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June 12-14 juin

**Lessons Learned in  
International Travel**

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# Agenda

- Expanding global trends
- Complex risk landscape
- Case Study 1
- Risk mitigation strategies
- Responding to International Emergencies
- Case Study 2
- Future trends and tools to deal with emergencies
- Discussion / Questions



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# EXPANDING GLOBAL TRENDS



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# Where are we going



- Very few limitations
- US and Europe still very popular
- Expanding markets worldwide (India, South America, Middle East)
- Universities continually adding more countries to the list
- Remote areas to major cities



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# Why are we going?

- Mandatory student placements
- Experiential learning
- Research
- Conferences/meetings
- Satellite campuses
- Community service/volunteering



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# Evolving

- Desire to be part of the global economy not likely to change
- Increasing international competitiveness
- Global presence part of how Universities are rated/ranked
- Taking higher risks to become more competitive



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# COMPLEX RISK LANDSCAPE



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# What are the risks?

- Injury / disease
  - Do you know what insurance you have
  - Do you know if there are exclusions (war zones)
- Crime / assault
  - Do I know who to contact / who do I go to for help
  - Have I checked for crime activity



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# What are the risks?

- Emergency situation in country being visited
  - Terrorism event (ISIL, Taliban, Boka Haram)
  - Weather event (hurricane, typhoon)
  - Natural event (earthquake, mudslide)
  - Political event (riot, military coup)
  - Public health (H1N1, Zika, Ebola)
  - Legal/criminal (petty crime)
  - Sexual assault



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# Why so complex today

- What was once considered safe?
  - Paris and Brussels were not considered terrorist targets. Where next?
  - Climate change has changed the risk factors with countries around the world (major floods in the UK, Alberta)
  - Human rights abuses (should a country's record be considered)



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# Complex

- Political change/unrest
  - Rate of change can be overnight (Egypt, Turkey)
  - Unrest associated with immigration policy in Europe/Turkey
    - Increased racial tensions
  - Can Universities react fast enough



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# Complex

- Communicable disease transmission
  - Increased number of transmissible diseases (Ebola in West Africa, Zika in Brazil and spreading)
- Privacy / information security
  - Certain countries may review what you have on your laptop
  - Export control legislation



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# CASE STUDY #1



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# The Forum Abroad: Percentage of Claims by Category

Outpatient	Inpatient	Evacuation	Death	Unknown/ Other
94.5%	2.9%	0.8%	0.1%	1.6%

Claim Category*	Total Claims
Evacuation:	27
-- Mental Health	56%
-- Fractures, dislocations or joint injuries	15%
-- Altitude-related illness	11%
-- Single medical cases	15%

\*Source of claims data: HTH Worldwide



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June 1<sup>15</sup>,



# RISK MITIGATION STRATEGIES



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# Be Prepared Before You Go

- Know the risks
  - Easier said than done in a world that changes rapidly
- Know what is an acceptable risk
  - Do not use the media as your only judge of risk (CBC vs Fox vs CNN)
  - Use multiple resources
  - Check with your University



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# Be Prepared

- Check into what type of insurance you might need
  - Are you going to a war zone
  - Do you have health coverage where you are going
  - Are you covered by workers compensation
  - Have I left enough time to get insurance



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# Be Prepared



- Are going to a remote location
  - Do you have the right gear
  - Do you need immunizations
  - Do you need protection (a gun)
  - Do you need permits to enter protected areas (the rainforest, national parks)
  - Have you taken wilderness first aid



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# Be prepared

- Have you pre-approved employers
  - Are they a reputable employer
  - Do they provide the student with safety orientation
  - Do you know the safety record of the employer
  - Have there been previous complaints (sexual misconduct, abuses of power)



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# So you think you are ready to go!

- Does your institution know where you are going
  - Register your trip
  - Does your institution have an electronic registry
  - Do you have a cell phone that works where you are going



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# Ready to go?

- Contact information
  - Do we have your next of kin / family contacts
  - Who is the official guardian of the student
    - Don't make assumptions
  - Can we contact you
  - Let us know if you intend on taking personal time while away



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# Ready to go?

- Register with your country's embassy
  - They can provide an alternate communication conduit if you are in trouble
- Make sure you have enough time on your travel documents (visas, passports)
  - Some countries will not permit travel unless you have at least 3-6 months remaining on your passport



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# RESPONDING TO INTERNATIONAL EMERGENCIES



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# What is an Emergency?

- An emergency is a situation that poses an immediate risk to health, life, property, or environment (UK Government)
- State of Emergency is where a government can suspend and/or change some functions of the executive, the legislative and/or the judiciary



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# What is an Emergency

- Damage to infrastructure (Earthquake, terrorist event, tornado)
- Loss of life (Earthquake, infectious disease event)
- Damage to environment (nuclear event, industrial explosion)
- Political (war, regime change, military coup)



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# What is an Emergency

- Personal (Heart attack, death of a relative, kidnap, suspension of country's academic programming, e.g., Mexico during H1N1)
- Criminal / legal (stolen money, law suit, are you covered in that country)
- Sexual assault / mental health



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# How do we respond?

- Have a plan
- What are the obligations of the University
- Who provides assistance – the University, family, country, embassy
- What tools do we have



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# Tracking



- Do we know when an emergency occurs
  - CNN, CBC news channels
  - Apps
    - International SOS have an alert App
    - Several earthquake trackers (over 20 earthquakes daily over 2.5)
    - Emergency and Disaster Information Service App (24 hour monitoring of international emergencies)



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# Tracking

- If you track, decide on your reporting threshold
  - Based on size of earthquake, destructiveness of earthquake)
  - Terrorist events in all countries?
- Be aware of information overload
- How do you track students / staff



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# Staff / Student tracking

- Do you use an electronic system
  - Terra Dotta, International SOS, iJet, homemade
  - Do both staff and students use the same system
  - Can you communicate and receive
  - Do you have consistent messaging



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# What Next?

- There is an emergency and staff or students are known to be there – now what?
  - Some institutions use their Emergency Operations group (same team that manages on site emergencies)
  - Others have created positions specifically to address international emergencies / events
    - 70 institutions in the US have dedicated International Risk Officers
  - Difficult when University highly decentralized



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# What else

- Make contact
  - What do you do if cannot make contact
- Follow advice from your home country or embassy
- Decide if staff or students require extraction and by whom (University, embassy or via a service like International SOS)



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# CASE STUDY #2



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# FUTURE TRENDS AND HOW TO DEAL WITH EMERGENCIES



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# The future

- Increasing political instability increases complexity of response
- Climate change resulting in changing weather patterns will influence travel decisions
- The proliferation of personal devices increases ability to communicate and track



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# The future

- There is an App for everything
  - Tracking
  - Communicating
  - Disaster management
  - GPS
  - International event notification



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# The future

- The global University
  - Fewer boundaries
  - Greater travel opportunities
  - Keeping up with “risk management”



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# QUESTIONS AND DISCUSSION



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# RESOURCES



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# Resources

- “Perspective” The Campus Legal Monthly
- “International Study Abroad Programs: A Critical Legal Planning Session” by Gary M. Rhodes, Ph.D., USC
- Overseas Security Advisory Council (OSAC) -- [www.ds-osac.org/](http://www.ds-osac.org/)
- National Association of College & University Attorneys (NACUA) - [www.nacua.org](http://www.nacua.org)
- The Chronicle of Higher Education - [www.chronicle.com](http://www.chronicle.com)
- National Association of International Studies (NAFSA) - [www.nafsa.org](http://www.nafsa.org)
  - 56TH Annual Conference, Baltimore, May 23-28, 2004
- “Safety is an Important Part of Studying Abroad”, Mike Halligan, U of Utah, *Campus Firewatch*, February 2004, [www.campusfirewatch.com](http://www.campusfirewatch.com)



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# Canadian Resources

- Canadians Travelling Abroad
  - Government of Canada
    - <http://travel.gc.ca/travelling>
  - Assistance abroad
    - <http://travel.gc.ca/assistance/embassies-consulates>



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# US Resources

- U.S. State Department --  
<http://travel.state.gov/index.html> or for student access --  
<http://travel.state.gov/studentinfo.html>
  - Bureau of Consular Affairs
  - Overseas Citizens Services Tips for Students
  - Overseas Security Advisory Council
  - Travel Safety for Student: Press Release
  - Travel Warnings
  - Services and Info for American Citizens Abroad
  - How Consular Officers Can Help in An Emergency
  - Important Telephone Numbers
  - Links to US Embassies and Consulates Worldwide
  - Bureau of Educational and Cultural Affairs
  - Country Reports on Human Rights Practices



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# General Resources

- The U.S. Centers for Disease Control and Prevention - [www.cdc.gov/travel](http://www.cdc.gov/travel)
- Canadian Immunization Guide - <http://www.phac-aspc.gc.ca/publicat/cig-gci/index-eng.php>
- American Council on Education (ACE)/The International Initiatives - [www.acenet.edu](http://www.acenet.edu)
- Institute of International Education - [www.iie.org](http://www.iie.org)
- US Peace Corps - SAFETI Adaptation of Peace Corps Resources
- International Student - [www.internationalstudent.com](http://www.internationalstudent.com)
- Study Abroad - [www.studyabroad.com](http://www.studyabroad.com)
- Center for Global Education/University of Southern California - [www.usc.edu/globaled](http://www.usc.edu/globaled)
- University Risk Management & Insurance Association [www.urmia.org](http://www.urmia.org)



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# THANK YOU



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