

EMERGENCY AND CRISIS PROCEDURES FOR INTERNATIONAL TRAVEL

Students studying on a Hampshire Exchange Program or on Field Study during the regular academic year (fall and spring semesters) should follow the following emergency protocol:

In-country, students should.....

- 1) Call host country equivalent of 911 if necessary and/or get to the nearest hospital.
- 2) Call AIG/Travel Guard to get 24 hour advice and support. If medical assistance is required, it is recommended that student inform AIG/Travel Guard and open a case (see info. below).
- 3) Get in contact with their host contact/sponsor (Program Provider On-Site Director, Int'l Office at host institution, contact at internship placement), to apprise them of the situation and for additional assistance if necessary.
- 4) Call or email GEO in the US as soon as you are able to apprise them of the situation. If GEO is unavailable call HC Switchboard and they will re-direct the call.
- 5) If unable to reach GEO and need immediate assistance, contact the Five College Risk Management or ask HC Switchboard to redirect your call.
- 6) If appropriate, also contact the nearest US embassy or Consulate.
- 7) Call parents to apprise them of the situation and let them know you are ok.
- 8) Students should maintain contact with GEO as appropriate until situation is resolved.

****In cases involving any crime or sexual assault, students should be in contact with the Director of Global Education. Students will then be referred to appropriate resources and services on campus for additional assistance as necessary.**

Once **GEO** has been contacted in an emergency or crisis situation, **GEO** will...

- 1) Contact the appropriate people and offices on campus (Crisis Management Team). This includes Dean of Students Office, Dean of Faculty Office and Five College Risk Management.
- 2) Contact AIG/Travel Guard if appropriate.
- 3) Contact host-country Consulate/Embassy for updates if appropriate.
- 4) Contact /update parents/students' emergency contacts.
- 5) Maintain contact with student and appropriate constituents (including in country contacts) until situation is resolved.