



Faculty-led Study Abroad Safety



Outline

- Definition of an Emergency
- Preparing for an Emergency
 - Before Departure
 - While Abroad
- Addressing Minor Issues while Abroad
- Addressing an Emergency while Abroad
- Documenting an Emergency
- Emergency Contacts

Definition of an Emergency

- Any incident that prevents the student and/or faculty member from continuing the program or puts others in harms way.

Preparing for an Emergency



Before Departure

- Purchase and confirm international travel and health insurance. Keep both paper and electronic copies. Accessibility is key.
- Provide a pre-departure, country-specific orientation program for all students participating in the program, including health and safety information.
- In collaboration with your Dean, select an alternate faculty from your department to support and/or relieve you of your duties, if an emergency occurs.
- Review the [UIW Study Abroad Policies](#)

Preparing for an Emergency Before Departure, Cont.



- Distribute overseas contact information (emergency cell phone numbers, hotel phone numbers and addresses, etc.) to students *and their family members* prior to departure.
- Encourage students to make copies of their passport, visa, insurance and other important documents. At least one copy should be distributed to their emergency contact.
- Register the program with [U.S. Department of State S.T.E.P](#)

Preparing for an Emergency While Abroad



- Establish a procedure for you to contact students in the event of an emergency, and a procedure for students to contact you and/or on-site personnel.
- Assign one to two student leaders who can implement an emergency plan in case you are unable to lead the group due to an emergency.
- Maintain regular contact with students, noticing any changes in behavior or physical condition.
- Address any change in behavior/physical state observed with a particular student or students.
- **Document** all conversations regarding the issue, especially if it is reoccurring.



Addressing Minor Issues While Abroad

- Do not offer medical advice, unless you are a licensed medical professional.
- Do not offer or give medicine, including over the counter medicine, even to address a common ailment. Direct students to a medical professional (i.e., physician, pharmacist, etc.).
- Always refer students to medical professionals regardless of the level of care required.
- Document the incident and whether the student has refused any medical attention.



Addressing an Emergency While Abroad

- Stay Calm.
- Seek immediate professional help (i.e., medical, law authority, etc.).
- As soon as there is an opportunity, immediately notify the UIW Study Abroad Office, Dean, Campus Police, and/or other UIW administrator(s).



Addressing an Emergency While Abroad, cont.

- Contact the nearest U.S. embassy for support.
- **Document** any incident that occurs, including injury, illness, behavior, crime against or by a student.
- Keep detailed records of what occurred and when, who was involved along with their contact information, and the result/consequences of the incident.

Documenting an Emergency



- Who
 - Name of student(s)
- What
 - Detail the incident.
- Current status
 - Detail the status to the best of your knowledge.
- Where
 - Country, city, hospital/jail, room number, attending physician, authority contact, etc.



Documenting an Emergency, cont.

- How
 - Brief description of how the incident occurred to the best of your knowledge.
- Why
 - Brief explanation as to why the incident occurred.
- Contact information
 - All details are important. Phone and fax numbers, emails, Facebook, etc.
- Other details such as date/time of incident, pictures, video recordings, statements from other students, and police reports, etc.

Reporting an Emergency



- If possible, seek a location where you can safely and openly discuss the details of the emergency (refer to the slides titled “Documenting an Emergency”).
- Have all the UIW contact information. Be ready to leave phone messages and send follow-up emails with important information. Be clear & concise.
- If possible, have all the information readily available while having supporting materials and communication technology available (i.e., police report, information, land line, computer, access to WIFI, email, etc.).

Addressing the Media



In the event of an int'l emergency or incident, an official UIW representative designated by the President's Office and/or UIW Public Relations Office will speak on behalf of UIW to any int'l or domestic media agency.

If asked to give a statement, please refer the media representative to the UIW PR Office.

UIW Public Relations Contact:

Office hours are 8 a.m. to 5 p.m., Monday through Friday. You can reach us by phone at 210-829-6001, by fax at 210-829-6068, or by email at pr@uiwtx.edu.



Contacts

[Cultural Insurance Services International \(CISI\)](#)
[Emergency Assistance](#)

To contact ACE Team Assist in a medical emergency, or for 24/7 pre-departure, medical, travel and legal assistance:

Toll-free in the U.S.: (855) 327-1411

Outside of the U.S. (Call Collect): (312) 935-1703

Email: medassist-usa@axa-assistance.us



Contacts, cont.

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Avtaylor@uiwtx.edu

Contact's, cont.



UIW Travel Agent

Gail W Genthner

CTP/Rennert Travel

CTP/A Branch of TZELL TRAVEL
GROUP

613 NW Loop 410, STE 400

San Antonio, TX 78216

E-mail: gail@ggenthner.com

Direct: 972-292-1913

Fax: 972-292-2104

Cell: 573-382-0295

Contacts, cont.



UIW Campus Police

Phone Number: 210-829-6030

Fax Number: 210-283-5058

police@uiwtx.edu

Important note to remember:

When the main police office is closed, all the incoming calls are forwarded to the Police Departments two-way radio system. The system only allows for 45 seconds of talk time. Please speak clearly and specific of what you need. If the officers are not able to assist you with the information you need, they may give you another number to call. ***REQUEST A NUMBER TO CALL.**



Resources

- [UIW Study Abroad Emergency Protocol](#)
- [Responsible Study Abroad: Good Practices for Health & Safety.](#) Interorganizational Task Force in Safety & Responsibility in Study Abroad
- [Faculty Guide: Directing International Faculty-led Programs and Trips.](#) Claremont McKeen College, 2013.