



EMERGENCY ACTION PLAN
INSTITUT D'AVIGNON



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INSTITUT D'AVIGNON EMERGENCY ACTION PLAN

I. In the Event of an Emergency:

Contact:

Christophe Corbin: 07 72 05 60 27

It is Institut d'Avignon's role to assure all students that assistance will be provided in the event of an emergency. Institut d'Avignon seeks to:

- Be present and available in case a question or problem should arise.
- Respond to any worries or concerns and assist each student with any issues that may pertain to them or the group;
- Students are briefed on potential risks and advised about actions they can take to minimize risks. This is to be done during orientation in a calm environment to avoid creating a heightened state of anxiety.

Student Emergency Information Card:

You will be provided with the following card. Fill in all missing informations. Be sure to remind your host, your friends etc. that you have this so that they may be able to assist you if you are not able of speaking for yourself.

Name _____ DOB ____ / ____ / ____ Citizenship _____ US college/Univ. _____	Insurance Company 001 202 659 7803 Policy # 17 European "911" # 112
<u>Emergency Contact:</u> Christophe Corbin: 07 72 05 60 27 French Host: _____ _____ Parent/Guardian Contact info: _____ _____ _____	Firefighters + Medical emergency # 18 Medical non emergency #15 Passport # _____ Date & Place of Issuance _____ Blood Type _____ Special Medical Conditions _____ _____ Surgery Authorization Yes / No



II. Introduction

French Facts

According to the **US Department of State (travel.state.gov)** France “has been assessed as Level 2. Exercise increased caution due to terrorism.”

According to the same source: “Consular officials throughout France report that U.S. citizens are frequently victims of **pickpockets** and robbed or victimized in a variety of **scams** usually targeting unsuspecting tourists. Crimes against visitors are generally crimes of opportunity, though these crimes are more likely to involve violence late at night or when the victim resists the criminal. Robberies involving physical assault do occur in Paris and other major urban areas. Tourist sites and the public transportation system are locations where criminals routinely operate. In addition to wallets and passports, smart phones and small electronic devices are particular targets. Smart phones and computers, but specifically Apple products, cost more in France than in the U.S. and are targeted by local thieves and pickpockets. Be wary of where your laptop or smart phone is used or stored.”

“French and U.S. authorities are concerned about both European citizens traveling to Syria to wage jihad and returning to France to conduct terrorist acts and individuals who have become radicalized in France or are directed/inspired by ISIS. The borders are relatively open, and there are a significant number of supporters of terrorist organizations residing in country.

Terrorism Threat

Terrorist attacks by foreign fighters are considered the most lethal threat in France. Foreign fighters and homegrown extremists directed/inspired by ISIS or self-radicalized are difficult to detect and counter...

The government maintains a threat rating system known as “Vigipirate.” There are three threat levels: Vigilance, Enhanced Security Risk of Attack, and Imminent Attack.

Although U.S. citizens have not been specifically targeted in terrorist attacks in France in the past few years, several have become victims in recent attacks. Terrorist organizations continue to aspire to attack American interests worldwide. Travelers should remain vigilant. Immediately report unattended packages observed in public places or any other suspicious activities to law enforcement authorities.”

Civil Unrest

“Protests and demonstrations routinely occur throughout France, especially in major cities. These protests range from concern over work conditions/wages to the environment. While protests are generally non-violent, some have resulted in property damage and minor injuries. Most protests are announced in advance by the organizers and require prior approval from the police. However, unapproved and spontaneous protests do occur. [...]

It is always advisable to avoid demonstrations, as even peaceful demonstrations may turn violent.”

Despite the fact that acts of terrorism, crime and socio/political unrest that could endanger a student in France are highly unlikely, it is still imperative that all students be prepared and vigilant as they arrive in a new environment. The best defense in any emergency situation is being prepared.



What is an Emergency?

An emergency is any significant event with potentially severe consequences that requires immediate action or response. INSTITUT D'AVIGNON seeks to assist in the preparedness of all students by providing an outline for students and host to follow in the event of an emergency.

Students should consult this Emergency Action Plan in the event of:

- Medical Emergencies (accidents, injuries, epidemics)
- Terrorism
- Crime
- Natural Disasters (i.e., hurricanes, typhoons, earthquakes, floods, fires)
- Socio-Political Unrest (civil and political unrest, riots and demonstrations, etc.)
- Technical Failures (i.e., communications system failures, power failures)
- Environmental Catastrophes (i.e., nuclear hazards, pollution, water and air contaminants)

All of these emergencies have several aspects in common:

- They can result in a disruption, early termination, or cancellation of a travel abroad program or the closing of a foreign university or other host institutions.
- They usually cause significant emotional stress to the individuals involved.
- They can be managed.

In the event of an emergency, it is crucial to contact the staff of INSTITUT D'AVIGNON immediately. Be sure to inform friends and visiting family of the protocol established in case of an emergency so that they may contact INSTITUT D'AVIGNON on your behalf if need be.

III. Types of Emergencies

Response plans for specific types of emergencies are intended to address scenarios predicted to be most likely; however, since it is impossible to predict all potential emergencies, students should consider provided information and customize a response using a combination of their best judgment and consultation when possible. Emergencies can affect single individuals or an entire group.

General recommended action plans are described here in protocols for specific types of emergencies such as: medical emergencies and evacuation, family crises, accidents and injuries, student death, petty crime, physical and sexual assaults, missing persons, terrorism, natural disasters, environmental hazards, and civil unrest and political uprisings.

Though some events could require immediate emergency action other incidents (pickpocket theft, minor injury-not requiring hospital visit, loss of luggage, etc.) should still be reported to the INSTITUT D'AVIGNON staff. If your host family is not available to assist or in the case you are not residing with an INSTITUT D'AVIGNON host, the staff will be available to assist you as needed.

IV. Monitoring and Risk Assessment

If they haven't done so beforehand, all students on arrival in Avignon should register with the State Departments **Smart Traveler Enrollment Program (STEP)** (<https://step.state.gov/step/>) for travel advisories and information for France, but also for countries they may choose to visit while in Europe.

INSTITUT D'AVIGNON staff in France and in the US actively keeps informed of potential risk by staying abreast of the latest information and consulting the following organizations:

- Travel advisories issued by French and U.S. government sources and organizations (www.travel.state.gov, www.osac.gov, www.diplomatie.gouv.fr/en/, wwwn.cdc.gov/travel/default.aspx, www.who.int/countries/en/)
- U.S. embassy France officials (<http://france.usembassy.gov>)
- SECUSSA (Section on U.S. Students Abroad) of NAFSA: Association of International Educators (www.nafsa.org)
- Other education abroad programs in France through APUAF (Association of American University Programs in France)



V. Universal Principles for Any Emergency

PREPARATION AND COMMUNICATION

An online briefing for all participating students will be scheduled in early April, 2019. You will be informed by email. Students should contact INSTITUT D'AVIGNON's US office so that they may receive a briefing by phone prior to departure (email ccorbin1@brynmawr.edu to make a phone appointment). INSTITUT D'AVIGNON stresses that students provide their parents with the contact information for both the Avignon office and the US office to ensure an open communication and dialogue at all times. Only by being prepared and by creating proper channels of communication can we help to maintain the efficiency of our communication plan.

Upon Arrival

The INSTITUT D'AVIGNON staff provides a comprehensive orientation once students have arrived in Avignon. During this orientation each student is given the cell phone number of all staff members in the Avignon office. The director and administrative assistant are available after hours as needed. Students are assisted in obtaining a cell phone on arrival so that the staff and hosts may also reach the students in case of an emergency. During the orientation, INSTITUT D'AVIGNON staff review local health, safety, and security guidelines and emergency preparation and protocols, including emergency contact instructions. Students need to know what steps to take in the event of an emergency and where to meet if the group is dispersed. The students are also informed that their hosts are aware of how to contact the INSTITUT D'AVIGNON staff in case of emergency. A series of documents are provided with this information for this purpose.

Within the first few days of the program, once each student is equipped with a working phone for France, the staff can communicate via "group" text messages to inform the students of changes, problems, or emergency information if needed.

Program policies

- INSTITUT D'AVIGNON staff informs students during orientation that all students who make plans to travel outside of Avignon overnight are required to inform Cécile Boissonnat prior to departure, leaving a clearly written itinerary and contact information.
- Students are not allowed to skip classes to travel outside of Avignon. Such violation of our policy creates safety concerns, disrupts courses, and **will result in your exclusion from the program except** in the case you were granted special exemption by the Director.
- Students **MUST** inform their host families by phone call or text message if they make plans not to return for the night.
- Serious crimes and incidents are reported to and documented with the local police with the assistance of the INSTITUT D'AVIGNON staff or host family.

ACTION PLAN FOR INSTITUT D'AVIGNON STAFF IN THE CASE OF AN EMERGENCY

- 1) Contact all students.
 - Determine whether they are accounted for and safe.
 - Determine and record their present location.
 - Instruct them where to go and what to do given the circumstances.
- 2) Assess the situation and any threats or dangers it poses to students.
 - What specific threats or danger do they face?
 - What immediate steps can and should be taken to reduce harm, danger or threat level?
 - Are people safer staying where they are? If not, then where?
- 3) Notify Lisa Kolonay (avignon@brynmawr.edu) so that she may send or call campus contacts with updates throughout the crisis and regularly in the hours and days following regarding the condition, safety and location of students and to pass along new information as it becomes available or as conditions change.
- 4) Maintain a written log of the crisis. Include specific dates, times, actions taken, communications, and all other relevant details, beginning with your first notice of the emerging crisis and everything through to its completion, including follow-up.



Continuing Communication

- INSTITUT D'AVIGNON staff maintains periodic communication with program participants.
- In times of concern, INSTITUT D'AVIGNON staff encourages students to keep informed about the local situation and certify that students are informed of current events, both formal and informal, that include discussions of security.

These responsibilities may, at times, appear to conflict with the values or respect for the student's individual autonomy and independence. In matters relating to personal safety, INSTITUT D'AVIGNON staff's direction may supersede the individual wishes of students. While every person responds to and deals with crises uniquely, there is little time "in the heat of the moment" to negotiate the handling of a crisis. Students must quickly heed all orders to respond. Therefore, they need to understand the reality of "autonomy vs. authority" before an emergency occurs so they are prepared to follow the procedures designed to help them. This expectation shall be communicated to students by the INSTITUT D'AVIGNON staff.

Students can play a major role in developing a working communications system by:

- Understanding how to contact emergency resources that have been provided
- Keeping the INSTITUT D'AVIGNON Director or Administrative Assistant informed of your whereabouts
- Staying in touch with other students
- Following procedures stipulated in this plan

Initial Steps in the Event of an Emergency

INSTITUT D'AVIGNON staff locates all students, ascertains their welfare status, and establishes future contact plans. Students are provided with instructions as to whether to travel to a group meeting place or to remain at current location. **Students should also be cautioned to avoid unnecessarily alarming their families and others at home with panicky phone calls, text messages or e-mails.** Level heads abroad and at home are the best way to insure rational, carefully considered procedures.

For all emergencies, INSTITUT D'AVIGNON staff seeks needed emergency health care for any participant first and refers to the signed "Student Health Form" for guidance. A call will be placed to our US administrative assistant, Lisa Kolonay, who will then contact the home institution to inform them of the status of the student.

INSTITUT D'AVIGNON will be prepared to report on the following:

1. A summary of the immediate situation,
2. The safety of all program participants,
3. The geographic proximity of the program to the crisis,
4. The impact of the crisis on the quality of life (availability of food, potable water, medical supplies, the protection of law and order),
5. The target of the unrest, if the crisis is political,
6. The intensity of military presence in the area of the program, and
7. The continuance of infrastructure to fulfill the itinerary, classes in our program site.

INSTITUT D'AVIGNON will establish an agreed upon time and schedule for subsequent telephone or other contact during this initial contact. The frequency of subsequent contact will depend on the acuity of the situation and developing circumstances.

On-going Communication throughout the Emergency

INSTITUT D'AVIGNON promises to maintain ongoing communication with the goal to process information, develop contingency plans, and provide such assistance as:

- Liaison with the US home campus
- Communication with parents, family, etc.
- Communication with participating students
- Logistics coordination (transportation, supplies, housing, etc.)
- Financial and administrative advice
- Information gathering and processing (including media relations)
- Liaison with the US Embassy in Paris and/or the US Consulate General in Marseille



- Liaison with French government, police, military, etc.

Who are the stakeholders? INSTITUT D'AVIGNON communicates necessary information to all authorized stakeholders: participants, family members, and home campus community. During orientation INSTITUT D'AVIGNON staff is able to identify all stakeholders so that in the case of an emergency they may be able to maintain regular contact with them throughout the emergency, apprising them of developments as they occur and providing appropriate support.

Decision-Making in Time of an Emergency

In any emergency, INSTITUT D'AVIGNON staff will immediately communicate with a member of the student's host institution directly. When an inability to communicate makes consultation impossible, INSTITUT D'AVIGNON can make the decision to evacuate the students, if required, and in collaboration with the US Embassy in Paris or the US Consulate General in Marseille.

COMMUNICATION PROTOCOLS DURING AN EMERGENCY

General Info about INSTITUT D'AVIGNON's Protocol for communication on behalf of a student

- Be factual – don't speculate or give opinions
- Be disciplined – be aware of what you say and to whom
- Be discreet – maintain confidentiality
- Be compassionate – treat victims and families with utmost respect
- Be professional – anything you ever write or email may end up in court and never go away – anyone you speak to may be asked to recount the conversation in court

Family Communications

- INSTITUT D'AVIGNON will contact parents only if the student is still in danger (ex. missing) or is a danger to her/himself (ex. suicidal) or to someone else
- If possible, have the student call parents in presence of INSTITUT D'AVIGNON staff
- Inform families early
- Keep them updated
- Be factual, disciplined, discreet, compassionate and professional
- Have a single contact person in the family
- Have student call parents back when the problem is resolved so they don't continue to worry

Example of Emergency: Sexual Assault

- *Assess safety of victim and other participants and staff*
- *Assess physical injuries*
- *Message to victim: "We believe you, it is not your fault, we care about you"*
- *Give options and control to victim; for example, she/he may want to manage the experience without parents being notified and this is her/his prerogative*
- *Inform of immediate choices: morning after pill, retro viral drugs, shower/not (not showering will help maintain the integrity of evidence), rape kit*
- **Ensure that forensic evidence is collected within 12 hours** of the incident and if the crime is going to be reported the victim should not shower, bathe, douche or destroy any of the clothing worn at the time of the assault, and *not disturb anything in the area where the assault occurred. It is important to preserve all physical evidence for possible court use.*
- *Maintain confidentiality*
- *Be sure the student is safe from additional attacks by the perpetrator or others; do not leave the victim alone or with strangers, even health care workers*
- *Help victim access counselor and medical care* (INSTITUT D'AVIGNON provides contact information for English speaking counselors and 24hour help lines in English on Google Docs in the document "Infos Pratique")
- *Inform student of next options and provide assistance: stay in program abroad, return home, identify academic and financial impact of these options*

Similar Examples of Emergencies: Pick-pocketing, theft, harassment, aggression. Students can refer to the lines in italic above as universal responses to emergencies listed above.



VI. Planning for and Managing Evacuations

In order to manage evacuations, many programs use a three stage model to identify alert status based on the standard established by the US embassies. Stages must be clearly defined and communicated to participants. The stages are:

Stage I – Standfast: impending emergency, remain at site

Stage II – Consolidation: go to prearranged assembly point, prepare for withdrawal

Stage III – Evacuation: leave as a group for safe haven

Progression to and from stages would be determined by INSTITUT D'AVIGNON, using the emergency information provided by the French authorities and US Embassy. During orientation students will be informed of this process.

Specific action plans for each stage are communicated before any crisis to the program participants and updated as necessary. Specific action plans may include:

- How participants will be notified about an emergency and the stage that is in effect, as well as how changes in the stage will be communicated to students
- What participants must do (or not do) at each stage
- What participants should bring and what to leave behind
- What participants should say to local nationals, friends, and colleagues
- INSTITUT D'AVIGNON procedures for notifying students' families and emergency contacts
- How to prepare (i.e., stock supplies, pack evacuation bag)
- Instructions on how to move from one site to another. When planning for evacuations, communication about travel methods and routes should be as specific as possible (over land, air, sea, private, commercial, and/or military).
- Alternatives/contingencies if plan fails (communications, travel, safe havens). Alternative methods of travel and routes need to be presented and prioritized in the event that the usual routes are no longer safe or feasible.

VII. Guidelines for When INSTITUT D'AVIGNON will Contact Home Institutions

The following section provides information on when and how home institution staff will be notified in the event of an emergency.

Immediate Notification of Home institution

- Serious illness or injury to a student
- Death of student
- Student is a victim of violent crime
- Student is accused of a crime
- Student has an emergency at home that requires immediate action
- Student is behaving in a way that endangers self, institution and/or creating a climate detrimental to success of students

Immediate Notification of French Law Enforcement Authorities Required

- Student is a victim of violent crime
- Loss of identification or passport

Notification of French Law Enforcement Authorities Recommended

- Student is a victim of a non-violent crime

Notification of the Host Institution Recommended within Two Days

- Student has illness where class is missed for more than two days
- Minor injury to Student
- Student is a victim of a non-violent crime
- Student is not succeeding/adjusting
- Student has an emergency at home that does not require immediate action



IX. After an Emergency

Once the emergency is over, a member of INSTITUT D'AVIGNON staff will be sure to provide a debriefing with the student, home institution and family as appropriate. INSTITUT D'AVIGNON staff will be certain to debrief amongst themselves in order to evaluate their actions and learn from the emergency by:

- Did the protocol work?
 - Are there special circumstances associated with the emergency that continue to present a danger?
 - What should have been handled differently?
-

Disclaimer

This document describes the efforts and plans made by INSTITUT D'AVIGNON (through inspiration from Academic Programs Abroad in Paris EAP) to help participants enhance their safety and to help them respond to emergency situations. Nothing in this document is a guarantee that any specific action will be taken in any given situation, nor is anything in this document a contract or part of a contract between INSTITUT D'AVIGNON and any other party. Health, safety, and recovery from emergency situations are the sole responsibilities of each individual participant.

Attached:

- Personal Emergency Action Plan (EAP) for each traveler to complete.....page 11



PERSONAL EMERGENCY ACTION PLAN: What YOU need to do to prepare!

This guide is designed to help you better cope during a crisis. Being able to deal well with a crisis situation includes understanding your emotions, keeping yourself as safe as possible, and communicating with your emergency contacts by creating and using your personal Emergency Action Plan (EAP).

While most students experience a safe and healthy time abroad, some are forced to deal with minor emergencies. Some of the more common minor emergencies that students may face abroad include: pick-pocketing, petty theft, illness, injury, and the consequences of alcohol or drug use.

The majority of students can protect themselves from such minor emergencies in much the same ways they protect themselves from similar situations at home. However, what students consider a minor emergency here at home can turn into a more difficult to handle situation abroad. Small emergencies abroad can seem like larger ones due to language and communication barriers, and a lack of familiarity with foreign surroundings and legal structures.

In addition to minor emergencies, some students may also face larger emergencies abroad. Frequently, these major emergencies tend to be events out of a student's control. Some unpredictable, major emergencies that could occur abroad include: natural disasters like earthquakes and hurricanes, criminal assaults or acts of terrorism, and serious medical problems.

A. Things to Do Before a Crisis Occurs

1. Create an Emergency Action Plan

The first step in crisis management is being prepared before a crisis occurs. Consider adopting a personal Emergency Action Plan (EAP) for yourself. Essentially, this document describes what actions to take in the event of an emergency. Your EAP could be as simple as a list of people to call in case you are hurt, along with copies of your insurance papers, passport, and names of any medications to which you are allergic. Please see the Emergency Planning section for how to create a personal EAP, and steps to take during an emergency.

2. Why Create an EAP?

The more support networks you have during an emergency or crisis, the more likely someone will be available to help you. Also, the better prepared you are ahead of time, the better chance you have of responding effectively to a crisis abroad. Therefore, it is important to set-up support networks, and an EAP, before an emergency occurs -- before you actually need assistance. Emergencies like natural disasters and political unrest are beyond a student's control, yet many students often have an invincible "that won't happen to me" attitude. We hope students change that attitude to "if that happens to me, I will be able to keep myself healthy and safe." Emergencies abroad may also result from accidents, injuries, and physical or mental health problems. Creating an EAP is a good first step towards keeping yourself healthy and safe in the event of an emergency or crisis abroad.

3. Who Needs a Copy of Your EAP?

Give copies of your EAP to your contacts abroad, and leave copies with appropriate contacts at home, which may include several family members and friends. Make sure to always keep a copy on hand for yourself as well. You should consider giving your EAP to the following contacts:

In the U.S.:

Your primary home emergency contact (Power of Attorney)
Family members/relatives/guardian
Selected friend (s)
Your home campus global education office



Abroad:

Your primary abroad emergency contact: INSTITUT D'AVIGNON Staff

Home-stay family member(s)

Friends or family abroad

Yourself

4. How to Create an EAP

Getting to You: Ideally, you need to develop detailed written directions so that someone at INSTITUT D'AVIGNON would be able to locate you in the event of an emergency. You may want to draw visual aids or maps in addition to writing out instructions.

Getting Yourself Out: Then, try to develop detailed instructions for yourself, showing possible routes from your place of residence, internship, university, INSTITUT D'AVIGNON office to a safe place. You may also want to include other places that you frequent, including shops, restaurants, metro stations, nightclubs, etc. You may want to draw visual aids or include a copy of a map in addition to writing out instructions.

Things to Consider: Remember, elevators may not function, and electric doors may not open in the event of an emergency; make sure to map out escape routes in which you take the stairs (or wheelchair ramps) rather than elevators. Consider carrying a small flashlight with you at all times in case the lights go out and you need to find your way through dark hallways or stairwells. Phone lines may also go down, so don't rely on calling someone to come pick you up. Have your Emergency/First Aid Kit available to take with you.

INSTITUT D'AVIGNON's role: As you are studying abroad as part of an organized program you should follow the provided action plan for designated emergency meeting points, respond to counting of participants to and make sure you listen to the instructions for what will happen next. As everyone deals with a crisis differently it is important to create a balance between what INSTITUT D'AVIGNON can do for you in an emergency and what you will need to do for yourself.

Registration with the Embassy: Before you leave the US or when you arrive, register with the U.S. Consulate or Embassy in the country where you will be studying (if you are not a U.S. citizen, register with the embassy/consulate of your home country). Registering with the Consulate or Embassy will make it easier for them to contact you in case of an emergency and to assist you in case you lose your passport, etc. To better enable them to assist you, it is suggested that you sign the privacy release form when you register.. For US residents <https://travelregistration.state.gov/ibrs/ui/>

Statistics to Know: Research statistics about the frequency of natural disasters, political turmoil, terrorism, technology disruptions (like power outages) in the countries in which you will be traveling outside of France. Be sure to ask the INSTITUT D'AVIGNON staff for advice as they know a great deal about travel in Europe and Northern or Sub-Saharan Africa. Prior to departure or immediately upon arrival, you should identify appropriate medical facilities in case of injury abroad. It is important to know before traveling whether your travel insurance will pay in advance for care, or whether you will need to apply for reimbursement. In the case of injury, the U.S. Bureau of Consular Affairs can assist your family in sending you the necessary funds to pay for your medical care. In some instances they can help arrange for your transport and accompaniment back home, although they won't pay for this.

Complete and Carry the Grey Emergency Card: Fill it in at orientation. When needed, you can write additional important information on the back. Send a copy to your U.S. emergency contacts, with your abroad emergency contacts, and keep a copy with you at all times.

B. During and After a Crisis

1. Understanding Your Emotions - In response to a crisis, you may experience the following range of emotions. These feelings are normal responses to a difficult situation:
Disbelief, Fear, Anger, Anxiety/Panic, Difficulty Concentrating, Denial, Worry/Concern, Stress, Excitement, Depression, Shock, Etc.
2. Making Yourself Feel Safer - There are some things you can do to calm your emotions and make yourself feel safer in an emergency/crisis situation. The following list gives some tips on how to maintain



your physical safety and mental health during a crisis:

- Realize your feelings are normal
- Find/make a safe environment
- Maintain a basic self-care regimen (shower, shave, get dressed, exercise, etc.)
- Avoid confrontation, both physical and verbal
- Take one step at a time
- Assess what you can and cannot control
- Ask for help
- Create a support network

3. The Phases of Crisis - The Peace Corps outlines the main phases of crisis, as well as common symptoms that may affect you during each phase as follows:

Phase 1: The initial phase when a crisis/emergency first occurs; may include a state of alarm, mobilization, and action.

Physical Effects—rapid heart rate, difficulty breathing, sweating, nausea, diarrhea, etc.

Emotional/Behavioral Effects—excitement, anxiety, fear, irritability, denial, helplessness, confusion, hyper-activity, immobilization, etc.

Phase 2: The aftermath of a crisis/emergency, which can involve everything from clean-up to war, and can last anywhere from days to years.

Physical Effects—fatigue, lack of energy, insomnia, post-traumatic stress disorder, weight gain/loss etc.

Emotional/Behavioral Effects—depression, sadness, guilt, anger, mood swings, grief, flashbacks, poor concentration, avoidance, etc.

Phase 3: The recovery phase, when victims begin the transition back to what their regular routines were like before the crisis occurred.

Physical Effects—return of energy, normal sleep and appetite patterns, return to a healthy weight etc.

Emotional/Behavioral Effects—stabilization of moods, feelings of joy/pleasure, improved thinking/working, socializing, return of interest/passions/hobbies, etc.

4. Know What To Do - Knowing the answers to the questions below can be a good first step in helping to keep you safer in an emergency by creating a personal EAP. If you need help drawing a map, finding escape routes or writing emergency preparedness directions/steps, consider asking yourself the following series of questions. You should really try to include answers to all of these questions in your personal EAP:

Know Where to Go Where should you go first in an emergency, and what method of transportation will you use to get there? Be aware of all your emergency transportation options. Know the numbers for the following: Airport, Bus Station, Train Station, Metro Station, Rent-a-Car, Boat/Ferry/Port Authority

Know Your Emergency Contact Information Be sure to consult INSTITUT D'AVIGNON's booklet for Emergency contact location(s) and information:

France's 911 equivalent

US Embassy In Avignon

Police

Fire

Hospital

24-Hour Assist/Insurance Hotline

Who will you call first, second, third, etc. in an emergency? Do your emergency contacts have each others' phone numbers so they can communicate and relay information about you to each other? What are some alternate ways of communicating with your emergency contacts? Who would you like those assisting you to contact in the event of your illness, injury, incarceration, kidnapping, etc...? Do all of your emergency contacts know what your wishes are in the event of your serious injury or death? Where does your nearest emergency contact live, and how fast can you get to her/him?

Back-up Plan/Special Conditions If the situation does not permit you to follow the original emergency plan, what is the back-up plan (Plan B)? Are there any other special conditions to consider which are unique to your situation (i.e. weather conditions/hazards in Avignon or your region of travel, a personal physical handicap, poor public transportation or phone service in your area...)?



Emergency Kit/Money Which items do you still need to add to your emergency first aid kit before it is fully stocked and ready? Do you have emergency cash reserves, travelers' checks, credit cards, etc. on-hand, in case you can't count on banks/ATMs, or get to a bank/ATM? Using the emergency supplies and reserve money you have set aside, for how many days would you be able to sustain yourself and what would you use each day?

Documents that should be attached to your EAP: Copies of Passport and Visa, Emergency Assistance Hotline Information, Insurance Card/Information, Area Maps/Safe Routes, Emergency Card, Communication Sheets Traveler's Check Receipts, Information Release and Approval for Medical Emergency Care Form (contacts & care approval), Special Medical Needs Treatment Information, Power of Attorney, Home Drivers License

C. EMERGENCY ACTION PLAN STEPS

Print out the EAP Steps. Attach the appropriate documents and bring necessary items with you. In case of an emergency, follow the EAP Steps.

STEP ONE

Remain calm. Take a deep breath. You will need a clear head in order to focus on your next move.

STEP TWO

Assess the situation/Get Advice from INSTITUT D'AVIGNON Staff. Identify in what kind of emergency situation you find yourself. Contact INSTITUT D'AVIGNON staff for advice. An emergency/crisis can be:

Personal: Accident/Injury, Death, Illness, Sexual Assault, Kidnapping, Arrest, etc.

Regional: Natural Disaster, Political Uprising, Terrorist Attack, War Outbreak, etc.

STEP THREE

Take Action. Exercise good judgment. Follow your evacuation plan/written instructions/maps you have developed as part of your EAP to help remove you from the emergency and get you to a safer location where you can get help. Remember the alternate transportation options you have available.

STEP FOUR

Get in touch. Now that you are in a safer and more stable location, update others about your situation. Using a method of communication that is available, get in touch with your emergency contacts so they can help you. Have them assist you in finding what you need (medical care, transport, a lawyer, etc.)

Take care of yourself. While you are waiting for your contacts to assist you, or in case you cannot reach anyone to assist you, use your emergency kit. Take out the supplies you need to keep yourself healthy (bandages, food, jacket, radio, etc). You may need additional/continuing medical care and/or personal/psychological counseling.

Keep Trying. If you cannot get a hold of anyone to help you (because phone lines are down, you are trapped, etc) don't give up. Try alternate methods of communication and transportation until you are able to reach someone. If you need to move to another location, let others know and leave a written description of where you are going.

STEP FIVE

Move to a more permanent location. After you have removed yourself from any immediate threat, regrouped at a safer location, and gotten in touch with your emergency contacts, you may need to move to a more permanent location for treatment/assistance. Consider your transportation options and get yourself to the appropriate location (hospital, police station, embassy/consulate, contact's home, counseling center, etc.)

STEP SIX

Stay in touch. Maintain contact and update your emergency contacts on your condition. Use the "communication tree" whereby your emergency contacts (i.e.: INSTITUT D'AVIGNON staff, host family) can collaborate to help you through the emergency situation (you may need to have privacy release forms in place for this to happen).

STEP SEVEN

Evaluate and revise your EAP. After the emergency is over, and once your condition has stabilized, evaluate your EAP and use what you've learned to revise it in case of future emergencies. Please provide feedback to your home campus and global education center about how other students might learn from your experience.



RESPONSIBLE STUDY ABROAD GOOD PRACTICES FOR HEALTH & SAFETY

Excerpts from the NAFSA taskforce on Safety & Responsibility Abroad

Responsibilities of Participants

In study abroad, as in other settings, participants can have a major impact on their own health and safety through the decisions they make before and during their program and by their day-to-day choices and behaviors.

Participants should:

1. Assume responsibility for all the elements necessary for their personal preparation for the program and participate fully in orientations.
2. Read and carefully consider all materials issued by the sponsor (INSTITUT D'AVIGNON) that relate to safety, health, legal, environmental, political, cultural and religious conditions in the host country.
3. Conduct their own research on the country (France) that they plan to visit with particular emphasis on health and safety concerns, as well as the social, cultural, and political situations.
4. Consider their physical and mental health, and other personal circumstances when applying for or accepting a place in a program, and make available to the sponsor (INSTITUT D'AVIGNON) accurate and complete physical and mental health information and any other personal data that is necessary in planning for a safe and healthy study abroad experience.
5. Obtain and maintain appropriate insurance coverage and abide by any conditions imposed by the carriers.
6. Inform parents/guardians/families and any others who may need to know about their participation in the study abroad program, provide them with emergency contact information, and keep them informed of their whereabouts and activities.
7. Understand and comply with the terms of participation, codes of conduct and emergency procedures of the program.
8. Be aware of local conditions and customs that may present health or safety risks when making daily choices and decisions. Promptly express any health or safety concerns to the program staff (at INSTITUT D'AVIGNON) or other appropriate individuals before and /or during the program.
9. Accept responsibility for their own decisions and actions.
10. Obey host-country laws (and those of the countries visited while participating in the program)
11. Behave in a manner that is respectful of the rights and well being of others and encourage others to behave in a similar manner.
12. Avoid illegal drugs and excessive or irresponsible consumption of alcohol.
13. Follow the program policies for keeping program staff informed of their whereabouts and well being.
14. Become familiar with the procedures for obtaining emergency health and legal system services in the host country.



Don'ts for Alcohol

(source: US Department of State, OSAC)

Don't Drink Homemade or Counterfeit Booze

Counterfeit alcohol, which is sold at a considerably lower cost than legitimate brand name beverages, is equally dangerous since it, like bootlegged booze, is unregulated and may be watered down with toxic items like fuel, chemicals, and antifreeze. In April 2012, several dozen people in the Czech Republic and Poland died after drinking poisonous counterfeit spirits.

Don't Overdo It

Wine, beer, and liquor may have a higher alcohol content than is customary in the U.S. This could lead to overconfidence in judging the number and volume of drinks.

Excessive alcohol consumption can lead to accidental falls or leave a person more susceptible to criminal advances. In early April, an American college student was found dead under a bridge in Rome's Trastevere district after a night of 'pub crawling.' The circumstances of his death remain under investigation.

Don't Compete with Locals and their Brew

Cultural gastronomic traditions may involve multiple shots of high percent alcohol that a local may have become accustomed to, but a visitor may not.

Don't Fall for the Friendly Stranger Trick

In many cases around the world, travelers (often, but not exclusively, men) succumb to an alcohol-related scam in which a friendly stranger, who is in cahoots with the bar staff, asks the victim to buy rounds of drinks. By the end of the session, the bar tab is excessive, and the victim is physically prevented, and sometimes assaulted, from leaving until the bill, typically in the hundreds of U.S. dollars, is settled. These cases are particularly prevalent in Eastern and Central Europe and often involve elements of organized crime.

Don't Let your Drink out of your Sight

Just as the previous scam, around the world, drinks/food can be spiked with a knock-out agent, often called a date rape drug, like scopolamine. The date rape drug is commonly used to assist in sexual assaults. It works fast and causes you to become weak and confused. The most popular date rape drugs are Rohypnol (roofies), gamma hydroxybutyric acid – GHB (liquid ecstasy), and ketamine (special K). All of these chemicals can come in a pill, powder, or liquid form.

Don't EVER Drink and Drive

In most countries, citizens and police have little to no tolerance for drunk drivers, and the consequences for being found drinking and driving are quite severe in most cases. For example, in most European countries the punishment usually consists of a steep fine and possible jail time. It is worth knowing what the legal blood alcohol level (BAC) is, and the estimated number of drinks allowed, before you get behind the wheel.