



Procedures and Guidelines for

University Policy No. [TBA]

International Travel Risk Management -

International Academic Mobility Programs

DRAFT #2 - FOR DISCUSSION

Risk Management and Insurance Services
University of Saskatchewan
April 7, 2005

**Summary of Procedures and Guidelines for University Policy (No. TBA):
International Travel Risk Management – Academic Mobility Programs**

(DRAFT #2 FOR DISCUSSION PURPOSES – April 7, 2005)

Introduction and General Comments:

This document provides an *interim summary of procedures and guidelines* to support University Policy No. (TBA) – International Travel Risk Management – Academic Mobility Programs (the “Policy”). The final version will be developed after the establishment of an online central registry.

The Policy sets out the *minimum level of risk management* measures for University of Saskatchewan programs and activities that involve students, faculty, staff and international travel. Supervisors and participants are encouraged to investigate, consider and incorporate additional measures to address the risks involved with specific programs and activities. During the next several months, the University intends to develop additional resource and reference material based on best practices at other North American universities. In the interim, a partial list of recommended resources is provided in Appendix I – Risk Management Resources for University of Saskatchewan Study/Work/Travel Abroad Programs

Scope of Policy:

The Policy applies to all *university-approved* international academic mobility programs designed, delivered, or organized by faculty, staff or students, including:

- All University-approved courses, credit or non-credit, student exchange programs, taught abroad courses, term abroad programs, clinical placements, field studies, research projects, study tours, etc. involving travel outside Canada.
- Internship/cooperative programs located in another country that have been organized by, and/or contracted with, the University.

The orientation and risk planning format may be very different for a larger group compared to a single student traveling on University activity, e.g. attending an international conference or engaged in an internship or placement abroad. Accordingly, the application of the basic risk management elements presented in the Policy may be quite different for one or two students and some flexibility may be required. Please do not hesitate to contact Global Commons (966-2792) or Risk Management and Insurance Services (966-8788 or 966-8753) if you wish to discuss application of the Policy with respect to an unusual or unique situation.

Definition of “University-approved”: For the purposes of the Policy, the term “University-approved” applies to programs or activities that meet any one of the following criteria:

- Approved or sanctioned in any manner by a University of Saskatchewan administrator, dean, department head, supervisor or program coordinator
- Funded either by or through a University of Saskatchewan account.

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1) Central Information Registry (*Interim*):

Registering:

An online central registry system will be developed after the Policy has been approved by the Board of Governors. In the interim, the registration procedure will be ‘paper-based’ as follows:

- The program coordinator or supervisor should ensure that Appendix A – Interim Central Registration Form for International Travel is completed for each student, faculty member, staff member or volunteer that will be traveling with the program or activity
- A copy of the form should be retained with the program coordinator or supervisor’s unit in a secure location
- The original form should be sent in a sealed envelope to Global Commons, Room 60, Lower Place Riel

Confidentiality:

The information in the central registry must be kept strictly confidential and stored securely with careful attention to protection of privacy of personal information.

Retention:

Unless required as part of student records, personal information on the form should be destroyed or erased no later than 60 days after return date stated on the form, i.e. that date that the student has advised that he/she will return to Canada following completion of the program or activity.

Access to information:

In the event of an international emergency that affects, or that could affect, the registrant, the following people may have access to the information in the registry through the Global Commons office (contact name, number and e-mail address):

- The dean of the college in charge of the program or activity and/or, if different, the dean of the college wherein an affected student is registered
- The unit head of the above
- The program coordinator or supervisor of an affected program or student
- The person designated by the University as a coordinator of an international emergency

Registering with embassies or high commissions abroad:

Except as noted below, all eligible students, accompanying instructors, other staff and volunteers involved with an international program or activity must register themselves with Foreign Affairs Canada (FAC) prior to departure through the *Registrations of Canadian Abroad* webpage at: <<http://www.voyage.gc.ca/main/sos/rocapage-en.asp>>.

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Exceptions to Foreign Affairs Canada (FAC) registration requirement:

- **United States of America, member countries of the European Union (EU), Australia, or New Zealand:** Registration with FAC is not required if the participant will be out of Canada for less than three (3) months.
- **All other countries:** If the FAC Travel Report for the specific country (*under section 7 – Assistance for Canadians Abroad*) does not suggest registration using the FAC registry system, e.g. due to duration of travel, specific location or activity, participants may elect not to register with FAC. However, participants should still consider registration with FAC for travel in moderate and higher risk locations. FAC has advised that registrations are accepted for travel of less than three months in any case.

Participants must still register with the University of Saskatchewan central registry as required in any event.

Contact with FAC upon arrival:

The FAC on-line registration system automatically sends a message to the appropriate Canadian mission (Embassy, High Commission, or Consulate) abroad informing them of the registration. For stays longer than 3 months or high risk countries, FAC has advised that the mission will attempt to make direct contact with the registrant upon arrival to confirm contact information and departure dates. However, it is always welcome when registrants are proactive in calling or emailing the mission. Contact details are available in the FAC Country Travel Reports online at www.voyage.gc.ca.

Non-Canadians:

Students that are not eligible for registration with FAC, e.g. non-Canadians, must register with their national Embassy or High Commission in the country or countries to which they will be traveling.

2) Site Selection:

Deans and department heads are required to approve and monitor program locations based on careful consideration of available risk information, such as Foreign Affairs Canada (FAC) Country Travel Reports available online at <http://www.voyage.gc.ca/dest/ctry/reportpage-en.asp> and FAC Travel Warnings at <http://www.voyage.gc.ca/dest/sos/warnings-en.asp> Additional advice should be sought from faculty or staff and other sources with knowledge of the specific location. Approval should not be based solely on Foreign Affairs Canada (FAC) travel warnings, and serious consideration should be given to other factors that could affect the safety or security of participants.

Subscription to Foreign Affairs Canada Travel Updates:

It is recommended that all persons involved with approving, planning, administering or supervising international activities should subscribe to the free travel update service that

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provides notification of all changes to country travel information or warning on a daily basis through Foreign Affairs Canada at <http://www.voyage.gc.ca/dest/ctry/sub-en.asp>

Travel Warnings:

Programs or activities shall not be permitted to be conducted in locations for which Foreign Affairs Canada (FAC) has issued a travel warning advising against travel. Current travel warnings may be found online at <<http://www.voyage.gc.ca/dest/sos/warnings-en.asp>>. For the purposes of this policy, students shall be deemed to fall within the tourist category for FAC travel warnings.

In the event that FAC issues a travel warning for a location wherein a program or activity is in progress, the warning must be reviewed by the dean and department head in consultation with program coordinator, Global Commons and Risk Management and Insurance Services to determine appropriate response and action. The persons abroad should be notified of the warning as soon as possible, provided communication is possible in the circumstances. Prudent action must be considered to protect those involved, such as recommendation for evacuation to Canada or another safe site if circumstances permit and it is safe to do so.

Appeal:

Faculty or staff members may appeal a decision to decline, postpone or cancel an international academic mobility program where an FAC travel advisory warning has been issued. The appeal process should be conducted as soon as possible following receipt of a request because timelines may be critical to a program or activity.

Appeal procedures:

Requests must be made in writing or email to the appropriate dean with copy to affected department heads, along with a brief description of the proposed program or activity, number of people travelling and their status, e.g. faculty, staff, student, an outline of the extenuating circumstances, rationale for proceeding despite the existence of FAC warning, and a description of specific mitigation measures that will be employed to address the risks associated with the FAC warning.

The dean will forward the request as soon as possible with his/her comments to the Office of the Provost and Vice-President Academic with copies to:

- Associate Vice-President (Student and Enrolment Services)
- Director of Enrolment (Student and Enrolment Services)
- Coordinator of Exchange and Study Abroad (Global Commons)
- Manager, Risk Management and Insurance Services
- Director, Health, Safety and Environment

(Note: The above process could be coordinated through Global Commons, and distribution should preferably be automated using a list server email address.)

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The above persons shall provide their recommendations and comments concerning the request to the Provost and Vice-President Academic or his/her designate as soon as possible for consideration. The Provost may consult with other resources, such as Human Resources Division, etc. Depending on the circumstances, the Provost or his/her designate may convene a meeting to discuss the request.

Several criteria must be considered with respect to the program or activity under appeal, including the:

- Advice of Foreign Affairs Canada with respect to specific locations to be visited
- Nature of the associated hazards, and the degree of potential risk to the safety and security of the participants
- Criticality of the proposed activity to the specific project or research in question
- Availability of viable alternatives to the proposed activity, e.g. can the same research or experience be conducted in a safer location?
- The adequacy of proposed risk mitigation measures to address the specific safety and security risks of the proposed activity

The final decision concerning the appeal rests with the Provost and Vice-President Academic or his/her designate.

3) Risk Assessment:

The risk assessment and planning record required in accordance with University Policy No. [tba in draft] - Field Work Safety (*online at <http://www.usask.ca/dhse/biosafety/Field%20Work.htm>*) should be prepared with copies provided to the dean's office and Global Commons office well in advance of departure, e.g. several months if possible, to reduce potential cost and effects on participants in the event that concerns arise regarding specific risks or risk management measures. A number of University units are available to assist program coordinators or supervisors with risk assessment and planning, including:

- Global Commons (966-2792)
- Risk Management and Insurance Services (966-8788 or 966-8753)
- Department of Health Safety and Environment (966-8496 or 966-8493)

The risk assessment process should not end after the planning process, and plans should be updated as needed to reflect changes that may occur after the filing of the original plan, e.g. in the event that circumstances change in the country, if FAC revises its travel advice, etc.

A partial list of resources to assist with the risk assessment and risk management planning process is provided in Appendix I – Risk Management Resources for University of Saskatchewan Study/Work/Travel Abroad Programs

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Individual risk assessment:

Participation in programs or activities in an international setting provides unique and valuable learning opportunities. However, even the best efforts of everyone involved cannot eliminate the risks involved with international travel, work or learning. The management of the associated risks is a shared responsibility between the University and all participants in international activities, and all parties must accept and share responsibility for understanding, assuming and reducing the associated risks.

All parties involved in an international program or project must share the responsibility to familiarize themselves with the risks of the specific activities and countries of travel, and to make informed decisions concerning their participation. *Ultimately, each person must decide whether or not they are willing to accept the risks involved with international travel and participation in the program or activity.*

In addition to the recommended resources in Appendix I, prospective participants should research the destination in order to make informed decisions concerning their participation using Appendix J – Suggestions for Prospective Participants.

4) Mandatory pre-departure orientation:

Documentation:

A written record of all attendees should be kept for all formal orientation sessions, with date, location, participant names and a sign-in sheet. Copies of all handouts, manuals, checklists and other documents, as well as any agendas and scripts, should be retained on file as part of the due diligence process.

Format:

Orientation may be provided in a variety of formats, depending on the nature of the activity. The format may be very different for larger groups in comparison to a single student traveling on University activity, e.g. attending an international conference or engaged in an internship or placement abroad. Flexibility may be required to adapt the orientation to suit the specific need.

Please do not hesitate to contact Global Commons (966-2792) or Risk Management and Insurance Services (966-8788 or 966-8753) if you wish to discuss application of the Policy with respect to an unusual or unique situation.

Academic orientation session:

The *academic orientation session* is the responsibility of the sponsoring college/unit program coordinator or supervisor. It should cover academic matters relative to the program or activity, as well as site-specific orientation, e.g. site-specific risks, cultural issues, program-specific rules of conduct, and consequences of non-compliance. Instructors should consider developing a program manual, handbook or set of handouts addressing key issues for distribution to participants.

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Risk and responsibility orientation session:

Global Commons will provide the *risk and responsibility orientation session* in cooperation with the college/unit. Program coordinators or supervisors should request and arrange the session with Global Commons well in advance of departure. Global Commons will draw on specialized support from Risk Management and Insurance Services and/or Department of Health, Safety and Environment, where needed.

Risk Management and Insurance Services (RMIS) can provide orientation and information concerning risk and insurance issues, emergency procedures, and waiver/releases. The unit also provides *web-based short courses on international travel safety and security* developed by the Canadian Universities Reciprocal Insurance Exchange (CURIE). The course is available to individuals or groups, and there is no charge for University students, faculty, staff and volunteers. RMIS can provide coordinators and supervisors with registration details, as well as reports detailing participants' attendance and scores on each section of the course. Please contact Merv Dahl, Risk and Insurance Analyst at 966-8753 or merv.dahl@usask.ca for details.

The risk and responsibility session may be combined with the academic orientation session.

5) Insurance:

Appendix B - Health Insurance Information for Study/Work/Travel Abroad provides detailed information and suggestions concerning health and medical insurance issues to assist persons planning to travel abroad.

All students and other non-staff participants are required to provide evidence of valid out-of-country medical health insurance to the program coordinator and the Global Commons central registry service prior to travel using the form in Appendix C – Confirmation of Supplementary Health Insurance. The insurance must provide coverage for the full duration of travel, and include coverage for medical evacuation and repatriation.

NOTE: It is the responsibility of each traveller to assess his/her insurance policy and ensure that the coverage is adequate to meet his/her needs. The University of Saskatchewan is not responsible to verify the adequacy of insurance policies or coverage. The University requests evidence simply to determine that the traveller has placed a medical health insurance policy for the duration of travel with coverage for medical evacuation and repatriation.

6) Waivers and releases:

All students and participants *other than faculty and staff* are required to sign a waiver, release and indemnification agreement form, or an informed consent if indicated below, in a format approved by Risk Management and Insurance Services and the Canadian Universities Reciprocal Insurance Exchange (CURIE) prior to international travel. Participants should be

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notified concerning form(s) requirements prior to registration and form(s) should be provided to participants well in advance of departure.

Faculty and staff are not required to sign waivers and releases for international travel, except in unusual circumstances, e.g. situations where an appeal has been approved for travel despite the existence of an FAC warning for the country in question. However, it may be advisable to request faculty or staff to sign an informed consent document recognizing that the participant understands and accepts the risks involved with travel to a high risk area.

An informed consent form may be used instead of the standard waiver, release and indemnification form in the following circumstances:

- Graduate students involved in research that is required as part of their academic requirements, or that are conducting approved University of Saskatchewan research
- Situations where the student is also receiving remuneration for a portion of the activity as a paid employee of the University

Waivers, Releases, Indemnification Agreements, and Informed Consent Forms:

- Risk Management and Insurance Services will provide approved forms of waivers, releases, indemnification agreements, and informed consent documents to units upon request. All forms of this nature must be approved through Risk Management and Insurance Services to ensure consistency with RMIS and CURIE requirements.
- Although the legal text in approved forms will be generally consistent, the description of risks will vary depending on the nature and location of the program or activity. Units are required to provide details of the program or activity to RMIS to assist with preparation of forms.
- Waivers, releases and other forms must be administered in accordance with Appendix D – Guidelines for the Administration of Waivers and Informed Consents.
- Original copies of signed forms must be retained by the unit in a secure location for a period of no less than ten (10) years.

Acknowledgement of Responsibility Form (Appendix E):

In addition to the mandatory Waiver or Consent Form, it is recommended that coordinators and/or supervisors of study abroad or field study programs require students and other participants to sign an Acknowledgement of Responsibility Form (see sample in Appendix E) prior to departure. The form acknowledges the authority of the supervisor while leading a group abroad. Risk Management and Insurance Services will provide appropriate versions of the form upon request.

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7) Emergency and contingency plans:

The Field Work Safety Planning Record required under University Policy No.[tba in draft] – Field Work Safety <http://www.usask.ca/dhse/biosafety/Field%20Work.htm> requires department and unit heads to ensure that coordinators / supervisors prepare site-specific emergency plans for each international program or activity. *[Insert links to sample sites and/or considerations when planning for emergencies at this level]*

A checklist for planning at the program and unit level is provided in Appendix F - Emergency and Contingency Planning Checklist for International Programs.

Colleges and units are required to develop and maintain emergency protocol and procedures that interface with applicable University policies and emergency procedures. A sample protocol and procedures is found in Appendix G – Sample College Procedures for Responding to an International Emergency.

The University is developing a policy to address the response to international emergencies at the institutional level to be circulated shortly. In the interim, please refer to Appendix H - Interim Procedure for Receiving an Emergency Call.

8) Authority:

The Provost and Vice President (Academic), deans, and department heads have the authority to disallow student participation in a program involving international academic mobility if the requirements of this policy have not been met.

9) Other:

Many University policies and procedures have some application to international programs and activities. University Policy No.[tba] – Field Work Safety <http://www.usask.ca/dhse/biosafety/Field%20Work.htm> addresses requirements for vaccinations and other health and safety issues that must be considered and addressed.

For more information contact:

- Exchange and Study Abroad Coordinator, Global Commons - 966-2792
- Manager, Risk Management and Insurance Services – 966-8788
- Risk and Insurance Analyst – 966-8753

Appendix A – INTERIM Central Registration Form for International Travel

PERSONAL DATA:

Name (last, first, initials): _____

U of S Student or Employee ID Number: _____

Date of Birth (day/month/year): _____

Citizenship: _____ Passport Number: _____

Permanent Address: _____

Telephone: Home (_____) _____ Work (_____) _____

Cellular Phone: (_____) _____ E-Mail Address: _____

University Of Saskatchewan Status (please check as applicable):

___ Undergraduate Student ► College _____

___ Graduate Student ► Area of Study _____

___ Faculty ► College & Department _____

___ Staff ► College & Unit _____

COUNTRY #1 TRAVEL DETAILS: (Please use additional sheets if visiting additional countries)

Destination (Country): _____

Place(s) to be Visited: _____
(Cities and/or locations/areas within country)

Term Abroad from _____ to _____
(dd/mm/yy) (dd/mm/yy)

Purpose / Program Name: _____

Are You Travelling With A Group?: ___ yes ___ no

Group / Leader Name: _____

Appendix A – INTERIM Central Registration Form for International Travel

COUNTRY #1 CONTACT DETAILS:

Contact Person and/or Institution: _____

Contact Address: _____

Contact Telephone Number(s) and E-Mail Address in Country #1:

While I am away I will be reading my email messages (*please check one*):

___ daily ___ weekly ___ infrequently or ___ I will not have access to email while I am away

EMERGENCY CONTACT INFORMATION IN CANADA:

I appoint the following person(s) as my Emergency Contact(s) and authorize the University to contact said person(s) for or with information about me in case of emergency. The following person(s) have agreed to act as emergency contact for me:

CONTACT #1 Name: _____ Relationship: _____

Address: _____
(street, city, province, postal code)

Telephone: Home (_____) _____ Work (_____) _____

Email: _____ Fax: _____ Cell: _____

CONTACT #2 Name: _____ Relationship: _____

Address: _____
(street, city, province, postal code)

Telephone: Home (_____) _____ Work (_____) _____

Email: _____ Fax: _____ Cell: _____

I have informed my Emergency Contacts about this designation and regarding all aspects of my proposed study/work/travel abroad, including the nature of any possible risks.

Participant's Signature

Date

Appendix B - Health Insurance Information for Study/Work/Travel Abroad

Supplemental out-of-country medical health insurance is a mandatory requirement for all persons traveling outside Canada on an approved University of Saskatchewan program or activity. It is crucial that you ensure that you have adequate out-of-country health and medical insurance coverage to pay for health care for yourself, and to protect yourself from significant financial problems in the event that you experience a medical emergency while abroad.

Canadian supplementary health insurance plans normally require you to be covered by a provincial government health plan as a basic plan, and will only pay for claims in excess of provincial health insurance coverage. If you do not have basic coverage, you are normally ineligible for supplementary health insurance even if you have purchased it. It is your responsibility to ensure that you are covered by a provincial government health plan **AND** have supplementary health insurance that covers international travel.

NOTE: If you are planning to study/work/travel abroad, you must notify your provincial Ministry of Health. Since each province has different regulations, you should contact your provincial Ministry of Health for their current requirements. For those covered by Saskatchewan Health Services Plan, you must advise Saskatchewan Health Registration (1-800-667-7551) of all situations where you will be temporarily absent from the province for more than three months, including:

- the date you intend to leave Saskatchewan
- the reason for your absence
- your intended return date

Under certain circumstances, you may retain limited coverage under Saskatchewan Health Services Plan while away for **up to one year** provided you intend to return to Saskatchewan to live. Following any extended absence from the province, you need to contact Saskatchewan Health to ensure that your card is still active and you are entitled to benefits. Please see the Saskatchewan Health website at http://www.health.gov.sk.ca/ps_benefits.html for detailed information.

Attention: Saskatchewan Health Services Plan cards have an expiry date. If your card expires while you are out of the country, your supplementary health plan will normally no longer be valid.

General Comments:

Consider the amount of risk you are willing to take regarding your health. It is your responsibility to ensure that you are covered by a provincial government health plan **AND** have supplementary out-of-country health and medical insurance that covers your international travel.

Most supplementary out-of-country medical health insurance policies cover **emergency care only** as a result of illness or accident. If you plan to be out of Canada for an extended period of time, you should investigate the availability of health insurance for non-emergent illnesses. In addition, most supplementary policies contain exclusions applicable to **'pre-existing' medical conditions**, which is defined in various ways. Please investigate carefully to ensure that you choose a plan that meets your needs.

When you are selecting an out-of-country health and medical insurance plan to cover your study/work abroad activity, your assessment should include the following considerations:

General

1. What is the name of the Plan and name of Insurance Carrier?
2. What is the cost of the plan and length of coverage? Will the plan provide coverage for the maximum period that you will stay abroad with continuous coverage from your departure date until after your return date?

Appendix B - Health Insurance Information for Study/Work/Travel Abroad

3. Does the plan have an easy to understand and well laid-out booklet that provides all details of coverage and the process of enrolling in and using the plan?
4. What is the process for enrolling in the plan, e.g. do you need a medical?
5. When does the plan begin and end, e.g. day of departure from Canada, date of arrival abroad etc.?
6. Can you renew the plan? If so, how is this done and what is the length of additional coverage?
7. Is coverage renewable from abroad in case your stay must be extended for any reason?
8. Will the plan allow the enrollment of additional family members or dependents?
9. How does this plan deal with other applicable coverage that you may have, e.g. a parent's or spouse's plan? Does it assume the other plan will pay first?
10. When enrolling in the plan, does your signature give the health insurance provider access to your past and future medical records?

Using the Plan

11. If you find it necessary to use your insurance, what do you show as proof of worldwide coverage?
12. Is there a toll-free 24-hour emergency contact number in English with translation services for health care providers in the host country who do not speak English?
13. Is this number listed on the plan's health insurance card?
14. If you obtain medical assistance while abroad, when and how should you inform the agency?
15. Is it a condition of coverage to inform the agency prior to treatment?
16. Does the insurer require you to return home immediately following medical treatment?
17. What are the procedures for filing a claim? How long does it take to get reimbursed?
18. Does the plan require the use of plan-approved medical facilities?
19. Does the plan require up front payment with reimbursement when the receipts are submitted, or will the plan provide for direct payment of significant bills abroad by the company so that you do not need pay, and then wait for reimbursement?
20. What documentation of expenses is required, e.g. does the bill need to be in English and the amount of the charges in Canadian dollars? Does the bill need to clearly state the diagnosis and treatment received and/or other details?
21. What do you do under the plan if you have to pay cash up front and have no money?

Coverage and Limitations

22. Is there an age limit on the insurance policy holder(s)?
23. What is not covered by the plan, e.g. exclusions such as pre-existing conditions, self-inflicted injuries, drug or alcohol related accidents, certain types of activities such as sports etc.?
24. If pre-existing medical conditions are not covered, how is a pre-existing condition defined, e.g. symptoms displayed or treatment obtained a stated number of months or years prior to departure? (Try to ensure that your policy covers congenital or pre-existing conditions, such as asthma, diabetes, etc.)
25. What is the maximum amount of coverage that is provided? Are sub-limits applicable to certain types of expenses? Obtain the maximum limit available for medical expenses due to accident or illness and hospitalization since treatment for some types of injuries may exceed \$250,000 and go as high as \$1,000,000 plus.
26. What other limits to coverage are set out in the policy?
27. Does the plan cover 100% of the costs of health care, e.g. covers only 80% of prescription drugs.
28. Are there deductibles? If so, what are they, e.g. plan covers 100% of emergency care after patient pays first \$200, etc.?
29. Does the plan include hospitalization coverage for accidents and illnesses while abroad?

Appendix B - Health Insurance Information for Study/Work/Travel Abroad

30. Will the plan cover emergency room expenses?
31. Does it cover doctor's visits and prescription medicines?
32. Are medical evacuation costs covered e.g. airlift to a well equipped hospital in Canada or another country? Is it subject to a sub-limit amount? (Costs may exceed \$50,000) If you would likely be evacuated to the U.S.A., e.g. while studying in Mexico, is the plan valid for expenses incurred in the U.S.?
33. In the event of death, what is the coverage limit for repatriation of remains to Canada? In many cases, these costs may exceed the coverage in your plan.
34. Does the plan cover non-emergency visits to the doctor or elective surgery?
35. Does the plan cover emergency dental care? Is there a sub-limit applicable to this coverage?
36. Is non-emergency dental coverage provided?
37. Is ambulance or emergency transportation to a hospital covered?
38. Does the plan cover you in all of the country(ies) in which you will be studying or are planning to visit, e.g. high risk countries due to disease, war zone, natural disaster etc.
39. Does the plan cover sports injuries?
40. Does the plan cover physiotherapy, massage, acupuncture and/or other rehabilitation services?
41. Does the insurance plan cover accidents while driving an automobile or motorcycle?
42. What high-risk activities are NOT covered by the plan such as scuba diving, skiing, riding a motorcycle etc.?
43. Are emotional and/or psychological related issues covered?
44. In addition to medical coverage, does the policy cover lost luggage, stolen property or travel cancellations?

Once you have considered the above information and any other personal concerns, choose the plan or plans that best suit your needs.

This document is based on material developed by the International Centre, Queen's University, Kingston, ON <http://www.queensu.ca/quic>

Confirmation of Supplementary Health Insurance for Study/Work/Travel Abroad
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Please complete this form and return it to University of Saskatchewan Global Commons, Room 60, Lower Place Riel prior to your departure.

It is essential that you have adequate out-of-country health and medical insurance coverage prior to leaving Canada. The information contained on this form is required to demonstrate that you have obtained supplementary health insurance for your study/work/travel abroad.

It is crucial you have adequate out-of-country health and medical coverage. For information regarding out-of-country insurance, please read ***Appendix B - Health Insurance Information for Study/Work/Travel Abroad***

Canadian supplementary health insurance normally requires that you also have basic provincial government health insurance. If you do not have basic coverage, you are normally ineligible for supplementary coverage. It is your responsibility to ensure that you are covered by a provincial government health plan **AND** have supplementary health insurance that covers international travel.

Please complete the following:

Surname: _____ Given Name(s): _____

U of S Student #: _____

Date of Birth: ____/____/____ (day/month/year) SEX: Male___ or Female___ (check one)

Provincial Health Insurance #: _____ Province: _____

I will be participating in a University of Saskatchewan study/work/travel abroad program during the period of ____/____/____ (day/month/year) to ____/____/____ (day/month/year).

Name of Program: _____

City and Country of Destination: _____

For this period, the supplemental insurance plan that provides my out-of-country health/medical coverage is:

Insurer: _____ Policy No: _____

In the name of: _____

I have read the document entitled "***Appendix B - Health Insurance Information for Study/Work/Travel Abroad***" and I understand it is my responsibility to ensure that I have adequate health insurance coverage.

I will report, in writing, any changes to my supplemental health insurance coverage to Global Commons.

Participants Signature: _____ Date: _____

This form must be returned to Global Commons, Room 60, Lower Place Riel prior to departure.

PLEASE NOTE:

Program participants covered under Saskatchewan Health Services Plan must inform Saskatchewan Health Registration (1-800-667-7551) in all situations where you will be temporarily absent from Saskatchewan for a period longer than 3 months.

Participants covered under health insurance other than Saskatchewan Health Services Plan must inform their local Ministry of Health office or other insurer that they will be studying/working/traveling outside their province. Each province has different regulations concerning the period of absence.

Appendix D - Guidelines for the Administration of Waivers and Informed Consents

General:

These guidelines are specifically applicable to documents used in connection with international programs and/or activities involving academic mobility.

If you require a Waiver, Release, Indemnification Agreement or Informed Consent document for your specific program or activity, or if you have questions about the appropriate document for an event and/or would like to be trained on how to administer waivers, please contact Risk Management and Insurance Services at 966-8753 or 966-8788 for assistance.

PLEASE NOTE: These guidelines are **NOT** applicable to the informed consents and waivers required for research involving the use of human subjects/participants. Please contact Research Services if you require assistance with an application and documentation for this purpose.

1. Which document do I use for international programs or activities?

- Participants 18 years of age and older *other than University of Saskatchewan faculty and staff* must sign an approved* WAIVER, RELEASE AND INDEMNIFICATION AGREEMENT.
- Graduate students involved in research that is required as part of their academic requirements and/or that are conducting approved University of Saskatchewan research may sign an approved* ADULT INFORMED CONSENT instead of the waiver, release and indemnification agreement.
- Minors under the age of 18 must have their parent/legal guardian sign an approved* CHILD INFORMED CONSENT.

*All forms must be in a format and wording approved by Risk Management and Insurance Services and Canadian Universities Reciprocal Insurance Exchange (CURIE).

2. What are the next steps?

- Copy two page Waivers or Informed Consents in a back to back format
- Give advance notice of the requirement to sign the Waiver or Informed Consent to all participants if possible prior to registration in the program or activity. For example, mention of the requirement to sign a Waiver or Informed Consent could be made in promotional literature distributed or mailed out to potential participants.

3. When can the document be signed?

Generally, Waivers and Informed Consents cannot be filled out and signed on the day of departure. They must be filled out and signed prior to that time. This ensures that the participants or their parents/legal guardians have sufficient time to consider the legal implications of signing the Waiver or the Informed Consent.

An exception may be made when the Waiver or Informed Consent has been sent out to the participants with sufficient advance notice. The document can then be signed on the day of departure in front of an appropriate witness. If you are planning to distribute Waivers or Informed Consents in this fashion, please ensure that you track the date that you sent out the documents to ensure that you are able to prove that prior copies were distributed in case the need should arise at a later date.

Appendix D - Guidelines for the Administration of Waivers and Informed Consents

4. Who can be a witness?

- Specific employees of the University, or designated persons contracted to provide instruction for the University, or members of student groups should be designated and trained to deal with the administration of Waivers and Informed Consents and act as witnesses to the execution of the Waivers and Informed Consents. Bearing in mind that these persons may some day have to appear in court to testify as to the execution of the document, these people should be mature and responsible individuals.
- WAIVERS AND ADULT INFORMED CONSENTS must be executed in the presence of specifically designated employees of the University, specific persons contracted to provide instruction for the University, or trained members of student groups. The only alternative is to have the document executed by the participant and witnessed by a lawyer or notary public, and then mailed into the University.
- CHILD INFORMED CONSENTS should be executed in the presence of specifically designated employees of the University. The only exception is where distance of the parents/legal guardians from the University makes it administratively impossible. In this case, the Informed Consent may be signed by the parent/legal guardian and witnessed by a person that is not of their immediate family. Witnesses must print their name and supply their address and telephone number for the form to be complete.

5. Administering and witnessing a Waiver or Informed Consent document:

Waivers and Informed Consents must be signed by the participant or their parent/legal guardian in front of a University employee, contracted instructor or trained student group member, who will act as witness. Before witnessing the Waiver or Informed Consent by signing the document beside the signature of the participant or their parent/legal guardian, the witness should observe the following points:

- a. ensure the person is of sound mind and body;
- b. check picture identification to ensure the person signing the Waiver/Informed consent is the same as the participant on the Waiver or the parent/legal guardian on the Informed Consent;
- c. ensure that the name of the participant and address are complete;
- d. ensure that the participant/parent/legal guardian has signed and dated the Waiver or Informed Consent;
- e. ensure that the participant/parent/legal guardian has not changed or crossed out any of the wording on the Waiver or the Informed Consent;
- f. the witness should ask each participant/parent/legal guardian: "Have you read and do you understand the Waiver/Informed Consent?";
- g. the participant/parent/legal guardian must respond affirmatively.

Only after the above points have been confirmed should the witness sign the Waiver/Informed Consent.

Appendix D - Guidelines for the Administration of Waivers and Informed Consents

6. What if the participant asks the witness to explain the document?

- **WAIVER** - If the participant requests an explanation of the meaning of the Waiver, the following explanation should be given:

"The document you are asked to sign is a Waiver of Liability and Indemnity Agreement. It is a legal document and by signing the Waiver and Indemnity, you are giving up certain legal rights, including the right to sue, should you be injured while participating in this activity."

- As the Waiver is written in clear terms, the witness should not attempt to get into a more elaborate explanation, but should suggest the participant re-read the document. If the participant insists on questioning the witness or is troubled by the language in the Waiver referring to the negligence of the University, the participant should be directed to consult with Insurance & Risk Management.
- **INFORMED CONSENT** - If the participant/parent/guardian requests an explanation of the meaning of the Informed Consent they should be encouraged to re-read the document as the document is written in clear terms. If the participant/parent/legal guardian insists on questioning the witness further, they should be directed to consult with Risk Management and Insurance Services (966-8753 or 966-8788).

7. Storage and retention of Waivers or Informed Consent documents:

Executed Waivers/Informed Consents should be filed and safeguarded for a period of not less than ten years. Waivers/Informed Consents signed in years previous to the year of the accident may be of value in establishing the participant's/parent's/legal guardian's understanding of the nature of the document.

8. What do I do if there is an accident during the activity?

Any incidents or accidents that occur during an activity must be reported immediately to Campus Safety (306-966-5555) to file an accident report. If the accident involves a University employee, a report should also be provided to the Department of Health, Safety and Environment. Risk Management and Insurance Services will contact you to obtain original copies of the Waivers/Informed Consents that were signed.

UNIVERSITY OF SASKATCHEWAN
[Insert Title of Program / Activity] – [Dates]
ACKNOWLEDGMENT OF RESPONSIBILITY & LIABILITY WAIVER

I understand that participation in the University of Saskatchewan – [Insert Title of Program / Activity] (hereinafter referred to as “the Program”) will take me away from campus for an extended period of time. I understand that I will be exposed to risks during this period and I am prepared to accept these risks.

In consideration of approval to participate in the Program, I hereby release and hold harmless the University of Saskatchewan, its agents and employees, from any and all liability for any loss, damage, injury or expense that I may suffer, or that my next of kin may suffer, as a result of my participation in the Program due to any cause whatsoever including, but not limited to, negligence, breach of contract or breach of any statutory or other duty of care, delay, expense resulting from events beyond their control, acts of God, war, civil unrest, sickness, transportation, scheduling and government restrictions or regulations.

I further understand that it is my responsibility to abide by all applicable University policies, the laws of the country, and to ensure I have adequate medical, personal health, dental and accident insurance coverage, as well as protection of my personal possessions.

I recognize that in the event of a general civil emergency the University, through the Government of Canada, will endeavour to assist its students.

It is understood that my supervisor or semester coordinator can require my withdrawal from the Program for reasons of illness or conduct unbecoming a student of the University of Saskatchewan, and will be the sole authority in exercising that judgment.

I understand that this agreement cannot be modified nor interpreted except in writing by the University of Saskatchewan and that no oral modification or interpretation shall be valid.

Name: _____

Address: _____

Telephone: (_____) _____

Next of Kin: _____

Relationship: _____

Address: _____

Telephone: (_____) _____

I ACKNOWLEDGE MY OBLIGATIONS AND RESPONSIBILITIES

Signed: _____ (Participant)

_____ (Parent or Guardian if under age 18)

Witness: _____

Date: _____

Emergency and Contingency Planning Checklist for International Programs

The Field Work Safety Planning Record required under University Policy No.[tba] – Field Work Safety <http://www.usask.ca/dhse/biosafety/Field%20Work.htm> requires department and unit heads to ensure that coordinators / supervisors prepare site-specific emergency plans for each international program or activity. *[Insert links to sample sites and/or considerations when planning for emergencies at this level]*

Emergency and contingency plans for international programs or activities should consider the following scenarios:

- Natural disasters
- War and civil unrest
- Terrorism, kidnap and hostage situations
- Injury, death and medical emergencies
- Incapacitation of the Leader(s)
- Criteria for evacuation versus remain-in-place (or ‘stay-put’) strategies

1. CHECKLIST TO COMPLETE PRIOR TO DEPARTURE:

- All participants must register with Global Commons by completing the Central Registration Form for International Travel, which can be found at *[Insert link and/or paper form location]* and send it to Global Commons, Room 60, Lower Place Riel or email it as an attachment to kelly.kozak@usask.ca *[should have a Global Commons email address]*.
- Register with the Government of Canada – Foreign Affairs Canada. This can be done prior to your departure and then confirmed upon your arrival by accessing their web page at <http://www.voyage.gc.ca/Consular-e/SOS/rocapage-e.htm>
- Ensure that you have the address and phone number of the nearest Canadian Consulate or Embassy office. This can be obtained on their web site at http://www.voyage.gc.ca/Consular-e/For_Dest/canadian_offices-e.htm. You may also wish to retain the same information for the British, U.S. and Australian embassies, as they may be willing to assist in an emergency.
- GROUP TRAVEL:** If you are traveling as a group, prepare an Emergency Plan. A checklist of what should be included in the Plan is on the last page of this document. Elements of the group plan may also be beneficial for individuals travelling.
- Obtain a University of Saskatchewan Emergency Contact Card through either the Global Commons office (Room 60 Lower Place Riel) or Risk Management and Insurance Services (E274 Administration Building). It provides 24-hour emergency assistance phone numbers.
- Obtain all of the proper documentation to ensure that you will pass all the customs, immigration or visa requirements.
- If you are going to drive, ensure that you either understand the language or the road signs and be aware of any increase in risk in the areas to which you are driving (i.e. night driving or lack of a road maintenance program on a particular road may increase your risk). Ensure that you have secured the appropriate driver’s license and permits.

2. HEALTH & TRAVEL INSURANCE AND ISSUES

- Obtain health, travel and accident insurance coverage.
- Review your coverage to ensure that you know what is covered and whether or not you will be required to pay in advance for medical services. The University may provide some of this insurance if you are a faculty or staff member. See Appendices B and C.
- Obtain information on medical, legal and professional services within the area you are going to and where/how to obtain them (do it before you need them) - in some countries you may be required to provide immediate cash payment for health services and medical care may be at a significantly different standard than Canada.
- Obtain vaccinations required or suggested for the area to which you are traveling.
- You may wish to keep a health emergency card on your person that is **written in the language of the area** to where you are travelling. This card should include any information that medical personnel would need in an emergency (i.e. your name, what language(s) you speak, allergies, your blood type, emergency contact number, any particular medical condition which may require care while you are abroad including appropriate medical response techniques, etc.).
- Take extra prescription drugs in original containers and check with that country's laws to see if those drugs are permissible to bring into that country.
- Take extra eyeglasses or contact lenses.
- Bring a first aid kit

3. RISK MANAGEMENT

- Set up a call-in procedure with a University person in your college and/or unit where you will contact them on a regular basis. That way if you get in trouble, someone will be looking for you.
- Keep a photocopy of your passport and visa information with you in case the originals are lost. Have a safe place for passports, visas and tickets (a hidden pouch or document holder). Do not keep originals and photocopies in the same place.
- Leave a copy of your itinerary, passport, visa, medical information, and medical insurance with family or friends in case you require it in an emergency.
- The University offers a web-based course, which is available through Risk Management and Insurance Services. It is offered to students, faculty, staff, volunteers and other participants free of charge by the University insurer - Canadian Universities Reciprocal Insurance Exchange (CURIE). It contains modules on Travel Risks, Security Solutions and Institutional and Personal Liability. If you would like to take one or all of the modules, please contact Risk Management and Insurance Services Merv Dahl at 966-8753 or merv.dahl@usask.ca and you will be supplied with the web address and a password.

NOTE: Situations can change unexpectedly and rapidly, prompting a change in a country's security rating. Plan ahead!

4. GROUP EMERGENCY PLAN

An Emergency Plan should include the following elements:

- Identify the Leader of the group, and an alternate who will take over if the Leader is incapacitated.

- Identify a primary and a backup location where you will meet in an emergency. For example, a Canadian business establishment may be a good idea, if available.
- How will you react in a medical emergency (i.e. who speaks the language, who can accompany the person who is hurt to the hospital, etc.)?
- Ensure that you have the University of Saskatchewan Emergency Contact number (306) 966-5555 readily accessible, as well as all telephone numbers and email address for your U of S college and/or unit contact, and the address and phone number of the nearest Canadian consulate (provided in the FAC Travel Report). It is also helpful to have British and U.S. consulate information as well, in case you cannot reach the Canadian consulate.
- Determine what degree of support the Canadian Consular/Embassy Office closest to your city will be able to offer to you. The Canadian consulate can be quite helpful in familiarizing the group with local resources that are available to Canadian citizens. If possible, the group Leader should arrange a meeting with the Canadian Consular/Embassy office. Ensure that you know the consulate/embassy locations and contact numbers. You should also have the same information for the British, Australian and U.S. embassies/consulates, as they may be able to be of assistance in an emergency.
- If the area is known for a particular environmental condition (i.e. volcanic eruptions, earthquakes, hurricanes, etc.), check with local authorities to see what they would suggest to pack in an "emergency kit" in case that type of environmental condition occurs. Familiarize yourself with evacuation routes.
- Determine options for alternative modes of transportation and routes by air, land or sea and familiarize yourself with the scheduled flights of various airlines in case you must leave the area quickly. In selecting alternative routes be aware of potential choke points, bridges, areas that could be congested and provide maps of those routes.
- Investigate any departure problems in connection with in-country taxes and any other related departure requirements so that you are aware of them in case you must leave quickly.
- Cultivate a relationship with a local travel agent, both for local as well as international travel, in case you need emergency assistance.

In an emergency / early departure scenario, ALL MEMBERS OF THE GROUP SHOULD HAVE:

- current passports & visas
- appropriate amounts of cash (local currency and American dollars recommended)
- water & food
- blankets/sleeping bags
- up-to-date list of vaccinations
- All host country identification papers and at least one photocopy of each including Embarkation Cards, customs documents etc.

NOTE: you may be restricted in the poundage of the items you are taking (anywhere from 20-66 pounds). If you are required to leave some of your items behind, make a list of them in case they can be obtained at a later date. ***DO NOT take any weapons or alcohol with you.***

THE LEADER is responsible for the following:

- first aid kit
- flashlight with batteries

- waterproof matches
- road/route map
- pad of paper & pen
- retaining photocopies of current passports, visas and an up-to-date list of vaccinations for all group members
- reporting any significant injuries to group members to the University after the injury is attended to.
- If the group is required to depart the area/country earlier than expected, in an emergency situation, the Leader must submit the following information to the University:
 - travel information: transportation type, date, time, destination, estimated time of arrival);
 - names and number of evacuees
 - medical assistance needed.
 - retaining the address and phone number of the nearest emergency medical facility.
 - carrying a cell phone, where possible
 - ensuring that all group members are aware of the elements of the Emergency Plan
 - setting up and maintaining a call-in procedure with a University faculty or staff member where the Leader will contact them on a regular basis.
 - ensuring that a copy of the Emergency Plan is retained at the University by their departmental contact.

Sample College Procedures for Responding to an International Emergency

As the University moves toward developing an institutional policy and protocol for international emergencies and disasters, colleges and units need to be prepared to play a fundamental role in responding to emergencies that affect international programs and activities. Colleges need to identify who will coordinate responses within the College. Because department or unit heads or program coordinators may not necessarily have all the needed preparation or information to respond to emergency situations appropriately, it is assumed that the locus of response at the College level will be from the Office of the Dean, with departmental heads and others being involved as appropriate on a case-by-case basis.

The management of crisis situations will normally be directed centrally through the Global Commons. However, many of the situations likely to arise will be non-crisis or routine in nature, and most of these will be handled within the College.

Categories of Response:

1) Emergency:

Events that may trigger an emergency response include serious illness or injury, fatal accidents, death, suicide, hate crime, assault, violent incidents, missing persons, kidnap/hostage situations, political or civil unrest, acts of war or terrorism, and natural, environmental or manmade disasters. This type of event requires immediate response at the institutional and College levels.

2) Non-crisis situations:

Non-crisis events are situations that do not endanger and/or present a direct safety or security risk to participants. This type of situation may include serious logistical problems, e.g. visa problems, unsuitable accommodations, lost travel or citizenship documents, etc. This type of event should be monitored and/or evaluated to determine the appropriate response.

3) Routine administrative requests:

This type of event represents needs that do not place either persons or the program in jeopardy. This level of need require response at the College or unit level only.

Contact Procedures:

Emergency:

University International Crisis Coordinator (UICC) (to be identified in the as yet uncirculated draft University International Emergency Response Protocol - IERP) contacts first available of:

- Associate Dean (Undergraduate Affairs), Dean or other designate (e.g. in the case of Graduate students);
- Internationalization Coordinator (if designated in College);
- Person contacted gets in touch with the other (above), plus the Dean and relevant Associate Dean(s); plus Department Heads for the study abroad program of the affected student(s); plus any staff members providing administrative support for the program

Non-crisis situations:

Non-crisis situations should be monitored and/or evaluated to determine the appropriate response, and need to be brought to the immediate attention of the Associate Dean (Undergraduate Affairs),

Sample College Procedures for Responding to an International Emergency

Dean or other designate. Sometimes non-crisis situations may be reported through the University of Saskatchewan 24-hour emergency contact system (through Department of Campus Safety – 966-5555). In these cases, the University International Crisis Coordinator contacts the first available of:

- Associate Dean (Undergraduate Affairs), Dean or other designate;
- Internationalization Coordinator (if designated in College);
- Person contacted gets in touch with others to be contacted (see above) if the circumstances warrant a formal process, or refers the problem to the appropriate person (Internationalization Coordinator for the College, unit head, or support staff) for resolution;
- Note: it is the responsibility of the UICC to determine whether a particular situation is an emergency or non-crisis situation

Routine Administrative Requests:

In most cases, these situations will be resolved in a routine way by the program coordinator abroad, sometimes with the requested assistance of the department head and/or staff providing administrative support for the program, or the designated Internationalization Coordinator for the College.

Resources:

University level:

The University should provide legal advice, coordination and advice on crisis management, counselors if required, communication with media and family – coordinated by the UICC and/or the institutional international emergency response team.

College level:

The College should keep the following information on file:

- List of interpreters for languages appropriate to College programs, e.g. Spanish, French, Mandarin, Czech, Russian, Ukrainian, Arabic, Thai, German, etc. Prepare list with contact information, and with the consent of individuals listed as interpreters
- List of area studies specialists in areas where College students are studying
- List of students abroad and key information for them, including emergency contacts, passport number, etc. (immediate access to database to be maintained by Global Commons; until that is operational, a paper copy of this information should be maintained by both the College primary contacts and by the department/ unit sponsoring the study abroad program)
- List of key contacts, including Foreign Affairs Canada, the institution in the country where the students are studying, and partner institutions in Canada if applicable.

1) Management of Emergency Situations:

- College committee meets at the earliest convenience to identify issues needing attention and agree on a division of responsibilities. The Committee will meet as needed during the emergency, and at least once after its resolution to discuss lessons learned.

Sample College Procedures for Responding to an International Emergency

- Designated College International Emergency Response (IER) Leader: [Identify person/position] normally takes the lead in the College response; depending on the circumstances, this role may be assumed by the Internationalization Coordinator, Dean or Dean's designate (e.g. in the absence of the designated Lead and/or depending on the apparent gravity of the situation):
 - Maintains contact at least daily with UICC for updates on the situation, offers appropriate support from College
 - Does not take initiative in areas that are handled by the UICC (e.g., discussions with FAC, authorities abroad, legal counsel, etc.)
 - Maintains daily contact with others on the College response team, forwards pertinent information to them
 - Directs the response within College, e.g. delegates tasks that need to be undertaken in College, coordinates decisions on messages to students and faculty about the situation as appropriate (discuss with UICC)
 - Provides support for head(s) of departments and others involved, on a case-by-case 'as needed' basis
 - Directs requests for information as appropriate in accordance with UICC directives
 - Ensure that records are kept concerning the emergency and a final report is prepared for the College and UICC
- Affected department and/or unit heads, faculty and staff work with direction from, and maintain contact with, the Designated College IER Leader, to assist in response including:
 - Direct outside requests for information as appropriate
 - Communication with students and faculty within the department
 - Assist College IER Leader with requested information and support

2) Management of Non-Crisis Situations:

The following discussion relates to non-crisis situations which need to be monitored for some time and/or involve some involvement by the Associate Dean (Undergraduate Affairs), Dean or other designate.

- Non-crisis situations may involve a wide range of circumstances where the reported situation needs to be monitored for some time to ensure that it does not develop into a crisis. For example:
 - illness or injury that is not serious or life threatening, and that appears to be responding well to treatment
 - civil unrest or natural disaster that does not yet warrant evacuation
 - loss of passport or theft of money
- The UICC will decide whether to manage each particular situation, or to pass primary responsibility for its resolution to the College

Sample College Procedures for Responding to an International Emergency

- Management of non-crisis situations in the College (who does what, over what time frame) will need to be determined on a case-by-case basis; needed responses must be handled in a very timely fashion
- Whenever warranted, members of the College response team will be informed as soon as possible of the nature of the problem and how it will be handled. A meeting may not be necessary. Response team members will be kept informed in a timely fashion of developments and the resolution of the matter.
- Decisions will be needed on a case-by-case basis on if and when to provide information about the case to students and faculty in the student's department and/or other students studying in the same country. It is important to ensure communications are coordinated with UICC, Global Commons, the College and the student's department.
- The UICC will be kept informed of developments, and will be contacted immediately if there are any signs that the situation may be deteriorating, perhaps requiring a crisis response. In such cases, the UICC will decide when it is appropriate for the UICC to assume responsibility for management of the situation.
- In all cases, full written records must be kept, including details of information received and actions taken on a daily basis and final report.

3) Management of Routine Administrative Requests:

Routine requests for assistance with information, supplies, etc. will be dealt with in a straight-forward fashion by the program coordinator or support staff. There is no need in such cases to involve others who would be contacted in an emergency or non-crisis situation (see above).

Preparatory Measures:

- Discuss the proposed College level response protocol with Global Commons and Risk Management and Insurance Services, as well as with dean, associate deans and others – revise to ensure it is compatible with the University IERP protocol, and that it addresses College needs
- Assemble needed resources (e.g. translator lists etc)
- Call a meeting of the College response team, including all associate deans and unit heads of departments with study abroad programs to take place. Discuss the protocol and how it might work, invite Global Commons, Risk Management and Insurance Services, Campus Safety and others to participate. Identify issues that may need more attention, and run a couple of simulations of scenarios to determine gaps and what would need to be done.
- Ensure all unit heads are informed of the general protocol and its significance
- Modify as needed when the new IERP protocol is put into place

Other Precautions:

All study abroad programs need to comply with University Policy No. [TBA] - International Travel Risk Management for Academic Mobility Programs (draft is currently being circulated). The Policy sets out a minimum level of risk management requirements for all student participants (e.g. waivers, orientations, insurance, emergency plans) as a condition for studying abroad.

Sample College Procedures for Responding to an International Emergency

Implementing these measures will require additional learning by instructors and heads, and assistance to implement these procedures effectively. The College should provide support for faculty involved to achieve effective, efficient implementation.

INTERIM PROCEDURE FOR RECEIVING AN INTERNATIONAL EMERGENCY CALL

CRISIS RESPONSE

Receiving an International Emergency Call

Department of Campus Safety (DCS) dispatch telephone number (306-966-5555) is being distributed to students, faculty and staff involved in academic activity abroad on behalf of the University of Saskatchewan.

DCS dispatch should always accept collect calls relating to an international emergency / crisis involving University of Saskatchewan students, faculty, or staff. Primary response at DCS dispatch should include:

1) Ask for the following information:

Reassure the caller and make sure you get and record answers to the following questions:

1. Name and contact number of caller.
2. Where are they calling from? (Country, city, address, other phone numbers)
3. Can someone call them at this number within the next 24 hours?
4. In whose custody are they in now? (Hospital, police, other authorities)
5. General outline of crisis
6. Have they contacted their host institution contact person, i.e. in the foreign country?
7. Who do they want contacted here in Canada or otherwise?
8. Who do they NOT want contacted?
9. Determine if the person involved needs or wants to come home. If so, do they have a return ticket or do they need to borrow money?
10. Do they need anything sent (money, medication, contact info, consular information)?
11. Do they need follow up of another sort?
12. Have they contacted the embassy, consulate, or diplomatic representative, or Foreign Affairs Canada (FAC) emergency contact number at 613-996-8885? If not, will they be contacting, or do they wish us to contact the Foreign Affairs emergency contact number?
13. Do they need the Canada Direct number (need to get a guide with these numbers) to call the emergency number of Foreign Affairs in Ottawa?
14. If in custody of police, ask the officer in charge for their name and position. Ask them if you can be of any help and give them your telephone number, saying that they can call collect at any time. Speak again to the original caller.
15. Arrange a date and time when you will call the person for a next report. Confirm the telephone number you will call.

At this point, the DCS dispatch operator should repeat all of the information and ask the caller if it is correct and complete.

INTERIM PROCEDURE FOR RECEIVING AN INTERNATIONAL EMERGENCY CALL

2) DCS Dispatch should notify the following University International Emergency Contacts:

Next, the DCS dispatch operator will need to contact the following people in the institution and relay the above information in order to take action and follow up on the request:

1st Contact – Global Commons:

- During the day – either Laurie Pushor at 966-6820 or Kelly Kozak (Coordinator, Exchange and Study Abroad) at 966-2792
- During evenings and weekends – on-call number (Laurie Pushor – Need home and cell numbers)

2nd Contact - Contact University Emergency Measures Coordinator:

- Nowell Seaman – Office – 966-8788; Cell 229-3207 or Home 652-4488
- If Coordinator is not available, please call UEM Coordinator Alternate – Bob Elliott – Office – 966-8782; Cell 222-4542 or Home – 373-2155

If there is no answer for the above contacts, please contact Bob Stock, Internationalization Coordinator, College of Arts and Science – 966-5213 for advice.

***Next Steps:**

The following guidelines should be considered and/or handled/coordinated by the University International Emergency contacts above or, if unavailable, a senior member of University of Saskatchewan administration:

The level of response will depend on the nature and seriousness of the crisis. The following steps need to be taken, although the exact order will depend on the situation. This is when the participant information stored in a database or at the unit/college level would be especially useful.

The contact person responding should immediately:

- Call the person or persons who are supposed to be contacted in case of an emergency. Tell them what the caller said and make sure they have the names and numbers necessary to contact the individual in trouble. Tell them what the caller said is required, and decide together who will do this. Respect the wishes of family members and companions.
- Contact Foreign Affairs Canada (FAC) emergency number (613) 996-8885 immediately. They will contact the Canadian representative in the country in question, certainly if the participant is in trouble with the authorities, but also in cases of serious illness. Ask if they can offer the person any help, and if so, what. Ask that they please keep the organization/institution fully informed of the situation, and ask whether it is useful to contact the local diplomatic representative of the country in question. Do exactly as they suggest. Tell them to call the organization/institution collect if they wish, giving them telephone numbers where they can reach the crisis management team 24 hours a day.
- Depending on the degree of event, the U of S Emergency Contacts should ensure that the following persons are notified: Coordinator(s) of the affected program, Dean of the affected College(s), Head of affected department/units, Provost and VP (Academic), VP (Finance and Resources), AVP Student and If applicable, contact the coordinator at the partner institution, etc.

INTERIM PROCEDURE FOR RECEIVING AN INTERNATIONAL EMERGENCY CALL

- Contact the sources of other useful information. For example, the hospital in the other country might have asked for the person's medical records. The crisis management team could get the records from the person's doctor and fax them to the host institution.

If a participant is being detained by the authorities, stay on the case. Telephone regularly to ask for more information. Do not take a position on guilt or innocence. Do not editorialize about human rights or good governance. Make it clear both to your own country's diplomatic representatives and to those who are detaining your participant that your institution/organization is following the case closely. Get advice from FAC and do as they say.

After setting all of the above processes in motion, the crisis coordinator should draw in other employees from the institution/organization.

- Tell the participant's department head or supervisor what has happened, and agree to stay in touch. Ask them to inform the participant's colleagues or fellow students about the situation.
- Keep in contact with U of S Office of Communications (Tina Merrifield, Senior Communications Officer 966-2213, cell 220-5867, home 931-0194), particularly if the crisis might attract media attention, as in the case of a natural disaster, political unrest or criminal activity. Reach agreement with the Communications officers regarding who will give information to the media, to the public, and to the institution as a whole. Respect the Communications officers for their expertise and accept their suggestions. Let them act as spokespersons. In passing on information in general, try to be open while at the same time treating names, addresses and telephone numbers with confidentiality.
- In the event of a death of a student, please see/follow University Policy 6.05.

It is essential that demands for information be taken seriously and dealt with well. The following should serve as a general guideline.

- Relatives of the victims need to be informed first and should receive absolute priority. Only then can it be shared with third parties. This rule applies even if it means suppressing news for a while.
- Next, those at the institution who supervise, work or study with the person or persons in question should be advised. Only then should attention turn to the media.
- Certainly if there is sad news, the people closest to the victim should be informed first. It must be avoided at all costs that people hear for the first time on the radio that a loved one has been in a serious accident.

It is important to keep good records of an emergency or crisis that arises. An incident report form should be filled in by the crisis coordinator and when possible the injured party. For the crisis coordinator this would include:

- the nature of the incident
- any action taken
- anyone contacted regarding the incident.

Extra care should be taken if something was said in the nature of a concession or promise. Emails, faxes, newspaper clippings, and relevant documents should be kept on file.

**Risk Management Resources for University of Saskatchewan
Study/Work/Travel Abroad Programs**

Resource sites:

- Foreign Affairs Canada website at http://www.voyage.gc.ca/consular_home-en.asp
- University of Calgary Travel Checklist online at <http://www.ucalgary.ca/UofC/departments/RISK/riskmgmt/>
- Queen's University International Centre online at <http://www.queensu.ca/quic/home.htm>
- SAFETI – Safety Abroad First Educational Travel Information, The Center for Global Education online at <http://www.lmu.edu/globalized/safeti/>
- Canadian Bureau for International Education (CBIE) online at <http://www.cbie.ca>

University of Saskatchewan Resources:

- **Global Commons**, Exchange and Study Abroad Coordinator (966-2792) provides information and assistance concerning all aspects of exchange, study abroad and other international activities, including Risk and Responsibility orientation for travel abroad.
- **Risk Management and Insurance Services** (966-8753 or 966-8788) provides specialized releases, consents, waivers and other forms, assistance with risk assessments, risk and insurance information, and the Canadian Universities Reciprocal Insurance Exchange (CURIE) web-based travel safety and security course *available at no charge* to students, faculty members, staff and volunteers.
- **Department of Health, Safety and Environment** – (966-8493) provides assistance and technical information concerning health, safety and environmental concerns, including compliance with applicable laws and regulations, and administration of the Field Work Safety Policy (in draft) <http://www.usask.ca/dhse/biosafety/Field%20Work.htm>

Recommended Reading:

- Article: “*An Ounce of Prevention is Worth...The Life of a Student: Reducing Risk in International Programs*” by William P. Hoye and Dr. Gary M. Rhodes, *Journal of College and University Law*, Vol. 27, No.1. (Available on campus through College of Law Library or from Risk Management and Insurance Services)
- Paper: “*Risk and Responsibility in Study Abroad: An examination of risk assessment and legal responsibility in university and college study abroad programs*” by Lynne Hanson and Wayne Myles. This paper provides guidance for Canadian universities and colleges in dealing with liability and risk management related to providing international study opportunities for

Canadian students. It includes a review of the literature and specific cases, an analysis of the issues involved and recommendations on managing liability and risk issues in international exchange programs. (Available through the Canadian Bureau for International Education (CBIE) research and publications online at

http://www.cbie.ca/publication/index_e.cfm?page=research_e)

- Paper: “*Worth the Risk: Four Approaches to Safety in International Learning*” by Wayne Myles, Queens' University and Lynne Mitchell, University of Guelph. This paper offers practical approaches to ensuring the safety of students and learners. An extensive annotated resource guide is included. (Available through the Canadian Bureau for International Education (CBIE) research and publications online at

http://www.cbie.ca/publication/index_e.cfm?page=research_e)

**Suggestions for Prospective Participants - Site Specific Information and
Known Risks and Hazards for Study/Work Abroad**

As a prospective participant on a study/work abroad program, it is your responsibility to research and gather information concerning known risks and hazards of the area that you intend to visit. The following list of general questions and recommended web sites (*courtesy of Queen's University*) is intended to help you make an informed decision concerning your participation.

Country Profile:

1. What is the political system in the country? Is the political environment stable? Are there any issues related to corruption?
2. Is there any special concern about the economic instability of the country?
3. What is the currency? Are there any issues related to currency trading?
4. What are the main characteristics of traditional daily life? Are there any issues related to dress?
5. What religion is practiced in this country? Are there any issues related to religious intolerance?
6. Are there any special concerns about the gender/sex difference? Issues related to sexual intolerance?
7. Are there any special concerns about racial/ethnic difference? Linguistic difference?
8. What is the current situation of Canadian relations with your host country? What is the history? Are there any specific issues/incidents that may impact you as a *Canadian* visitor?

Foreign Affairs Canada (FAC) - <http://www.dfait-maeci.gc.ca/>

- provides country-specific travel and advisory reports, trade relationships, etc.

CIA World Factbook 1999 - <http://www.odci.gov/cia/publications/factbook/>

- provides detailed information on geography, people, government, economy, communications, transportation, military and transnational issues

Country E-thologies - <http://www.e-thologies.com/>

- provides country-specific information

Martindale's the Reference Desk - <http://www-sci.lib.uci.edu/HSG/RefHealth.html>

- provides an extensive dictionary of links including over 200 official country web sites, world reports on weather, transport, culture, and so on

Health:

1. What kinds of health services are available? Are English speaking doctors readily available?
2. Is national health insurance required? If so, what items are covered, which are not?
3. What diseases are prevalent? How are they transmitted?
4. Which immunizations are required to enter the country? Which are suggested?

Canadian Society for International Health - http://www.csih.org/trav_inf.html

- provides health information for Canadian travelers

Center for Disease Control (CDC) - <http://www.cdc.gov/travel/>

- provides geographic health recommendations and a graphical travel map

Travel Health - <http://www.travelhealth.com/home/>

- health advice for travellers including information on risks and diseases, news and alerts

Health Canada's Laboratory Center for Disease Control - http://www.hc-sc.gc.ca/pphb-dgspssp/tmp-pmv/pub_e.html

- health advice for travellers including health hazard advisories and recommendations

International Association for Medical Assistance to Travellers (IAMAT)-
<http://www.sentex.net/~iamat/>

- has many useful publications including World Climate Charts, a Directory of Physicians, and a World Immunization Chart

World Health Organization (WHO) - <http://www.who.int/>

Safety:

1. Are there any special security concerns – crime, violence?
2. Have there been any recent, or are there any recurring, natural disasters in your host country?
3. What are the contacts in host countries in case of emergency, natural disasters, or civil unrest?
4. What are the environmental issues in your host country?
5. What are the transportation standards in your host country? Are international drivers licenses recognized? Are Canadian ones? Are there any issues regarding local/national transportation?
6. Are there any issues around individuals travelling alone? In groups?
7. Are there areas/sites in your host country/city that are recommended to be avoided?

Foreign Affairs Canada (FAC) - http://voyage.dfait-maeci.gc.ca/destinations/menu_e.htm

- provides country-specific travel and advisory reports, and information about the services available to Canadian citizens abroad

The International Air Transport Association (IATA) - <http://www.iata.org>

- provides information regarding air travel standards and regulations, including publications, customer focus guides, and other surveys

Publications:

In addition to the above websites, you can access work/study abroad related publications, resources, program listings, and articles on the following sites:

Intercultural & Community Development Resources Inc. - <http://www.icdr.com>

- provides cultural, intercultural, and multicultural resources; including publications, books, educational videotapes and games

Canadian Public Health Association - <http://www.cpha.ca>

- provides information about Conferences, Policy Statements, and Periodicals

World Travel Institute - <http://www.worldtravelinstitute.com>

- provides information about “do’s and don’ts” for informed travel abroad; including publications, country reports, and recommended resources

Safety Abroad First Educational Travel Information -

<http://www.usc.edu/dept/education/globaled/safeti/>

- provides information pertaining to study abroad, in particular health and safety issues; including publications, orientations, and recommended resources