



CIEE Health, Safety and Emergency Protocol Handout

Safety Alerts

CIEE's Health, Safety, & Security (HSS) team strives to notify all stakeholders of any significant safety concerns abroad in a timely manner (e.g. terrorist attack, mass casualty event, mass transportation accident, natural disaster, etc...). To facilitate this, CIEE's HSS team will post safety alerts and updates on our [CIEE webpage](#) under our "Alert Tab" in the [Health, Safety, & Security section](#). If you have any concerns regarding a significant safety event that has recently occurred, we urge you to check our website first before calling CIEE directly with any other questions or concerns. Again, we strive for timeliness in alerting stakeholders but, if the event has just occurred, CIEE will still be in the process of assessing the safety of all of our participants and gathering all the facts before posting a new alert or update. You can visit our alert section of the CIEE webpage [here](#). If you have any questions, please don't hesitate to call us at 1-800-40-STUDY.

Risk Assessment

All decisions regarding program operations are made with reference to data from a number of sources. In addition to the consular information sheets and advisory messages posted by the U.S. Department of State (www.travel.state.gov), consultation with our security intelligence provider and our resident directors and program directors use information gathered locally and through conversations with other providers in the city or country. In making individual decisions concerning participation, we suggest that participants and their parents carefully review the State Department Travel Advisories web page. CIEE also conducts annual risk assessments using incident data collected from participant reports and also utilizing the annual Crime and Safety Reports published by the Department of State. This risk assessment informs the orientation strategy that is specific to each study center as it works to inform participants of risks associated with their new home.

Orientation and Training for Participants

Every CIEE Study Center program begins with a comprehensive orientation to the country, city, university, and the program, which includes, among other information, an explanation of any local risks that the Resident Director (RD) has identified and tips for enhancing personal safety. In addition, each RD distributes local emergency contact information to each participant. At orientation the RD reminds all participants to sign up for the State Department's SMART Traveler program which provides them with updates from the Consular Office as they occur.

On-Site Care and Insurance

Each RD maintains lists of recommended health and mental health providers. CIEE includes a mandatory political/natural disaster/health insurance policy for every participant in the program fee. CIEE has an emergency notification system that simultaneously broadcasts messages via text, phone and email for use when there is a necessity to contact all participants

quickly. CIEE has established protocols to be used in the event of a health emergency, serious accident, political crisis, natural disaster, crime, sexual assault, or death of a participant.

Monitoring

Resident Directors and members of the Risk Management team subscribe to multiple emergency alerting systems and also to the U.S. State Department's service and thus automatically receive any Travel Warnings and Advisories as soon as they are issued. Additionally, CIEE receives multiple reports daily from multiple sources and is on the Academic Advisory Committee of the Overseas Security Advisory Committee of the U.S. State Department.

Local Contingency Plans

Each CIEE Study Center has contingency plans which will be activated in case there is a known local condition that requires (a) extra caution, (b) removal of the program to a different site in the same city or country or a nearby country, or (c) suspension of a program and evacuation of participants. For security reasons these local contingency plans are not available to anyone except CIEE staff.

In the Event of a Local Emergency

- The Resident Director contacts participants to ascertain participants' well-being, and to provide information, instructions, and advice.
- The Resident Director contacts the local U.S. embassy, consulate, or Interest Section, and also confers with other study abroad providers and/or U.S. enterprises in the area.
- Depending on the situation, the RD may or may not gather the participants together in a group.
- Participants are advised to contact their parents, guardians, or emergency contacts as soon as possible. CIEE will send out an alert but will initially be focused on ensuring the safety and well-being of the students
- The Resident Director reports to the Regional Director of Operations (RDO) per the CIEE Incident Reporting Protocols. Those protocols dictate timing of alerts which range from immediate to within 72 hours.
- The Regional Director of Operations or the Director of Health, Safety, & Security will ensure that sending institutions are informed of events per protocols which include immediate notifications of severe incidents.
- If the student is unable to communicate with their family, CIEE will reach out on their behalf.

In the Event that the U.S. Office of CIEE is Unable to Open or Communicate

Members of the Emergency Response Team have access to critical data regarding participants, insurance information, worldwide staff contact information, contact information for CIEE Academic Consortium Member Institutions, and other safety and crisis resources at all times. The emergency notification system is cloud based and can be launched from any location in the world that has an internet connection.

Department of State Travel Advisories and other High-Risk locations

CIEE considers the implementation of a US Department of State Travel Advisory of Level 3 or 4 in any country to be a serious concern and all options are evaluated with respect to student safety, including program termination. While CIEE does run a few programs in countries with a Level 3 Advisory, the risks have been thoroughly evaluated and proper mitigation measures implemented to ensure a safe experience for all students. With respect to all levels of Travel Advisories, CIEE on-site staff/students adhere to all advice listed in the Advisory and no CIEE programming will take place in a listed high-risk area. Further, students are advised of all areas of a country listed in the Travel Advisory as Level 3 or 4 and are instructed to not independently travel to those areas. Any students announcing their intention to CIEE on-site staff that they will be travelling to a Level 3 or 4 region or other listed high-risk location will have their home institution notified, so that they and CIEE can work together to mitigate risks for the student if the student insists on travel.

Advice for Participants and their Families

CIEE strongly recommends that unless specific situations dictate otherwise, participants should designate their parents/guardians as emergency contact persons.

- Participants and their emergency contacts should keep in touch with each other throughout the participants' time out of the U.S.
- Participants should make sure their parents and/or emergency contacts have their accurate and up-to-date local contact information at all times, especially when on independent travel status outside of the student center.
- Participants should immediately notify their emergency contacts in the event of any emergency, accident, serious health problem, or other serious mishap.
- Participants are asked to notify the RD in the event of any health condition that lasts longer than a day.

CIEE advises participants and their families that communication between CIEE and participants' sending schools is considered "internal communication" in the sense of the Family Rights and Privacy Act, and that therefore CIEE has the right and the duty to communicate all relevant information concerning participants' health and safety, academic progress, behavior, etc. to appropriate officers at the sending school on a need-to-know basis. The Terms of Participation of the CIEE Study Center specifically authorize CIEE to communicate any relevant information to participants' emergency contacts.

Participants and their families need to be aware of the fact that the U.S. Department of State Office of American Citizens Services and Crisis Management will generally not release information about specific individuals to CIEE or to other third parties. The U.S. State Department website includes the following statement: "Families in the United States whose U.S. Citizen relatives abroad are directly affected by a crisis can communicate with the Department of State through our Office of American Citizens Services and Crisis Management (202) 647-5225."

Below are excerpts taken from CIEE's Health, Safety, & Security SOP Manual.

Emergency Management

At CIEE, safety is a primary concern of every staff member involved in the operation of study abroad programs. While no program, in the United States or overseas, can guarantee the safety of participants, the risks can be significantly diminished if resident staff, Portland program staff, students, parents, and advisors at the host and home institutions all work together. CIEE's approach to emergency management parallels a Risk Management model of identifying risks, accessing vulnerabilities, promulgating mitigation strategies/prioritizing risk reduction strategies based upon the mitigations as well as continuously monitoring local and regional conditions in order to provide guidance for all participants through the duration of their stay. CIEE conducts annual training of its staff in Health, Safety and Security and employs specific protocols for managing incidents involving our participants.

i) CIEE 24/7

CIEE Portland office hours are from 9am to 5pm EST and utilizes an internal answering service for after-hours emergency access. Callers are instructed to follow the prompts for emergency service and are connected with a trained member of the Portland Customer Service team. This service is designed for the emergency contact person of currently enrolled students. On site Resident Directors directly provide 24/7 emergency access numbers and contact systems with students.

ii) On-site Safety and Contingency Planning

Each site has an Emergency Action Plan and Response (EAPR) that is reviewed on a yearly basis to ensure that we are working to mitigate all site specific risks.

CIEE Portland staff follow a Communications Protocol once a serious incident is made known by the Resident Director or alerted via any of the multiple emergency monitoring services. This scenario-based protocol is designed to ensure that the necessary stakeholders are informed as quickly as possible, once the primary work of ascertaining the safety and security of the participants on site.

We take the term “emergency management” from FEMA—the Federal Emergency Management Agency, although some people point out that emergencies cannot really be managed completely. FEMA organizes emergency management with relation to four major endeavors: Mitigation, Preparedness, Response, and Recovery. Our overall strategy is derived from the ISO 31000- Risk



Management of the International Organization of Standards and graphically is represented here.

Contact Us: Our main toll-free number for use during office hours is 1-800-40-STUDY (1-800-407-8839) is answered 24 hours per day, 7 days a week. During business hours, when the recording starts, press the zero key and you should reach an employee. If for some reason the toll-free number is not working, dial 207-553-4000 to reach an operator. After 5pm ET, follow the prompts for our Emergency support system.

Disclaimer: This describes the efforts made by CIEE to help participants enhance their safety and to help them respond to emergency situations. Nothing in this plan is a guarantee that any specific action will be taken in any given situation, nor is anything in this document a contract or part of a contract between CIEE and any other party, nor is any statement in this document intended to sell a service to a prospective customer, nor to attempt to persuade any party to avail themselves of any program or service provided by CIEE. Health, safety, and recovery from emergency situations are the sole responsibilities of each individual participant. CIEE takes its duty of care responsibility seriously and will act and inform the participants of all known issues but every individual must be take responsibility for their own actions and responses.