

## Overview of International Safety and Emergency Response Protocols

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### Global Monitoring

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

### Global Emergency Assistance and Security Partners

- The health and safety of students is UCEAP's first priority. Working closely with local staff and partners, and UC-assistance partners, the IH&SER Unit can respond quickly to security threats and to expand its security position.
- Partners include iJET International (iJET), United Healthcare Global (UHCG) and CHUBB (insurance carrier).
  - 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. All students are automatically registered for these services.

### Risk Management

- UCEAP and iJET proactively monitor world events 24/7, assess risks to UCEAP operations, examine vulnerabilities, mitigating protocols, and collaborate on security planning, response and security assistance. iJET maintains a dedicated 24/7 hotline. In the event of elevated risk or need for student evacuation, iJET will coordinate with UCEAP to respond quickly and safely in the best interest of the students.
- UCEAP follows a systematic and multi-faceted process to identify foreseeable hazards and level of threat, and to take reasonable measures to control risks to minimize or avoid impact.

### Expert and Reliable Information Sources

The UCEAP IHS&ER Unit is in frequent contact with:

- International security professionals at 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. Mission
- University of California Office of the President Risk Services
- Stratfor Global Intelligence
- iJET International, Inc. (iJET)
- United Healthcare Global (UHCG)
- UCEAP staff and partners abroad

### Emergency Management Plans and Protocols

- UCEAP has a 24/7 unit dedicated to international health, safety and emergency response and works closely with iJET to monitor evolving situations, and are prepared to rapidly act on a plan to minimize risk to students, faculty, and staff.

- Emergency response decisions are made by members of the UCEAP IER Team and the local UCEAP Study Centers and/or partner institutions working with iJET and UC Office of the President Risk Services.
- 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, iJET, the UC Office of the President Risk Services, and the insurance carrier, to strategize and coordinate the best response protocol in relation to the magnitude of the event.
- UCEAP approaches emergency management based on threat exposure, including an analysis of the threat, immediate student welfare check-ins and location in relation to the threat, and analysis of the exposure or potential exposure to the threat 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, security briefings with iJET, 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 that may impact student safety and welfare.

### Student Preparation and Responsibilities

- Students, and their family, must think on a personal plan while abroad based on: Preparation, Prevention, and Action. All students are expected to think critically about living, studying, and traveling abroad and exercise personal responsibility to protect their health, safety, and well-being and that of others.
- UCEAP health and safety abroad is a partnership with students as their principal responsibility while abroad is their own health and safety abroad. Students have to consider changes in lifestyle preferences and habits that respect the local cultural expectations to minimize security risks.
- Good preparation through UCEAP online resources and official websites, a thorough understanding of the risks and benefits of studying and living abroad, and actively participating in pre-departure and on-site orientations, are critical for an informed, safe and healthy experience.
- UC campuses and UCEAP organize required pre-departure orientations and webinars where essential safety and health information is shared.
- Local UCEAP staff and partners organize and deliver required on-site orientations that include location-specific safety and health information is shared and tips on mitigating safety risks in the country.
- UCEAP online pre-departure guides including dedicated health, safety and security topics are shared with all students who are required to refer to them as they prepare themselves.
- Students must follow program policies that are designed to support their successful, healthy and safe participation in UCEAP. These policies are online.
- For selected countries, UCEAP students are required to take an online travel course that includes health and safety topics for their particular destination. All students are strongly encouraged to visit a travel health specialist eight weeks before departure.
- Pre-departure preparation should include the students carrying out a risk assessment based on the student's travel schedule, activities, etc. Students will need to identify local hazards from personal research and in UCEAP online materials, evaluate risks, and know mitigating measures. (e.g. Student studying in a malaria-endemic country. The risk would be high. Mitigation would include anti-malarials and personal protection against mosquito

bites. Student studying in a country with high air pollution: The risk would be high, particularly if student has pre-existing health conditions. Mitigation would include, pre-departure consult with treating doctor, prescribed medications, wearing a mask, researching how to protect against air pollution, etc.)

### Emergency Response, Preparedness, and Recovery

- The UCEAP International Emergency Response Team (IER Team) includes the regional team, the local Study Center and/or partner, the International Health, Safety, and Emergency Response Unit (IHS&ER) and the Director's Office.
- Every member of the IER Team is trained regularly and is in 24/7 communication, particularly during an emergency.
- UCEAP emergency response and recovery protocols are flexible and customized to local events following a common set of principles: 1) Ongoing risk identification and analysis 2) 24/7 global monitoring 3) Preparedness 4) Immediate response 5) Communication 6) Cooperation 7) Continuity
- UCEAP maintains comprehensive emergency and communication strategies and systems in California, in coordination with the UCEAP regional team, its global centers, the UC campuses, and its local partners.

### During a UCEAP Program Emergency

- The IER Team will respond to any kind of emergency and provide safety updates of any emerging situation with the potential to impact students.
- The UCEAP IER Team will trigger response protocols following well-established and rehearsed protocols.

### Communication

- Key UCEAP Systemwide staff and local staff carry 24/7 emergency phones.
- 24/7 emergency phone number: 805-893-4762.
- 24/7 IER Team
- The Alerts page, [www.eap.ucop.edu/911](http://www.eap.ucop.edu/911) is the main source for current information and alert updates.
- Regular timely messages and safety updates by email.
- The UCEAP IER Team will immediately communicate with local UCEAP staff/partners during an emergency or an evolving emergency. Central to the response is the immediate welfare assessment of all UCEAP students and the provision of regular safety updates to all UCEAP constituents.
- UCEAP's highest priority is student welfare. A welfare check-in will be triggered and all available sources of communication will be used (e.g., email, text messages, WhatsApp, SMS, Facebook program pages, landlines, etc.)
- Local staff and partners have several ways to effectively communicate with all students and regular welfare drills to assess student response time. It is expected that students will respond in a timely manner.
- Students must have a charged cell phone, powered ON, with a local plan that does not rely on WiFi, so local staff/partners can help students.
- All UCEAP students are automatically registered with iJET 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 local staff/faculty, systemwide regional teams, and UCEAP IHS&ER Unit.
- Students must remain in communication with local staff and their families to share regular welfare status.
- Students must have a cell phone with a local plan that does not rely on Wi-Fi so local staff can help students during an emergency.

### UCEAP Travel Insurance

- All UCEAP students are automatically covered by the UCEAP travel insurance.
- Coverage includes care if sick or injured, doctor-approved medical evacuation and security extraction.