taken as stipulated above and check a box.*

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**6. Familiarize yourself with the emergency plans and student support systems of partner universities (e.g., Counseling and Psychological Services, Student Health Center, Disability Office, etc.)**

Meet with host institution officials, if possible, to learn how to work together and communicate/coordinate, especially during emergencies. Know their roles and responsibilities. Have a list of host institution emergency contact information. Keep a copy of the list with you at all times in case of after-hours emergencies and share a copy with the UCEAP Regional Director and the International Health, Safety, and Emergency Response Unit ([hser@eap.ucop.edu](mailto:hser@eap.ucop.edu)).

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**7. Know the host country’s planning and alert response capabilities. Make sure your Local Emergency Response Plan incorporates this information.**

**Example:** The Tokyo Metropolitan government provides comprehensive online advice for foreign nationals. It gives detailed information on how to prepare yourself, what to do if an earthquake strikes, and guidance on where evacuation sites and emergency shelters are located, how to read signs, find advisory facilities, and gather information. Search online, or speak with colleagues, to determine if such resources exist at your location.

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## 8. Keep a current list of local emergency contact telephone numbers.

Verify that your list of Local Emergency Contact telephone numbers is still accurate. Refer to the [Emergency Preparedness Handbook](#) for important emergency resource numbers to have readily available.

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## 9. Evacuation plans

- When you meet with staff at the local U.S. Mission to talk about resources available to U.S. citizens, explain to them that an ordered UCEAP evacuation would be covered by the UCEAP travel insurance and coordinated by the UCEAP security provider, the Study Center/partner, if possible, and UCEAP Systemwide in California.
- The need to relocate or evacuate students and faculty is not easy and often is chaotic and stressful. Preparedness is crucial for UCEAP to be able to respond effectively to a changing security situation.
- Relocation or evacuation of students and faculty from a location to minimize exposure to unnecessary risks should happen, ideally, immediately but situations can deteriorate rapidly and media attention with 24-hour reporting (at times inaccurately) will make effective decision-making more complex.
- Some students will want to remain, or they may feel that UCEAP and its insurance provider are overreacting, or acting too cautiously. Regardless of this, the decision will be taken by members of the UCEAP Crisis Management Team, or a sub-group, in coordination with the UCEAP Study Center/partner, if possible.
- If there is an evacuation plan in place through the partner university, which includes a shelter-in-place option, please share with the UCEAP Systemwide Regional Director.
- Review UCEAP's Emergency Evacuation protocol in the UCEAP [Emergency Preparedness Handbook](#). iJET International, Inc., a leading provider of global intelligence, is the entity that UC contracts with to work with United Healthcare Global to coordinate security evacuations for UCEAP students and faculty, if necessary. iJET will manage the operations (shelter-in-place, relocation, or evacuation).
- If the security of students is under immediate threat, UCEAP may need to evacuate students to a safe location, if possible. Have all emergency phone numbers and the UC policy number available and within easy reach.

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**10. Inform all students to notify the Study Center and their parents when they are away from the program location. Ask them to share contact and travel information.**

- Inform students they must let you know whenever they travel away from the Study Center in case there is a need to contact them during a program or U.S. emergency.
- **Have students use the travel sign-out form available through MyEAP or the local partner sign-out form, provided you can get a copy, if they will be away from the program location for 24 hours or more;** otherwise ask students to leave a copy of their itinerary, indicating how they can be contacted during such travel and specifying that they agree to contact the Study Center should any emergency occur while traveling. Share all information with UCEAP Systemwide as emergency response staff may need to reach students.
- Tell students to consider proactively reaching out to their parents and the UCEAP local emergency number any time they hear of a regional or country crisis/emergency that could potentially receive world news coverage. Gilman Scholars will receive a message directly from Gilman to respond about their welfare.
- Remind students of the [Student Travel Policy](#)

*Provide details of the steps that you have taken as stipulated above and check a box.*

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**11. Provide or be prepared to provide information about and access to available counseling services for students. Have a list of doctors (preferably bilingual) previously used by students. Know the steps on how to arrange for treatment.**

**Familiarize yourself with the local psychiatric facilities that can provide inpatient care in case of an emergency. Know whether this (admitting a student at a facility) is even possible without the presence of a parent.**

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**12. Have a plan for group discussions after events/emergencies. Depending on the situation, it may not be prudent to arrange for a group meeting. (If you notice some student incident trends, send an email reminder to the group.) Consult with the UCEAP Systemwide Regional Director and the IHS&ER Director.**

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**13. If you will be going on vacation or must travel due to a personal emergency during the program, alternate emergency plans must be in place, that students are aware of such plans, and that you notify the UCEAP Systemwide Regional Director and regional staff about your whereabouts and dates of travel.**

*Provide details of the steps that you have taken as stipulated above and check a box.*

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**14. If students will be engaging in volunteer work/internship/experiential learning during the UCEAP program, share details about program policies and expectations with students and make sure students understand any potential health and safety risks related to internship location and activities.**

*Questions to consider: Are the work environment and facilities adequate and appropriate to the scope and nature of the work? Is there available staff to adequately supervise students? Are students provided with orientation and training before engaging in work? Do students know the placement expectations and how to comply with policies that may be internal to the organization and the type of work? Have students received clear information on any potential health and safety risks specific to the context in which they will be working? Are students educated on their personal responsibility for their own health and safety and on available resources to support their health and safety?*

**Discuss the internship component and all details with the Regional Director to make sure that students and UCEAP are protected.**

*Provide details of the steps that you have taken as stipulated above and check a box.*

(A) Have completed  (B) In progress , will provide an update in \_\_\_\_\_ weeks

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**15. If students will be participating in a field trip organized and supervised by the Study Center during the UCEAP program, share details about program policies and expectations with students, and make sure students understand any potential health and safety risks related to the field trip. Discuss with students all activities during the field trip and all UCEAP student policies; include any potential hazards, strenuous activity, or any unusual activity that may take place. Share advice with students on how to mitigate threats/hazards.**

**Share a schedule of the field trip and all information above with the UCEAP Systemwide Program Specialist and International Health, Safety, and Emergency Response before the field trip takes place.**

*Provide details of the steps that you have taken as stipulated above and check a box.*

(A) Have completed  (B) In progress , will provide an update in \_\_\_\_\_ weeks

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*Please complete this form and fax or e-mail to:*

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*International Health, Safety and Emergency Response Unit  
University of California Education Abroad Program  
[hser@eap.ucop.edu](mailto:hser@eap.ucop.edu)  
**FAX: (805) 893-2583***

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