



Guidelines for Emergencies Abroad

The Center for Global Education is charged with the responsibility of coordinating the management of emergency services for participants in Chapman University study abroad and faculty-led travel courses. Although no single plan can address all contingencies, the Center for Global Education recognizes the importance of establishing, in advance, policies and procedures designed to safeguard the welfare of participants and the University, and to judge appropriate responses depending upon context.

The procedures outlined in this document will:

- Assist those involved in dealing with a real or perceived crisis to respond appropriately and in a timely fashion
- Provide coordination with external individuals and agencies, including but not limited to, consulates and/or embassies
- Provide communication with the Chapman University community and its stakeholders

Outline of Policies

The following policies shall serve as guidelines for the University's response to crisis, real or perceived, affecting participants abroad.

As an initial step to safeguarding Chapman University students and faculty, the Center for Global Education will register all participants with the U.S. Embassy or Consulate prior to arrival in the host country. Passport information and emergency response forms will be maintained by the study abroad coordinator and/or faculty coordinator conducting a travel course.

Additionally, all participants will provide emergency contact information to the Study Abroad Office and/or faculty coordinator of the travel course. In the case of emergency, the participant's authorized designee will be contacted with appropriate information and action taken by a member of the crisis action team.



FOR USE ABROAD: IF an Emergency Occurs... (Do Not Complete Before Departure)

- ✓ Appoint an on-site assistant to help you manage the details
 - ✓ Notify a member of the Chapman University Emergency Management Team –**Public Safety is your 24-hour point of contact.**
 - ✓ Never leave a student behind even if they have been admitted to a hospital
 - ✓ Make sure students know that if the emergency occurs outside of program hours, they should immediately notify you
 - ✓ Notify insurance carrier if appropriate
 - ✓ Notify the student's emergency contact
1. Faculty:
 - a. Employ the Crisis Response Checklist attached
 - b. Gather information and assess the risks.
 - c. Make a careful and chronological sequence of events in writing leading up to, during and after the crisis.
 - i. Describe the incident (date, location, and students involved)
 - ii. How intense is the emergency?
 2. Safeguard the well-being of all program participants. Do whatever is necessary and reasonable to ensure their security.
 - a. Obtain any emergency medical care for affected participants as soon as possible. Remain as calm as possible.
 - b. Do the best to diffuse any growing anxieties that may be occurring among participants.
 3. Immediately contact a member of the Center for Global Education staff (see Travel Course for Emergency Response form) and inform him/her in a detailed manner about the situation.
 - a. Make every effort to reach the Center for Global Education staff or Administration by telephone, rather than e-mail or fax—there are many issues to discuss during a crisis.
 - b. The Center for Global Education will use its discretion to convene the crisis management team and if appropriate, you may be provided with a written or verbal course of action/response plan that you and the participants will be expected to follow.
 4. If the situation warrants:
 - a. Contact the local police about the situation and follow their instructions.
 5. Continue to update the Center for Global Education
 6. Conduct post-crisis follow-up