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EMERGENCY MANAGEMENT PLAN

Center for Global Education and Experience at Augsburg University

Programs in Costa Rica, Cuba, Guatemala, El Salvador, Mexico, Nicaragua, Namibia, South Africa, and the United States.

The purpose of this document is to provide information about Center for Global Education and Experience (CGEE) emergency preparedness in the event of international incidents of natural disaster, disease, military action or terrorism. In consultation with the Center's international staff regarding global and local conditions, CGEE semester programs and customized short term programs continue to operate as scheduled. An Emergency Response Team continuously monitors both world-wide and local conditions. If deemed necessary because of changing conditions, any or all of the emergency protocols already in place will be implemented.

Center for Global Education and Experience Contact Information

Office Hours (8:00 a.m.–4:30 p.m. CST) (612) 330-1159. Toll-free number 1-800-299-8889.

Nights and Weekends and if the main office number is not answered during office hours – Cell Phone (24/7) (612) 817-2830.

Emergency Response Team

In Minneapolis:

Assistant Provost for Global Education and Experience
Director, Global Initiatives
Director, Operations
Manager, Marketing and Outreach

Program Coordinators/Directors will depending upon program affected.

In Mexico: Site Director

In Nicaragua: Regional/Site Director, and in-country Coordinators as necessary depending upon country of incident

- El Salvador/Costa Rica
- Guatemala

In Namibia: Site Director

In locations where CGEE does not have permanent staff, local affiliate/partners/consultants participate in a response team.

Risk Assessment and Monitoring of Local Conditions

Members of the Emergency Response Team consider several sources of information when determining the status of program operations:

- Public announcements, travel advisories, and consular information sheets issued by the [U.S. Department of State](http://www.travel.state.gov) (<http://www.travel.state.gov>) and the Overseas Security Advisory Council (OSAC)
- Information gathered locally by international program staff
- Other resources at our sites of operation, including U.S. Embassy officials
- The Education Abroad Community of NAFSA: Association of International Educators, that shares comparative security information from study abroad sites around the globe
- [Educational and Institutional Insurance Administrators/Europ Assist](http://www.eiia.org/internationaltravel/) (<http://www.eiia.org/internationaltravel/>)

In making individual decisions concerning participation, we suggest that program participants, and their families, carefully review the State Department Travel Advisories web page: <http://www.travel.state.gov/>.

Orientation and Training for Participants

Every CGEE program begins with a comprehensive orientation to the country, city, and facilities, which includes, among other information, an explanation of any local risks the resident directors/program consultants have identified along with advisory information for enhancing personal safety. Participants are provided after hours emergency contacts.

On-Site Care and Insurance

Each site maintains a list of recommended local health and mental health providers. Insurance provided by CGEE through [Educational and Institutional Insurance Administrators/Europ Assistance](#) covers illness and accidents.

While EIIA provides emergency evacuation and repatriation of remains, participants are encouraged to purchase trip cancellation/interruption insurance and ensure that they have adequate coverage for any medical expenses that may be incurred in the United States after any injury sustained abroad.

Due to Office of Foreign Assets Control (OFAC) rules, the applicability of any insurance may vary some for programs in Cuba.

Security Systems at International Facilities

At each of our facilities the following safety/security measures are observed:

- Secure premises requiring a key or thumbprint for entry
- Security services are contracted by site as needed
- Safe is available for participants' travel documents and personal valuables
- No signage or other indications identifying the facility as a U.S. institution
- After hours emergency contacts are given to all participants
- Participants doing independent travel apart from the program schedule are required to submit an itinerary of their travel plans
- Health and safety orientation including emergency and preventive measures
- Participants are required to sign a Behavioral Agreement stipulating to their abiding by CGEE safety and security recommendations

Emergency Protocol at International Sites

- All Augsburg students and Semester Program participants are registered with the [US State Department Smart Traveler Enrollment Program](https://step.state.gov/) (<https://step.state.gov/>), a free service provided by the US government to US citizens who are traveling to or living in a foreign country by entering information about an upcoming trip abroad so that the State Department can better assist them in an emergency. Short-term program sponsors and participants, and affiliate partners are also encouraged to register with this service.
- Each site has in place a contingency plan to manage local emergencies.
- Participants are required to receive permission to leave the group for independent travel, and then to leave a written itinerary with the CGEE staff so they may be reached in the event of a local emergency or crisis event. A “Side Trips” questionnaire is available in participants’ Global Gateway account to register their independent travel and itinerary.
- On-site staff will be in contact with EIIA/Europ Assistance to coordinate evacuation, if necessary.

In the Event of a Local Emergency

Local staff will monitor and evaluate the situation based on personal experiences, observation, and information gathered from local sources. Based on this information and analysis program staff will determine what, if any, action needs to be taken. Responses may include:

- Keeping a low profile, limiting movements, and remaining on program premises or with a host family
- Canceling or rerouting planned trips/activities
- Implementing a local contingency plans that may require (a) extra caution, (b) relocation of the program to a different site in the same city or country or to a nearby country, or (c) suspension of the program and evacuation of participants.

In the Event of a Worldwide Crisis (such as armed conflict involving the U.S., terrorist attack or disease outbreak):

Programs will continue within countries that are not directly affected by the crisis. Program participants will be asked to contact their families by phone or social media to confirm their well-being and safety. An e-mail will be sent to families from the Minneapolis office to confirm the safety and well-being of program participants and to confirm the continuation of the program.

In the event of a new, major armed conflict involving the U.S., it is advisable for staff to keep students and program participants at their current program location for 24 to 48 hours (e.g. if the students are in home stays or in a rural area) unless there is information indicating that the location is or soon could be unsafe. This period of time should be used for the purpose of assessing any events or responses within the country that might pose a risk to the group before moving to the next program location. If there is no security risk, then program should continue as planned. If there is a security risk of any nature, the program should be modified to assure the safety of students and travel participants.

Minneapolis staff and international staff will be in contact with each other immediately in the event of a worldwide crisis. Frequent information sharing will occur to apprise the respective staff of any changes regarding the security of students or continuing program in each site.

Each international site will work with the Minneapolis office and EIIA/Europ Assist to develop an evacuation plan to be implemented in the event of a natural disaster, political or social unrest, or armed conflict that endangers program participants.

In the Event of Program Cancellation (once program has commenced)

- Teaching faculty will make every effort to assist students in completing the coursework, making alternate and substitute assignments as needed
- In general, no refunds will be issued unless faculty are unable to implement a substitute curriculum to complete the courses
- Whenever possible, recoverable costs will be refunded.

Voluntary Withdrawal from a Program

Participants, their families or home schools may decide upon voluntarily withdrawal from the program independent of cancellation by CGEE. In this event, transportation home is at the student's own expense. The student will be given make-up assignments to be completed at home. No monetary refunds will be available should the student leave early.

Center for Global Education and Experience Emergency Response Plan

Purpose: The purpose of the crisis management policy is to:

- Respond to any emergency experienced by students, faculty, or staff in programs or services operated or supported by the Augsburg Center for Global Education and Experience
- Maintain the security and safety of the program participants
- Manage the flow and integrity of information within and outside of the organization.

Scope: An emergency situation could include any of the following:

- Act of terrorism, armed conflict, civil unrest, public health emergency or natural disaster in an area where a group is traveling
- Death, serious illness, or injury of one or more program participant(s), faculty, or staff
- Arrest and/or imprisonment of a program participant(s), faculty or staff
- Major outbreak of fighting or natural disaster in an area of programming
- A serious threat to the health or safety of a program participant(s) or staff member(s)
- A participant's unauthorized absence or departure from the program
- Significant negative publicity or threat to the program, Augsburg University or a collaborating organization.
- Any other unforeseen emergency circumstances.

Policy: In any of the above situations, an emergency management team will be formed immediately. It should be comprised of:

- The Assistant Provost for Global Education
- The Director of Global Initiatives
- The Director of Operations
- The staff person working with the Semester Program, Customized Short Term Program or Affiliate Program (whichever is directly affected)
- The country's Augsburg staff person primarily responsible for the particular program (if applicable)
- A representative from the collaborating institution (if applicable)
- The Assistant Provost for Global Education and Experience may involve other members of senior leadership at the University. If other staff members are to be involved, it is the decision of the emergency management team.

Steps to be taken in a crisis situation:

1. During office hours call: The Center for Global Education and Experience Office in Minneapolis: (612) 330-1159/1-800-299-8889. If the main line is not answered during office hours or after office hours and on weekends call: CGEE Emergency Cell Phone (24/7) (612) 817-2830.
2. The Center staff directly involved (trip leader, in-country leader etc.) must report the crisis immediately to the Minneapolis emergency phone. If difficulty reaching the emergency number, the person to be contacted is listed below in order: Director of Global Initiatives, Director or Manager of the program affected, and Assistant Provost for Global Education.
3. The crisis management team meets promptly to determine the appropriate response.
4. The crisis management team drafts a memo and/or holds a meeting to brief other staff/schools/families on the crisis, inform them of the designated point person(s) and the appropriate staff response internally (within the organization) and externally (outside the organization).
5. A crisis incident report must be submitted to the Assistant Provost for Global Education and the Director of Global Initiatives within two weeks of the incident by the staff person most involved with the crisis. The report should include a description of the initial event, steps taken, and any other relevant information.
6. Any further follow-up is the responsibility of the crisis management team.