EMERGENCIES ABROAD

What is an emergency?

There are two types of emergencies: real emergencies and perceived emergencies. This guide will help you to prepare mentally for handling both real and perceived emergencies.

**Real emergencies** are those situations that pose a genuine and sometimes immediate risk to, or have already disturbed, the safety and well-being of study abroad program participants. Real emergencies include those situations involving a single program participant, multiple program participants, or all program participants. Examples of real emergencies:

- Serious physical or mental illness/injury
- Missing student
- Arrest
- Assault (physical/sexual)
- Major accidents
- Crisis Emergencies: Situations affecting multiple participants or entire program
  - Political/civil unrest
  - Terrorist activity or threat
  - Natural or human disaster (e.g. earthquake, flood, hurricane, fire, or nuclear incident)
- Death

**Perceived emergencies** are situations that are not life-threatening, although it does cause concern, stress, and inconvenience in the life of the program participants, multiple program participants, or all program participants. Examples of perceived emergencies:

- Lost/Stolen passport
- Problems with travel documents, such as visas
- Pick-pocketing/robbery/burglary
- Transportation delays/strikes
- Minor sickness
- Judiciary issues/campus violations
- Alcohol/Drug Abuse

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Preparing for an Emergency

Our first priority at the Center for International Programs is your safety, health, security and general well-being while abroad. In the interest of carrying out our first priority, we have developed an emergency response plan for students, staff and faculty on SUNY New Paltz programs, just as the main campus has done for on-campus emergencies.
Life is filled with risks anywhere, but we try to minimize these risks while you are a participant on our programs. Although no one can guarantee safety anywhere, even on our own campuses in the US, international travel can be very safe, especially if one takes specific steps to prepare for it. Your objective should be to avoid risks, but if there is one, how to manage it.

In order to facilitate management of risks, the study abroad staff takes a number of measures to help ensure your safety while abroad, including daily monitoring of world-wide situations affecting US students abroad using information from the US State Department and the national SAFETI (Safety Abroad First - Educational Travel Information) Consortium.

In addition, we are in contact with our overseas partners and on-site personnel abroad, and welcome communication from them or you while you are abroad at any time.

The following are some important steps you should take:

**Prior to Departure**

- Complete your application checklist: turn in all materials, sign all documents and read all of the learning content.
- Educate yourself: stay update to date on the current in your host country and the world.
- Familiarize yourself with updated airport security measures and with cultural norms, customs and laws. Things that are illegal in America may be legal in your host country and vice versa. You are subject to the laws of the land while you are in country, being an American citizen does not give you special privileges.

**While on Program**

- Fill out and carry your student emergency card with you at all times in your wallet
- Provide your new contact information (address and phone number)
  - This will be new to your application checklist when your program starts
- Attend your On-Site Orientation
- Avoid high risk activities (like: political demonstrations and public displays of unrest)
- Leave an itinerary of your travel plans
  - Where you are staying, who you are with and when you will be returning.
- Check your emails
  - Respond to anything EMERGENCY CHECK-INS sent by the CIP office and advisors

**Be Responsible**

Taking personal responsibility is part of being an adult. On your program you will learn more about yourself and the person that you are. It may be your first time out of the country, traveling without family/friends or you may be well traveled; regardless of your background and experience the following is always a good idea:

- Be aware of your surroundings at all times
- Use your best judgment and common sense
  - Remember that drugs and alcohol can seriously impair your judgment and abilities
Student Emergency Protocol

Perceived Emergencies

If there is no life-threatening situation at hand:

1. Call the on-site Program Director
2. Call the CIP office

**DO NOT CALL YOUR PARENTS FIRST.** There will be very little your parents can do for you when a situation is occurring. It is best to call those who can help you in person first.

Real Emergencies

1. Secure your immediate safety; gather all of the facts and information you can
2. Call the local authorities
3. Call the on-site program director or international office
4. Call one of the CIP emergency numbers

**DO NOT CALL YOUR PARENTS FIRST. THEY WILL NOT BE ABLE TO SECURE YOUR IMMEDIATE SAFETY OR SECURITY.** There will be very little your parents can do for you when a situation is occurring. It is best to call those who can help you in person first.

CIP Emergency Numbers

<table>
<thead>
<tr>
<th>CIP office (during office hours)</th>
<th>+001 (845) 257 - 3125</th>
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</thead>
<tbody>
<tr>
<td>Caitlin Paul</td>
<td>+001 (845) 417 - 4617</td>
</tr>
<tr>
<td>Christian Speedling</td>
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<tr>
<td>Christian Wilwohl</td>
<td>+001 (845) 594 - 6173</td>
</tr>
<tr>
<td>Samantha Skillman</td>
<td>+001 (845) 416 - 5594</td>
</tr>
<tr>
<td>HTH Worldwide</td>
<td>+001 (610) 254 - 8771</td>
</tr>
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Emergency Check-Ins:

In the case of a Crisis Emergency (situations affecting multiple participants or entire program; i.e. political/civil unrest, terrorist activity or threat, natural or human disaster) the CIP office will deploy an emergency check-in via email, please respond immediately to let us know that you are safe or that you need immediate assistance.

'911' EQUIVALENCIES IN-COUNTRY

- Argentina: 101
- Australia: 000
- Belgium: 112
- Brazil: 190
- China: 110/112
- Croatia: 112
- Czech Republic: 112
- Denmark: 112
- Ecuador: 911
- Egypt: 122
- Ethiopia: 91/92/93
- France: 112
- Guatemala: 110/123
- Germany: 112
- India: 100
- Ireland: 999/112
- Israel: 100/101/102
- Italy: 112
- Japan: 110
- Jamaica: 119 or 110
- Korea: 112/119
- New Zealand: 111
- South Africa: 112
- Spain: 112
- Sweden: 112
- Taiwan: 110/119
- United Kingdom: 999
TIPS FOR SAFETY

Keep a low profile in demeanor and dress

☑ Avoid wearing expensive jewelry
☑ Stay away from political demonstrations and public displays of unrest
☑ Always be polite and observe local customs (which may impact the way you dress)

Safety in numbers/Use your common sense when going out

☑ Go out in groups and GO HOME IN GROUPS, look out for each other
☑ Stay in public places, walk on busy and well-lit streets
☑ Always watch your drink, know where it came from and watch them open or make it
☑ There is a time and place to be ‘adventurous’ and 2 AM is NOT it.

Transportation: #1 cause of injury and/or death of Americans abroad

☑ Only use official/licensed transportation, agree on the fare beforehand and get out of the car/off the bus if the driver is driving erratically
☑ NEVER hitchhike…EVER.
☑ DO NOT DRIVE: you are unfamiliar with the roads, traffic patterns and laws of the land
☑ Walking in cities: DO NOT assume pedestrians have the right of way and look both ways multiple times before crossing the street.

Water Safety: #2 cause of injury and/or death of Americans abroad

☑ Never swim alone and never swim while under the influence of alcohol or drugs
☑ Never dive head-first or jump into water if you are unsure of the depth
☑ Check local information for details of tides, currents, dangerous wildlife and pollution
☑ Heed all warning signs/flags
☑ Always wear a life-jacket when on a boat, kayak, canoe, etc.

Be ALERT in tourist areas

☑ Tourists are easy targets because they are not paying attention to their belongings.
☑ Keep things in your front pockets NOT your back pockets
☑ Keep bags in front of you not to the side or the back of you

Leave an itinerary of your travel plans (including weekend travel)

☑ Someone should know: Where you are, who you are with and when you will return

Go to your on-site orientation

☑ Learn health and safety tips from the locals who know

Always trust your instincts and use your common sense. If the situation feels off to you, leave.