

Study Abroad Emergency Protocols

WAGNER COLLEGE

If you are impacted by an emergency situation, you have a number of support resources available to you. It is important to familiarize yourself with these resources prior to your arrival in the host country so that you can quickly respond if needed in an emergency situation.

Emergency Contacts for Students

In the event of an emergency, the student's first points of contact abroad are:

- The Wagner College On-site Faculty or Staff member (if applicable)
- The Program Service Provider On-site Director
- The Center for Intercultural Advancement and/or the Dean of Campus Life Office at Wagner College
- The Closest US Consulate or Embassy in the Host Country

Prior to their departures, all study abroad participants are required to attend an orientation during which this chain of communication is explained, and health, safety and security issues are addressed. Depending on the program, contact details for the Program Director or International Office are provided by Wagner College. In an emergency situation, the Program Director, host university, or program service provider will contact the Center for Intercultural Advancement as soon as it is possible to do so. If the student cannot make contact with in-country support or if additional assistance is required, s/he should contact Wagner College directly using the protocol described in the section: "Emergency Contacts for Parents and Program Directors."

Emergency Contacts for Parents and Program Directors

Wagner College Public Safety is the primary US-based contact for all emergencies involving Wagner College students, faculty and staff participating in or working in support of programs and exchanges abroad. If an emergency situation occurs abroad, Public Safety should be contacted as soon as possible at 718-390-3148 (this phone line is answered 24/7). In response, Public Safety will contact the Dean of Campus Life Office and the Center for Intercultural Advancement to directly assist you.

General Student Protocols in an Emergency while Abroad

1. **Get immediate help.** Know the local equivalent of 911 so that you can get immediate emergency assistance.
2. **Notify your on-site contact.** Know how to reach your on-site Wagner College faculty or staff member, host institution or program provider emergency contact. Someone is available to you 24/7 on-site and you should contact this person as soon as is prudent so that s/he may assist you.
3. **Contact your insurance provider,** if the emergency is medical in nature.
4. **Contact Wagner College.** During regular business hours, you can reach the Center for Intercultural Advancement at 718-420-4517 or the Dean of Campus Life Office at 718-390-3423. After regular business hours, it is best to call the Office of Public Safety at 718-390-3148. This phone number is answered 24/7 and the Public Safety staff can contact the appropriate Campus Life staff member as needed after hours.

5. **Contact the nearest U.S. Embassy.** Consular personnel at U.S. Embassies abroad are available 24 hours a day, 7 days a week, to provide emergency assistance to U.S. citizens. Contact information for U.S. Embassies and Consulates appears on the Bureau of Consular Affairs website at <http://travel.state.gov>. Also note that the Office of Overseas Citizen Services in the State Department's Bureau of Consular Affairs may be reached for assistance with emergencies at +1 (202) 501-4444.
6. **Contact your family.** If you are involved in any emergency, it is important for you to remain in contact with your family. They will be concerned about your well-being and will be anxious for regular updates from you. There is a limit to the nature and amount of information Wagner College may disclose to your parents (and/or designated emergency contacts), so it is best for those interested parties to communicate with you directly.

Decision-Making in Emergency Situations

Decisions regarding student health, safety and response are made in consultation with:

- On-site program staff
- US Embassy officials in-country
- University officials at partner university
- US State Department
- Center for Disease Control and World Health Organization
- Other officials from US agencies and/or NGOs

Criteria for Suspending or Canceling a Program

- Recommendation of suspension or cancellation by the on-site program staff
- Travel warning and/or specific directive by the US State Department and/or US Embassy
- Travel warning and/or specific directive by the World Health Organization and/or Center for Disease Control
- Outbreak of hostilities between the US and the host country
- Significant terrorist activity and/or a declaration of martial law in the program city;
- Civil unrest or violence that affects student safety;
- Declaration of war by a third country against the country of the program's location;
- Protracted or indefinite closure of the host University
- Inability of the site director or staff to organize and carry out the academic program at the host University or alternative location;
- Disruption of public utilities and/or services.

Serious Illness (Medical or Psychological), Injury, or Death

- On-site personnel (faculty director, student, program provider) contact the appropriate local authorities (police, embassy, medical personnel) to begin the local action necessary to handle the situation.
- Student should contact one or more of the following Wagner College offices to report the situation and seek assistance:
 - Public Safety (718-390-3418)
 - Dean of Campus Life (718-390-3423)
 - Center for Intercultural Advancement (718-420-4517)

- Wagner College staff will phone the emergency contacts of the persons involved in the crisis to apprise them of the situation, if they have not already been contacted.
- Necessary action will be taken, such as provision for medical care in country, medical evacuation, etc.

Victim of a Crime

- On-site personnel should contact the local authorities (police, U.S. Embassy, medical personnel) to begin the local action needed.
- On-site personnel should contact one or more of the following Wagner College offices to report the situation and seek assistance:
 - Public Safety (718-390-3418)
 - Dean of Campus Life (718-390-3423)
 - Center for Intercultural Advancement (718-420-4517)
- Wagner College staff will contact the emergency contacts of the student or staff, if desired by the accused.

Accused of a Crime

- On-site personnel contact the local authorities (police, U.S. Embassy, medical personnel) to begin the local action needed.
- On-site personnel should contact one or more of the following Wagner College offices to report the situation and seek assistance:
 - Public Safety (718-390-3418)
 - Dean of Campus Life (718-390-3423)
 - Center for Intercultural Advancement (718-420-4517)
- Wagner College staff will contact the emergency contacts of the student or staff, if desired by the accused.

Financial Emergencies

- To wire money to a student short of funds, contact your nearest Western Union Office. <http://www.westernunion.com/info/selectCountry.asp>
- To report lost or stolen credit cards, contact your credit card company directly
- Contact the nearest U.S. Embassy for additional resources and advice concerning financial emergencies.