



Emergency Response Plan

In any major emergency situation involving a GlobalLinks Learning Abroad student or staff member, the GlobalLinks Learning Abroad Program Resident Director and/or the GlobalLinks Learning Abroad Program Director should be notified as soon as possible by the Host Program. Alternatively, if the Resident Director or any other GlobalLinks Learning Abroad staff member learns of an emergency situation prior to the Host Program having knowledge of such an occurrence, every effort would be made to inform the Host Program via the International Office Director or Program Manager to ensure the university is involved in dealing with the situation.

In all incidents, the following general concepts may be useful:

- Do the right thing. This can be defined in terms of what is best for the student. Do whatever will ensure student health and safety, and what makes moral and ethical sense to you as a professional.
- Do something. Think about what a rational person would do and carry that out.
- Keep everyone as fully informed as possible.
- Involve others in making important decisions

(Information taken from the NAFSA Health and Safety Committee)

General Emergency Procedures for GlobalLinks Learning Abroad & the Host Program

What constitutes an emergency?

A situation where the health, safety and well being of a student or staff member is in jeopardy. The following is a list of examples of emergency situations:

Incident/Accident/Illness: Student or staff member requiring more than routine medical care

Crimes/Arrests: Crimes committed by or against a student, including assault, drug and alcohol related incidents

Psychological Emergencies: Suicide threats and attempts, serious eating disorders, erratic or threatening behavior

Death: Student or staff member

Natural Disaster, Fire, Flood or Other Incident: Within the city, region or country of the program requiring special assistance or relocation

Terrorism, War or Political Emergency: Threats or acts within the city, region or country of the program

Evacuation: Natural Disaster/Terrorism/War/Political Emergency

Pandemic: A global disease outbreak.

Guidelines:

- The incident will be managed by both the Resident Director and the Director in the U.S. office, as both parties will be responsible for specific details within the Host Country and the U.S. respectively.
- The Resident Director and Director in the U.S. office will gather the facts and talk to other relevant parties involved.
- Chronological logs should be kept in a crisis – outline what steps were taken, when they were taken, and with whom staff members talked and what follow-up actions were necessary.
- The chronological log should include the nature of the incident, what emergency support/assistance was provided and by whom, who was involved, what injuries were sustained and by whom, who was treated and what for, were there fatalities, have families been notified. What on going support is available to students and staff involved? In addition it should be noted if any further follow up is required and any additional circumstances that still must be considered.
- Always respect confidentiality and ensure that individual right to privacy is recognized.
- Be aware of stress management for staff and others handling an incident.

Incident/Accident/Illness

In the case of an incident, accident or illness, the student's rights and privacy must always be respected.

If student/staff is admitted to hospital:

-Resident Director will make contact with student/staff and stay in contact while there is a need of support.

-The main consideration is support for the student/staff and others that may be affected.

-Depending on level and nature of incident, the Resident Director may travel to location of the student/staff.

-GloboLinks Learning Abroad would assess how involved Host Program is and what role the Resident Director needs to play.

-Depending on the situation, it may be expected that the Host Program deal with the specifics of the student's situation including liaising with lecturers, doctors, and family where appropriate. However, GloboLinks Learning Abroad may play the primary role here.

Involved Party:	Managing Party:
In United States or Canada:	
Family	GloboLinks Learning Abroad Program Director, U.S. Denver Office & Host Program
US or Canadian University and Advisor	GloboLinks Learning Abroad Program Director, U.S. Denver Office
Families/Friends in US or Canada of other involved GloboLinks Learning Abroad students (where applicable)	GloboLinks Learning Abroad Program Director, U.S. Denver Office
US or Canadian University of other involved GloboLinks Learning Abroad students	GloboLinks Learning Abroad Program Director, U.S. Denver Office
Legal bodies/ Embassy/police/coroner	GloboLinks Learning Abroad Program Director, U.S. Denver Office
In Host Country:	
GloboLinks Learning Abroad Students (directly involved and others) at the same university	Host Program with assistance from GloboLinks Learning Abroad Program Resident Director where appropriate
International student Advisors at other GloboLinks Learning Abroad Member Universities in the Host Country (including notification to GloboLinks Learning Abroad students at other Host Program)	GloboLinks Learning Abroad Program Resident Director will contact other Hosts to explain facts (including advice to inform other GloboLinks Learning Abroad students when/if necessary)
Other students involved in the incident	Host Program
Legal bodies/ Embassy/police/coroner	Host Program

Crimes/Arrests (Including assault, drug and alcohol related incidents)

-If possible the Host Program should inform the GloboLinks Learning Abroad Resident Director or Director. In the event that GloboLinks Learning Abroad is notified first, the Resident Director or Director will notify the Host Program via the International Office.

-GloboLinks Learning Abroad will support the Host Program if a student is found to have committed or is the victim of a crime, including assault, drugs/alcohol related incidents.

-GloboLinks Learning Abroad will support the actions deemed necessary by the Host Program and/or legal bodies who may be involved in the matter.

-GloboLinks Learning Abroad would assess how involved the Host Program is and what role the Resident Director needs to play.

-The US or Canadian Consulate/Embassy will be advised.

In United States or Canada:	
Family	Initially: Student Upon advice from the student: GloboLinks Learning Abroad Program Director, U.S. Denver Office & Host Program
US or Canadian University and Advisor	Upon advice from the student: GloboLinks Learning Abroad Program Director, U.S. Denver Office
Legal bodies/ Embassy/police	GloboLinks Learning Abroad Program Director, U.S. Denver Office
In Host Country:	
Legal bodies/ Embassy/police/coroner	Host Program
GloboLinks Learning Abroad Students (directly involved and others) at the same university	Host Program with assistance from GloboLinks Learning Abroad Program Resident Director where appropriate
International Student Advisors at other GloboLinks Learning Abroad Member Universities in the Host Country (including notification to GloboLinks Learning Abroad students at other Host Programs)	GloboLinks Learning Abroad Program Resident Director will contact other Hosts to explain facts (including advice to inform other GloboLinks Learning Abroad students when/if necessary)
Other students involved in the incident	Host Program
Legal bodies/ Embassy/police/coroner	Host Program

Psychological Illness

In the case of a student suffering from a mental illness, the student's rights and privacy must always be respected.

-If possible the Host Program should inform the GloboLinks Learning Abroad Program Resident Director or Director. In the event that GloboLinks Learning Abroad is notified first, the Resident Director or Director will notify the Host Program via the International Office.

-The main consideration is support for the student/staff and others that may be affected.

-Resident Director will offer assistance to the Host Program and may need to establish what support the university has for the student.

-It would be expected that the Host Program deal with the specifics of the students OSHC, liaising with lecturers, doctors, and family where appropriate.

Involved Party:	Managing Party:
In United States or Canada:	
Family	GloboLinks Learning Abroad Program Director, U.S. Denver Office & Host Program
US or Canadian University and Advisor	GloboLinks Learning Abroad Program Director, U.S. Denver Office
Legal bodies/ Embassy/police (where applicable)	GloboLinks Learning Abroad Program Director, U.S. Denver Office
In Host Country:	
Legal bodies/ Embassy/police (where applicable)	Host Program

Student Death

Where possible the GlobalLinks Learning Abroad Resident Director will travel to the location/university area where the incident took place to provide support and assistance where necessary. The Resident Director will act under the Host Program guidelines when dealing with such an incident.

Of those parties involved as outlined below, GlobalLinks Learning Abroad would expect the Host Program to handle most aspects relating directly to the enrolled student, however, the Resident Director will be available to assist wherever possible.

Involved Party:	Managing Party:
In United States or Canada:	
Family	Initially: U.S. or Canadian Consulate to contact family in the event of a student death GlobalLinks Learning Abroad Program Director, U.S. Denver Office & Host Program
US or Canadian University and Advisor	GlobalLinks Learning Abroad Program Director, U.S. Denver Office
Families/Friends in US or Canada of other involved GlobalLinks Learning Abroad students (where applicable)	GlobalLinks Learning Abroad Program Director, U.S. Denver Office
US or Canadian University of other involved GlobalLinks Learning Abroad students	GlobalLinks Learning Abroad Program Director, U.S. Denver Office
In Host Country:	
GlobalLinks Learning Abroad Students (directly involved and others) at the same university	Host Program with assistance from GlobalLinks Learning Abroad Program Resident Director where appropriate
International student Advisors at other GlobalLinks Learning Abroad Member Universities in the Host Country (including notification to GlobalLinks Learning Abroad students at other Host Programs)	GlobalLinks Learning Abroad Program Resident Director will contact other Hosts to explain facts (including advice to inform other GlobalLinks Learning Abroad Program students when/if necessary)
Other students involved in the incident	Host Program
Legal bodies/ Embassy/police/coroner	Host Program

Further Guidelines

Only basics of the incident (such as what would be put in a legal report) would be discussed with other GlobalLinks Learning Abroad University Members, students and uninvolved parties.

Note: When an American dies abroad, the Bureau of Consular Affairs must locate and inform the next of kin. The Bureau of Consular Affairs provides guidance to grieving family Hosts on how to make arrangements for local burial or return of remains to the US. For more info see: http://travel.state.gov/crisis_abroad.html

In such an incident, GlobalLinks Learning Abroad through constant contact with the Host Program would assist in comforting the family, affected GlobalLinks Learning Abroad students, informing relevant parties of brief facts when appropriate and offering assistance and support to Host Program staff, as well as GlobalLinks Learning Abroad staff wherever necessary.

Crisis Situation (Natural Disaster/Terrorism/War/Political Emergency/Pandemic)

-In the event of a world/Host Country or US or Canada crisis situation, depending on where students are located, Resident Director would use the channel of the Host Program staff to check if all students are accounted for and safe.

-Resident Director will attempt to contact all Host Programs by email and/or phone to discuss the severity of the situation and their next course of action.

-GloboLinks Learning Abroad will enact whatever measures are necessary to ensure the safety of the students in conjunction with the various government, education, health and travel professionals/authorities.

-Resident Director will notify GloboLinks Learning Abroad Denver office regarding reports on student safety and Host Program actions; information can then be passed onto parents and US or Canadian advisors where necessary.

-GloboLinks Learning Abroad would, where necessary, contact all students, families and U.S. or Canadian advisors by email and/or phone and/or mail to give advice and offer assistance.

-If there is a demonstration or seems there could be any threat against US or Canadian students, GloboLinks Learning Abroad would use email to immediately notify all students and give them the embassy web site and contact details. GloboLinks Learning Abroad will contact the Host Program to ensure they have contacted the students as well to explain what safety precautions they should take in such a situation.

Example: Prior to travel, to check for any US or Canadian travel warnings worldwide:

*US Department of State: http://travel.state.gov/travel_warnings.html

-Information (facts) should be shared when appropriate to give all involved parties as much knowledge as possible to handle the situation.

-Action taken should be documented to ensure all logical steps have been covered to assure the safety of students.

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Families/Friends in US of other involved GloboLinks Learning Abroad students (where applicable)	GloboLinks Learning Abroad Program Director, U.S. Denver Office
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Legal bodies/ Embassy/police/coroner	Host Program

Evacuation (due to National Disaster/Terrorism/War/Political Emergency/Pandemic)

-In the event of a crisis situation, where assessment of the incident requires evacuation as the safest course of action, GlobalLinks Learning Abroad will work with the Host Programs and their emergency policies set forth.

-GlobalLinks Learning Abroad will enact whatever measures are necessary to ensure the safety of the students in conjunction with the various government, education, health and travel professionals/authorities.

-Resident Director will attempt to contact all Host Programs by email and/or phone to discuss the severity of the situation and their next course of action.

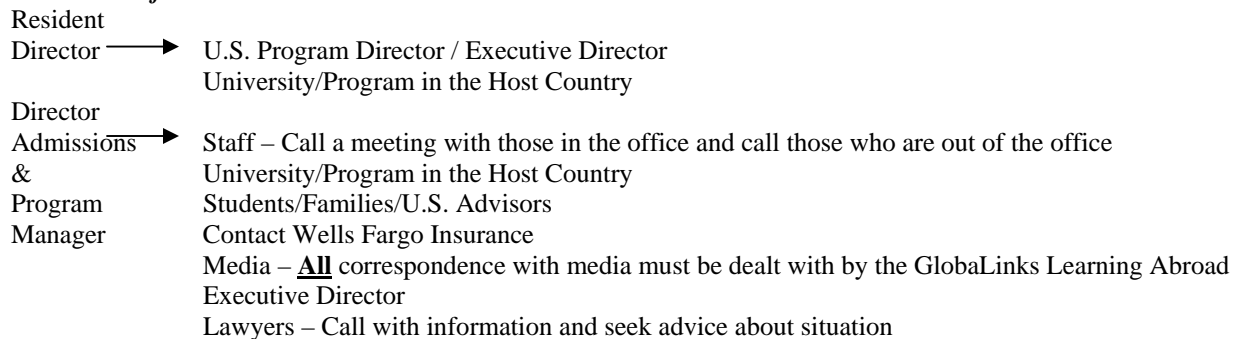
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Legal bodies/ Embassy/police/coroner	Host Program

General Notification Process Chart:



GlobaLinks Learning Abroad Emergency Contact Details:

Australia, New Zealand & Fiji 24 Hour Emergency Phone: 1-303-594-0314

Asia 24 Hour Emergency Phone: 1-720-260-4357

Europe 24 Hour Emergency Phone: 1-720-336-3255

In North America

GlobaLinks Learning Abroad

Primary Contact:

Kathryn Olinger, Director-Admissions

Phone: 1-303-446-2214 ext: 107

Fax: 1-303-446-5955

Mobile: 1-970-227-2806

Email: kolinger@globalinksabroad.org

Secondary Contact:

Michael Swift, Director-Onsite Program Management

Phone: 1-303-446-2214 ext: 109

Fax: 1-303-446-5955

Mobile: 1-404-513-9592

Email: mswift@globalinksabroad.org

Additional Contact:

Cynthia Banks, Executive Director

Phone: 1-303-446-2214 ext: 103

Fax: 1-303-446-5955

Mobile: 1-720-971-8235

Email: cbanks@globalinksabroad.org

Pacific Region:

Shelia Houston, Executive Director

GlobaLinks Learning Abroad Pacific Region

Mobile: 0409-309-578 (within Australia) / 61-4-309-578 (From the U.S. or Canada)

Email: shouston@globalinksabroad.org

AUSTRALIA:

Toll Free Emergency Phone: 1-800-777-788 (within Australia)

Emergency Phone: 61-7-4936-2022 / 011-61-7-4936-2022 (From the U.S. or Canada)

NEW ZEALAND:

Toll Free Emergency Phone: 0-800-21-5503 (within New Zealand)

Emergency Phone: 09-634-3400 (within New Zealand) / 011-64-9-634-3400 (From the U.S. or Canada)

FIJI:

Emergency Phone: 9166-110 (When in Fiji)

011-679-9166-110 (From the U.S. or Canada)

ASIA:

Emergency Phone: 66-82-205-3813

011- 66-82-205-3813 (From the U.S. or Canada)

EUROPE:

Emergency Phone: 44-781-516-6635

011-44-781-516-6635 (From the U.S. or Canada)

Refer to the health and safety section of the program websites for Embassy and Consulate details, travel advisory links, insurance details, in addition to other related safety information.