

## Overview of International Safety and Emergency Response Protocols

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### Risk Management

- University of California contracts with iJET International to proactively monitor world events 24/7, assess risks to operations, and advise the University on security planning, response and assistance services. iJET maintains a dedicated 24/7 hotline for security response support. In the event of an elevated risk or need for student evacuation, iJET International will work with the University to respond quickly in the best interest of the students.
- 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.

### Emergency Response and Recovery

- 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

### 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 will collaborate to 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 respond immediately following well-established and rehearsed protocols.
- Every member of the UCEAP International Emergency Response Team is trained regularly and is in 24/7 communication, particularly during an emergency.
- 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.

### Expert and Reliable Information Sources

The UCEAP International Health, Safety, and Emergency Response 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

### Global Monitoring

- The UCEAP International Health, Safety, and Emergency Response Unit performs 24/7 monitoring of 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 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 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.

### UCEAP Emergency Management Plans and Protocols

- The University of California Education Abroad Program has a unit 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, iJET International, 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 whereabouts 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, 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 that may impact student safety and welfare.
- UCEAP works closely with iJET International to monitor each situation and is prepared to rapidly act on a plan 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 iJET International and UC Office of the President Risk Services.

### Student Preparation and Responsibilities

- UCEAP health and safety abroad is a partnership with students as their principal responsibility is their own health and safety abroad.
- Good preparation and a thorough understanding of the risks and benefits of studying and living abroad are critical for an informed, safe and healthy experience.
- 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 who are required to inform themselves.
- Students, and their parents, must think on a personal plan while abroad based on three key principles: Preparation, Prevention, and Action.
- 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.
- Trained and knowledgeable UC campus and UCEAP Systemwide Office professionals are available to answer questions and assist students, and their parents, before departure.
- Remain in communication with local staff and their families, and share with them regular welfare status.
- Have a cell phone with a local plan that doesn't rely on WiFi so local staff can contact them during an emergency.

### Communication

- Key UCEAP Systemwide staff and local staff carry 24/7 emergency phones.
- 24/7 emergency phone number: 805-893-4762.
- 24/7 International Emergency Response Team
- The Alerts page, [www.eap.ucop.edu/911](http://www.eap.ucop.edu/911) is the main source for current information and updates.
- Regular timely messages and safety updates by email.
- The UCEAP International Emergency Response 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 International 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 International Health, Safety and Emergency Response Unit.

### UCEAP Travel Insurance

- All UCEAP students are automatically covered by the UCEAP travel insurance.
- Coverage includes care if sick or injured, medical evacuation and security extraction.
- University of California pays the premium to ensure that all students are covered by the same benefits and that UCEAP can have a unified response to any kind of emergency.