**Emergency Action Plan**

The purpose of this document is to help UMB travelers- be they students, faculty, staff or those traveling on behalf of the UMB community- navigate complicated situations through the use of an Emergency Action Plan (EAP). Developing an EAP can help prepare for those situations by ensuring response resources are available and making as many decisions as possible in advance. Every incident is different, but following an EAP means having to find less information and make fewer decisions, clearing the way so you can focus on addressing the incident and getting back on track.

Every EAP is different in terms of length, format, and content, based on the traveler’s and program’s unique needs. This prompt is designed to get you started with your EAP for global travel. You are welcome to use it as a template/worksheet or as a prompt to build out your own document. Either way, International Operations is here to help with questions, concerns, and ideas. Please contact [internationalops@umaryland.edu](mailto:internationalops@umaryland.edu) for assistance. Pages 1-3 of this document consist of emergency contact information for your travel; Pages 3-6 provide general preparedness and incident response guidelines that you may wish to reference in the event of an emergency.

**Program/Trip Name:**

**Program Location(s):**

|  |  |  |
| --- | --- | --- |
| **Country** | **City** | **Dates** |
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**Program Leader(s):**

|  |  |  |
| --- | --- | --- |
| **Name** | **Phone** | **Email** |
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|  |  |  |
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**Other Participants:**

|  |  |  |
| --- | --- | --- |
| **Name** | **Phone** | **Email** |
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**Emergency Response Resources**

Formal support resources (program providers, tour agencies, host universities, guides, etc.) and informal support resources (friends, family, colleagues, etc.)

|  |  |  |  |
| --- | --- | --- | --- |
| **Organization** | **Name** | **Phone** | **Email** |
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**“**[**911**](https://travel.state.gov/content/dam/students-abroad/pdfs/911_ABROAD.pdf)**” at your destination:**

[**U.S. Embassy/Consulate**](https://www.usembassy.gov/) **Near Destination(s)**

Name:

Phone:

Address:

**Local Clinic and/or Hospitals:**

Name:

Hours:

Phone:

Address:

**UMB Resources:**

International Operations Incident Reporting Line: +1 410-706-0300 (24/7) [internationalops@umaryland.edu](mailto:internationalops@umaryland.edu)

International SOS: +1 215 942 8226 (24/7)

* UMB’s Membership ID (11BCAS**5**19702).

Title IX Coordinator: +1 866-594-5220

**Communications Plan**

Prior to departure, take time to meet with individuals close to you- be they family, friends, colleagues, or your designated emergency contact- and share with them your itinerary and discuss how you’ll remain in touch with them during your travels. You should retain the phone numbers, email addresses and other communication methods (such as Skype, WhatsApp, Signal, etc.) used by your close individuals and program them into your phone while also printing out this sheet/storing a digital copy. Use the following fields as a guide:

**For You:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Contact’s Name** | **Phone** | **Alternate Phone** | **Email/Other** |
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Your close individuals should understand how to reach you, not only at pre-determined windows, but in case there’s an emergency back home. In the fields below, list your preferred (primary) way of communicating, be it via your mobile phone, WhatsApp/Signal, email, and lastly your hotel/accommodation or program sites if they cannot reach you on any of the other listed methods.

**For Your Family/Friends/Contact:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Primary** | **Alternate** | **Contingency** | **Emergency** |
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**Check-In Times:**

Discuss with your close individuals when you’ll make contact with them and how. This can range from daily to every few days, depending on your level of comfort and desire to stay in touch back home. In addition to your pre-defined check-in times, International Operations recommends that you notify your contacts when you:

* Land at your destination
* Check in at your hotel
* Prepare to depart for your next destination (if applicable)
* Arrive at the airport for onward/return travel
* Arrive safely at home or your next destination

If your close individuals are concerned because you’ve missed two or more check-in windows or are generally concerned, they should first contact International Operations’ International Incident Reporting Line at **+1 410 706-0300** or via email at [internationalops@umaryland.edu](mailto:internationalops@umaryland.edu). We will attempt to locate you and render any assistance that you might need, be it connecting you with consular resources or our emergency medical/security support vendor.

**Travel Folder and Emergency Kit**

Your EAP should be one of several documents in your travel folder. This could be a physical file or a digital folder that you can easily access via a cloud storage service. At a minimum, your travel folder should include:

* UMB contacts (International Operations, International SOS, etc.)
* Room assignments
* Local clinics and hospital
* U.S. Embassy/Consulate (phone and address)
* Local contacts (host, provider, etc.)
* Emergency Action Plan (this document)
* Itinerary
* Syllabus
* Financial documents

An emergency kit is not required, but many travelers find it helpful to have a variety of items to help with everything from a sore throat to a minor injury. Here are some recommendations for an emergency kit, but feel free to bring whatever you feel is helpful.

* Pocket tissues
* Band-Aids
* Ace bandage
* Antiseptic wipes
* Aspirin
* Ibuprofen
* Pepto-Bismol
* Dramamine
* Throat lozenges
* Sanitary/hygiene products
* Zip ties/duct tape (suitcase fix)
* Travel-safe multitool
* Sunscreen
* Sharpie
* Pen
* Small notebook
* Sandwich bags
* Granola bar(s)

**Group Communications Plan**

Your day-to-day communications plan is going to inform your emergency communications plan. Consider creating a WhatsApp/Signal/SMS group so that you can communicate with all participants at once. Do you have a daily check-in location? Make sure you and your group address this before you travel.

Also consider how will you contact each other in case of an emergency? How will you contact fellow travelers if there is an emergency? Where will your group meet if cell towers are down and phones are not working? Make sure this is addressed in a pre-departure session.

**Program Specific Planning**

Every trip 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](https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html/) and [Centers for Disease Control and Prevention](https://wwwnc.cdc.gov/travel/destinations/list) provide great starting points for health and safety risks specific to your destination(s). If you would like assistance with more tailored emergency planning, please do not hesitate to reach out to UMB’s International Safety and Security team at [internationalops@umaryland.edu](mailto:internationalops@umaryland.edu).

**Incident Response Steps**

The following are general, step-by-step guidelines for a variety of incidents. Edit these plans to best align with your program. For all incidents, if at any time you need assistance or want to review your plan, contact International Operations at +1 410 706-0300 or [internationalops@umaryland.edu](mailto:internationalops@umaryland.edu)

**General emergencies**

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

**Medical emergency**

* Take the person to a hospital/clinic. If immediate assistance is needed, call the local “911” equivalent. If you need assistance with selecting a facility, contact International SOS at +1 215 942 8226 (24/7) and provide them with UMB’s Membership ID (11BCAS**5**19702).
* Inform the health care provider of any medications and/or pre-existing conditions.
* If you need assistance with translating, contact International SOS at +1 215 942 8226 (24/7).
* If the medical event is interrupting programming, implement your continuity of operations plan.
* Assist the person in calling their emergency contact if needed.
* Document your actions.

**Mental health emergency**

* Make an initial assessment if the traveler is an immediate threat to themselves or others.
* If the traveler is at immediate risk of harm:
  + Take the person to a hospital/clinic. If immediate assistance is needed, call the local 911 equivalent. If you need assistance with selecting a facility, contact International SOS at +1 215 942 8226.
  + Inform the health care provider of any medications and/or pre-existing conditions if known.
  + If you need assistance with translating, contact International SOS at +1 215 942 8226.
  + If the event is interrupting programming, implement your continuity of operations plan.
  + Assist the traveler in calling their emergency contact (if requested).
  + Begin developing a follow-up plan for after initial medical intervention.
  + Document your actions.
* If the traveler is not at immediate risk of harm:
  + Offer assistance through connecting with any available resource, to include:
    - International SOS
    - Student Counseling Center (once back in Baltimore)
    - Known local provider/mental health facility
    - Hospital/clinic
  + Assess potential accommodations for flexibility in programming.
  + Establish a private check-in plan with the traveler.
  + Document your actions.

**Robbery/Theft**

* If appropriate at that location, call local law enforcement agency to report incident.
* Assist traveler in notifying their financial institutions and obtaining funds to replace lost money/credit cards.
* Assist traveler in contacting the U.S. embassy/consulate to replace their passport.
* Assist traveler in contacting their emergency contact.
* Document your actions.

**Natural disasters & protests/demonstrations**

* Assess if the situation is disruptive or dangerous. **Disruptive** is an inconvenience, but manageable. **Dangerous** means more significant response action is required.
* **Disruptive**
  + Account for all group members.
  + Ensure the location of the group is physically safe.
  + Assess the impact of the event on the program.
  + Make adjustments to programming as needed.
  + Discuss plans with the group. Keep participants informed with changes and expectations moving forward.
  + Document your actions.
  + Inform International Operations.
* **Dangerous**
  + Account for all group members.
  + Ensure the location of the group is physically safe.
  + Assess the impact of the event on the program.
  + Contact either International SOS (+1 215 942 8226) or International Operations (+1 (410) 706-0300) immediately for support with relocating and/or evacuation.
  + Consult with the U.S. Embassy/Consulate, local police, sponsors, etc. for advice on how to respond to the situation.
  + Discuss plans with the group. Keep participants informed with changes and expectations moving forward.
  + Document your actions.
  + Keep in touch with International Operations.

**Missing traveler**

* Check with friends/associates of the missing person about their whereabouts.
* Notify the U.S. embassy/consulate, local police, and on-site support resources, giving them your phone number for follow-up.
* Contact International Operations immediately at +1 (410) 706-0300 or via email at [internationalops@umaryland.edu](mailto:internationalops@umaryland.edu).
* Check with authorities daily and inform International Operations of any new information.
* Document your actions.
* Keep in touch with International Operations.

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**Arrested/detained traveler**

* Contact International Operations immediately at +1 (410) 706-0300 or via email at [internationalops@umaryland.edu](mailto:internationalops@umaryland.edu).
* Notify the U.S. embassy/consulate.
* Have the traveler contact their emergency contact or do so on their behalf if necessary.
* If possible, assist in obtaining funds for bail.
* Document your actions.

**Sexual Assault**

* Offer assistance through connecting with any available resource, to include:
  + International SOS to identify local mental health/medical providers.
  + UMB’s Title IX coordinator at +1 866-594-5220
* If appropriate at that location, call local law enforcement agency to report incident- **consult with International SOS first for potential legal considerations**.
* Assess potential accommodations for flexibility in programming.
* Establish a private check-in plan with the traveler.
* Document your actions.

**Death of a traveler**

* Record all available facts accurately (for example, cause of death, place of death, location of undertaker, religion of the deceased, agencies/persons already notified, etc.).
* Contact International Operations immediately at +1 (410) 706-0300 or via email at [internationalops@umaryland.edu](mailto:internationalops@umaryland.edu).
* International Operations and other university stakeholders will assist with:
  + Mental health support.
  + Family notification.
  + Embassy/consulate notification and coordination.
  + Communications with local law enforcement, if applicable.
  + Repatriation of mortal remains.
  + Insurance support for a family member to travel to accompany mortal remains.