Overseas Security Advisory Council
College & University Health, Safety, and Security Seminar:
University of California Education Abroad Program
September 21, 2012

Santa Barbara, CA

4800 UC Students - 150 institutions - 35 countries
NAFSA

- Responsible Study Abroad: Good Practices for Health and Safety

  - Program sponsors should:
  - Conduct periodic assessments of health and safety conditions for their programs, and develop and maintain emergency preparedness processes and a crisis response plan

Forum on Education Abroad

- 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.

  - The organization maintains adequate insurance coverage and conducts regular risk-management review involving appropriate training and personnel.

  - 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 activity.

www.forumea.org
Students as Possible Victims…

- Crime (theft, mugging, assault, pick pocketing, etc.)
- Terrorism/Political Violence
  - Wrong place – wrong time
  - Intentional targets as hard targets become more difficult
  - Innocent bystanders in demonstration
- Accidents
- Racial/Ethnic Hate Crimes
  - Skinhead violence
- Anti-Americanism
- Sexual Harassment
- Sexual Assault
- Kidnapping (express/virtual kidnapping)
- Natural disasters
- Transportation
- Fire
Case Study – Lessons Learned

- 2011 Thailand Floods (students stranded for 5 weeks) – Monsoon season. Started monitoring end of July (flooding northern provinces)
- October 3 iJET Alert: Severe flooding continues to affect much of the North, Northeast, and Central regions of Thailand and conditions are likely to worsen in the coming days.
- October 11
  Received first class cancellation 10/12-21
- Continued working with students through the end of December
US grad student dies in Ghana crash

20-year-old UC student studying abroad was on bus; 3 other students injured

Brenna Fessenden, a 2004 Maria Camillo High School graduate studying in Africa, died Monday in a bus accident in Ghana.

Fessenden, 20, was participating in the University of California’s Education Abroad Program in the African nation. She and three other students were returning from a weekend trip to a game preserve in Mole National Park, located north of the city of Accra.

Few details about the accident in Ghana were available Tuesday. But family members said they were told the accident apparently involved a “smallish bus” that may have rolled over, said Eric Fessenden of Santa Rosa, Brenna Fessenden’s father.

“She was having an amazing experience. Every time she called it was just another great story,” said her father, a school teacher at Alta Mira Middle School in Sonoma.

“She was loving it, but she was also counting the
What is Risk?

- The effect of uncertainty on objectives
  - If they occur will have a positive or negative effect on one or more objectives – WHO, ISO Guide
  - Short, medium and long-term impact
Why Enterprise Risk Management?

- **University of California Systemwide Policy**
  - Endorsed by the UC Regents
- **Policy applies to all campus- and Office of the President-managed operations**
- **All units maintain comprehensive programs**
  - Risk assessment, mitigation
  - Emergency preparedness and response
  - Business recovery

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**UCEAP Framework**

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Risks to Achieving Objectives</th>
<th>Current Control Activities to Manage Risk</th>
<th>Achieve Acceptable Level of Exposure</th>
</tr>
</thead>
</table>
Everyone is Responsible

The UCEAP Safety and Welfare Triangle

Students and Parents/Guardians

UC Study Center/Partner

UCEAP

Safety Handbook for UCEAP Egypt Students

This document will be shared with your parents and is posted online.

August 2012

The UCEAP programs in Egypt provide you with educational experience that cannot be matched. UCEAP and UC will do their best to help you remain safe and enjoy Egypt. Living and studying in another country may require you to change lifestyle preferences and habits in order to adapt to the new cultural expectations and to minimize security risks. Changes in diet, living arrangements, transportation, entertainment, and companionship may have a direct impact on how the local community views and treats you. Aging and traveling in unfamiliar environments and having limited understanding of local language and culture are some of the factors that can increase risk. However, you have an important role in being responsible for your own safety and security. Starting with informed preparation before and throughout the program, being aware of your surroundings, making responsible decisions, and asking for help when necessary.

In addition to this document, all UCEAP Egypt students are required to read the UCEAP Guide to Study Abroad and the UCEAP Program Guide. Both guides contain valuable information about the program, health and safety, student responsibility, and UCEAP policies. These guides are available online through the UCEAP website, “Study Abroad” portal.

UCEAP Program Guide: http://www.ucop.edu/Documents/programs/GEA/Student/ProgramGuide.pdf

Emergency Contact Information

- Keep contact information with you at all times
- Store information in your cell phone
- Keep a text copy in your wallet

- How to call Cairo from the U.S. (approximate time difference: add 10 hours to Pacific Time)
  - Dial: The international access code: 001, country code: 20, city code: 2 and the local telephone number
- How to call the U.S. from Cairo:
Goals: Prevent, Prepare & Respond

- Identify and Assess, Manage
- Disclose known risks
  - Transparent communication-informed decision
  - All stakeholders (faculty/staff/parents/students)
- Monitor – 24/7
- Involve those who need to know
- Respond to incidents as they happen
- Centralize incident reporting

How to manage risk?

- Avoid risks
- Reduce risks to an "acceptable" level if risks cannot be eliminated
  - Institutional risk tolerance making sure that proper controls are in place to keep risks within an acceptable range
- Transfer risks (insurance; agreements/waivers; to another organization: third-party provider)
Is Culture Important?

• Evaluate what you want to do
  – Consider different fluid and dynamic issues of different cultures, attitudes toward risk, expectations, languages and available infrastructures

• Understand your exposures and all available alternatives; due diligence

You are not alone

• Institutional experts, study abroad staff
• Onsite faculty/staff (experienced and knowledgeable)
• Partner institution
• Insurance/assistance providers
• U.S. Embassy
• OSAC (AWG, access to faith-based organizations, NGOs, etc.)
• Other US institutions
## Reducing Risk Pre-Departure

**• Collaborative relationship with**
- Institutional experts (risk manager, legal counsel, student affairs, student health, counseling, judicial affairs, insurance/assistance partners, NGOs, faith-based org, USG)
- Consider a program suspension policy (health, safety, academics, operations)
  - *Have a process for granting exceptions to policy*

## Reducing Risk Pre-Departure

- **Policies, procedures, protocols**
- **Pre-departure orientations**
- **Faculty/staff training; compliance**
- **Pre-departure program handbooks; review/update regularly**
  - Communicate about established emergency protocols (emergency numbers and assistance, etc.)
- **Adequate insurance coverage**
- **Waivers, releases, student agreements**
Reducing Risk Pre-Departure

- Comprehensive emergency preparedness plan to respond to emergencies and student conduct issues
- Communication plan
- Emergency health and evacuation insurance
- If program was suspended due to security issues contract with a professional to assess security situation
  - Invaluable when talking to parents

Reducing Risk Post-Departure

- Emergency preparedness protocols, including
  - What If checklists
  - Detailed emergency plans/response
  - Communications
  - Sign-out when leaving the area; track travel of students
  - Emergency cards (emergency contact information; name of approved hospital; both languages)
  - Close work with experts on campus, insurance/assistance providers
Reducing Risk Post-Departure

- Onsite orientations
  - teach students to be competent to live, work and travel in a very different setting
- Train faculty and staff on location
- Compliance with incident reporting protocols
  - Debriefing protocols, lessons learned
- Establish drills

UC EAP Risk Framework

<table>
<thead>
<tr>
<th>Objectives:</th>
<th>Key Performance Indicators:</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Systemwide Office of Education Abroad Programs (UCEAP) is committed</td>
<td>• Liability claims – number of claims by period declines</td>
</tr>
<tr>
<td>to promoting a safe environment for students, faculty, and staff, and to</td>
<td>• Liability claims – number not going to litigation increases</td>
</tr>
<tr>
<td>offering reliable information to EAP students and their parents regarding</td>
<td>• Potential liability from unrealized legal outcomes</td>
</tr>
<tr>
<td>relevant health precautions and potential risks.</td>
<td>• Incidents - Decrease in the number of incidents</td>
</tr>
<tr>
<td>• Incorporate a consistent approach to risk management into the UCEAP</td>
<td></td>
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<tr>
<td>culture and strategic planning process.</td>
<td></td>
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<tr>
<td>• Apply a consistent approach to risk response and control activities to</td>
<td></td>
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<tr>
<td>support UCEAP responsible risk-taking, policy/protocol development, and</td>
<td></td>
</tr>
<tr>
<td>programmatic objectives.</td>
<td></td>
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<tr>
<td>• Prevent safety, security and health emergencies or respond to incidents</td>
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<tr>
<td>that happen affecting faculty, students and staff</td>
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<tr>
<td>• Enable students, faculty and staff in the Education Abroad Program to</td>
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<tr>
<td>respond to safety, security or health emergencies using protocols</td>
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<tr>
<td>established by UC</td>
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<tr>
<td>• Maximize duty of care and minimize UC liability</td>
<td></td>
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<tr>
<td>• Manage a transparent approach to risk through formal and informal</td>
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<tr>
<td>communication and monitoring of all key risks, the cost of managing the</td>
<td></td>
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<tr>
<td>risks.</td>
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<tr>
<td>• Ensure that all faculty and staff on contract with UCEAP comply with</td>
<td></td>
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<tr>
<td>policies, processes and protocols</td>
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</tbody>
</table>
OSAC Seminar
Sept. 20 – 21, 2012

Presenter: Inés DeRomaña
UCEAP

- Ensure that all faculty and staff on contract with UCEAP comply with policies, processes and protocols
- Positively involve parents through education and communication

Risks to Achieving Objectives:

Safety, Security and Health Risks:
- Illnesses contracted overseas
  - Disease Outbreaks (H1N1 Swine Flu, H5N1 – Bird Flu, Rabies, Yellow Fever, Malaria, etc.)
  - Sexually transmitted disease (AIDS, etc.)
  - Death - from disease, illness, substance abuse, etc.
- Inability to provide adequate care

UCEAP Risk Assessment Tool

<table>
<thead>
<tr>
<th>Risk Group</th>
<th>Current Management and Mitigation</th>
<th>Risk during current controls</th>
<th>Changes to Controls</th>
<th>Control effectiveness</th>
<th>Risk being a change to be</th>
</tr>
</thead>
</table>
| A Students contract vaccine preventable diseases: Yellow Fever, Hepatitis A & B, Typhoid, Menengitis (Meningitis) Rabies, Rift
  | Students expected to follow CDC vaccine recommendations | Under controlled | 1) Revise students to follow CDC vaccine recommendations before departure. 2) Let students authorize off-site vaccinations, 3) Emphasize the need for on-site vaccination, and have the vaccine provided. | Significant improvement Adequately controlled |
| B Meningitis - Students with risk factors for meningitis (poor overall health, fever, severe headache, altered mental status) | All UCEAP students are required to complete the non-mandatory CDC meningitis course through MyUPM and strongly encouraged to follow through about meningitis vaccination recommendations with a travel health professional. 2) Avoid close human contact in crowded areas. (A frequent hand washing with soap and water) | Potentially under controlled | 1) Revise students to follow CDC meningitis recommendations before departure. 2) Let students authorize off-site vaccinations, and have the vaccine provided. | Significant improvement Adequately controlled |
| C Malaria - Students with risk factors for malaria (travelling to malaria-endemic regions) | Recommendations for prevention of malaria must be individualized. 1) Students are required to complete the UCEAP Malaria Health Education Certificates course strongly recommended to meet with a travel health specialist after the course to understand the health risks, get necessary medications based on length of trip and current medical conditions, and know how to recognize and treat malaria transmission. 2) Students advised to spray insecticide on walls, use a mosquito netting, take insect repellent in living and sleeping areas, understand behaviors to reduce exposure to mosquitoes; wear barrier protection. | Potentially under controlled | 1) Revise students to follow CDC meningitis recommendations before departure. 2) Let students authorize off-site vaccinations, and have the vaccine provided. | Significant improvement Adequately controlled |
Conclusion

• **DO**
  - your part – doing nothing is not a defense
  - what you can
  - your best with what you have
  - Remain flexible to abandon a preferred but failing option and move to a credible alternative
  - Be open to new possibilities based on changing conditions or a better way of approaching the issue

• **Do not**
  - ignore risk
  - let legal paralysis prevent action (*legal risk doesn’t exist by itself, it is a by-product of our operations*)
  - let predetermined plans outweigh need for a different response
International Ed Resources

- NAFSA’s Guide to Education Abroad for Advisers and Administrators
  - www.nafsa.org
- NAFSA Responsible Study Abroad: Good Practices for Health and Safety
  - http://www.nafsa.org/uploadedFiles/responsible_study_abroad.pdf
- Forum on Education Abroad
  - www.forumea.org

Some Safety/Security Resources

- US Department of State - www.travel.state.gov
- FrontierMedex (Medical, Safety & Security Solutions) http://www.frontiermedex.com/
- International Crisis Group - www.crisisweb.org
- ReliefWeb – http://reliefweb.int/
- AlerNet – www.alertnet.org
Some Safety/Security Resources

- UN Integrated Regional Information Network (IRIN) – www.irinnews.org
- Google Alerts - http://www.google.com/alerts
- US Travel Insurance Association (USTiA) - http://trip.ustia.org/safety/

Some Safety/Security Resources

- Foreign Affairs and International Trade Canada - http://www.voyage.gc.ca/
Some Safety/Security Resources

- NGO Safety and Security Manuals
  - Aid Workers Network - http://www.aidworkers.net/
- International NGO Safety and Security Association - http://ingossa.org/

Contact

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