



SAI SAFETY, CRISIS AND EMERGENCY MANAGEMENT PROCEDURES

Updated June 2018

Student safety is SAI's highest priority.

While neither SAI nor SAI affiliate universities can guarantee an entirely risk-free environment, every effort is made to ensure the safety, security, and well-being of our students throughout the duration of their time abroad. SAI's *Safety, Crisis and Emergency Management Procedures* are designed to ensure that contingencies are in place for all program elements, including transportation, lodging, medical facilities, communications, and emergency response staff. The ultimate goal is to ensure maximum security for each program participant.

With this in mind, it is also important to note that all program participants take responsibility for their own safety, security, and well-being while abroad. Pre-departure preparations and on-site orientations cannot replace good judgment. This means using common sense, being aware of one's surroundings, and not putting oneself in compromising positions, particularly with regards to the use/abuse of drugs or alcohol. In short, while abroad participants should exercise the same precautions and habits of good judgment they follow in their home communities.

This document outlines SAI's safety and security protocols. SAI's response to all emergencies will be driven by the utmost concern for the health, safety and well being of program participants and staff, and will be informed by industry standards and best practices, as outlined by NAFSA-The Association of International Educators and the Forum on Education Abroad. SAI also strongly encourages all participants to stay informed through governmental and private websites to learn about their study abroad destination prior to departing the U.S.

The procedures outlined below will be revised annually by SAI's Safety & Security Committee, or more frequently as circumstances require.

SAI'S COMMITMENT TO HEALTH AND SAFETY

SAI takes the following measures to ensure the health and safety of program participants:

- SAI provides all students with student health insurance coverage by GeoBlue, an independent licensee of Blue Cross Blue Shield. Our on-site staff manages a comprehensive list of local English-speaking doctors, and staff is always available to accompany students to doctor visits in severe cases.
- Prior to the start of each term, SAI registers students with the Safe Traveler Enrollment Program (STEP), a service of the U.S. Bureau of Consular Affairs, Department of State (www.step.state.gov/step).
- SAI orientation includes information about the emergency preparations that have been made, as well as instructions regarding procedures for students to follow in case of an emergency. Orientation also includes information and advice on personal security and protection for students in the program.
- Students are informed during orientation that anyone planning to travel away from the program site overnight is required to inform SAI staff by completing a travel form on the SAI website (www.saiprograms.com/travel-itinerary). The information provided is critical in an emergency that requires immediate contact with a student, such as an illness or death in the family, as well in a crisis situation affecting the program as a whole.
- All students are asked to watch a safety video prior to arrival in-country to ensure safety from the moment they touch down. A curfew is also imposed during the first week of programs, as students are getting adjusted.
- SAI asks all students to have a working mobile phone number, so that they can be reached in case of emergency. Students can either use SAI's mobile service offering, or obtain their own.
- Each SAI location manages a 24 hour emergency contact phone number for students to use in an emergency to reach SAI on-site staff. Prior to departure, and again during the on-site orientation, program participants are provided with contact information for local emergency services, as well as the SAI emergency number.
- SAI staff works in close collaboration with each host school and local authorities to ensure that crisis management procedures are aligned and work in concert.

- All SAI facilities abroad are located in safe areas of town and are discretely marked: there is neither a sign nor flag identifying the building as affiliated with a particular country or association that could make it a political target.
- Photocopies of passports and Residency Permits (if applicable – see *Residency Permits*) for each student are kept in their school files in order to facilitate replacement in case of loss.
- SAI has developed a system of rapid communication with students and program staff. This communication network, used ordinarily for communicating academic and social notices, also enables SAI staff to contact all students and staff at short notice. On-site staff keeps a current list of local student addresses and mobile telephone numbers. In the event of a crisis situation, SAI's on-site staff immediately contacts all students to ensure their well-being. The resulting information concerning students' location and welfare is then communicated to SAI California. In the event that SAI staff is not able to reach all students, those students should themselves contact local authorities and follow any instructions given by said authorities.
- In case of emergency, SAI on-site staff will serve as liaison to the U.S. Consulate or Embassy and are responsible for communicating information considered relevant to all SAI students, including any evacuation plans being considered. On-site staff will also contact the Consulate or Embassy when students experience extreme medical or police emergencies.
- SAI staff will determine sources of information and key contacts for arranging evacuation and appropriate meeting places if it becomes necessary. They will familiarize themselves with possible exit routes and means of transport for students in case of an emergency or crisis.

Residency Permits

SAI students are required to obtain the following residency permits. SAI on-site staff assists students with any requirements.

Students enrolled in a program that is more than 90 days:

- Italy: All SAI students are registered with the local police (*questura*), and will file the appropriate documents to obtain their Permit to Stay in Italy (*Permesso di Soggiorno*) upon arrival. On-site staff will assist with this procedure.
- Spain: Students studying in Spain for one semester will not need to obtain a Residency Permit. A student studying for 2 or more semesters will obtain a Permit to Stay in Spain (*Permiso de Residencia*) as well as a Spanish ID for Foreigners (NIE). On-site staff will assist with this procedure.
- France: Students studying in France for one semester will not need to obtain a Residency Permit. Students staying over 4 months will submit documents to the French authorities requesting a Residency Permit. On-site staff will assist with this procedure.

Students enrolled in a program that is less than 90 days:

- Italy: All students are required to register for a Declaration of Presence (*Dichiarazione di Presenza*) upon arrival. On-site staff will assist with this procedure.
- Spain: No Residency Permit required.
- France: No Residency Permit required.

EMERGENCY RESPONSE

Emergency Contacts

Every SAI program is managed by on-site staff who are fluent in the local language, have lived or studied in the city in which they work, and are trained by the Director of European Programs. On-site staff are prepared to assess risks, respond to emergencies and take appropriate actions. Every SAI program is hosted by a local university or school, where program administrators and staff support the on-site SAI staff and act as back-up for emergencies should there be a need to assist in times of crisis. SAI on-site staff regularly communicates with SAI's U.S. office. The U.S. office is staffed by student services and study abroad professionals. SAI provides all students with cell phones so that they can be in touch with on-site staff, family, and friends at all times.

SAI on-site staff are available 24 hours a day, 7 days a week as emergency contacts. Only serious medical issues where a student's life is in danger or incidents requiring immediate police intervention are considered emergencies. Students must therefore clearly understand that regular office hours (10:00am to 6:00pm) are for general information, advising, and basic queries (or emergencies if they occur) and that after hours (evenings after 6:00pm and weekends) they may contact program staff solely for emergency situations.

In the case of a genuine emergency, students should contact:

1. Local authorities
2. On-site SAI staff (see number below)

SAI on-site emergency phones are intended for use by students currently attending an SAI program. We invite parents of currently enrolled students to make use of emergency phones only in cases when the U.S. office is closed and there is a true emergency. Parents with concerns should contact the U.S. office for assistance first at 1-800-655-8965.

Florence: +39 371 168 0055
Rome: +39 371 168 0044
Milan: +39 371 163 0800
Sorrento: +39 339 187 0807
Siena: +39 348 918 9497
Sicily: +39 375 503 8158
Barcelona: + 34 644 775 874
Paris: +33 7 67 96 13 49

Emergency contact information can also be found on the SAI website: <http://www.saiprograms.com/alerts>.

SAI's Responsibilities for Crisis and Emergency Response

When students face a danger to their health, safety or well-being overseas, SAI's on-site staff and U.S. office discuss appropriate crisis response measures. Each case is treated individually with the appropriate attention and consideration. The following paragraphs detail policies concerning decision-making under extraordinary conditions and preparation for possible major emergencies. Should an emergency occur, these policies ensure the safety of students and SAI staff.

Defining an Emergency

SAI defines an emergency as any event or situation that poses a genuine risk to, or that has already disturbed, the health, safety, security and/or well-being of a program participant or staff person.

Emergencies can take various forms:

- Safety and security emergencies
 - Acts of terrorism
 - Natural disasters
 - Missing, arrested or victimized students
- Medical emergencies
 - Hospitalization
 - Life-threatening injury
 - Allergic reaction/food poisoning
 - Psychiatric issues
 - Insect/animal bites
 - Personal injuries
- Disciplinary emergencies

Emergency Levels

In order to respond appropriately to any emergency situation, it is important to understand the nature of the event and its level of severity. Accordingly, emergency responses are calibrated depending upon the specifics of the case in question.

Non-Emergency Events

Examples of non-emergency events include (but are not limited to):

- Flight delays or cancellations
- Loss of luggage
- Lost/stolen passport
- Lost keys/locked out

Actions to be taken:

In most cases, such situations will be resolved with the assistance of SAI's on-site staff. If necessary, the student's home institution may be contacted; in which case, the on-site staff will report the event to appropriate U.S.-based SAI staff. While inconvenient, such events have no impact on normal program operations, or on the cohort as a whole.

Low-Level Emergency Events

Examples of low-level emergencies include (but are not limited to):

- Assault

- Petty Crime
- Contained Fire
- Minor Medical Issue

Actions to be taken:

Such situations require the assistance of SAI's on-site staff and the completion of an incident report. If necessary, the student's home institution may be contacted. The response to a low-level emergency requires limited outside assistance and has no immediate impact on the normal operations of the program or the group as a whole.

High-Level Emergency Events

Examples of high-level emergencies include (but are not limited to):

- Bomb threats
- Minor civil unrest
- Serious life-threatening illness
- Death
- Serious fire
- Severe inclement weather
- Severe communicable disease
- Missing person
- Prolonged power outage
- Sexual assault
- Student arrest
- Suicide ideation, threat or attempt

Actions to be taken:

High-level emergencies affect the group as a whole and responses require outside resources. SAI staff will consult with medical professionals, US government alert systems and resources, SAI health insurance provider, the home institution, and parents/legal guardians to determine the proper course of action and provide support to students and families.

Events Requiring Program Evacuation/Cancellation

Program evacuation/cancellation will be considered under the following circumstances:

- Natural disasters
- Terrorism
- Severe political crises (declaration of war in Italy/Spain/France or an adjacent neighbor, wide-spread civil unrest, violence or rioting)
- Protracted or indefinite closure of the host school, other inability to carry out the academic program
- Prolonged disruption of local public utilities/services
- Travel warnings and/or specific directives by the U.S. Department of State or local U.S. Embassy

Actions to be taken:

In the unlikely event that local or world conditions lead SAI to suspend or cancel a specific study abroad program, every effort will be made to allow students to complete their studies for the current term. If evacuated, SAI will work with the home institution to either continue the program in an alternate location; facilitate the return to the home campus and enrolment in regular courses; or assist students in obtaining a "withdrawal bridge" to the next academic term at their institutions. The decision to suspend or cancel a program is made in conjunction with U.S. embassy and consular officials abroad, university officials at the host institutions, the SAI U.S. office, and the home schools.

In the case of an evacuation, all staff and participants will leave the city/country as a group, if possible. Communication will be directed through SAI's U.S. office. A written log of all events will be kept.

Financial consequences of a withdrawal are subject to the SAI Cancellation and Withdrawal Policy. If the U.S. Department of State orders U.S. students out of Europe, an emergency refund will be considered. If an evacuation order is not made by the U.S. Department of State, but a student chooses to leave the program anyway, s/he will not receive a refund; such a case is subject to the regular SAI refund policy.

Student Responsibilities for Safety in Crisis and Emergency Situations

All SAI's host cities are generally very safe. During times of uncertainty, students should continue their normal routines, but also be sure to stay in regular contact with the program staff. In line with U.S. Department of State warnings, SAI students are advised to be respectful and aware of their surroundings.

Students are advised to, at all times:

- Act in a respectful manner towards the local population, its customs, and its culture.
- Be aware of surroundings and report strange activity to local authorities and on-site staff.
- Avoid crowds and demonstrations of all kinds, political or otherwise.
- Avoid drawing attention to themselves as internationals.
- Not share apartment addresses.
- Exercise caution when giving information about the SAI program and its location.
- Keep abreast of local news through TV, radio, and newspapers.
- Stay in touch with their families so that parents know their children are safe, as well as how to reach them in case of an emergency.

Students are free to make their own travel plans on weekends. All students must inform SAI of any overnight extracurricular trip planned. Students should complete the SAI Travel Itinerary Form each time they schedule a trip so that SAI knows their whereabouts: www.saiprograms.com/travel-itinerary.

Much of the individual safety and security of our students abroad ultimately depends on their behavior and choices. The SAI staff works to keep students informed about world developments and makes every effort to provide a safe environment in which to complete their studies. However, it is also the responsibility of the students themselves to be part of this process, to stay informed about local conditions, and to act with reason and prudence.

Communication in Times of Crisis or Emergency

- SAI strongly recommends that, unless specific situations dictate otherwise, students designate their parents or legal guardians as emergency contacts. Students should make sure their parents and/or guardians have accurate and up-to-date local contact information at all times.
- In the event of a crisis situation, if students are unable to contact the SAI on-site staff or host school staff, they are instructed to use the emergency numbers listed on the Emergency Cards (provided at orientation). Students are instructed to carry this with them at all times.
- If communication lines are down, students may be advised to go a meeting point designated by the local government authorities. Whenever possible, SAI staff will communicate emergency meeting points to students at orientation, but often, the points are decided upon on the spot by local officials, so students should always follow their advice.
- If a student is unable to contact SAI or the host school, s/he should attempt to contact the closest U.S. Consulate or Embassy for further instructions. All consulate and embassy information is provided in the SAI Student Handbook. Local radio and television stations may also broadcast emergency information.
- Students should remain calm and stay with other program students or SAI representatives if possible. It is important that they attempt to contact SAI or host school staff; however, it is more important that they remain in a safe environment and follow the instructions provided by the local government authorities.

Emergency and General Medical Care

- Ambulance: 118 (Italy) / 112 (Spain) / 112 (France)
- Taxi Service:
 - Florence: 0554242 / 0554390
 - Rome: 063570 / 068822 / 064994 / 066645
 - Milan: 026969 / 024040
 - Sorrento: 081 878 35 27
 - Siena: 057 749 222
 - Syracuse: 380 470 9592
 - Barcelona: 933 222 222 / 933 033 033 / 933 001 100
 - Paris: 01 4585 8585 / 01 4739 4739 / 089 170 1010
- Students are encouraged to review their medical history and needs before going abroad. Students should have a checkup prior to their departure in order to be aware of their current medical condition. A personal physician can also advise students on any special precautions they may need to take based on their medical history. Students

may need to go to a special travel health clinic to get clear advice on medical care abroad and resolving any problems they may face.

- **Special Needs:** If students have any special medical needs, they should check with their study abroad administrator to determine how these needs can be met while abroad. Regulations for accessibility may not be as updated in other countries as they are in the U.S. Prospective students should check to determine if accommodations like wheelchair ramps are provided in all modes of transportation and should determine if the housing facilities they are assigned to are equipped to accommodate their particular needs. Mobility International U.S.A (MIUSA, <http://www.miusa.org/>) provides extensive information on accommodations abroad.
- **Special Medications:** Students who need to take prescription medication while abroad should notify their Admissions Counselor of this fact well in advance of the program start date. Students are advised to procure before departure any special medications that they will need during their time abroad or to consult their home physician regarding what alternatives there may be abroad. Should a student need to bring a prescription abroad, they must make sure that the medicine is in its original packing and accompanied by a prescription. We suggest packing all prescriptions together in a carry-on. Upon arrival at the airport in Europe, students are advised to go to the customs office to declare the medicine and show the officials the medicine and the doctor's note. If this is not done immediately, students risk being stopped in the exit hall on their way out of the airport.
- **Availability of Medical Care:** The type of medical care available will vary from city to city and from country to country. In some countries, it will seem similar to the type of care available in the U.S. In others, finding an English-speaking doctor or appropriate medical facility might be difficult. The health insurance provided to all SAI students has a comprehensive list of all English-speaking doctors and medical facilities in the city of their SAI program. The names of English-speaking doctors are included in the Student Handbooks distributed before students leave the U.S. In addition, SAI on-site staff will also discuss this point during the on-site orientation program.

Parent/Legal Guardian Responsibilities for Communication in Crisis or Emergency Situations

- Students and their emergency contacts should keep in touch with each other throughout the student's time abroad.
- Parents and/or legal guardians should ask their student to share with them their most up-to-date local contact information at all times. Local emergency contact information is provided to students at the SAI orientation. Students are asked to share this information with their families. SAI is aware of the need to stay in contact with family members at home, especially in emergency situations. If a family member needs to contact a student while abroad due to a family emergency, s/he may contact the student directly on his or her cell phone, contact SAI on-site staff, or contact the SAI office in California.
- The SAI U.S. staff will be in contact with the SAI on-site staff and will be able to handle any requests for information. The staff at SAI will make every attempt to contact the appropriate on-site staff member or SAI student. It is essential that detailed information be provided in order to assist SAI in responding to a family member's call.
- The Family Rights and Privacy Act (FERPA) prevents staff members from providing certain information to persons other than the students themselves. It is often necessary to balance the needs of a family with the rights of the students to be treated as adults. SAI's goal is to help provide open lines of communication between students and family members. Families should be assured that SAI staff will do as much as possible to help and provide information in any emergency situation.
- U.S. citizens whose relatives abroad are directly affected by a crisis can also communicate with the Department of State through the Office of American Citizens Services and Crisis Management at 202-647-5225. If a 24-hour task force or working group is established in the Department of State Operations Center to manage the crisis, callers will be directed to the Task Force at 202-647-0900.

The Role of the U.S. Department of State

SAI carefully monitors public announcements and travel warnings issued by the U.S. Department of State and students are automatically registered with the Bureau of Consular Affairs by enrolling in the Smart Traveler Enrollment Program (STEP): <https://step.state.gov/step/>

We also encourage students to consult State Department advisories on a regular basis: www.travel.state.gov. Additional useful information may be found on the websites maintained directly by embassies around the world: www.usembassy.state.gov, as well as on the Department of State's Students Abroad site: <https://travel.state.gov/content/studentsabroad/en.html>. Non-U.S. citizens should contact SAI staff for further information.