

CURRICULUM FOR NEW EMPLOYEES

I. **CGE Emergency Management**

Includes:

- Emergency Management Plan
- Incident Report form
- Emergency Protocol by type
- Harassment Complaint form
- Public Statement on Safety/Security
- Theft of Participant goods
- OIP Policy on Clery Act Reporting

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Forum of Education Abroad

Standards of Good Practice – 2011

Health, Safety, Security and Risk Management The organization assures continuous attention to the health, safety, and security of its students, faculty, and staff, from program development stages through program implementation, by way of established policies, procedures, student orientation, and faculty and staff training.

- A. The organization considers health, safety, security and risk management in program development.
 1. What are the organization's procedures for considering the safety of a particular program site: the safety of buildings, facilities, and equipment; fire precautions; health and hygiene, transportation and venues for excursions?
 2. Does program development include evaluations of the experience and competence of staff in relation to programmatic elements involving risk, including any necessary certification and qualification of staff? What specific certification and qualifications does the organization require in this regard?
 3. How does the organization consider legal and ethical issues directly related to the program's activities, including host country laws and the principles of the Forum's Code of Ethics for Education Abroad, as part of the program development process?
 4. How does the program determine participant/staff ratio appropriate to supervision of the program's activities? What protocols are in place to ensure sufficient staff coverage in case of emergencies?
 5. How does the program vet home-stay families?
 - a. How often and in what capacity are home stays visited and inspected to judge whether they meet appropriate safety standards? What are the specific standards applied?
 - b. Are home-stay hosts interviewed and selected based on established and consistent criteria determined by the program? What are these criteria?
 - c. How are home-stay hosts provided with appropriate training to understand program policies and procedures, health and safety protocols, U.S. student characteristics, intended student outcomes and emergency response?
 6. In the development of program components such as excursions and field trips, by what means does the program evaluate the safety of transportation, orientation activities, itineraries, and venues?
 - a. How is transportation used by staff and students selected? What are the protocols utilized to vet the safety of all types of transportation?
 - b. What policies exist regarding staff, faculty, and students driving vehicles?
 - c. How does the organization ensure that all necessary information is consistently communicated for each excursion, etc.?
 - d. How are any inherent risks in the itineraries and activities communicated to students and staff?
 - e. What mechanisms are used to ensure that all participants are briefed on emergency procedures for excursions?
 - f. How does the organization ensure that each excursion itinerary is collected, stored and is readily accessible?

- B. The organization focuses continuous attention on health issues for program students, faculty and staff.
1. What are the responsibilities of faculty, staff and students with respect to health and safety? How are these responsibilities determined and communicated?
 2. Which media does the program use for the dissemination of local health and safety concerns that may impact the program?
 3. What are the mechanisms for providing training to all staff and faculty regarding awareness of and response to suspected mental health problems and substance abuse?
 4. What are the mechanisms for collecting, storing and accessing all pertinent health information for all parties on site (students, faculty and staff), as permitted by local, state, and federal regulations, and by institutional/organizational policy?
 5. What contacts have been established with appropriate health and mental health care providers on site and how are students made aware of how to contact health resources on their own?
 - a. How is contact information for these providers disseminated to students, faculty and staff and updated as necessary? How often is such information disseminated?
 - b. How are health care providers at the education abroad site assessed by the program? How often are such providers assessed?
 - c. How does the program inform students about accessing local health and mental health resources on their own?
 6. What are the established protocols for the regular reporting of health incidents to the home campus?
 - a. How are faculty and staff trained in how to complete incident reports?
 - b. How are incident reports shared with program partners, as appropriate?
- C. The organization ensures continuous attention to the safety of students, faculty and staff at all locations, with particular attention to safety issues in more dangerous locations.
1. What are the organization's written emergency and crisis management plans? How fully do they consider preparedness, prevention, and response to a range of situations and emergency actions, and do they include each of the following elements:
 - a. Where are the program facilities' clearly marked entry and exit points?
 - b. Where are the established group assembly points?
 - c. Does the program have a well-developed and tested evacuation plan in which faculty, staff and students are trained?
 - d. Do emergency response contact details include each of the following: ambulance Services/hospital/doctor; police; program staff and program administration; relevant government agencies (embassy, consulate, local immigration, national police).
 - e. What are the alternate methods of communications when reliable telecommunications fail?
 - f. What is the plan in case of non-communication or the inability to communicate between designated emergency leaders?
 - g. What are the emergency plans for situations involving the loss of a program leader?
 - h. What system does the organization use to access emergency information for program participants, such as health and consent forms?
 2. How and how often are crisis and emergency plans regularly reviewed, tested and updated? What current communications information is included?
 3. What are the established protocols for the regular reporting of safety incidents to the home campus?
 - a. How are faculty and staff trained in how to complete incident reports?
 - b. How are incident reports shared with program partners, as appropriate?

4. How does the emergency plan outline individual responsibility, the steps required to carry out the plan and how to maintain safety for the remainder of the students (if the emergency relates to a single individual or fewer than all students)? What are the specific roles and responsibilities of each staff member (teachers, instructors, housing coordinators, student services staff, internship coordinators, volunteers, etc.) and how is this communicated to staff and students?
 5. How are staff and faculty trained and practiced in their roles and responsibilities in
 6. How are students oriented to the procedures of the emergency plan?
 7. Which local response entities are made aware of the program's operations?
 8. Where is the emergency management plan kept and how is it accessible by program staff via an available telecommunication method in the event of an emergency?
 9. What are the organization's procedures as required by home and local laws, and consistent with the home institution's on-campus procedures for disseminating and responding to pre-incident, incident and post-incident requests for information both to internal and external audiences?
 10. What is the schedule for regular on-site assessment of buildings, facilities, and equipment; fire precautions and transportation for excursions? What standards are used to assess fire safety, security, and the structural integrity of buildings?
- D. The organization maintains adequate insurance coverage and conducts regular risk-management review involving appropriate training and personnel.
- E. The organization is knowledgeable about and complies with applicable laws and regulations.
1. Which internal offices and external agencies are responsible for this knowledge? Which of these are included: legal counsel, risk management, procurement, health services, the organization's insurance carrier, others?
- F. Risk assessments are conducted as part of the development process for new programs to evaluate and mitigate potential risks prior to the commencement of the program.
1. Which internal offices and external agencies are included in the risk management process, and what are their roles? Which of these are included: legal counsel, risk management, procurement, health services, the organization's insurance carrier, others?
 2. What is the organization's risk management plan which identifies possible risks that could impact the program(s), surrounding area, or critical infrastructure supporting the program or organization?
 3. How does the organization identify and plan for potential risks that could impact program operations, property, people, and the local environment? Risk factors for consideration include natural hazards (geological, meteorological, biological); human-initiated events (accidental or intentional); and technological failures, such as power outages.
 4. What plan is used to evaluate the relative frequency and severity of each risk, and the vulnerability of the program operations, property, people, and local environment to each?
 5. What measures are taken to mitigate each risk such as ongoing monitoring of risk factors, appropriate training of personnel, modifying operations to reduce risk, acquiring of additional insurance, and developing emergency and response plans?
 6. At what intervals is the risk assessment process updated? What standards are used as triggers for assessments between scheduled updates.

Examples from other Institutions:

From Loyola University – New Orleans

For CIE and the Crisis Response Team

Upon receiving a call from the director of an Education Abroad program (or from faculty, parent or other source) involving a serious injury, death, or emergency, University Police will:

1. Start a log of all calls and activities.
2. Get the following information from the director:
 - Name of caller and of victim(s), if any
 - Brief description of accident, injuries, and/or emergency, the steps that have been taken and the status.
 - Location of caller- street, city, country
 - Location of accident or emergency. How close is it to students and staff?
 - Phone, cell phone, fax, or beeper number where caller is
 - Find out if rescue squad, local law enforcement, U.S. embassy/consulate have been called if appropriate?
 - Has any information been released to the media?

If an emergency – real or perceived – occurred, ask for detailed answers to these questions:

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

UGA

The difference between real and perceived emergencies

UGA acknowledges that emergencies may be real or perceived. Real emergencies are those that pose or have posed a genuine and sometimes immediate risk to the safety and well-being of participants. These include such occurrences as coups and other civil disturbances; natural and man-made disasters; incarcerations; serious physical or emotional illness; accidents; physical assaults; disappearances or kidnappings; and terrorist threats and attacks. Perceived emergencies are those that pose no significant risks to the safety and well-being of participants, but which are seen as threatening by family members in the U.S. or by others, including, at times, students and colleagues at the home university. Perceptions of threat can arise from different circumstances, including but not limited to sensationalized reporting of an event abroad; the distortion of information provided by a participant in a telephone call, e-mail message, fax, or letter home; or simply out of the nervousness of a family member or student with little or no international experience. Such perceptions will sometimes affect family members and others in the U.S. significantly and need to be treated seriously.

Excerpts from Peace Corps page:

Planning for and Managing Specific Crises

These could be prepared as separate stages or "pull-outs" to cover different types of emergencies or disasters such as:

- Medical emergencies (Attachment II)
- Family emergencies
- Accident and injuries
- Student death
- Physical or sexual assault
- Political/civil unrest
- Natural disasters (hurricane, floods, earthquakes, fires)

"Pull-outs" have the advantage of being readily accessible and containing situation-specific information and action plans. Countries that are at high risk for certain types of natural disasters (hurricanes, earthquakes, nuclear accidents) should consult the appropriate local department for emergency preparedness and obtain technical assistance in preparing for and responding to these hazards.

In order to avoid the "paper plan syndrome" the Emergency Action Plan must be put to use through training and periodic testing. Everyone will require some sort of training on the Emergency Action Plan, but one person or committee should be given the responsibility for planning, implementing and evaluating the training program.

The purpose of the training is to:

- Maintain an appropriate level of safety/security awareness
- Familiarize the staff and students with the plan
- Make sure everyone understand their part in the plan (roles and responsibilities)
- Become familiar with the mechanics, equipment and procedures necessary to implement the plan (e.g., use of radios, first aid equipment and alarm systems, etc.)
- Convert an abstract plan into concrete actions
- Provide an opportunity for questions and concerns

At the end of training, trainees should know:

- Whom to contact
- How to make contact
- What to do
- Where to go
- What is expected of them

Staff training about crisis management should occur at all levels, with personnel in the U.S. and abroad. Once in country or on-site, staff needs to develop specific knowledge and familiarity with people, equipment, geography and procedures in order to implement the plan.

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OIP EMERGENCY CELL PHONE

Responsibilities For On-Call Person

Staff assigned to be on-call should:

FIRST DAY:

- Make sure you know how to (if you don't, ask the ITS Program Associate):
 - Answer Incoming Calls, Make an Outgoing Call, and Check for Missed Calls
 - Check Voicemail Messages
 - Check for Text Messages and send a Text Message
 - Check E-mail Messages and Send an E-mail
 - Access the CGE Emergency Electronic Documents
- Check to see what trips will be out while you are on call (<http://inside.augsburg.edu/cge/its/>). The ITS Program Associate should have included an accurate printed list and all final letters, but double check this online.
NOTE: If you are unable to locate the final letter for all trips during your assigned time, contact the ITS Program Associate.
- Make sure the phone is fully charged.
- Test phone to make sure calls are coming in.


WHILE ON CALL:

- While trips are out, carry the phone with you and have it on at all times (24/7).
- If you are in an area where the phone does not get reception, you must arrange to check the voicemail frequently. You may turn the phone to vibrate if you are in a place where the ringing would disturb others but remember to check for messages periodically.
- Respond immediately to any emergency calls received (see crisis management plan and on-call procedures that accompany the phone).
- Always answer the phone "Office of International Programs & CGE Emergency Phone" or similar.
- Send an email update/summary for any emergency calls you receive to: all staff in applicable site, ITS, APA and/or Augsburg Abroad staff involved & the ITS Program Associate. This should be done as soon as possible or anytime there is a key information change in the situation. Regina/Leah should also be included if the situation elevates to their level of involvement. This will help to coordinate our efforts in resolving the issue and keep all key staff informed.

FOR CGE STAFF ONLY:

- When you are on call for the emergency cell phone, you will also have the additional responsibility of covering the main office phone (612-330-1159) and check for voicemail messages, ONLY WHEN THERE IS NO COVERAGE in the event that a student worker has called in "sick" or will be out that day.
- To check if there are any voice mail messages:
 - Dial 1600, enter Ext. 1159, Password: 67891 #.
 - Handle the message or forward it to the appropriate staff person.
- Option two is to forward the calls to your desk.
 - From the front desk phone, press the **FORWARD** button, then enter your phone extension, and press the **FORWARD** button again.

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- CFWD on the phone display screen and a solid arrow  pointing to the **FORWARD** button indicates the call is being forwarded.
- To cancel Call Forwarding, press the **FORWARD** button.

ON MONDAY AFTER YOUR ON CALL SHIFT, RETURN THE PHONE TO THE ITS PROGRAM ASSOCIATE:

- Make sure that all materials are in the bag (see included list for contents).
- Make sure the phone is fully charged.
- If the program associate is out of the office on Monday, give the cell phone to the next person scheduled to be on-call that week.

Minneapolis On-Call Procedures/Policies

The purpose of the Minneapolis emergency cell phone is threefold:

1. For family members of participants to be able to reach someone in case of an emergency (ie: death, serious illness).
2. For groups/individuals to reach us in case of emergency (ie: missed/delayed flights, last minute cancellations)
3. For staff at other sites to reach us in case of an emergency while the group is in-country (ie: accident, serious security issue, severe weather).

Minneapolis exempt staff will rotate on-call weeks throughout the year when:

- A CGE or Augsburg Abroad short-term travel seminar is out
- CGE semester students are on site during the program dates

AUGSBURG ABROAD SCHEDULING PROCEDURES: Augsburg Abroad staff will be assigned to all weeks in which there are *ANY* Augsburg student programming abroad including Augsburg College sponsored travel seminars and faculty-led programs to non-CGE locations. (However with the exception of Augsburg Nursing travel seminars, they will be part of the regular CGE staff rotation schedule.) AA staff will not be required to carry the phone at any other time of the year. (AA has the phone mostly in January and May.)

CELL PHONE SCHEDULING PROCEDURES: The ITS Program Associate will be responsible for scheduling shifts throughout the year and sending out the calendar to all Minneapolis on-call staff. The schedule should also identify which programs are projected to be out at the time. On-call staff are responsible for writing down the dates they are responsible for the phone. If on-call staff cannot be available for their shift, it is their responsibility to find a replacement or to switch dates with someone and notify the ITS Program Associate of the changes.

Andrea/Leah – ALWAYS and ONLY carry when there are ANY Augsburg trips out, especially General Augsburg Trips including non-CGE Augsburg Abroad trips.

Departmental Augsburg Trips –Augsburg Abroad carries cell phone

Augsburg Nursing – regular CGE staff rotation

Try not to schedule ITS people during their peak season.

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Make sure same person doesn't get stuck with the phone over the holidays each year.

Rotation by the following people:

1. Regina
2. Leah
3. Andrea
4. David
5. Susan
6. Margaret
7. Jesse
8. Olee

PROCEDURES FOR UPDATING/COORDINATING THE CELL PHONE BAG:

The ITS Program Associate will be responsible for:

- Checking that all items are in the box each week.
- Updating the calendar with any additions, date changes or cancellations to programs.
- Updating staff phone list when new updates are added.
- Adding or deleting numbers in the cell phone address book as needed.
- Acting as the liaison for any issues with the cell phone.
- Making decisions regarding cell phone plan/periodic cell phone replacement or repair.

Protocol for Emergency Type document

Incident	Response
Participant's family having trouble getting through on the phone numbers they were given	<ul style="list-style-type: none"> • Reconfirm the number • If that is what they tried, try the number yourself to make sure it works • If it still doesn't work, then call the in-country emergency cell number or consultant
Missed flight	<ul style="list-style-type: none"> • Let site/trip leader know • Ask participant to rebook flight (need to do at the airport) and tell us when they will arrive
Lose plane ticket	<ul style="list-style-type: none"> • If it's an e-ticket, go ahead and still check in • If not an e-ticket, then they will need to get ticket reissued at the airport and pay any fees themselves • Let site know if there will be a delay
Lose passport	<ul style="list-style-type: none"> • They need to check lost and found if it they know where they lost it (ie, airport) • They need to contact passport agency to get a new one issued • Let site/trip leader know if it will be a delay/cancellation of participation
Emergency related to a participant's family	<ul style="list-style-type: none"> • Reconfirm contact number in the country that they can call • Call in country emergency cell or staff if short timeline for notification and the family has had trouble getting through
Life threatening injury/illness, death or missing participant	<ul style="list-style-type: none"> • Call Orv (or Regina in his absence) to implement the crisis management plan • Get number where the in-country contact can be reached • Note the relevant details related to the incident • Orv will be in touch with the in-country staff, PR, and sponsoring group leader re: further steps. The participant's family will be notified within hours of the incident.
Act of terrorism or major natural disaster in country where the group is traveling	<ul style="list-style-type: none"> • If staff call from the country to give a report, pass it onto Orv (or Regina in his absence). • If a participant's family calls with concern, call in-country staff emergency cell or hotel to see if you can get a report, then call Orv (or Regina in his absence) to report status

For flights booked through Village Travel, there is a 24-hour phone on-call number for any problems that arise: 1-800-823-1035.

Worker's comp – need to tell HR immediately if there is an injury related to an Augsburg employee (faculty, staff, intern)

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[HIPAA](#) (what we can legally share)

HIPAA (Health Insurance Portability and Accountability Act) is the federal law that protects personal medical information and recognizes the rights to relevant medical information of family caregivers and others directly involved in providing or paying for care.

The Office for Civil Rights enforces the HIPAA Privacy Rule, which protects the privacy of individually identifiable health information; the HIPAA Security Rule, which sets national standards for the security of electronic protected health information; the HIPAA Breach Notification Rule, which requires covered entities and business associates to provide notification following a breach of unsecured protected health information; and the confidentiality provisions of the Patient Safety Rule, which protect identifiable information being used to analyze patient safety events and improve patient safety.

[FERPA](#) (what we can legally share)

FERPA is the Family Educational Rights and Privacy Act of 1974 (updated in 1977), often referred to as the Buckley Amendment. FERPA is the federal law that requires colleges and universities to maintain the privacy of students' education records. FERPA guarantees students the right to consent prior to the release of a record to a third party, the right to be notified of their privacy rights, as well as some other rights.

Every faculty and staff member who comes into contact with education records has an important role to play in protecting the privacy of those records and thus maintaining compliance with federal law.

- [Download more detailed FERPA information here.](#)
- [Take the FERPA Quiz](#)
- [Check your FERPA Quiz Answers](#)

Office of International Programs



Center for Global Education at Augsburg College Agreement and Release of Liability (Read carefully before signing)

Name _____

Program _____ Dates _____

1. I, _____ ("Registrant") have applied and intend to participate in a "Program" offered and/or coordinated by the Center for Global Education ("Center") at Augsburg College, ("College").
2. I have voluntarily enrolled in a travel program which includes travel outside the United States of America to _____ and possibly other countries. I have made a deposit that has been paid to the Center and/or cooperating agencies or organizations to apply against the costs of transportation, housing and other goods and services to be arranged for me by the Center and/or cooperating agencies or organizations.
3. I understand and am aware that my participation in the Program may expose me to special risks and dangers, including but not limited to, the hazards of travel by various means of conveyance; the hazards of politically unstable areas, the dangers of civil disturbances and war; the forces of nature; unfamiliar or different terrain, language, climate, food and drink, customs, social and sexual mores, safety practices and regulations, communications, criminal activity, law enforcement activity, disability access, road conditions, driving practices, disease risks, and health care; acts or omissions of the College, the Center, and/or their respective agents, employees, officers, directors, associates, affiliated companies, subcontractors, or cooperating agencies or organizations; and accidents or illness in places without access to medical facilities, transportation, and/or means of rapid evacuation or assistance. I understand that it is my responsibility to research and evaluate the risks I may face in this Program and I voluntarily assume any risk and liability.
4. I am aware that my participation in the Program and my use of transportation, housing and dining services, and other goods and services in connection with my participation in the Program carry a risk of serious personal injury, serious illness, death and property damage or loss. I expressly and voluntarily assume all risk of injury, illness, death and property damage or loss that may result from my participation in the Program and/or my use of goods and services in connection with my participation in the Program.
5. In consideration for being permitted to participate in the Program, I hereby **RELEASE AND DISCHARGE** the College, the Center, and their respective agents, employees, officers, directors, associates, affiliated companies, subcontractors, or cooperating agencies and organizations ("the Released Parties") from any and all liability for injury, illness, death, damage or property damage or loss arising out of the arrangement or provision of transportation, housing, dining or other goods and services, or arising out of any other activity incident to my participation in the program.
6. I agree not to sue or make claim against the Released Parties for injury, illness, death, damage or loss sustained as a result of participation in the Program or the use of the goods and services in connection with my participation in the Program. I will indemnify and hold harmless the Released

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Parties from all claims, judgments, and costs, including attorneys' fees, incurred in connection with any action relating to my participation in the Program. I also agree to reimburse the College or Center for any sums the College or Center may advance for the purchase of goods or services on my behalf in connection with my participation in the Program. I accept all responsibility for loss or additional expenses, including, but not limited to travel, lodging, meals, personal and other program related expense, due to delays or other unforeseen causes.

7. In the event that this program is cancelled during any portion of it due to unforeseen circumstances (e.g. political unrest, natural disaster, acts of terrorism or other unforeseen circumstances), I understand that I will only receive reimbursement for any recoverable costs. I agree that if I remain in the foreign country after receiving notice of the cancellation of the program that: a.) I am responsible for my own care and safety, as Augsburg College or the Center will have no liability for my care and safety after I leave the Program; c.) **I accept all responsibility for loss or additional expenses, including, but not limited to transportation and return travel, lodging, meals, personal and other program related expenses, or any other services to me in connection with remaining in the foreign country.**
8. I further agree to abide by all applicable rules and regulations of the College, the Center, and its staff, representatives or designees, all instructions of its staff, representatives or designees while participating in the program and the laws of the governmental jurisdictions at the place or places of program offering. I understand that noncompliance may result in expulsion from the Program and forfeiture of Program fees. I agree that if I violate any applicable rule, regulation, instruction or law at any time during the Program I may be sent home immediately at my own expense. I agree to reimburse the College and Center for any and all costs associated with sending me home. I agree to indemnify and hold harmless the Released Parties from all claims or losses resulting from my failure to abide by such rules, instructions and laws. I further agree that the College, the Center, and/or their respective staff, faculty, representatives or designees may send me home at any time during the program if they determine that my continued participation in the Program will adversely affect my health, safety or welfare or the health, safety, welfare or enjoyment of other Program participants.
9. I agree that if I leave the course prior to its completion due to my own circumstances that: a.) I will provide the program advance written notice of my intention to leave the program; b.) I am responsible for my own care and safety, as Augsburg College and/or the Center will have no liability for my care and safety after I leave the Program or if the Program is cancelled; c.) I accept all responsibility for loss or additional expenses, including, but not limited to transportation and return travel, lodging, meals, personal and other program related expenses, or any other services to me in connection with my early departure.
10. I understand the College and/or Center may notify the person or persons that I have listed as an emergency contact in the event that I become seriously ill or am involved in an emergency situation during the Program. In the event that I am unable to make my own medical decisions, the College and/or Center representative may have to make those on my behalf.
11. Sickness and accident insurance is provided for the program for which you are participating. This program does not coverage routine medical care or prescription drugs. The College's insurance program also does not cover disability, personal property, or loss or damage to any personal property including any fees paid to the program. I understand that if I desire insurance coverage or

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protection of any of the categories listed above as not being covered by the College program, it is my responsibility to procure it on my own behalf. The College and/or Center assumes no responsibility for insurance coverage or protection for the categories stated as “not provided” for.

12. Should any of the provisions of this Agreement and Release, or portions thereof, be found to be invalid by any court of competent jurisdiction, the remainder of this Agreement and Release shall nonetheless remain in full force and effect. This Agreement and Release shall be construed under the laws of the State of Minnesota.

13. I understand that I assume full responsibility for any undisclosed physical, mental or emotional issues which might impair my ability to complete the program. If I do not make medical and psychological needs known in a timely manner, this may delay or cancel my participation in the program, if reasonable accommodations cannot be made in a timely manner.

I HAVE CAREFULLY READ THIS AGREEMENT AND RELEASE AND FULLY UNDERSTAND ITS CONTENTS. I SIGN IT OF MY OWN FREE WILL.

REGISTRANT'S SIGNATURE _____ DATE _____

REGISTRANT'S NAME AND DATE OF BIRTH (please print) _____

IMPORTANT: IF REGISTRANT IS A MINOR (under 18 years of age): PARENT OR LEGAL GUARDIAN MUST SIGN.

I am the Registrant's parent or legal guardian. I am signing this Agreement and Release on my own behalf and on behalf of the Registrant and his/her heirs and assigns.

I HAVE CAREFULLY READ THIS AGREEMENT AND RELEASE AND FULLY UNDERSTAND ITS CONTENTS. I SIGN IT OF MY OWN FREE WILL.

PARENT OR LEGAL GUARDIAN'S SIGNATURE _____ DATE _____

PARENT OR LEGAL GUARDIAN'S NAME (please print) _____

Return this Agreement and Release of Liability form to: Center for Global Education at Augsburg College, Box 307, 2211 Riverside Avenue, Minneapolis, MN 55454. For more information, contact the Center at 612/330-1159.

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CENTER FOR GLOBAL EDUCATION (CGE)

STUDY ABROAD BEHAVIOR CONTRACT

Augsburg College's Center for Global Education Study Abroad programs are designed to promote academic excellence through blending experiential and classroom learning; these programs allow you to be immersed in the host country's culture. They are also designed to provide a safe learning environment, one in which all students will grow and learn. When you choose to deviate from the program's rules, there are consequences for such actions.

Failure to conform to Augsburg and Study Abroad program rules will be handled by a disciplinary committee chaired by the CGE faculty and staff in country. If the offense warrants expulsion from the program, you will be responsible for all expenses including return airfare.

Offenses that may result in dismissal from the program include:

- Use of illegal drugs
- Drunk and disorderly conduct
- Repeated abuse of alcohol
- Sexual harassment
- Assault
- Making threats against another individual
- Theft
- Use of abusive language
- Attending specific bars and nightclubs that you have been warned against for safety reasons
- Failure to inform the appropriate CGE staff regarding travel plans
- Failure to attend classes and other program activities
- Failure to obey guidelines related to housing and home stays
- Any violation of any local law

Contract:

I understand the general safety and security guidelines as well as the behavioral guidelines and policies of Augsburg College's Center for Global Education, as indicated in this form and the program manual. I understand that the specific rules of this contract will be required for all participants in Augsburg's CGE study abroad programs.

I understand that if I choose to stay later than the established program dates, I will be responsible for all travel arrangements and any additional expenses.

I understand that my failure to comply with any part of this agreement constitutes grounds for potential suspension or dismissal from the program and that, upon the recommendation of the Center for Global Education staff, I may be sent home at my own expense.

STUDENT SIGNATURE

PRINTED NAME

Date

SECURITY STATEMENTS FOR EACH SITE

MEXICO

Safety Concerns

Throughout the course of the semester there are opportunities to visit different parts of the country, including the capital, Mexico City, which claims to be the largest city in the world with a population that is estimated around 22 million. It is a diverse city rich with innumerable museums and other cultural attractions. However, as in any large metropolis, there are safety issues both in Mexico City and Cuernavaca. Our staff in Mexico stays informed about the current situation and takes every means possible to ensure the students' well-being, including providing them with a thorough health and safety orientation upon their arrival to Cuernavaca (see below).

Registering with the U.S. Embassy.

Register with the U.S. Embassy prior to departure from the U.S. in case any emergencies occur while you are in Mexico. You can register online at: <https://travelregistration.state.gov/ibrs/ui/>

Security Concerns in Mexico in Light of Recent Drug-Related Violence in Mexico

The U.S. State Department issued a travel warning on September 10, 2010 to note the changing security situation in Monterrey, Mexico. The travel warning urges U.S. citizens to defer unnecessary travel to Michoacán and Tamaulipas, to parts of Chihuahua, Sinaloa, Durango, and Coahuila and advises U.S. citizens residing or traveling in those areas to exercise extreme caution. (See the full text of the Travel Warning at: http://travel.state.gov/travel/cis_pa_tw/tw/tw_4755.html) **The Center for Global Education does not operate programs or excursions in any of the states mentioned above. Please see the Center's security statement at <http://www.augsburg.edu/global/about/safety.html>**

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The Center for Global Education staff in Cuernavaca, Mexico, has been monitoring the reported increase in violence in Cuernavaca and throughout Mexico. The decision to continue programming in Cuernavaca, Mexico City, and the state of Morelos has been made with careful consideration of risk. Although there has been highly publicized, drug-related violence in Cuernavaca recently, it has not been directed at international students, foreign tourists, or foreign residents of the city and there has been no random drug violence that has placed the general public at risk.

The safety and security of students and participants is the highest priority for the Center for Global Education and the staff does not see any fundamental changes affecting student safety in the city and the areas where program travel takes place. However, any violence is a cause for concern and, as would be necessary in any large urban area, precautions have been taken to address the safety and security issues. Students and program participants are provided with very specific guidelines to follow as their personal responsibility in reducing risk and they will be immediately notified of any heightened risk to their safety and security. Students are urged to read the latest State Department information at http://travel.state.gov/travel/cis_pa_tw/tw/tw_4755.html before planning independent, personal travel to ensure that they do not plan travel to areas of high risk identified in the current Travel Warning.

The Center for Global Education has successfully run programs throughout the past semester for students and professionals and has programs scheduled in the same locations throughout the coming year. Staff will continue to monitor the situation and will not hesitate to cancel or reroute programs, if needed, to secure the safety of students and travel seminar participants.

If you or your parents have concerns about health and/or safety that you would like to discuss with faculty, staff, current or former students, or parents of current and/or former students, please contact Margaret Anderson at anderso4@augsborg.edu so that she can put you in touch with them.

In-Country Health/Safety Orientation. Upon arrival in Mexico, all trip participants are given an extensive health and safety orientation by one of CGE's staff members. This orientation covers topics from drinking water and insects to how to deal with catcalls on the street, withdrawing money from ATMs and emergency response. At the end of the orientation, participants are asked to read and sign a "Health and Safety Agreement" form.

Additional Security Measures in Light of Drug-Related Violence

In addition, in light of the recent drug-related violence, we urge you to follow the following risk reduction measures.

1. **Carry a charged cell phone with airtime on it at all times**, so that we can reach you and you can reach us in case of emergency. You can also use this phone to call radio taxis (see below). It will be programmed with CGE staff home numbers, on-call numbers, emergency numbers, radio taxi numbers, and other numbers you may need. CGE will provide you a cell phone upon arrival in Cuernavaca **unless you have your own cell phone that you want to use in Mexico and provide us with that number**. You will need to pay a deposit of US \$25 for the CGE cell phone, and the money will be returned to you when you return the phone after the semester ends.
2. When taking taxis, **always take radio taxis**, as they are much less risky than flagging taxis down off the street because RADIO TAXIS (such as *Radio Taxi Monarca*, with which we have a special agreement), have to report to base every time they pick up and drop off passengers, whereas there is no control of taxis you flag on the street. **Do not flag down taxis on the street**. This is particularly important in Mexico City, where there has been taxi-related crime. Instead, students should take "taxis de sitio" (taxis from a stand at the airport and in bus terminals, etc.) or call radio taxis because the taxi drivers in these services must report every time that they pick up and drop off a passenger,

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which provides greater security to passengers.

3. **After dark and before sunlight, do not walk or take buses.** Rather, **take radio taxis** when it is dark out! After calling the radio taxi to pick you up, WAIT INSIDE until the taxi arrives before going out to the street and immediately getting in the taxi. We will reimburse any radio taxi expenses related to the program, while you are obviously responsible for expenses in going out on your own when it's not program-related.
4. **Ask** CGE-Mexico faculty and staff and other local people about the safety of places you intend to visit.
5. **Avoid** going to the bars and night spots at the *Plazuela*, a popular night spot area near the Zócalo (town square), as there was a violent incident there and it has a widespread reputation for having bars where staff sell drugs. As a result, there could be violent incidents outside of and/or inside any of the establishments in the *Plazuela*. Please choose other clubs with live music rather than going to any of these places, including *The Bull*, where violent incidents have taken place against students.
6. **Avoid** going to discos and nightclubs until the violence subsides, as many nightclubs have staff who sell drugs and therefore could suffer violent attacks. **Only** go to places on a recommended list that staff will give you that includes places where we know the owners. Remember, there are LOTS of fun things to do in Cuernavaca other than going out to bars and discos. There are movie theatres, bowling, and activities you can engage in with your host families.
7. At Casa CEMAL and Casa Verde, **do not** leave the front doors open and **do not** buzz people in or open the front doors without first looking at the security camera monitor to see who is there.
8. **Do not** give out our addresses or phone numbers to people you meet. Get their numbers instead if you want to contact them.
9. **Do not** buy sell, or use illegal drugs. If you do so, you not only put yourself and Augsburg College at risk, you will also be sent home from the program. If you get caught, you will go to a Mexican jail and CGE cannot bail you out.
10. **Do not associate** with anyone you think may be involved in selling, buying, and/or consuming drugs. Do not go to their homes or businesses. Avoid all contact with them.
11. **Do not drink to excess.** Excessive drinking puts you at greater risk. While the drinking age in Mexico is 18, IF you drink, be very careful about how much you drink. Recent studies have demonstrated that students abroad tend to drink far more than they do at home. For your own safety, please be the exception to that rule!
12. **Do not travel to Acapulco.** As mentioned earlier, you should check the U.S. State Department website before travelling outside of Cuernavaca **and** give your travel contact information to CGE staff. However, due to violence against tourists in the Acapulco area, we urge you to visit OTHER, more beautiful beaches at this time. There are also lots of beautiful water parks near Cuernavaca.

Despite this long list of “DO NOTs,” please know that students, staff and faculty regularly go out to safe places and have a wonderful time! You are not going to be locked into your houses; you just need to be careful about what you do and where you go so that you can reduce risks as you make friends and explore Mexico.

Emergency Contact Cards. You will be given a credit-card sized emergency contact card to carry at all times. The card includes the phone numbers for lodgings in Mexico, as well as phone numbers for CGE staff members and emergency numbers (police, hospitals, ambulance, etc). Additionally, the card has phone numbers for local authorized taxi companies with whom we have a contract, specifically for security purposes.

Safe Taxis. As mentioned above, CGE has a relationship with one of Cuernavaca’s authorized taxi companies, Taxi Monarca. Commonly referred to as “radio taxis,” these taxis are sent by a central headquarters to pick up and drop off customers at a fixed price. Taxi Monarca is familiar with CGE and the location of our houses, and is a reliable, safe option for getting around the city (particularly after

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dark). We also recommend Radiotaxi Citlalili.

You should avoid traveling alone and taking overnight buses when traveling long distances in Mexico, as there have been reported incidents on overnight buses in certain regions of the country.

It is very important that our staff be able to reach you in case of an emergency. **Therefore, you are required to complete a Travel Information Form and give it to the CGE staff before you travel outside of Cuernavaca. You are also required to carry a charged cell phone with airtime on it at all so that we can reach if necessary.**

Safes. We do NOT recommend carrying passports with you in Mexico, except for the visit to the U.S. Embassy in Mexico City and any long-distant travel you conduct during spring break. We have a safe in our office where you can keep your passport and other valuables locked away during your time in Cuernavaca. There are also safe boxes in each room.

Cell Phones. CGE will provide you with a Mexican cell phone upon arrival in Mexico UNLESS you have your own cell phone that you choose to use (at your own expense) and provide us with that number so that we can reach you when necessary. Upon arrival in Cuernavaca, you will either give us your cell phone number or a US \$25 deposit for one of our cell phones, which will be programmed with the phone numbers of radio taxis, CGE-Mexico faculty and staff phone numbers, and emergency numbers, such as hospitals, police, etc. You will receive your deposit back at the end of the semester when you return the phone. If you lose the phone, you will be provided with a new phone but forfeit your deposit.

CGE cell phones will have enough air time on them for you to call radio taxis and make emergency calls. However, should you choose to use the cell phones for personal use, you will need to add airtime, which is easy to do.

On-Call System. Every evening and weekend there is a designated “on call” staff member who carries with her/him our “on-call cell phone.” This staff member can be reached at any time of the night to assist in any urgent situation. The phone number for the “on call cell phone” is widely distributed (signs around the houses, listed on participants schedule and emergency contact cards, taught at orientation, loaded into student cell phones, etc). You also have all staff’s home phone numbers in case the emergency cell phone does not work for some reason or other. Between 10:00pm and 6:00am, you can also talk with one of the night watchmen who are at the house.

Night watchman. There is a night watchman on duty every night of the week between 10:00pm and 6:00am. The night watchman does rounds of both CGE houses and sits outside to monitor our facilities and the neighborhood activity.

Security Cameras. The CGE houses have security cameras in front of them in order to tape any activity in front of our houses and to see who is at the doors before opening them. These cameras add to our security and help reduce risks of crime.

In-Country Health/Safety Orientation. Upon arrival in Mexico, all trip participants are given an extensive health and safety orientation by one of CGE’s staff members. This orientation covers topics from drinking water and insects to how to deal with catcalls on the street, withdrawing money from ATMs and emergency response. At the end of the orientation, participants are asked to read and sign a “Health and Safety Agreement” form.

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EL SALVADOR

Safety Concerns

Throughout the course of the semester (four week in El Salvador) there are opportunities to visit different parts of the country.

Registering with the U.S. Embassy.

Register with the U.S. Embassy prior to departure from the U.S. in case any emergencies occur while you are in El Salvador. You can register online at: <https://travelregistration.state.gov/ibrs/ui/>

Security Concerns in El Salvador in Light of Crime and Violence Reported in the Travel Warning

The U.S. State Department issued a travel warning on January 23, 2013 to note the changing security situation in El Salvador and to recommend that travelers exercise caution when traveling anywhere in El Salvador. The Travel Warning states that *“Tens of thousands of U.S. citizens safely visit El Salvador each year for study, tourism, business, and volunteer work, and U.S. citizens do not appear to be targeted based on their nationality. However, crime and violence are serious problems throughout the country.”* In addition it states that, *“U.S. citizens do not appear to be targeted based on their nationality.”* See the full document at: http://travel.state.gov/travel/cis_pa_tw/tw/tw_5871.html

See **The Center for Global Education’s security statement at:**

<http://www.augsburg.edu/global/safety-and-security/>

The Center for Global Education staff in El Salvador will continue to monitor the safety and security situation in the country. The decision to continue programming in El Salvador has been made with careful consideration of risk. The safety and security of students and participants is the highest priority for the Center for Global Education and the staff does not see any fundamental changes affecting the safety of CGE programs in the city and the areas where travel takes place. However, any violence is a cause for concern and, as would be necessary in any large urban area, precautions have been taken to address the safety and security issues. Students and program participants are provided with very specific guidelines to follow as their personal responsibility in reducing risk and they will be immediately notified of any heightened risk to their safety and security.

The Center for Global Education has successfully run programs throughout the past semester for students and professionals and has programs scheduled in the same locations throughout the coming year. Staff will continue to monitor the situation and will not hesitate to cancel or reroute programs, if needed, to secure the safety of students and travel seminar participants.

If you or your parents have concerns about health and/or safety that you would like to discuss with faculty, staff, current or former students, or parents of current and/or former students, please contact Margaret Anderson at anderso4@augsb.org so that she can put you in touch with them.

In-Country Health/Safety Orientation. Upon arrival in El Salvador, all trip participants are given an extensive health and safety orientation by one of CGE’s staff members. This orientation covers topics from drinking water and insects to how to deal with catcalls on the street, withdrawing money from ATMs and emergency response. At the end of the orientation, students are asked to read and sign a “Health and Safety Agreement” form.

We urge all program participants to follow the following risk reduction measures.

13. **Carry the telephone list at all times**, so that you or your host family can reach us in case of emergency. It also provides other important contact numbers, such as radio taxis and the US Embassy. Students

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who don't have their own cell phone will have access to one when they go out.

14. **Taxis** - When taking taxis, **always take radio taxis** as they are much less risky than flagging taxis down off the street. RADIO TAXIS (such as *Radio Taxi ACACYA*, which telephone number is included on the list), have to report to base every time they pick up and drop off passengers, whereas there is no control of taxis you flag on the street. **Do not flag down taxis on the street.**
15. **After dark and before sunlight, do not walk or take buses.** Rather, **take radio taxis** when it is dark out! After calling the radio taxi to pick you up, WAIT INSIDE until the taxi arrives before going out to the street and immediately getting in the taxi. We will reimburse any radio taxi expenses related to the program, while you are obviously responsible for expenses in going out on your own when it's not program-related.
16. **Ask** CGE-EL Salvador faculty and staff and other local people about the safety of places you intend to visit.
17. **Avoid** going to the bars and night spots unless you have consulted with CGE personnel.
18. At the guesthouse or hotel, **do not** leave the front doors open and **do not** let people in or open the front door without first looking or asking. It would be better to let employees do that task.
19. **Do not** give out our addresses or phone numbers to people you meet. Get their numbers instead if you want to contact them.
20. **Do not** buy sell, or use illegal drugs. If you do so, you not only put yourself and Augsburg College at risk, you will also be sent home from the program. If you get caught, you will go to a Salvadoran jail and CGE cannot bail you out.
21. **Do not associate** with anyone you think may be involved in selling, buying, and/or consuming drugs. Do not go to their homes or businesses. Avoid all contact with them.
22. **Do not drink to excess.** Excessive drinking puts you at greater risk. While the drinking age in El Salvador is 18, if you drink, be very careful about how much you drink. Recent studies have demonstrated that students abroad tend to drink far more than they do at home. For your own safety, please be the exception to that rule!
23. **We do not travel after dark,** roads conditions and streetlights are poor in rural areas in El Salvador.
24. **Walking.** During the day you can walk with at least another person, make sure that you let CGE people know where you are going and when you are planning to comeback. Do not walk at night, if you need to leave the guesthouse or hotel you must use taxis.
25. **Theft** – if someone does try to forcibly take your valuables, do not resist. The potential harm to you is not worth the value of any stolen goods. Exercise caution in taking anything of value with you in public. Keep a low profile with anything of value such as electronics, cash, jewellery. We work as much as possible to minimize the risk of theft, but we can't guarantee complete safety for any valuables, just as would be the case anywhere in the world.

Despite this long list of “DO NOTs,” please know that students, staff and faculty regularly go out to safe places and have a wonderful time! You are not going to be locked into your houses; you just need to be careful about what you do and where you go so that you can reduce risks as you make friends and explore El Salvador.

Emergency Contact Cards. You will be given a credit-card sized emergency contact card to carry at all times. The card includes the phone numbers for the guesthouse or hotel, as well as phone numbers for CGE staff members and emergency numbers (US Embassy in El Salvador, hospital, etc). Additionally, the card has phone numbers for local authorized taxi company.

It is very important that our staff be able to reach you in case of an emergency. **Therefore, you are required to complete a Travel Information Form and give it to the CGE staff before you travel outside the country during the duration of program.**

Safes. We do NOT recommend carrying passports with you in El Salvador, except for the visit to the U.S. Embassy. We have a safe in our office or guesthouse where you can keep your passport and other

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valuables locked away during your time in El Salvador.

On-Call System. Every evening and weekend there is a designated “on call” staff member who carries with her/him our “on-call cell phone.” This staff member can be reached at any time of the night to assist in any urgent situation. The phone number for the “on call cell phone” is widely distributed (signs around the houses, listed on participants schedule and emergency contact cards, taught at orientation. You also have all staff’s home phone numbers in case the emergency cell phone does not work for some reason or other.

NICARAGUA

The Center for Global Education at Augsburg College has successfully run educational programs in Nicaragua continuously since 1984. Safety and security of students and program participants is the highest priority of CGE programs in Nicaragua. The Center's long term resident staff continually assess safety and security in country and are prepared to make changes as needed in programming and facilities. Programming would be discontinued in communities that are considered unsafe or potentially unsafe.

Nicaragua, while considered to be the safest country in Central America is also among the poorest. Street crime ranging from pick pocketing to armed robbery does occur in Nicaragua mostly in Managua and other urban areas just as it does in many large cities in the U.S. and around the world. There are occasional street demonstrations, strikes and road blocks which require close monitoring and occasionally rerouting of activities. Students and participants are kept abreast of civil disturbances and CGE staff advise and orient students and program participants to exercise common sense and specific precautions as they engage in program and personal activities.

Guidelines are given to students and program participants regarding their personal responsibility in reducing risk, such as:

- never go out alone
- use only radio taxis
- do not use public transportation
- access ATMs only during business hours

Participants stay either at the CGE guest house which enjoys the security benefits of the presidential police (the Center is located one block from the President's home) or in hotels with on-site security. Participants in some programs stay in Batahola, a poor community that CGE has worked with for the last twenty years. Batahola is located a five minute drive west of the CGE guest house. It is a tight knit community where neighbors know one another and many families participate in the Batahola Cultural center which is the organization that host CGE groups. While there has been occasional petty thievery in the neighborhood, the community is among the safer poor communities in Managua. Students are advised to always walk in groups and never alone and families often accompany students and participants in the neighborhood.

Nicaragua's spectacular landscape includes volcanos and occasionally there have been volcanic eruptions of ash that requires a rerouting of travel. All program participants will be immediately notified of any increased risk to their safety and security.

The Center for Global Education recommends that all U.S. citizens participating in the Center's programs in Nicaragua enroll in the State Department's Smart Traveler Enrollment Program (STEP) which provides the latest updates and travel information from the nearest U.S. embassy or consulate. Participants can register with the U.S. State Department on line at (<https://step.state.gov/step/>)

Center for Global Education staff will continue to monitor the situation in all areas of our programming and will not hesitate to cancel or reroute programs, if needed, to secure the safety of students and travel seminar participants.

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NAMIBIA

Safety Concerns

Undoubtedly, many of you (and your parents) have concerns about traveling to southern Africa. We want to assure you that the Center for Global Education keeps a very close watch on the situation in the region. CGE – Namibia and Minneapolis staff are in regular contact with the local U.S. consular service regarding security concerns throughout Namibia and the region. In the past 19 years, the CGE has conducted over 60 trips to the region, more than any other U.S.-based educational organization. In addition, we have conducted more than 900 travel seminars for over 10,000 participants to other countries in the global south in the last 30 years. We will not hesitate to cancel or to re-route any trip should something occur that makes it appear unsafe to travel there. Having said that, you should come on the program prepared to take the kind of personal security precautions you would in any major city, such as using a concealed money belt, not carrying your camera around your neck, etc. More specific guidelines for safety will be discussed in detail during your orientation session.

For most of the semester, you will be together with the rest of the group. As you consider additional travel during the program, we pass along the following information about personal safety. We do this not to alarm you, but to give you a sense of the culture in which you will be living. This is for all participants, and especially women.

Petty muggings have been fairly common in Windhoek. While violent crime most often happens to people who are known to the perpetrator, petty muggings and theft are fairly common occurrences. You should be prepared to walk in groups as much as possible, only travel in trusted taxis at night and be aware of your surroundings and possessions at all times. This includes not using headphones when out walking/running as this gives potential thieves a clear signal that you are not able to hear their approach and also have something valuable that they can take. This also includes avoiding carrying purses and backpacks, but if necessary to carry them, keep one hand on them at all times. You should always carefully consider what you need to take with you and only take the amount of cash necessary for your planned activities, leaving cameras, passports, and credit cards at home if not necessary.

Credit card/ATM card fraud has become quite common. You should never let your cards out of your sight for even a moment, even when handing it to a cashier. If the cashier needs to go to another area to swipe the card, you should go with your card so that it is in your site at all times. Distracting and confusing people at ATMs is also becoming very common. You should plan to use ATMs in groups, but if you find someone attempting to disturb you, you can hit “cancel,” take your card and leave the scene immediately.

All forms of crime become easier for criminals when the victim has been consuming alcohol. If you choose to consume alcohol, you should do so at your own risk, recognizing that the warning signs of danger may be different in a different context, and harder to notice with even a small amount of alcohol in your body. In the past, students have made agreements with friends so that a sober friend can help other friends to make smart choices when consuming alcohol. Unfortunately, date rape drugs are also available in Namibia, so you should also keep a close eye on your beverage whenever drinking in public places.

Regardless of race or ethnicity, sexism is common in southern Africa. As in many parts of the world, the rights of women, while existing in many legal documents (including Namibia's constitution), are not generally accepted throughout the society. While there is a growing movement to create awareness of

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the needs and rights of women, and although attitudes may appear more liberal in the cities, statistics for sexual assault are striking and could be seen as an indicator of social attitudes towards women. Women should be prepared for a certain amount of cat-calls, being pressured to date, and sexual advances. Common sense and caution, particularly at night, are essential.

Hitchhiking is not safe, especially for women, or if it appears you might be a foreigner and carrying valuables. It is therefore recommended that travel be conducted through public services during the daytime and in groups. The CGE – Namibia staff highly recommends that students use public transport (radio taxis) during the night. CGE – Namibia staff will provide students with phone numbers for reliable taxi services. More information related to particular areas to which you may consider traveling will be available from the CGE – Namibia staff and other Namibians you come to know. If you or your parents are especially concerned, feel free to call the CGE office in Minneapolis, and we will be glad to talk to you or your family members further.

Security measures instituted by CGE – Namibia:

- **Emergency Contact Cards.** You will be given a credit-card sized emergency contact card to carry at all times. The card includes the phone numbers for lodgings of CGE staff members and emergency numbers (police, hospitals, ambulance, etc). Additionally, the card has phone numbers for local trusted taxi companies.
- **Safe Taxis.** As mentioned above, you are encouraged to only take radio taxis at night. “Street taxis” charge per seat and thus you may be riding with 3 strangers plus the driver. “Radio taxis” charge per car thus it will only be you, your friends and the driver in the car. Radio taxis are considered much safer than street taxis, especially at night.
- It is very important that our staff be able to reach you in case of an emergency. **Therefore, you are required to complete a Travel Information Form and give it to the CGE staff before you travel outside of Windhoek.**
- **Safes.** We do NOT recommend carrying passports with you and therefore, we have a safe in our office where participants can keep passports and other valuables locked away during their time in Windhoek. You will be given a police certified copy of your passport and visa to carry with you. Participants will have access to the safe during their stay during office hours. There are also lockers in each room. You should bring a lock in order to be able to lock your valuables in your room.
- **Cell Phones.** CGE has cell phones that you can use during the semester. You only need to pay a US \$20 (N\$150) deposit which you will get back when you return the phone. You will need to add money to the phone to call friends and family, as there is currently just enough money on each phone to make emergency calls. Each cell phone has several phone numbers programmed on them so that participants may quickly staff members in case of emergency.
- **On-Call System.** Every week there is a designated “on call” staff member who carries with her/him our “on-call cell phone.” This staff member can be reached at any time of the day/night to assist in any urgent situation. The phone number for the ‘on call cell phone’ is 264-811292773 and is widely distributed (signs around the houses, listed on participants schedule and emergency contact cards, taught at orientation, loaded into student cell phones, etc). You will also have all staff’s home phone numbers in case the emergency cell phone does not work for some reason or other.
- **Night security guard.** In addition to the on-call staff member, there is a security guard patrolling on the premises every night.
- **Electric Fence:** The CGE house has a high brick wall with an electric fence above it surrounding the property. You will have a key to the gate to come and go as you like, but must keep the gate locked at all times. No one unknown to you should ever be allowed inside. Students will be responsible for their visitors at all times. All visitors must stay in common areas (living room, pool area, etc.)

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