

[Term] Emergency Plan

[Program Title]



Should an emergency occur, it is critical to have an emergency plan in place. This checklist is a tool for university faculty, staff and students to identify and assess risk and prepare to respond to an emergency. The international location, type of activity, number of participants, modes of transportation, available medical infrastructure, etc., will determine the level of planning needed. Please respond to the various points with appropriate information and documentation.

Communication Plan

Being able to communicate quickly with your group and appropriate emergency response teams is a critical component of effectively addressing an emergency. Ensure that all participants have the following tools and necessary contact information in case of emergency:

Contact Type	Contact Number
Faculty Director(s)/Group Leader(s)	[insert phone number here]
[On-site provider/host organization] emergency contact numbers	[insert phone number here]
U.S. Consulate/Embassy in [host city]	[insert phone number here]
911 Equivalent	[insert phone number here]
International SOS member ID: 11BCAS000006	+1+2159428478
CU Boulder Education Abroad	+1-303-492-7741 (regular office hours) +1-303-653-1671 (after-hours emergency number)
Roommates/other program participants	<ul style="list-style-type: none"> • [insert phone number here] • [insert phone number here] • [insert phone number here] • [insert phone number here]

Recommended communication plan guidelines:

- All travelers should have a working cell phone that is able to make and receive texts/calls without internet access. See the [Cell Phones Abroad](#) page for recommendations on how to maintain service while abroad.
- Keep your cell phone charged and turned on at all times.
- Participants must notify the Faculty Director/Group Leader/[Provider] whenever leaving [host city] for more than a day. (and/or following the instructions from your on-site provider to keep them informed as well).
- If traveling to a remote area without reliable cell coverage, a back-up means of communication should be available for the group (such as a satellite phone).

In an emergency you should call:

1. If you are experiencing a life-threatening emergency, **immediately contact the local police or medical emergency services** in your host country.
2. In all other emergencies, **contact the on-site program staff**, who are in the best position to assist you.
3. In the event you cannot reach your on-site program staff, contact International SOS and **CU Boulder Education Abroad**.
4. **Contact your loved ones in the U.S.** While your instinct may be to call your loved ones first, in an actual emergency they should be the last people you contact. This is because they may be thousands of miles away and not in an immediate position to be able to help. Contact on-site staff or local authorities first to get the quickest assistance.

Phone tree in case of a group emergency:

[insert program phone tree here]

Emergency Response Plan

Emergency Response Plans will vary depending on the nature of the emergency. Develop an emergency response plan for the following scenarios and any other scenarios you consider applicable in your trip location/with your group.

Reference Education Abroad's [Travel Health & Safety Resources page](#) for additional resources.

Trip disruption

When participants, faculty, or staff miss significant portions of the program due to sickness, flight cancellations, family emergencies, etc. Include scenarios for delayed arrival, early departure, or mid-trip disruptions.

Response Plan:

Consider safe transportation options to/from the airport for impacted travelers, who will remain with the group, academic contingency plans when appropriate, and maintaining consistent communication with impacted participants. If the program travels often, develop a response plan for cases where participants may be separated in different cities/locations.

Exposure or diagnosis of COVID-19

Develop response plans for positive COVID-19 cases occurring pre-departure, during the trip, and at the conclusion of the trip.

Response Plan:

Determine medical care access, quarantine options, and who will remain with the student if the group is traveling. Who will arrange room & board for the impacted participant, how they will access testing and medical care as appropriate. Ensure that local COVID-19 guidelines are being adhered to. Establish response plans if participant arrival/departure plans are impacted.

Pre-Departure:

During the Trip:

At the Conclusion of the Trip:

Behavioral issues/mental health concerns/illness/injury of participants that impacts the group or program itinerary**Response Plan:**

As appropriate, determine medical care access, alternative room & board options, and who will remain with participant(s) if the group is traveling. Reassess risks to participants should the situation warrant changes, taking care not to place participants at unnecessary or heightened risk. Depending on the nature of the incident, group leaders may need to connect with CU Boulder Student Conduct, OVA, OIEC, etc. Establish response plans if participant arrival/departure plans are impacted.

In-city evacuation

When participants, faculty, or staff need to evacuate their current location to another location within their host city.

Response Plan:

Establish a primary and secondary evacuation point that will be familiar to all participants. Consider transportation options and contingencies in case of disruptions to standard transportation. Establish protocols to account for all participants and strategies for connecting with participants who have trouble reaching the evacuation point. Work with on-site providers to determine a secondary base in cases where your program site may be impacted for the duration of your trip.

Evacuation outside of the city

When participants, faculty, or staff need to evacuate their host city.

Response Plan:

Establish a primary and secondary evacuation point outside of the host city. Create a plan for how to get the group to that evacuation site, accounting for potential transportation disruptions such as roadblocks, public transportation strikes, etc. Decide whether the group will meet somewhere within the host city before traveling to the evacuation point, and ensure all travelers are familiar with that meeting spot. Establish protocols to account for all participants and strategies for connecting with participants who have trouble reaching the evacuation point.

Security/safety concern at program center/classroom space**Response Plan:**

Should the program center or classroom space no longer be safe/secure (such as due to protests in the immediate vicinity, localized flooding impacts, a fire, a terrorist attack, etc.), ensure students know the building evacuation plan and where to meet (whether there is a building-established evacuation point or the in-city evacuation point established above).

Weather/natural disasters

Response Plan:

Consider the kinds of extreme weather and/or natural disasters that may occur in your destination and develop a plan for if any of these occur immediately before or during your program.

Emergency happening away from the program

Emergencies “away from the program” may include: during excursions, field work, group outings, etc.

Response Plan:

Account for participant, staff, and group leader safety. Determine how and where students can get access to medical care when needed. Coordinate with on-site team to establish how participants can be transported back to the program base and/or housing. Develop a response plan for cases where participants may be separated from the group in different cities/locations.

Civil unrest in or near program location

Response Plan:

Establish a protocol for monitoring on-site conditions, and what triggers would necessitate a reevaluation of the program itinerary. Should civil unrest unfold during the program, connect with on-site providers and/or International SOS to determine if an evacuation is necessary and/or to establish what aspects of your itinerary may need to be adjusted. Reassess risks to participants should the situation warrant changes, taking care not to place participants at unnecessary or heightened risk. If the situation is deemed unsafe, follow the evacuation procedures developed above

Transportation disruptions

Including accidents, strikes, roadblocks, vehicle breakdowns, etc.

Response Plan:

Connect with on-site providers and/or transportation companies to establish alternate transportation options. If away from program base and there will be a significant delay in your return, prioritize the essential and medical needs of students. Depending on the significance of the disruption, determine what aspects of your itinerary may need to be adjusted, and establish alternative room & board options.

Financial contingency plan for emergency needs

If the program unexpectedly loses access to funds.

Response Plan:

Work with on-site providers and CU Boulder Education Abroad to determine how alternate funds can be accessed. Determine how participants may be impacted. Ensure that departure plans are not impacted, and if they could be impacted, consider adjustments to the program itinerary, including an early departure for the group.

Communications infrastructure breakdown

Consider scenarios where students have lost their phones, localized/regional internet failures, etc.

Response Plan:

Implement your secondary communication plan. Work with on-site providers to get new, functioning equipment. Update contact lists and distribute to all participants. If the upcoming itinerary includes the participants/the groups being more independent and distant from each other, consider updating the itinerary for more group time until communications plans are stable.

Cybersecurity/hack of group information**Response Plan:**

Communicate with all participants immediately on what protected information has been accessed. Notify CU Boulder and on-site contacts. Give participants the time and communication options to address their personal needs. Consider how compromised information may impact the duration of the program, access to funds, etc.

The group leader is injured, ill, or passes away

Response Plan:

Prioritize the health and safety of the group leader and participants; determine if an individual or group evacuation is necessary. Reassess risks to participants should the situation warrant changes, taking care not to place participants at unnecessary or heightened risk. Consider the immediate suspension of the program depending on the severity of the emergency. Determine who will assume the role of group leader from an academic (when applicable), logistical, emotional, and organizational framework. Ensure students receive appropriate and additional support as needed, including academic and emotional support. Determine if itinerary changes are needed, and transportation logistics. If the program travels often and the disruption is anticipated to be temporary, develop a plan for times that the group leader will be separated from the group and how/when the group leader can return to the group.

The Department of State orders the departure of non-essential US State Department personnel and dependents

If the Department of State orders the departure of non-essential US State Department personnel and dependents from your host country/city, CU will suspend the program immediately.

Response Plan:

Work with CU and our insurance provider ISOS to evacuate you to a secure location, assuming that travel will be possible. Determine best evacuation route which may be via flight, bus, ship, etc. Know at all times where to find your return airline ticket and your passport in case a return flight should need to be arranged quickly.