



Miami Dade College Comprehensive Emergency Management Plan

International Travel

Emergency Operations Plan

Revised: May 2014



Miami Dade
College

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SECTION A – PLAN SUMMARY**[TOC](#)****Purpose**

International travel opportunities for Miami Dade College (MDC) faculty and/or staff are invaluable and sometimes quite necessary in the performance of their official duties. Unfortunately, although rare, our employees can encounter emergency situations while traveling abroad. This Emergency Operations Plan (EOP) sets forth a basic framework of guidelines for standardized notification, response, and recovery efforts for a variety of emergency situations that may occur during international travel opportunities.

The intended audiences for this EOP are those faculty and/or staff members traveling internationally to participate in a conference, briefing, recruitment effort, etc. Although it is best to seek advice and assistance from Emergency Preparedness and/or Legal Affairs in these types of situations, basic procedures have been outlined for the following nine types of emergency situations that require immediate response should an emergency occur while faculty and/or staff members are abroad:

1. Serious injury, illness, or hospitalization.
2. Sexual assault.
3. Psychiatric or mental health emergency.
4. Infectious disease or outbreak of an epidemic among program participants.
5. Missing person.
6. Crime against an employee not including sexual assault.
7. Arrest of an employee.
8. When an employee is found dead.
9. Political emergencies and natural disasters.

Expectations

This EOP is designed for use when there are international travelers in groups of two or more. If traveling alone it is recommended to review these procedures with a colleague or family member and establish a safety notification schedule to ensure someone is tracking your travel.

If an employee is involved in an emergency situation while abroad, it is the expectation that MDC shall be informed of the occurrence within four hours of becoming aware of any situation, including, but not limited to, those involving emergency medical care or law enforcement intervention. This notification will best allow MDC to provide support for the impacted employee.

Authority**[TOC](#)**

- MDC Manual of Policy I-40, Emergency Response Responsibilities
- MDC Manual of Procedure 1590, College Crisis Management
- MDC Manual of Procedure 3400, Travel Reimbursement for the District Board of Trustees, the President, College Employees and Other Authorized Persons.

SECTION B – RESPONSIBILITIES[TOC](#)**Responsibilities of MDC:**

- The College, at its discretion, may arrange all such international travel arrangements.
- The Office of Emergency Preparedness should be made aware of all international travel if the employee(s) require a risk assessment for the area visited.

Responsibilities of all MDC international travelers:

- Per Manual of Procedure 3400, all Out-of-Country travel must be pre-approved by the College President.
- To ensure any and all necessary immigration paperwork is completed, filed, and approved by the appropriate federal governmental agency and/or any other governing entity for travel within and outside of the United States of America.
- To fill out required health information forms, must provide evidence of appropriate health and insurance coverage, and other MDC forms as required.
- If desired, request and complete a risk assessment orientation from Emergency Preparedness prior to international travel departure.
- Provide the address where the employee is housed to supervisor and/or colleagues.

Responsibilities of all MDC agreement partners, if applicable:[TOC](#)

- In advance of the arrival of MDC employees, provide the telephone number of the partner institution's 24-hour Public Safety/Police/Security Department.
- In advance of the arrival of MDC employees, provide all contact phone numbers (cellular, office, and home) of the partner institution's representative who is directing the program which involves MDC faculty and/or staff.
- Contact the **MDC 24-hour emergency number (305) 237-3100** within four hours of the partner institution being informed that a MDC employee has been involved in an emergency situation, including any situation which involves emergency medical care or law enforcement intervention.
- Provide copies of all police reports when a MDC employee is involved in a matter that involves law enforcement within 48 hours of the completion of the police report.

SECTION C – MDC NOTIFICATION PROTOCOLS[TOC](#)**Contacting Miami Dade College**

For both medical and non-medical emergencies, the employee or other authorized agency shall contact MDC as soon as possible after all necessary emergency responses are implemented. During an emergency situation abroad, several MDC officials are likely to receive telephone calls from interested parties, so it is important that they be adequately informed of the situation.

24-hour point of contact: MDC Public Safety Office (305) 237-3100

Based on the particular emergency situation, the Public Safety Office will contact the most appropriate College officials.

Additional non-emergency point of contact resources (subject to work hours):

- Director of Emergency Preparedness, (305) 237-3774
- Director of Communications, (305) 237-7611
- Office of Legal Affairs, (305) 237-3694

Employee Information Requirement[TOC](#)

For all MDC notification situations, the following information should be readily available:

1. Name of employee:
2. College ID number:
3. Nature of emergency situation:
4. Location of occurrence (city and country):
5. Name of employee emergency contact:
 - Emergency contact relationship to employee:
 - Emergency contact phone number:
 - Emergency contact street address:
 - Employee wishes regarding notification of the emergency contact:
6. A call back number, including city and country code:
7. Alternative contact name and phone number if available:

Dealing with media officials[TOC](#)

The College President and the Director of Communications are the only official spokespersons for MDC who are authorized to complete interviews with the media. The College President or the Director of Communications is authorized to designate other MDC official spokespersons as needed. Adhering to this protocol is especially important when an incident/situation occurs during an international travel program.

For all intents and purposes, the MDC international traveler may eventually be put in the role of the MDC official spokesperson. If possible, it is recommended to NOT release the names of the employee(s) involved or speak on behalf of MDC without first contacting the Director of Communications and Legal Affairs, who can provide support and assistance in developing responses to media inquiries.

What to do if contacted by a representative of the media[TOC](#)

If the MDC international traveler is contacted by a member of the media during an incident or emergency situation and have NOT been in contact with MDC officials, please use the following statement:

“Our first responsibility is to the employee(s) of this event, to their families, and to the College. We will be happy to discuss this matter with you after these parties have been contacted. Thank you for understanding.”

It is worthwhile to have conversations with international travel participants about dealing with the media at pre-departure sessions and throughout the program. Caution participants to wait to make phone calls and send emails or text messages home until MDC has carried out its own response and notification protocols. All involved participants will be informed when it is appropriate to get in touch with their personal support system in the U.S.

Remember that in this day of instantaneous electronic communication, it can be difficult to inform all of the involved parties in a linear fashion. It is entirely conceivable that when MDC employees are involved in the immediacy of an emergency or crisis, other employees could email, text, or call friends and/or family in the U.S. and provide details (perhaps inaccurately) of the situation. This could lead to an information (or half-truth) “snowball effect” – all before MDC officials have had the chance to make a single phone call. Chances are, if explained how potentially damaging the snowball effect can be, participants will understand.

Employee non-emergency media contact[TOC](#)

There may be situations in non-emergency circumstances where MDC employees abroad are approached by local media to inquire about their experiences. MDC is not opposed to these interactions. MDC would always think or hope that employees involved in international travel are in good standing and know they represent the college when they speak.

SECTION D – TYPES OF CRISIS SITUATIONS**Serious Injury / Illness / Hospitalization of an employee****[TOC](#)**

- The employee should immediately warn program participants to wait until the affected employee's family has been notified before sending emails or making phone calls to family and friends.
- When an employee is seriously injured or ill, the MDC employee has primary responsibility to get the individual to the appropriate care facility. This may mean calling the host country's 911 equivalent (if such a thing exists). In some cases, it may be more efficient to arrange for transportation (such as a taxi) and take the employee to a hospital.
- Try to identify members of the hospital staff who speak English.
- Make an initial assessment of the need for additional assistance.
- If the employee appears to be in a life-threatening condition and/or the employee determines that additional assistance is needed, he/she will call the **Miami Dade College Public Safety Office (305) 237-3100** and request additional resources.
- The employee's supervisor, in coordination with other appropriate College officials, is responsible for notifying the employee's family and answering questions. If the overseas hospital is not willing to release information about the condition of the employee, the supervisor should contact the next of kin, who will attempt to enter discussions directly with hospital staff.
- Notify the Director of Communications if the situation escalates to the level of public concern.
- Notify the College Provost for Operations and the College President.
- If traveling together, make every attempt to visit hospitalized employees and/or organizing visits from other program participants. Visits should take place when circumstances permit.

If the decision between the employee and the doctor calls for an emergency medical evacuation (to either the U.S. or to the nearest location that has appropriate medical facilities):

- The U.S. Embassy or Consulate closest to the location can assist in locating appropriate medical services and informing family or friends. If necessary, a U.S. consular officer can also assist in the transfer of funds. However, payment of hospital and other expenses is the responsibility of the employee.¹

¹ U.S. Department web site, <http://www.travel.state.gov>, April 29, 2009

Sexual Assault[TOC](#)**Employee as victim:**

- It is best to seek advice and assistance from MDC Emergency Preparedness and/or Legal Affairs in these types of situations.
- It is important to respect the confidentiality by not informing others of the incident.
- If other program participants are aware of the situation, immediately warn program participants to wait until more information and/or to respect the victim's privacy before sending emails or making phone calls to family and friends.
- If there are obvious physical injuries, arrange for the employee to be taken to a hospital/clinic for medical care.
- Make an initial assessment of the need for additional assistance.
- If the employee appears to be in a life-threatening condition and/or the employee determines that additional assistance is needed, he/she will call the **Miami Dade College Public Safety Office (305) 237-3100** and request additional resources.
- Determine if he/she wishes to inform local authorities. The laws and procedures for dealing with sexual assault in the host country may be different than in the U.S. For example, in the U.S. it is important to preserve evidence of assault as it may be used in a court of law as evidence. Offer assistance and allow the victim to make the decisions.
- The victim may need assistance contacting the local police to report the incident and/or get immediate help. Advise the employee to request a copy of the police report.

Employee as potential perpetrator:

- It is best to seek advice and assistance from MDC Emergency Preparedness and/or Legal Affairs in these types of situations.
- Make an initial assessment of the need for additional assistance.
- If the employee appears to be in a life-threatening condition and/or the employee determines that additional assistance is needed, he/she will call the **Miami Dade College Public Safety Office (305) 237-3100** and request additional resources.
- While in a foreign country, a U.S. citizen is subject to that country's laws and regulations which sometimes differ significantly from those in the United States and may not afford the protections available to the individual under U.S. law. Also see [Arrest of Employee](#) section of this guide.

Additional information and resource:

http://travel.state.gov/travel/tips/emergencies/victims_crime_overseas/victims_crime_overseas_1748.html

Psychiatric / Mental Health Emergency[TOC](#)

- The employee should immediately warn program participants to wait until the affected employee's family has been notified before sending emails or making phone calls to family and friends.
- If an employee has made an actual suicide attempt or gesture, he/she will be considered a threat to self and should be taken to a mental health provider for evaluation and treatment.
- If the suicide attempt resulted in significant physical injury or in a drug overdose, the emergency services should be called and the employee taken directly to the local emergency room.

IT IS RECOMMENDED TO NOT LEAVE AN EMPLOYEE WHO HAS MADE AN ACTUAL SUICIDE THREAT, ATTEMPT, OR GESTURE ALONE FOR ANY AMOUNT OF TIME.

- Make an initial assessment of the need for additional assistance.
- If the employee appears to be in a life-threatening condition and/or the employee determines that additional assistance is needed, he/she will call the **Miami Dade College Public Safety Office (305) 237-3100** and request additional resources.
- The employee's supervisor, in coordination with other appropriate College officials, is responsible for notifying the employee's family and answering questions. If the overseas hospital is not willing to release information about the condition of the employee, the supervisor should contact the next of kin, who will attempt to enter discussions directly with hospital staff.
- Depending on the nature and extent of the problem, assistance may be obtained by contacting the nearest embassy/consulate for a referral. The embassy/consulate mental health provider may counsel the employee individually or may call in a psychiatrist or other duty physician.

Infectious Disease or Outbreak of an Pandemic Involving Program Participants[TOC](#)

The U.S. Government and international health agencies continue to provide information to U.S. citizens living, working, or traveling overseas on how to prepare for a severe pandemic, should one strike.

Example of a pandemic: In 2009, a strain of influenza called 2009-H1N1 spread rapidly around the world. The World Health Organization (WHO) declared 2009-H1N1 to be a pandemic, based on its wide spread, and categorized it as moderate, since most individuals infected with this virus fully recover.

Procedures:

- It is best to seek advice and assistance from MDC Emergency Preparedness and/or Legal Affairs in these types of situations.
- The employee should immediately warn program participants to wait until the affected employee's family has been notified before sending emails or making phone calls to family and friends.
- Make an initial assessment of the need for additional assistance.
- If the employee appears to be in a life-threatening condition and/or the employee determines that additional assistance is needed, he/she will call the **Miami Dade College Public Safety Office (305) 237-3100** and request additional resources.
- Obtain information from the local U.S. Embassy or consulate regarding the potential health threat, existence of local medical facilities, local resources and medical advice as to how to deal with symptoms until medical help is obtained.
- Practice social distancing measures such as teleworking, limiting handshaking and face-to-face meetings, avoiding crowds, and maintaining a distance of six (6) feet or more from other people.
- Consult the equivalent Center for Disease Control information for your host country. This information may be found on the web at: <http://www.cdc.gov>. Also consult the World Health Organization at: <http://www.who.int/en/>

Additional notes and resources:

- International travel participants should consult with their doctor before traveling and ask about medications that should be taken for the country visited. Research the availability and quality of medical facilities at the destination.
- Be aware that hotels may cease to provide housekeeping and meal services during a severe pandemic and many may close or steeply raise prices. In coordination with the MDC, consider changing travel plans or returning to the U.S. once there is evidence of sustained human-to-human transmission of a more severe outbreak since commercial air transportation may quickly become unavailable.
- Be aware that governments may close borders suddenly and without advance warning; commercial air, land, and sea carriers could cancel some or all services; and some countries may even quarantine people who appear sick. These developments could delay local travel, travel to another region country.
- MDC could contact the Miami Dade Health Department at 305-324-2400 for additional information and/or guidance.

Additional notes and resource:

U.S. Department of State website on options during a pandemic:
http://travel.state.gov/travel/tips/health/health_3096.html

Missing Employee**TOC**

- It is best to seek advice and assistance from MDC Emergency Preparedness and/or Legal Affairs in these types of situations.
- The employee should immediately warn program participants to wait until the affected employee's family has been notified before sending emails or making phone calls to family and friends.
- Make an initial assessment of the need for additional assistance.
- If the employee appears to be in a life-threatening condition and/or the employee determines that additional assistance is needed, he/she will call the **Miami Dade College Public Safety Office (305) 237-3100** and request additional resources.
- Notify the local authorities in the foreign country (and if applicable) the local host venue. Ask them to check hospitals and city records for possible police information. Find out how long a person must be missing before a report can be filed and what the procedure is in the host country for filing a missing persons report.
- File an official missing person report with the local authorities in the foreign country after the required amount of time has passed.
- Talk with the other employees to gather any information on any unusual behavior that may have been exhibited.
- It is possible to request a "welfare/whereabouts check" from the U.S. Department of State, Overseas Citizens Services by calling 1-888-407-4747. U.S. Embassies and Consulates abroad can use the information provided to try to locate the individual and/or pass on a message. They check with local authorities in the foreign country to see if there is any report of a U.S. citizen hospitalized, arrested, or otherwise unable to communicate with those looking for them. If necessary, consulate officers may personally search hotels, airports, hospitals, or even prisons. The more information provided about the person concerned about, the better chances of finding him or her. MDC can coordinate this in the U.S. if it becomes necessary.
- Contact the Director of Emergency Preparedness so that a Crisis Management Team could be convened. This team will coordinate appropriate actions, which may include contacting the employee's designated emergency contact person. Appropriate follow-up will be planned accordingly.
- Once the employee has been located, inform MDC.

Additional notes and resource:

U.S. Department of State website on U.S. citizens missing abroad:
http://travel.state.gov/travel/tips/emergencies/emergencies_3881.html

Crime against an employee not including sexual assault[TOC](#)

The U.S. Department of State advises when an American is the victim of a crime overseas, he or she may suffer from physical, emotional or financial injuries. It can be more difficult because the victim may be in unfamiliar surroundings, and may not know the local language or customs, the judicial system, or who to turn to for help.

- The employee should immediately warn program participants to wait until the affected employee's family has been notified before sending emails or making phone calls to family and friends.
- Make an initial assessment of the need for additional assistance.
- If additional assistance is needed, call the **Miami Dade College Public Safety Office (305) 237-3100** and request additional resources.
- Contact the local authorities in the foreign country.
- Ensure that the physical and emotional needs of the employee are being attended to. If the victim exhibits fear/fright or shock, consider activating the protocol for psychiatric emergencies.
- Talk to the person who reported the crime; identify as many of the key persons involved and facts as possible. Determine identify and present location of the victim(s) and perpetrator (s).
- Contact MDC on a least a daily basis until the crisis has subsided. Inform of any media inquiries.

Additional notes and resource:

U.S. Consuls, consular agents, and local employees at overseas posts know local government agencies and resources in the country where they work. A good reference to have is the U.S. Department of State, Help for American Victims of Crime Overseas:

http://travel.state.gov/travel/tips/emergencies/victims_crime_overseas/victims_crime_overseas_1748.html

Arrest of an employee

[TOC](#)

One of the most important tasks of the Department of State and U.S. embassies and consulates abroad is to provide assistance to U.S. citizens incarcerated abroad. The State Department is committed to ensuring fair and humane treatment for American citizens imprisoned overseas. They stand ready to assist incarcerated citizens and their families within the limits of their authority in accordance with international law.

If arrested abroad, an employee must go through the foreign legal process for being charged or indicted, prosecuted, possibly convicted and sentenced, and for any appeals process.

- It is best to seek advice and assistance from MDC Emergency Preparedness and/or Legal Affairs in these types of situations.
- The employee should immediately warn program participants to wait until the affected employee's family has been notified before sending emails or making phone calls to family and friends.
- Quickly assess the situation by obtaining as many details as possible (i.e., determine who, what, when, where, how and why).
- Contact MDC and alert them of the situation. This can be done through the **MDC Public Safety Office (305) 237-3100**.
- Immediately contact the nearest U.S. Embassy or Consulate. Consular officers are available for emergency assistance 24 hours/day, 7 days/week.
 - Contact information for U.S. Embassies and Consulates overseas can be found at <http://www.usembassy.gov/>.
 - To contact the Department of State: **1-888-407-4747** (U.S.) and **202-501-4444** (outside U.S.)
 - The Consular officer may be able to provide the names of Lawyers who can give the employee the legal help he/she requires. The Consular officer will also work to ensure that the employee's human rights are not violated.
- Visit the employee as often as possible. In some countries, travel companions may have to assist in bringing necessities to the employee including food.

Additional notes and resource:

Reference U.S. Department of State, Arrest or Detention of an American Citizen Abroad:

http://travel.state.gov/travel/tips/emergencies/arrest/arrest_3879.html

When an employee is found dead[TOC](#)

- It is best to seek advice and assistance from MDC Emergency Preparedness and/or Legal Affairs in these types of situations.
- The employee should immediately warn program participants to wait until the affected employee's family has been notified before sending emails or making phone calls to family and friends.
- Quickly assess the situation by obtaining as many details as possible (i.e., determine who, what, when, where, how and why).
- Contact MDC and alert them of the situation. This can be done through the **MDC Public Safety Office (305) 237-3100**.
- Notify the College Provost for Operations and the College President.
- Notify the Director of Communications if the situation escalates to the level of public concern.
- If the local authority in the foreign country or overseas hospital is not willing to release information about the employee, MDC may be able to contact the next of kin, who will attempt to enter discussions directly with hospital staff.
- Notify the local U.S. Embassy or Consulate. Notes and information:
 - When a U.S. citizen dies abroad, the Bureau of Consular Affairs assists the family and friends during this difficult time. The Bureau of Consular Affairs will locate and inform the next-of-kin of the U.S. citizen's death and provides information on how to make arrangements for local burial or return of the remains to the United States. The disposition of remains is subject to U.S. law, local laws of the country where the individual died, U.S. and foreign customs requirements, and the foreign country facilities, which are often vastly different from those in the United States.
 - The Bureau of Consular Affairs assists the next-of-kin to convey instructions to the appropriate offices within the foreign country, and provides information to the family on how to transmit the necessary private funds to cover the costs overseas. The Department of State has no funds to assist in the return of remains or ashes of U.S. citizens who die abroad. Upon issuance of a local death certificate, the nearest embassy or consulate may prepare a Consular Report of the Death of an American Abroad. Copies of that report are provided to the next-of-kin or legal representative and may be used in U.S. courts to settle estate matters.
 - A U.S. consular officer overseas has statutory responsibility for the personal estate of a U.S. citizen who dies abroad if the deceased has no legal representative or next-of-kin in the country where the death occurred, subject to local law. In that situation the consular officer takes possession of personal effects, such as jewelry, personal documents and papers, and clothing.
 - The officer prepares an inventory of the personal effects and then carries out instructions from the legal representative or next-of-kin concerning the effects.
- A travel companion should be responsible for providing security for the employee's personal belongings (or transferring them to the U.S. Embassy contact if required under local law) and providing appropriate grief support to surviving program participants in consultation with MDC mental health referral.

Additional notes and resource:

For more information on the death of an American abroad and other services that a Consular officer can assist with when an employee passes away overseas, see the link below.

http://travel.state.gov/travel/tips/emergencies/death/death_3878.html

Political Emergencies and Natural Disasters

[TOC](#)

Political emergencies and natural disaster notifications are usually issued by the U.S. Department of State in the form of Travel Alerts and Travel Warnings. These are issued to disseminate information about short-term conditions, either transnational or within a particular country, that pose significant risks to the security of U.S. citizens. Natural disasters, terrorist attacks, coups, anniversaries of terrorist events, election-related violence or demonstrations, and high-profile events such as international conferences or regional sports events are examples of conditions that might generate a Travel Alert or Travel Warning.

General information: http://travel.state.gov/travel/cis_pa_tw/cis_pa_tw_1168.html

Earthquakes, hurricanes, tsunamis, are only some of the natural disasters threatening the safety of Americans abroad. When natural disasters occurs abroad the Department of State and U.S. embassies and consulates in the affected country stand ready around the clock to track and assist affected American citizens.

General information: http://travel.state.gov/travel/tips/emergencies/emergencies_1207.html

Procedures:

- It is best to seek advice and assistance from MDC Emergency Preparedness and/or Legal Affairs in these types of situations.
- The employee should immediately warn program participants to wait until the affected employee's family has been notified before sending emails or making phone calls to family and friends.
- Quickly assess the situation by obtaining as many details as possible (i.e., determine who, what, when, where, how and why).
- Make sure all employees are accounted for and safe.
- Contact MDC and alert them of the situation. This can be done through the **MDC Public Safety Office (305) 237-3100**.

Be prepared to provide the following information:

-Nature of emergency situation:

-Are all employees accounted for?

-Any employee injured?

-If so, injured employees name/social security numbers (if applicable):

-Short-term and long-term plans during the emergency situation:

- Notify the College Provost for Operations and the College President.
- Contact the Director of Emergency Preparedness so that a Crisis Management Team could be convened. This team will coordinate appropriate College actions, provide recommendations, and provide updates on the situation.
- One of the primary functions of this team is determining the impact of the event on the current International travel program and the need for evacuating employee's should it become necessary:

If evacuation must be arranged with State Department assistance: Contact the U.S. Embassy abroad. If commercial transportation is disrupted, the State Department will charter special air flights and ground transportation to help Americans depart. When commercial transportation is **NOT** disrupted, but the State Department recommends that U.S. citizens evacuate themselves, new airline tickets may be needed since it may be difficult to quickly change existing tickets. As stated above, the MDC Crisis Management Team will assist.

If evacuation must be arranged without State Department assistance: If the MDC employee is not close enough to U.S. Government office to receive funds or assistance, another available resource is American Express Global Assist Service at 1-800-554-AMEX. This service provides worldwide referrals for personal, medical and legal emergencies.

- Depending on the situation, the employee may also contact the local U.S. Embassy and ask for advice and assistance. If the U.S. Embassy is closed, determine the location from which the Embassy is operating (i.e., other embassy within the country, U.S. embassy in another country).

Gather information regarding:

- The intensity of the political unrest or natural disaster and possible danger to U.S. citizens.
- Advice regarding minimizing danger to U.S. citizens.
- The probable impact of the event on availability of food, water, and medical supplies.

SAFETY AND TRAVEL GUIDE (Pull-Out Section)**[TOC](#)****Everyday Safety Tips**

While employees are abroad, they must exercise the same safety precautions as they would at home. Everyday safety tips include using common sense, avoid confrontations, and try to blend in as much as possible.

Employees should try to familiarize themselves with the local area, ask the locals where the safe part of town is, and if feeling insecure in a certain place, don't go there! The basic rule-of-thumb is to not unnecessarily expose ourselves to dangerous situations.

In most circumstances overseas, it will be difficult to fully hide the fact our employees are foreigners, which might make them more vulnerable to theft and crime. While we can't control everything that happens to us at home or abroad, we can certainly sway the odds in our favor.

Some practical suggestions include:

- Learn the location of the nearest U.S. Embassy or Consulate. Register with the U.S. Department of State and give full details of your program itinerary.
- Behave in a manner that is respectful of the rights and well-being of others. Comply with local laws, regulations, and customs of the host country, community, institution, and international travel program, and encourage others to behave in a similar manner.
- Become familiar with the local emergency number (comparable to 911) and the procedures for obtaining emergency health and law enforcement services in the host country.
- Be aware that you are responsible for your own decisions and actions.
- Make an agreement with your fellow employees that you will look out for each other and practice peer responsibility.
- Don't stand out. While "safety in numbers" is always a good rule to follow, traveling as an identifiable group of U.S. citizens will attract attention and possibly cause problems. Try to fit in with the surroundings.
- It is vital to remain alert within your environment. When traveling abroad, always try to be aware of what is normal and commonplace about where you are staying so you can immediately detect the unusual.
- In large cities and other popular tourist destinations, avoid known trouble areas. Avoid using U.S. logos on belongings or clothing, especially athletic and collegiate wear.
- Keep all valuables on your person in a discreet place, preferably stowed away in a money belt or a pouch that hangs around the neck or underneath clothing. Do not leave valuables unattended.
- It is recommended to keep an emergency cash reserve (travelers' checks, credit cards, etc.) on-hand, in case you don't have access to banks/ATMs.
- Do not wear expensive clothes or jewelry or carry expensive luggage.
- Whether walking alone or in groups, try to stay on well-lit, heavily-traveled streets. Avoid shortcuts through alleys. Stay in the middle of the sidewalk. Avoid walking close to the street or buildings.
- Do not agree to watch the belongings of a person whom you do not know.
- Take off luggage tags after arrival.
- Never leave handbags/purses/baggage unattended and make sure they remained closed or are locked. If

the item has a shoulder strap, wear it crossing the strap over your body. Do not put valuables in the exterior pockets of book bags or backpacks or in bags that are open at the top.

- Whenever possible, speak the local language.
- Be streetwise. Avoid deserted areas and exercise caution in crowds.
- Avoid impairing your judgment due to excessive consumption of alcohol.
- Be aware pickpockets exist and tend to prey on people who look lost or who do not seem to be paying attention to their surroundings.
- Keep up with the local news through newspapers, radio, and television and, in the event of disturbances or protests, do NOT get involved.
- Report suspicious events immediately. Contact local authorities if you observe suspicious persons within the premises of your environment or have been a victim of a crime.
- Do not be free with information about yourself, other employees, international travel programs, etc. Be wary of questions from people not associated with your program. Do not give addresses or telephone numbers to strangers.
- Regularly communicate with family and friends. In times of heightened political tensions or local incidents, communicate directly with your family to let them know about your safety and well-being.
- Be aware of local conditions and customs that may present health or safety risks when making daily choices and decisions and promptly express any health or safety concerns to the program staff or other appropriate individuals.

Create a Personal Emergency Action Plan (EAP)[TOC](#)

Knowing the answers to the basic questions below can be a good first step in keeping you safer in an emergency situation. In addition, if you share your EAP with family and/or other employees and become separated from the group, they have a good resource to begin looking for you.

To get started, consider the following series of questions and how you would answer.

1. Know Where to Go

Where should you go first in an emergency, and what method of transportation will you use to get there?

(1) _____ (2) _____ (3) _____

Be aware of all emergency transportation options. Know the locations and phone numbers for the following:

Airport: _____

Bus Station: _____

Train Station: _____

Metro Station: _____

Boat/Ferry/Port Authority: _____

2. Know Your Emergency Contact Information

In addition to personal emergency contacts, it is also recommended to look up/ask for the numbers for the following agencies nearest to your international travel and/or travel location(s):

City or country's 911 equivalents: _____

Local Government office: _____

U.S. Embassy/Consulate: _____

Police: _____

Fire: _____

Hospital: _____

Who will you call first, second, third in an emergency?

1. _____.

2. _____.

3. _____.

Group travelers should have each other's phone numbers so they can communicate and relay information about you to each other.

What are some alternate ways of communicating with your emergency contacts?

Text Message: Y / N Twitter: Y / N Facebook: Y / N Instagram: Y / N Other: _____

SECTION F – INTERNATIONAL TRAVEL RESOURCES**[TOC](#)**

U.S. Consular officers are located at over 260 Foreign Service posts abroad. There are also consular officers in 46 foreign cities without U.S. Embassies or Consulates. Consular duty personnel are available for emergency assistance 24 hours a day, 7 days a week.

If you need to contact the Office of Overseas Citizens Services:

In the U.S. or Canada: 1-888-407-4747

From overseas: 1-202-501-4444

U.S. State Department International Travel website: <http://travel.state.gov/>

U.S. State Department websites of U.S. Embassies, Consulates, and Diplomatic Missions
<http://www.usembassy.gov/>

International Studies Abroad: <http://studiesabroad.com/>

World Health Organization: <http://www.who.int/en/>

Center for Disease Control and Prevention: <http://www.cdc.gov/>

Gateway for Safety & Health Information Resources: <http://www.osh.net/>

Key International travel Website:

<http://www.transitionsabroad.com/listings/study/resources/keywebsites.shtml>