Overview of International Safety and Emergency Response Protocols

Global Monitoring

- The UCEAP International Health, Safety, and Emergency Response (IHS&ER) Unit continuously monitors US and world news reports, US 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, IH&SER can respond quickly to security threats and expand its security position.
  - Partners include WorldAware (WA), United Healthcare Global (UHCG) and CHUBB (insurance carrier).
    - WA and UHCG provide worldwide assistance to UCEAP travelers during emergency situations, including emergency evacuations.
    - WA 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 WA proactively monitor world events, assess risks to UCEAP operations, examine vulnerabilities, mitigating protocols, and collaborate on security planning, response and security assistance. WA has a dedicated 24/7 hotline. In the event of elevated risk or need for student evacuation, UCEAP will coordination with WA 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

IHS&ER is in frequent contact with:

- International security professionals at other US institutions with worldwide educational programs
- Regional analysts from the Overseas Security Advisory Council (OSAC), a division of the Bureau of Diplomatic Security in the US Department of State
- US Consular Affairs officials
- University of California Office of the President Risk Services
- Stratfor Global Intelligence
- WorldAware
- United Healthcare Global
- UCEAP staff and partners abroad

Emergency Response, Preparedness, and Recovery

- The UCEAP International Emergency Response Team (IER Team) includes members from the UCEAP regional team, the local study center and/or partner, UC security providers, and IHS&ER.
  - Every member of the IER Team is trained regularly and is in contact 24/7, 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, and 7) Program Continuity

UCEAP maintains comprehensive emergency and communication strategies and systems.

**Emergency Management Plans and Protocols**

- The UCEAP International Emergency Response (IER) Team in CA and abroad will strategize and decide on the emergency response decisions.
- If there is a drastic deterioration in the local security environment and the US Department of State issues a Travel Advisory cautioning US citizens against all travel to a country and strongly recommending that US citizens remaining in the country depart immediately, the IER Team will trigger the Program Suspension Policy. The team will consult with the local UCEAP Study Center/partner, WA, the UC Office of the President Risk Services, and the insurance carrier, to assess and coordinate the best emergency response strategy, depending on the event.
- UCEAP approaches emergency management based on threat exposure, including an analysis of the threat, immediate student welfare and location compared to the threat, and analysis of the potential exposure to the threat to activate the appropriate level of response.
- UCEAP practices a systematic approach consisting of four security levels that include
  1. Security information dissemination to students, parents, and UC campuses.
  2. Security briefings between IER Team, local staff, and WA.
  3. Shelter-in-place or relocation, and
- Certain emergencies may call for an expedited response moving quickly through all four security levels or moving directly to the third or fourth level.
- UCEAP will take reasonable and prompt actions to manage risks and respond to emergencies.

**Student Preparation and Responsibilities**

- Students and their families, must create 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.
- 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 predeparture orientations and webinars that include essential safety and health information
- Local UCEAP staff and partners organize and deliver required on-site orientations that include location-specific safety and health information and tips on mitigating safety risks in the country.
- UCEAP produces online predeparture guides for all programs to help students prepare for living and studying abroad.
- Students must follow UCEAP policies and program requirements (located online).
- For selected countries, UCEAP students are required to take an online travel course that includes health and safety topics for their particular destination.
- An appointment with a travel health specialist eight weeks before departure is key to minimize health issues and vaccine-preventable diseases.
Before departure, all students should do a risk assessment based on their travel schedule, activities while traveling, program destination, and specific program activities. Students will need to identify local hazards from personal research and in UCEAP online materials, evaluate risks, and know how to mitigate those risks.

- Examples:
  - For students studying in a malaria-endemic country, the risk would be high. Mitigation to minimize contracting the disease include taking anti-malarials, as prescribed, and follow personal protection against mosquito bites.
  - For students studying in a country with high air pollution, the risk would be high, particularly if a student has pre-existing health conditions. Mitigation would include, pre-departure consult with a US doctor, taking medications as prescribed, wearing a proper air-filtering face mask, researching how to protect against air pollution, refraining from outdoor activities on heavily-polluted days and staying in an air-conditioned room.

During a UCEAP Program Emergency

- The IER Team will respond to any kind of emergency and provide safety updates of any emerging situation.
- The UCEAP IER Team will trigger the response following well-established and rehearsed protocols.
- The UCEAP spokesperson will provide updates to the media and the public.
- Central to the response is the immediate welfare assessment of all UCEAP students.
- UCEAP student welfare is important. A welfare check-in will be triggered and all available sources of communication will be used (email, WhatsApp, SMS, Facebook program pages, landlines, etc.)

Communication

- Key UCEAP systemwide staff and local staff carry emergency phones 24/7.
- The emergency phone number is answered 24/7: 1+805-893-4762.
- The UCEAP website will publish alert updates.
- Timely messages and safety instructions by email.
- Communication between IER Team and local UCEAP staff/partners during an emergency.
- Local staff and partners have several ways to communicate with all students and practice regular welfare drills to assess student response time. It is expected that students will respond in a timely manner during an emergency.
- All UCEAP students are automatically registered with WA to receive travel information and alerts for their destination(s).
- 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 that includes evacuation and security extraction.

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