

## GP EMERGENCY PROCEDURES

Health and Safety is of the utmost importance to all Global Players programming as well as their partnerships abroad. Their mission is to provide global experiences that embody the four pillars- learn, play, travel and serve- while keeping the student-athletes engaged and safe. The following protocol has been established according to the standards and guidelines of the Center for Global Education and the Forum on Education Abroad to ensure that all members of staff, Host University, Abroad partners and participants are aligned to prevent and manage emergencies that can occur while abroad.

The level of risk in all program locations is determined by the U.S. Department of State's most up- to-date travel information and reporting found at <http://travel.state.gov/>. In addition to Emergency Action Plans, all students must be covered with international Health Insurance and they should make sure to register their trip with the U.S. State Department through the [Smart Traveler Enrollment Program \(STEP\)](#).

First and foremost, participants are encouraged to learn how to manage uncomfortable situations or minor emergencies (see Figure 1.1) on their own. Students have a general Student EAP in place to assess situations and respond accordingly which can be found in their Student Handbook. If they accidentally leave their purse out or lose their wallet, for example, this would be a minor incident and according to their student EAP they would employ a simple set of steps to problem solve. Although the Global Players support staff is on-call to assist the student-athlete, it is important that they learn to problem solve independently as well.

### ***Chain of Communications in Event of Emergency Abroad (See Risk Matrix, Figure 1.1)***

1. Program Assistant(s) (Level 1 and 2)
2. Program/Athletic Director (Level 3-5)
3. City/Country Officials (Level 3-5)

**\*\*\*Please refer to the Emergency Action Plan worksheet for program and location specific information and response protocol\*\*\***

### **General Response Steps**

- Remain calm.
- Attend to the immediate needs of the students involved, identify level of emergency
- Remove other participants from situation or immediate danger
- Contact (as appropriate) Program Assistant, Program Director, local medical emergency officials, law enforcement officers, the U.S. Embassy/Consulate
- Record incident details in Incident Log

### **RISK ASSESSMENT**

A five-level scale is proposed for categorizing both impact and likelihood, ranging as shown in the risk matrix in Figure 1.1. below. In considering the potential impact of an emergency, it is relevant to take two factors into account, the scale and the type or nature of the impact. The type or nature of impact may be considered in three fields:

- Welfare: impact on life, health and residual welfare of a person or community
- Environmental impact: impact on the physical area
- Social impact: may be thought of in terms of disruption/displacement of people affected by the situation or event

It is also important to take into account the potential for escalation of an event or the 'domino effect' when combined with other hazards. These are all guidelines but in the state of an emergency Global Players asks that all involved respond efficiently and effectively related to the specific circumstance at hand.

**Figure 1.1 Risk Matrix**

LEVEL	SCALE	IMPACT	EXAMPLES
1-2	MINOR	<p><b>Welfare:</b> Small number of people affected; no fatalities and if any, small, minor injuries with first aid treatment; all students involved are conscious</p> <p><b>Environmental:</b> No contamination, localized effects</p> <p><b>Social:</b> Minor localized disruption to community services or infrastructure</p>	<p>Lost or Missing (&lt;3 hrs)</p> <p>Minor automobile accident</p> <p>Alcohol-related disturbance or behavioral issue</p> <p>Lost or stolen possessions such as pick-pocketing or petty theft</p> <p>Minor allergic reaction</p> <p>Minor illness or injury, including sports-induced</p>
3-4	MAJOR	<p><b>Welfare:</b> One or more individuals is in immediate danger, unconscious or in need of serious medical attention</p> <p><b>Environmental:</b> Simple contamination, widespread effects or extended duration</p> <p><b>Social:</b> Community functioning with some inconvenience</p>	<p>Lost/Missing (&gt;3 hrs) This is circumstantial</p> <p>Critical sport's injury rendering victim unconscious</p> <p>Life-threatening allergic reaction</p> <p>Serious Alcohol or Drug-related incident or crime</p> <p>Serious automobile accident</p> <p>Rape, kidnapping or other serious crimes</p>
5+	EXTREME	<p><b>Welfare:</b> Significant number of people in affected area impacted, fatalities, multiple serious or extensive injuries, significant hospitalization.</p> <p><b>Environmental:</b> Heavy Contamination, widespread effects of extended duration</p> <p><b>Social:</b> Community functioning poorly or unable to function at all w/o significant support, minimal services available</p>	<p>Death of any member of team, participant or staff member</p> <p>Natural disasters like earthquakes and hurricanes (ex. tsunami, Katrina)</p> <p>Acts of terrorism (London Underground, 9/11)</p> <p>Plane or Train Accident</p> <p>Critical, widespread food pandemics</p>

### **“Minor” v “Major” Emergency Identifiers**

Below are a few questions you can ask in the state of an emergency to determine the severity of the situation.

#### **Minor v Major Injury**

- Was their neck, back or head involved in the injury? If any of the three are involved, do not move unless they are in immediate danger or harms-way.
- Is the victim unconscious? Did the victim lose consciousness at any time?
- Is the victim bleeding profusely?
- Has the victim broken any bones?

#### **Minor v Major Allergic Reaction**

Is the victim suffering from a serious allergic reaction? Consider the following symptoms when assessing an allergic reaction:

- Skin: irritation, redness, itching, swelling, blistering, weeping, crusting, rash, eruptions, or hives (itchy bumps or welts)
- Lungs: wheezing, tightness, cough, or shortness of breath
- Head: swelling or bumps on the face and neck, eyelids, lips, tongue, or throat, hoarseness of voice, headache
- Nose: stuffy nose, runny nose (clear, thin discharge), sneezing
- Eyes: red (bloodshot), itchy, swollen, or watery or swelling of the area around the face and eyes
- Stomach: pain, nausea, vomiting, diarrhea, or bloody diarrhea
- Other: fatigue, sore throat
- Is the victim going into Anaphylaxis shock? Anaphylaxis is the term for any combination of allergic symptoms that is rapid, or sudden, and potentially life- threatening. The organs of the body are not getting enough blood because of dangerously low blood pressure. Shock may lead rapidly to death. This would make the allergic reaction move from minor to major, level 3-4. Signs of anaphylaxis:
  - Pale or red skin, sweaty or dry,
  - Confused, anxious, or unconscious.
  - Breathing may be difficult or noisy, or the person may be unable to breathe.

### **Minor v Major Security Issue (includes missing person)**

- Are all individuals safe?
- Are all individuals accounted for? If not, how long has the individual(s) been gone?
- Where did you last account for the individual(s)?
- What is the time of day? (If it is late at night there would be more cause for concern rather than midday)
- Has the individual or group involved been drinking? If so, how much? Where were they last seen?
- Does your taking action, for example, leaving to take a victim to the hospital or to find a missing person(s), create other security concerns?

### **Minor v Major Social Unrest (i.e. rally v riot or terrorist attack)**

- What was the target of unrest, if event was political?
- What is the intensity of the emergency or political unrest?
- Are there military or emergency personnel at the site of the emergency?
- What is the advice of the nearest U.S. Embassy/Consulate?
- What impact, if any, did emergency have on availability of food, water, and medical supplies?
- How able are our students and staff to travel?
- Is continuation of classes feasible?

### ***Examples of Common Issues:***

#### **LOST BAGGAGE (Level 1)**

This is an example of a minor situation. Have the student create a report with the airline at the arrival airport. They will need to provide the address of the hostel so the airline can send it to the participant. Make sure to have this information on hand. In the meantime, keep the participant calm, smiling and reassure them that situations like this happen all the time.

#### **LOSS OR STOLEN PASSPORT + MONEY (Level 1)**

After retracing steps, report the incident to local police. Help the participant contact the local U.S. Consular to obtain a new or temporary passport. The participant should have had some cash in a separate location which should assist temporarily. Inform Program Director for further assistance.

**MISSED TRAIN, BUS or PLANE (Level 1 or 2)**

If a participant is late or misses group transportation, a staff member will stay behind to ensure they are able to successfully meet up with the other members. Locate the service desk at the station and organize for secondary transportation at the expense of the participant.

**ALCOHOL-RELATED ISSUES (varies by situation)**

If a staff member identifies a participant in an incoherent or otherwise dangerous state from drinking, calmly escort intoxicated participant back to accommodation along with a fellow participant and monitor status throughout night. If a threat of alcohol poisoning is present contact Program Director as soon as possible for further emergency protocol.

**INJURY OR ACCIDENT (varies by situation)**

Keep participant calm and contact local emergency team to assist (this could be tournament Athletic Trainers or hospital) Obtain all necessary documentation from Program Director and participant-i.e. ID and Medical Insurance Card. Record all incident details of what happened and at what time/date.

**“EXTREME” Emergency Protocol**

Extreme emergencies are defined as circumstances that are unlikely, unpredictable and more often than not out of the control of student-athlete and organization’s program staff. This type of emergency can be anything from a severe accident that causes a fatality to a Tsunami.

In the event of a natural disaster or terrorist attack, Global Players asks that all involved follow the instructions of local law enforcement on site or if in program housing, follow the directions of the hostel or property management, front desk crew and on site program staff. Listen carefully to their instructions and follow them exactly. In the event of a pandemic outbreak of flu or any other type of illness, follow the instructions of program staff. In most cases, students in the target location will follow the local community common plan of action set forth by the country authorities. Continue communication and coordination throughout emergency. All evacuation plans will be set forth by the country authorities in this type of emergency. Please follow their instructions exactly to ensure safety is secured during any evacuations from program housing or the respective city or country. All Global Players program staff will be there to assist. If such an “extreme” emergency occurs the following follow-up procedures will be asked of the on-site program staff (once all immediate life-threatening circumstances have been secured)

## **Emergency Steps**

- REMAIN CALM.
- Reassess planned activities for the program and adjust as deemed necessary to avoid subjecting students and staff to additional stress. Plan for creative ways to proceed. The program should be terminated only as a last, and necessary, resort.
- Stay in close communication with other Global Players' advisers and directors, for instructions or input from task force, and to let all Global Players staff know of activities and whereabouts of participants and group at all times.
- Assess physical and emotional needs of students/staff. Remind students of appropriate behaviors.
- Let Global Players know if additional staff are needed on-site to carry out needed arrangements, or to provide counseling to students
- Make arrangements for traveling home if necessary
- Make certain all affected local authorities are consulted and kept informed.
- In the event of a fatality, wait for legal authority (usually local) before moving the body. (Make sure photographs are taken before the body is moved.)
- Communicate any action or evacuation plans in writing to students and ask for written acknowledgment of receipt.
- Document ALL activities in Incident Log
- Collect written statements from students and staff as soon as possible following incident.
- Notification of Next of Kin in Case of Death Abroad In the event of death of a student or accompanying faculty member participating in a study abroad program administered by Global Players, it is the responsibility of the Program Director to see that next of kin are appropriately and promptly notified. The appropriate Embassy officials will take charge in the event of the death of a U.S. citizen abroad. In most cases, the next of kin are contacted directly by representatives of the U.S. Department of State or local authorities. Students of all other nationalities Embassy officials will be contacted. Releasing Information to the Media No one (including all GP advisers and directors) should release any of the following without first consulting legal counsel:
  - Information assessing responsibility for an accident, or criticizing conduct, policy or equipment
  - Information regarding nature of illness or injury prior to diagnosis by a medical doctor
  - Names of victims prior to notification of next of kin
  - Estimates of property damage

**Additional Resources:**

CURRENCY CONVERTER

<http://www.xe.net/ucc>

LET'S GO

<http://www.letsgo.com/>

EMBASSIES & CONSULATES

<http://www.usembassy.state.gov> <http://embassyworld.com>

LONELY PLANET

<http://www.lonelyplanet.com/>

STATE DEPARTMENT

<http://www.state.gov>

WORLD ALMANAC

<http://www.aneiki.com/>

CENTER FOR DISEASE CONTROL

<http://www.cdc.gov>

INTERNATIONAL WEATHER INFO

<http://www.weather.com/>

STUDY ABROAD HANDBOOK

<http://www.studyabroad.com/handbook>

EURAIL

<http://www.eurail.com/>

STA TRAVEL

<http://www.statravel.com/>

ASSOCIATION FOR SAFE INTERNATIONAL ROAD TRAVEL

[www.asirt.org](http://www.asirt.org)

NAFSA: ASSOCIATION OF INTERNATIONAL EDUCATORS

[www.nafsa.org](http://www.nafsa.org)

HOSTELING INTERNATIONAL

<http://www.hiayh.org/>

SAFETY ABROAD FIRST - EDUCATIONAL TRAVEL INFORMATION [SAFETI]

<http://www.usc.edu/dept/education/globaled/safeti/>