UCEAP Center Safety and Security Checklist

This checklist must be updated annually.

To be useful to you in a crisis, all information must be:

1) organized, 2) easily retrievable, 3) current, and 4) accurate

UCEAP Study Center Location/Year:	
Partner Institution Location/Year:	
Name of Person Completing the Checklist:	

When an emergency occurs, UCEAP will activate contingency plan protocols, which will remain fluid and flexible depending on the situation. Emergencies can result from natural hazards such as earthquakes, epidemics, fires, droughts, and floods or from any number of man-made threats – food or water shortages, environmental and technological disasters, acute financial/economic distress, civil unrest, and armed conflict. Contingency planning helps UCEAP ensure that response is coordinated, expeditious and efficient. UCEAP contingency planning follows a multi-level response. The foundations of this emergency response are the local UCEAP Study Center emergency plan, the partner institution emergency response, and organized cooperation during an emergency.

1. Update contact information

Good communication protocols (including redundancy in communications) are crucial during a response to ensure the flow of information. It is important to have a paper copy of all plans and that it is shared with students so they know who to call and how to check in, particularly during an emergency.

- Have student contact information handy including address, local phone numbers (landline and mobile), SMS capabilities, and e-mail address. *Keep a hard copy with you at all times (at home and at work) in case of after-hours emergencies.*

- Share updated student contact information with UCEAP Systemwide Operations Specialist and Health, Safety, and Emergency Response (ideromana@eap.ucop.edu). *Even though students are required to update their local contact information through MyEAP, many do not comply.*

- Verify the accuracy of important emergency services phone numbers (fire, police, community resource centers, etc.) Refer to the *Section IV – Emergency Contact Information* of the Study Center Emergency Preparedness Handbook for a list of important numbers to maintain.

- Remind students that they are required to check their UC e-mail daily and must inform you of any changes in their contact information. Students need to understand that you are their local contact and know how to reach you and/or the International Office at their host university.

- Make sure that students have your emergency telephone number (if available), the contact information for the UC travel assistance provider (United Healthcare Global) and the emergency phone number for the local U.S. Mission (embassy/consulate/American Institute), in the event you are traveling or unreachable. *See the U.S.*

Department of State Telephone Directory for an updated list of contact information and key officers at foreign service posts world-wide.

(A) Have completed ☐   (B) In progress ☐, will provide an update in _____weeks.

_____

_____

_____

2. Establish a communication plan in the event of emergency.

- A communication plan (e.g., call tree, etc.) is vital to disseminate information to students and staff quickly and easily. You can call or send SMS—make sure all students have this capability—to those at the top of the tree. Divide students into an appropriate number of groups ("branches"). The local UCEAP representative(s), or his/her designee, is responsible for notifying the head of each branch with specific instructions. The head of each branch then calls (or personally contacts) the next student on the list, who, in turn, calls (or contacts) the next student, and so forth. Refer to the Sample Communication Tree in *Section II* of the Study Center Emergency Preparedness Handbook for further guidance in developing your communication tree.

- Establish procedures to follow if a particular student is unreachable.

- Consider text messages. If you are using a mobile phone, a text message may get through when a phone call will not. This is because a text message requires far less bandwidth than a phone call. Text messages may also save and then send automatically as soon as capacity becomes available.

- PRACTICE welfare check-ins with students. Discuss what information be shared by text. Short messages like "I'm OK. At library and I am with Jane Doe." are good. After you practice, talk about how it went. What worked well? What can be improved? What information, if any, needs to be updated? If you make updates, remember to print new copies of the plan for everyone, including UCEAP Systemwide.

(A) Have completed ☐   (B) In progress ☐, will provide an update in _____weeks

_____

_____

_____

3. Review and Update Study Center Emergency Preparedness Handbook and Location-specific Emergency Response Plan(s).

- Read the Study Center Emergency Preparedness Handbook and assess whether it is applicable to the current local reality.

- Keep your local plan simple. A well organized, step-by-step plan with relevant information at your fingertips will help you get through most incidents. If modifications are needed, consult with UCEAP Systemwide Health, Safety & Emergency Response before implementing. *Review the Protocols for Emergencies in Section VII so you are familiar with steps to follow in specific emergencies.*

- Complete or review your local Emergency Response Plan(s) and make modifications as necessary for the current local reality. Keep it simple and flexible. Be flexible. A basic plan template and supporting document files should be sufficient for managing most emergency situations. Consult with UCEAP Systemwide before implementing changes. *Refer to the template in Section II of the Study Center Emergency Preparedness Handbook.*

- Examples of steps :

  - Have sufficient cash on hand.

  - Have basic medical supplies on hand:
    Include basic supplies that any staff or student (without specific medical training) can use in an emergency. A ready-made first-aid kit should be sufficient.

  - Consider keeping additional emergency supplies, if reasonable (water, flashlights, hand-crank radio, etc.).

  - Have redundant communications: Consider alternate ways to communicate with students/staff if standard means of communication go down. For example, if cellular service is unavailable, make sure you can text students or communicate with them via social media.

(A) Have completed ☐   (B) In progress ☐, will provide an update in _____weeks

_____

_____

_____

4. Remind students to make personal contingency plans.

Remind students during orientation that emergencies are a possibility. If a local emergency were to occur, there may be a period of time before UCEAP emergency response services are able to provide support or to evacuate students from the location.

All students are automatically registered with iJET International Intelligent Risk Systems, the University of California security providers. They will receive real-time 24/7 alerts through their online Worldcue Service about breaking situation or changing travel conditions. They will inform what to expect and how to manage the situation. Alerts are classified by importance: Critical, Warning, or Informational.

Students are responsible for developing their own personal emergency plans, which should include, at a minimum, the following:

- Keep 'emergency' cash on hand.

- Have an adequate supply of prescription drugs.

- Carry emergency contact phone numbers at all times.

- Keep cell phones charged and powered on (refrain from turning them off for long periods of time).

- Check e-mail daily, as required by the UCEAP Student Agreement.

- Keep passport, plane ticket, and other important documents in a safe place—easily accessible—and keep photocopies of these documents.

(A) Have completed ☐   (B) In progress ☐, will provide an update in _____weeks

_____

_____

_____

5. Register with the nearest U.S. embassy or consulate and strongly suggest to students to do the same.

NOTE: Online registration with the US Department of State makes the students' presence and whereabouts known to US government officials. The Smart Traveler Enrollment Program allows students to receive the latest travel updates and information. When students sign up, they will automatically receive the most current information USDOS compiles about the country where students will be traveling or living. They will also receive updates, including Travel Warnings and Travel Alerts (where appropriate). They only need to sign up once, and then they can add and delete trips from the account based on their travel plans.

You can register all students and use the Study Center address as their local contact so you can better work with the embassy/consulate in case of an emergency. This prevents consular officials from thinking that they need to find or locate students independently.

If you plan to register students, inform all students by email of the details that you submit on their behalf and provide them the choice to decline the sharing of their information with U.S. Department of State.

Make an appointment, if possible, with the Consular Section/American Citizen Services Section of the embassy or consulate to introduce yourself, make them aware of the fact that you are the UCEAP Representative for the University of California and that you are responsible for the group of UC students. Tell them the size of the group, contact information for the program, etc. If you are not a U.S. citizen, it is particularly important to meet in person.

NON-U.S. CITIZEN STUDENTS: Students who are not U.S. citizens should register with the embassy/consulate of their home country if possible (may not be if the student is stateless or no home country embassy is available).

(A) Have completed ☐   (B) In progress ☐, will provide an update in _____weeks

---

6. Familiarize yourself with the emergency plans and student support systems of partner universities.

Meet with host institution officials, if possible, to learn how to work together and communicate/coordinate, especially during emergencies. Have a list of host institution emergency contact information. Keep a copy of the list with you at all times in case of after-hours emergencies and share a copy with the UCEAP Regional Director and the Health, Safety, and Emergency Response Director.

(A) Have completed ☐   (B) In progress ☐, will provide an update in _____weeks

---

7. Know the host country's planning and alert response capabilities. Make sure the local UCEAP Emergency Response Plan incorporates this information.

Example: The Tokyo Metropolitan government provides comprehensive online advice for foreign nationals. It gives detailed information on how to prepare yourself, what to do if an earthquake strikes, and guidance on where

evacuation sites and emergency shelters are located, how to read signs, find advisory facilities, and gather information.

Search online or speak with colleagues to determine if such resources exist for your location.

(A) Have completed ☐   (B) In progress ☐, will provide an update in _____weeks

_____

_____

_____

8. Keep a current contact list of local emergency contact telephone numbers.

Verify that your list of Local Emergency Contact telephone numbers is still accurate. Refer to Section III of the Study Center Emergency Preparedness Handbook for important emergency resource numbers to have readily available.

(A) Have completed ☐   (B) In progress ☐, will provide an update in _____weeks

_____

_____

_____

9. Design an evacuation plan

- When you meet with local U.S. Chief of Mission/Principal Officer/Deputy Chief of Mission, to talk about U.S. Mission resources available to U.S. citizens, explain to them that an ordered UCEAP evacuation would be covered by the UCEAP travel insurance and coordinated by the UCEAP Study Center and the UCEAP Systemwide in California.

- The need to relocate or evacuate students and faculty often happens in an atmosphere of crisis and chaos so preparedness is crucial for UCEAP to be able to respond effectively and quickly to a changing security situation.

- UCEAP will relocate or evacuate students and faculty from a location to ensure they are not exposed to unnecessary risks. Ideally this decision is taken before anyone is put in danger, but situations can deteriorate rapidly and media attention with 24-hour reporting (at times inaccurately) will make effective decision-making more complex. The decision to relocate or evacuate is never easy. Some students will want to remain or feel that UCEAP is overreacting, or acting too cautiously. Regardless of this, the decision will be taken by members of the UCEAP Crisis Management Team in coordination with the UCEAP Study Center and/or local partners, if possible.

- If there is an evacuation plan in place through the partner university, which includes a shelter-in-place option, please share with the UCEAP Systemwide Regional Director.

- Review UCEAP's Security Extraction protocol in the Study Center Emergency Preparedness Handbook. iJET International Intelligent Risk Systems, a leading provider of global intelligence, is the entity that UC contracts with to work with United Healthcare Global to coordinate security evacuation for UCEAP students/faculty/staff, if necessary. United Healthcare Global will provide extraction, which means transporting students from a location where their security is threatened or they are in a situation that may endanger their life or health. This could be political, war, civil unrest, military actions, or natural disasters that would force students to leave the area. United Healthcare Global will make the arrangements to safely return

to the U.S. Depending upon the circumstances, students would first need to be taken to the nearest place of safety (shelter in place) and then to the U.S. from there.

- If the security of students is under immediate threat UCEAP may need to evacuate students. Have all emergency phone numbers and the UC policy number available and within easy reach.

(A) Have completed ☐   (B) In progress ☐, will provide an update in _____weeks

10. Inform all students to notify the Study Center when they are away.

- Inform students they must let you know whenever they travel away from the Study Center in case there is a need to contact them during a program or U.S. emergency.

- **Have students use the Travel Signout form available through MyEAP or the local partner signout form, provided you can get a copy, if they will be away from the program location for 24 hours or more**; otherwise ask students to leave a copy of their itinerary, indicating how they can be contacted during such travel and specifying that they agree to contact the Study Center should any emergency occur while traveling. Share all information with UCEAP Systemwide as emergency response staff may need to reach students.

- Remind students of the Student Travel Policy

(A) Have completed ☐   (B) In progress ☐, will provide an update in _____weeks

11. Provide or be prepared to provide information about and access to available counseling services for students. Have a list of doctors previously used by students.

(A) Have completed ☐   (B) In progress ☐, will provide an update in _____weeks

12. Have a plan for group discussions about events and their consequences. Depending on the crisis, it may not be prudent to arrange for a group meeting. (If you notice some student incident trends, send an email reminder to the group.) Consult with the UCEAP Systemwide Regional Director and the Health, Safety, and Emergency Response Director.

(A) Have completed ☐   (B) In progress ☐, will provide an update in _____weeks

13. If you will be going on vacation or must travel due to a personal emergency during the program, alternate emergency plans must be in place, that students are aware of such plans, and that you notify the UCEAP Systemwide Regional Director and regional staff about your whereabouts and dates of travel.

(A) Have completed ☐   (B) In progress ☐, will provide an update in _____weeks

14. If students will be engaging in volunteer work/internship during the UCEAP program, share details about program policies and expectations and make sure students understand any potential health and safety risks related to internship location and activities. Discuss the internship component with the Regional Director to make sure that students and UCEAP are protected.

(A) Have completed ☐   (B) In progress ☐, will provide an update in _____weeks

Please complete this form and fax or e-mail to:

Inés DeRomaña, Director, Health, Safety and Emergency Response
Title IX Liaison
University of California Education Abroad Program Systemwide Office
hser@eap.ucop.edu
FAX: (805) 893-2583