

International Risk Management and Emergency Response

During a UCEAP Program Emergency

- The UCEAP International Emergency Response Team (IER Team) is comprised of the UCEAP Systemwide regional team, the local Study Center and/or partner, the UCEAP Systemwide International Health, Safety, and Emergency Response Unit (IHSER) and the UCEAP Director's Office.
- The UCEAP IER Team works collaboratively and in the best interest of all UCEAP students to respond to any kind of emergency.
- The UCEAP IER Team will respond immediately following well-established and rehearsed protocols.
- Every member of the UCEAP International Emergency Response Team is trained regularly and is in close communication, particularly during an emergency.
- UCEAP maintains comprehensive emergency and communication strategies and systems in California, in coordination with the UCEAP regional team, across its centers around the world, and with local partners.

Expert and Reliable Information Sources

The UCEAP International Health, Safety, and Emergency Response Unit is in frequent contact with:

- Security professionals at over 60 other U.S. institutions with worldwide educational programs
- Regional Analysts from the Overseas Security Advisory Council (OSAC), a division of the Bureau of Diplomatic Security in the U.S. Department of State
- U.S. Consular Affairs officials
- Local U.S. Embassy Regional Security Officers
- University of California Office of the President Risk Services
- iJET Intelligent Risk Systems
- UCEAP staff and partners abroad

Global Monitoring

- The UCEAP International Health, Safety, and Emergency Response Unit performs daily monitoring (24/7) of U.S. and world news reports, U.S. and other countries' governmental sources, private security global information, and intelligence websites to identify risks, events, and/or emergencies in countries and regions that may impact UCEAP students, faculty, and staff and UCEAP programming.

Global Health and Security Partners

- The health and safety of students is UCEAP's first priority. Working closely with UC-contracted assistance partners regarding all international security incidents, the UCEAP IHSER Unit is positioned to respond quickly to security threats and to expand its security position.
- Partners include iJET Intelligent Risk Systems, United Healthcare Global (UHCG) and ACE-USA (insurance broker).
 - iJET and UHCG provide worldwide assistance to UCEAP travelers during emergency situations, including emergency evacuations.
 - iJET provides real-time intelligence and travel alerts designed to keep all UC travelers informed throughout their trip.

UCEAP Emergency Management Plans and Protocols

- The University of California Education Abroad Program is one of the few institutions in the country with an office dedicated to international health, safety and emergency related to UCEAP programming around the world.

- If there is a drastic deterioration in the local security environment and the US Department of State issues a Travel Warning cautioning U.S. citizens against all travel to a country and strongly recommending that U.S. citizens remaining in the country depart immediately, the UCEAP IER Team will trigger the Program Suspension Policy. The team will consult with the local UCEAP Study Center/partner, the UC international security firm, the UC Office of the President Risk Services, and the insurance carrier, to strategize and coordinate a security evacuation and/or shelter-in-place. UCEAP will relocate or evacuate students and faculty from a location as necessary and as dictated by the circumstances of a given situation.
- UCEAP approaches emergency management based on threat exposure, including an analysis of the threat, immediate student welfare check-ins and whereabouts in relation to the threat, and analysis of the exposure or potential exposure to the threat in order to make an informed decision when activating the appropriate level of response.
- UCEAP practices a systematic approach when managing an emergency response. It consists of four security levels that include security information dissemination to students and parents, security briefings between the UCEAP IER Team and the local staff, close consultation with expert security analysts, shelter-in-place, relocation, and security evacuation. Certain emergencies may call for an expedited response moving quickly through all four security levels or moving directly to the third or fourth level, but the intent remains the same, a set approach is followed rather than an ad hoc response.
- At all times, reasonable and prompt actions are taken to manage risks and respond to emergencies.
- UCEAP Systemwide and the local UCEAP staff/faculty strive to keep everyone informed of local conditions with the potential to impact student safety and welfare.
- UCEAP closely monitors each situation and is prepared to rapidly act on evacuation procedures to minimize risk to students, faculty, and staff.
- The UCEAP travel insurance policy covers an authorized security evacuation, as determined by the insurance carrier.
- Emergency response decisions are made by members of the UCEAP IER Team and the local UCEAP Centers and/or partner institutions working with University of California security providers and UC Office of the President Risk Services.

Student Preparation

- UCEAP considers student health and safety a partnership with the student as they are also responsible for their own health and safety abroad.
- Good preparation is critical for a safe and healthy experience abroad.
- UC campuses organize required pre-departure orientations where safety and health information is shared.
- On-site orientations are required and delivered by local UCEAP staff and partners where location specific safety and health information is shared.
- UCEAP online pre-departure guides including dedicated health, safety and security topics are shared with all students and they are asked to think about safety and have a plan based on three basic principles: Prepare, Prevent, and Act.
- Students must follow program policies that are designed to support their successful participation in UCEAP and their health and safety, and are included in the UCEAP online pre-departure guides that all students must read.
- Trained and knowledgeable UC campus and UCEAP Systemwide Office professionals can answer questions and assist students prior to departure.

Communication

- Key UCEAP Systemwide staff and local staff carry 24/7 emergency phones.
- The UCEAP Systemwide Office operates a 24/7 emergency phone number: 805-893-4762.

- The UCEAP Response Team coordinates immediate communication with UC campuses, Office of the President Risk Services, students, parents, and the public.
- The UCEAP Alerts page, www.eap.ucop.edu/911 is the main source for current information and updates.
- The UCEAP staff abroad will send timely messages and updates to students by email on a regular basis.
- The UCEAP Response Team communicates with the local UCEAP staff/faculty in the wake of an emergency or a developing emergency. The team immediately starts to locate and account for the safety of all UCEAP students. Efficiently and quickly completing these important steps allows UCEAP to reassure our students' parents, UC campuses, and UC Office of the President, early in an emergency, a perceived emergency, or when a serious risk, threat, or danger arises.
- When an emergency happens, UCEAP's highest priority is student welfare. A check-in will be triggered and all available sources of communication will be used (e.g., email, text messages, SMS, Facebook program pages, landlines, etc.)
- All UCEAP students are automatically registered with iJET International Intelligent Risk Systems to receive travel information and alerts for their destination(s). Copies of all alerts regarding developing and current threats, risks, and other events around the world are shared with the UCEAP local staff/faculty and UCEAP International Health, Safety and Emergency Response Unit.

UCEAP Travel Insurance

- All UCEAP students are automatically covered by the UCEAP travel insurance.
- Coverage includes medical care if sick or injured, medical evacuation and security extraction.
- University of California pays the premium.