

It is easy to get overwhelmed by an emergency and forget that you have a lot of local expertise in those you already know at your program's destination. Think through those formal support resources (program providers, tour agencies, host universities, guides, etc.) and informal support resources (friends, family, colleagues, etc.) and take a moment to write them down with their contact information.

Organization	Name	Phone	Email

Local Clinic and/or Hospital for all Destinations

Name:
 Hours:
 Phone:
 Address:

Non-Emergency Communications Plan

Make sure these questions are addressed in a pre-departure session.

- The day-to-day communications plan is going to inform what is done in case of emergency.
- Does your group have a WhatsApp group or GroupMe?
- Do you have a sign-out roster for those going out in the evenings or on weekends?

Emergency Communications Plan

Make sure these questions are addressed in a pre-departure session.

- How will your students contact you if they have an emergency?
- How will you contact your students if there is an emergency?
- Where will your group meet if cell towers are down and phones are not working?

Continuity of Operations Plan

Responding to an incident takes time and attention. It is important to have a plan for how your program will continue to run in the event of an incident. If you are with a student in the hospital, who is teaching that day? Or, who is assisting the sick/injured student while you continue to teach? What happens if you are the one that is sick or injured?

Program Specific Planning

Every program is different. If your planned activities or location create specific risks, it is important to plan for an emergency related to that type of incident. The [U.S. Department of State](#) and [Centers for Disease Control and Prevention](#) provide great starting points for health and safety risks specific to your destination(s).

Incident Response Steps

Every incident is different and requires different support. The following are general, step-by-step guidelines for a variety of incidents. Edit these plans to best align with your program.

General emergency

- Ensure the physical space is safe.
- Account for all students.
- Assess the issue(s) at hand and resources needed.
- Access needed resources, leveraging on-site support resources.
- Assist impacted student(s) in contacting emergency contacts.
- Develop a follow-up plan.
- Communicate plans with all travelers.
- Document your actions.
- Keep in touch with school director.

Medical emergency:

- Take the student to a hospital/clinic. If immediate assistance is needed, call 911.
- Inform the health care provider of any medications and/or pre-existing conditions.
- If the medical event is interrupting programming, implement your continuity of operations plan.
- Assist the student in calling their emergency contact.
- Document your actions.
- After the incident is stable, let school director know.

Mental health emergency:

- Make an initial assessment if the traveler is an immediate threat to themselves or others.
- If the student is at **immediate risk of harm**:
 - Take the student to a hospital/clinic. If immediate assistance is needed, call 911.
 - Inform the health care provider of any medications and/or pre-existing conditions.
 - If the event is interrupting programming, implement your continuity of operations plan.
 - Assist the student in calling their emergency contact.
 - Begin developing a follow-up plan for after initial medical intervention.
 - Document your actions.
 - After the incident is stable, let school director know.
- If the traveler is **not at immediate risk of harm**:
 - Offer assistance through connecting with any available resource, to include:
 - [Cook Counseling Center](#) (initial assessment only)
 - [TimelyCare](#) (app for cell phone)
 - Known local provider/mental health facility
 - Hospital/clinic
 - Assess potential accommodations for flexibility in programming.
 - Establish a private check-in plan with the student.
 - Document your actions.
 - After the incident is stable, let school director.