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**Emergency Action Plan How-To**

When travelers are involved in a crisis abroad, the situation can quickly become chaotic. Developing an Emergency Action Plan (EAP) can help prepare for those situations by ensuring response resources are available and making as many decisions as possible in advance. Every incident is different, but following an EAP means having to find less information and make fewer decisions, clearing the way so you can focus on addressing the incident and getting back on track.

Every EAP is different in terms of length, format, and content, based on the traveler(s) unique needs. This prompt is designed to get you started with your EAP for global travel. You are welcome to use it as a template/worksheet or as a prompt to build out your own document. Either way, the Global Education Office (GEO) is here to help with questions, concerns, and ideas. Please contact [vtglobalsafety@vt.edu](mailto:vtglobalsafety@vt.edu) for assistance.

**Program Name:**

**Program Location(s):**

**Program Dates(s):**

**Program Leader, Co-leader, and volunteers:**

|  |  |  |
| --- | --- | --- |
| **Name** | **Phone** | **Email** |
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**International phone numbers for each:**

|  |  |  |
| --- | --- | --- |
| **Name** | **Phone** | **Email** |
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**Emergency Response Resources**

It is easy to get overwhelmed by an emergency and forget that you have a lot of local expertise in those you already know at your program’s destination. Think through those formal support resources (program providers, tour agencies, host universities, guides, etc.) and informal support resources (friends, family, colleagues, etc.) and take a moment to write them down with their contact information.

|  |  |  |  |
| --- | --- | --- | --- |
| **Organization** | **Name** | **Phone** | **Email** |
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**“**[**911**](https://travel.state.gov/content/dam/students-abroad/pdfs/911_ABROAD.pdf)**” at your destination:**

[**U.S. Embassy/Consulate**](https://www.usembassy.gov/) **Near Destination(s)**

Name:

Phone:

Address:

**Local Clinic and/or Hospital for all Destinations**

Name:

Hours:

Phone:

Address:

**Non-Emergency Communications Plan**

Your day-to-day communications plan is going to inform your emergency communications plan. Does your group have a WhatsApp group or GroupMe? Do you have a sign-out roster for those going out in the evenings or on weekends? Do you have a daily check-in location? Make sure this is addressed in a pre-departure session.

**Emergency Communications Plan**

How will your students contact you if they have an emergency? How will you contact your students if there is an emergency? Where will your group meet if cell towers are down and phones are not working? Make sure this is addressed in a pre-departure session.

**Continuity of Operations Plan**

Responding to an incident takes time and attention. It is important to have a plan for how your program will continue to run in the event of an incident. If you are with a student in the hospital, who is teaching that day? Or, who is assisting the sick/injured student while you continue to teach? What happens if you are the one that is sick or injured?

**Program Specific Planning**

Every program is different. If your planned activities or location create specific risks, it is important to plan for an emergency related to that type of incident. The [U.S. Department of State](https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html/) and [Centers for Disease Control and Prevention](https://wwwnc.cdc.gov/travel/destinations/list) provide great starting points for health and safety risks specific to your destination(s). If you would like assistance with more tailored emergency planning, please do not hesitate to reach out to Global Safety and Risk Management at [vtglobalsafety@vt.edu](mailto:vtglobalsafety@vt.edu).

**Incident Response Steps**

Every incident is different and requires different support. The following are general, step-by-step guidelines for a variety of incidents. Edit these plans to best align with your program. For all incidents, if at any time you need assistance or want to review your plan, contact Global Safety & Risk Management at **+1 (540) 750-5747**.

General emergencies

* Ensure the physical space is safe.
* Account for all travelers.
* Assess the issue(s) at hand and resources needed.
* Access needed resources, leveraging on-site support resources.
* Assist impacted traveler(s) in contacting emergency contacts.
* Develop a follow-up plan.
* Communicate plans with all travelers.
* Document your actions.
* Keep in touch with Global Safety & Risk Mangement.

Medical emergency

* Take the person to a hospital/clinic. If immediate assistance is needed, call the local “911” equivalent. If you need assistance with selecting a facility, contact AXA Assistance at +1 (312) 935-1703.
* Provide traveler with a copy of their CISI participant ID card if they need it.
* Inform the health care provider of any medications and/or pre-existing conditions.
* If you need assistance with translating, contact AXA Assistance at +1 (312) 935-1703.
* If the medical event is interrupting programming, implement your continuity of operations plan.
* Assist the student in calling their emergency contact.
* Document your actions.
* After the incident is stable, let Global Safety & Risk Management know so we can follow-up with the traveler with insurance claim assistance.

Mental health emergency

* Make an initial assessment if the traveler is an immediate threat to themselves or others.
* If the traveler is at immediate risk of harm:
  + Take the person to a hospital/clinic. If immediate assistance is needed, call the local 911 equivalent. If you need assistance with selecting a facility, contact AXA Assistance at +1 (312) 935-1703.
  + Provide traveler with a copy of their CISI participant ID card if they need it.
  + Inform the health care provider of any medications and/or pre-existing conditions.
  + If you need assistance with translating, contact AXA Assistance at +1 (312) 935-1703.
  + If the event is interrupting programming, implement your continuity of operations plan.
  + Assist the student in calling their emergency contact.
  + Begin developing a follow-up plan for after initial medical intervention.
  + Document your actions.
  + After the incident is stable, let Global Safety & Risk Management know so we can follow-up with the traveler with insurance claim assistance.
* If the traveler is not at immediate risk of harm:
  + Offer assistance through connecting with any available resource, to include:
    - [Cook Counseling Center](https://ucc.vt.edu/about/contact_us.html) (initial assessment only)
    - [TimelyCare](https://ucc.vt.edu/timelycare.html)
    - Known local provider/mental health facility
    - Hospital/clinic
    - AXA Assistance to identify a local mental health provider
  + Assess potential accommodations for flexibility in programming.
  + Establish a private check-in plan with the traveler.
  + Document your actions.
  + After the incident is stable, let Global Safety & Risk Management know so we can follow-up with the traveler with insurance claim assistance.

Conduct issue

* Set clear ground rules and define expectations clearly.
* Depending on the situation, steps could include issuing a:
  + Verbal warning.
  + Written warning.
  + Implement sanctions. *(Continues on next page…)*
  + Dismissal from the program, resulting from an interim suspension from the university.
* If you would like assistance in written warning language or if the conduct may require dismissal from the program, contact Global Safety & Risk Management at +1 (540) 750-5747 for coordination assistance with the Office of Student Conduct.
* Document your actions.
* Keep in touch with Global Safety & Risk Management.

Robbery

* If appropriate at that location, call local law enforcement agency to report incident.
* Assist traveler in notifying their financial institutions and obtaining funds to replace lost money/credit cards.
* Assist traveler in contacting the U.S. embassy/consulate to replace their passport.
* Assist traveler in contacting their emergency contact.
* If robbery was from hotel room, file a [Clery report](https://police.vt.edu/crime-stats/clery.html) with VTPD.
* Document your actions.
* Keep in touch with Global Safety & Risk Management.

Family emergency

* If the traveler wishes to return home, contact either AXA Assistance at +1 (312) 935-1703 or Global Safety & Risk Management at +1 (540) 750-5747 for coordination support.
* Assess potential accommodations for flexibility in programming.
* Offer assistance through connecting with any available resource, to include:
  + [Cook Counseling Center](https://ucc.vt.edu/about/contact_us.html) (initial assessment only)
  + [TimelyCare](https://ucc.vt.edu/timelycare.html)
  + Known local provider/mental health facility
  + Hospital/clinic
  + AXA Assistance to identify a local mental health provider
* Assist traveler in communicating with back home.
* Establish a private check-in plan with the traveler.
* Document your actions.
* After the incident is stable, let Global Safety & Risk Management know so we can follow-up with the traveler with insurance claim assistance and assist with support from the Dean of Students Office.

Natural disasters & protests/demonstrations

* Assess if the situation is disruptive or dangerous. Disruptive is an inconvenience, but manageable. Dangerous means more significant response action is required.
* Disruptive
  + Account for all group members.
  + Ensure the location of the group is physically safe.
  + Assess the impact of the event on the program.
  + Make adjustments to programming as needed.
  + Discuss plans with the group. Keep participants informed with changes and expectations moving forward.
  + Document your actions.
  + Keep in touch with Global Safety & Risk Management.
* Dangerous
  + Account for all group members.
  + Ensure the location of the group is physically safe.
  + Assess the impact of the event on the program.
  + Contact either AXA Assistance at +1 (312) 935-1703 or Global Safety & Risk Management at +1 (540) 750-5747 immediately for support with relocating and/or evacuation.
  + Consult with the U.S. Embassy/Consulate, local police, sponsors, etc. for advice on how to respond to the situation.
  + Discuss plans with the group. Keep participants informed with changes and expectations moving forward.
  + Document your actions.
  + Keep in touch with GEO.

Missing traveler

* Check with friends/associates of the missing person about their whereabouts.
* Notify the U.S. embassy/consulate, local police, and on-site support resources, giving them your phone number for follow-up.
* Contact Global Safety & Risk Management at +1 (540) 750-5747 with all available information.
* Contact the traveler’s emergency contact(s).
* Check with authorities daily and inform Global Safety & Risk Management of any new information.
* Document your actions.
* Keep in touch with Global Safety & Risk Management.

Arrested traveler

* Call local law enforcement agency.
* Visit the traveler in jail and determine what happened.
* Notify the U.S. embassy/consulate.
* Have the traveler contact their emergency contact.
* If possible, assist student in obtaining funds for bail.
* Submit an incident report to the [Office of Student Conduct](https://cm.maxient.com/reportingform.php?VirginiaTech&layout_id=14).
* Document your actions.
* Keep in touch with Global Safety & Risk Management.

Assault & rape

* Begin emergency medical protocols listed above.
* Offer to connect the traveler with the [Women’s Center](https://www.womenscenter.vt.edu/AboutUs.html) and/or [Title IX](https://safe.vt.edu/about.html).
* Offer assistance through connecting with any available resource, to include:
  + [Cook Counseling Center](https://ucc.vt.edu/about/contact_us.html) (initial assessment only)
  + [TimelyCare](https://ucc.vt.edu/timelycare.html)
  + Known local provider/mental health facility
  + Hospital/clinic
  + AXA Assistance to identify a local mental health provider.
* If appropriate at that location, call local law enforcement agency to report incident.
* Assess potential accommodations for flexibility in programming.
* Establish a private check-in plan with the traveler.
* If the traveler wishes to return home, contact either AXA Assistance at +1 (312) 935-1703 or Global Safety & Risk Management at +1 (540) 750-5747 for coordination support.
* File a report with [Title IX](https://safe.vt.edu/about.html).
* File a [Clery report](https://police.vt.edu/crime-stats/clery.html) with VTPD.
* Document your actions.
* After the incident is stable, let Global Safety & Risk Management know so we can follow-up with the traveler with insurance claim assistance.

Death of a traveler

* Record all available facts accurately (for example, cause of death, place of death, location of undertaker, religion of the deceased, agencies/persons already notified, etc.).
* Contact Global Safety & Risk Management immediately at +1 (540) 750-5747.
* Global Safety & Risk Management, the Dean of Students Office, and Human Resources will assist with:
  + Program continuity of operations implementation.
  + Mental health support for program.
  + Family notification.
  + Embassy/consulate notification and coordination.
  + Communications with local law enforcement, if applicable.
  + Repatriation of mortal remains.
  + Insurance support for a family member to travel to accompany mortal remains.

**Emergency Binder and Emergency Kit**

Your EAP should be one of several documents in your “everything binder”. This could be a physical binder or a digital folder that you can easily access. At a minimum, your emergency binder should include:

* Detailed roster
* Participant personal emergency contacts
* Participant voluntary health disclosure forms
* Room assignments
* CISI Participant ID cards
* Local clinics and hospital
* U.S. Embassy/Consulate (phone and address)
* Local contacts (host, provider, etc.)
* VT contacts (GEO, On Call International, etc.)
* Program’s Emergency Action Plan
* Itinerary
* Syllabus
* Financial documents
* 10 printed DUO 2-Factor codes

An emergency kit is not required, but many program leaders find it helpful to have a variety of items to help with everything from a sore throat to a minor injury. Here are some recommendations for an emergency kit, but feel free to bring whatever you feel is helpful.

* Group roster with phone numbers
* Emergency contacts (VT, local, Embassy, 911)
* Pocket tissues
* Band-Aids
* Ace bandage
* Antiseptic wipes
* Aspirin
* Ibuprofen
* Pepto-Bismol
* Dramamine
* Throat lozenges
* Tampons and pads
* Zip ties (suite case fix)
* Sunscreen
* Sharpie
* Pen
* Small notebook
* Sandwich bags
* Granola bar(s)