Queen’s University
Procedures for Out-of-Country Emergencies

March 1999; Revised September 2017
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Objectives and Applications of the Emergency Protocol

The Emergency Protocol was implemented in 1999 to ensure that emergency situations involving a participant* or a group of participants on Queen’s study/work/travel abroad programs are dealt with in an efficient and effective manner and with the interests of the participants and their families as a top priority. It was revised in June 2004 to incorporate requirements of the new Off-Campus Activity Safety Policy and to include provisions for faculty and staff. Events which could be classed as an ‘emergency’ and precipitate the need for an emergency response will be divided into three categories: a) deaths, b) serious injury including sexual assault and dementia, and c) other traumatic events such as violent incidents, a participant gone missing, civil unrest and natural disaster. In the even of a tragic death of a student, the Student Death Protocol (Appendix 9) will be initiated.

Four Main Links in the Chain of Emergency Protocol

- **Campus Security’s Emergency Response Centre (ERC)** - acts as the Emergency Response Centre for calls received from abroad. If an office or department at Queen’s receives a call directly from an overseas partner regarding an emergency, ERC is notified in order to initiate the protocol. In the event of a tragic death of a student, ERC will initiate the Student Death Protocol (Appendix 9).
- **Director of the Queen's University International Centre (QUIC)** - acts as the Emergency Contact at Queen’s and is responsible for co-ordinating information regarding emergencies involving participants studying/workng/traveling abroad. In the event of a tragic death of a student, the Director or his designate will assist in the Student Death Protocol (Appendix 9), as required;
- **Director of Athletics and Recreation** – acts as the Emergency Contact for Varsity Athletic Teams and Supported Athletic Clubs traveling to the U.S.A. for short periods (less than three weeks) and whose events are sanctioned by the NCAA or a comparable body;
- **Emergency Management Committee (EMC)** - serves as the main advisory and regulatory body dealing with emergency situations; it is chaired by the Vice-Provost and Dean of Student Affairs or designate, and is comprised of the Director of QUIC or designate, and the Program Emergency Contact (PEC) for the program of the participant(s) involved in the emergency, and other resource people as required. In the event of a tragic death of a student, the EMC will assist in the Student Death Protocol (Appendix 9), as required.

Emergency Protocol for Calls Received From the United States

- Once notified of an emergency situation occurring in the United States, through the Queen’s Emergency Report Centre at (613) 533-6111, will attempt to determine, from the caller, if the person(s) involved in the situation are associated with Queen’s University Athletics and Recreation (a Varsity Athletic Team or a Supported Athletic Club). See appendix # 8 for lists.
- If the caller is reporting an emergency involving one or more members of a Queen’s Varsity Athletic Team or Supported Athletic Club, ERC will contact the Director of Athletics and Recreation (or his/her designate) who will activate the Queen’s Athletics and Recreation Travel Emergency Protocol. See section 3.1.2 for emergency contact information.
- If the person(s) involved in the incident is not a member of a Varsity Athletic Team or a Supported Athletic Club or if ERC is unable to determine whether they are, the normal Emergency Protocol will be followed.
- If the situation involves a serious injury of a student, ERC or the Director of Athletics will contact the Director of QUIC (or his designate) who will implement the full Emergency Protocol.
- If the situation involves a tragic death of a student, ERC or the Director of Athletics will implement the Student Death Protocol (Appendix 9).
Emergency Protocol

- Once notified of an out-of-country emergency, through the Queen’s Emergency Report Centre at (613) 533-6111, ERC initiates the protocol by contacting the Director of QUIC or his/her designate, via telephone or the Emergency Contact On-Call List, and files a report. ERC will also initiate the Campus Domestic Protocol to inform other key members of the Queen’s Community about the emergency.

- In the event the Director of QUIC (or designate) learns of a student death via the Emergency Support Program for Study, Work or Travel Abroad, the Director (or designate) will contact ERC to initiate the Student Death protocol (Appendix 9).

- The Director of QUIC (or designate) will assist in the Student Death Protocol, as required.

The Director of QUIC or his/her designate will:

- Confirm the ERC’s incident report and the identity of the participant involved in the emergency
- Verify the identity of the participant through a call to the site of the emergency using the contact name and number recorded by ERC on its incident report;
- Contact the EMC Chair to inform him/her of the situation and decide if a full meeting of the EMC will take place;
- Contact the EMC to call an initial meeting and to make a decision to contact the family of the participant;
- Provide a report to the EMC at its first meeting
- Ensure that the designated contact person in the host institution is notified;
- Ensure that the Canadian Embassy or Consulate in the host country is notified;
- Ensure, in the event of a participant suffering an unpaid work-related accident or illness, that Queen’s University Environmental Health and Safety is contacted regarding insurance coverage/claim processing;
- Ensure, in the event of a faculty or staff member suffering a work-related accident or illness, that Queen’s University Environmental Health and Safety AND the person’s supervisor are contacted regarding insurance coverage/claim processing.

- The EMC will:
  - Ensure all information is accurate before the family/families/emergency contact is notified;
  - Determine who will contact and support the family/families/emergency contact, if deemed necessary;
  - Determine the wishes of the program participants regarding their repatriation;
  - Make any decisions regarding the need to release University resources or funding to bring the event to a satisfactory conclusion; and
  - Make any decisions regarding the University’s public response to the event.

- In the case of a traumatic event, civil unrest, or a natural disaster the EMC will also:
  - Determine if the evacuation procedure is necessary, and if so effect the Emergency Evacuation Plan.

Early Warning Call Initiated by a Participant

- If ERC is contacted by a distressed participant who is not experiencing one of the aforementioned emergencies, the protocol is initiated as if it were an emergency, and the situation is handled by the Director of QUIC or his/her designate as an “Early Warning” case.

- The Director or designate will determine the nature of the problem, how the participant wishes to resolve it, whether the situation can be handled by a local advisor or, in the case of a participant, the Program Emergency Contact (PEC), and whether or not this is an emergency situation. A follow-up call will be made within a 24-hour period. If deemed an emergency, the Director or designate will initiate the emergency protocol.

Support Programs in Place for Study/Work/Travel Abroad Emergency Matters

QUIC co-ordinates the Emergency Support Program which is comprised of eight components:

- Emergency Protocol For Study/Work/Travel Abroad
- Emergency Contact Card
- 24-hour Emergency Telephone Hotline
- On-line Pre-departure Orientation
- Information Sheets regarding site specific risk assessment, supplemental health insurance, etc.
- On-line Access to Student Travel Records
- In-field support
- Re-entry Support

*For the purposes of this document, the term “participant” will refer to a student, faculty or staff member or a member of the community who is participating in a Queen’s University sanctioned study/work/travel abroad program.*
The aim of this Emergency Protocol is to ensure that all out-of-country emergencies involving participants on a Queen's study/work/travel abroad program are dealt with in an efficient and effective manner and with the interests of the participant and their families as a top priority.

This protocol aims to ensure that accurate information is provided to all parties playing a role in implementing these procedures.

This response mechanism can be used in the case of an emergency in a Queen's field study program located in the Canadian North.

This response mechanism can also be used in the case of a participant’s family contacting Queen’s for assistance due to a family emergency in Canada, or in the case of a participant’s family or emergency contact designate contacting Queen's about a health or safety emergency involving their family member who is abroad.

Events which could be classed as an ‘emergency’ and precipitate the need for an emergency response include serious illness or injury, fatal accidents, sudden deaths, suicides, hate crimes, assaults, other violent incidents, political and civil unrest, and natural or environmental disasters.

For the purpose of this protocol these events will be divided into three categories: a) deaths, b) serious injury including sexual assault and dementia, and c) other traumatic events such as violent incidents, a participant gone missing, civil unrest and natural disaster.

Should Queen’s University learn of a tragic death of a student the Student Death Protocol (Appendix 9) will be initiated.

Should ERC receive a call from a participant who is clearly distressed but may not be experiencing an emergency as defined above, ERC should proceed with the protocol as if it were an emergency. The Director of QUIC or his/her designate will deal initially with the call as outlined under the “Early Warning” section 3.6.

In September 2012, the ‘Emergency Contact Database’ merged with the Off-Campus Activity Safety Policy on-line planning tool (OCASP 2.0). OCASP 2.0 is an on-line data warehouse where Queen’s community members, involved in off-campus activities, enter their trip information, including host institution, emergency contact information and travel dates before they depart for their programs abroad.

‘Emergency Management Committee (EMC)’ is a committee chaired by the Vice-Provost and Dean of Student Affairs or his/her designate, and is comprised of the standing members: the Director of QUIC or designate and the Program Emergency Contact (PEC) for the program that is involved in the emergency. The EMC is responsible for:
- advising the office dealing most directly with the case and addressing the on-going dimensions of the emergency;
- ensuring that support services and counselling are in place for participants, faculty, staff and friends of the participant directly affected by this emergency;
- advising on on-going media inquiries;
- conducting a staff debriefing of all members of the study/work/travel abroad program staff affected by the emergency; and,
- evaluating and reporting on the process of addressing the emergency.
"Program Emergency Contact (PEC)" is a title used to denote the emergency contact person designated by a Faculty, Department or group at Queen’s for each program in which a study/work/travel abroad participant may be involved. The role of the PEC is to:

- Be aware of the procedures in the Protocol;
- Assist in making the participants and your department aware of the emergency procedures;
- Ensure that all undergraduate participants participating in a study/work/travel abroad program enroll in the Emergency Support Program;
- Ensure that all graduate participants, faculty and staff members participating in a study/work/travel abroad program are invited to enroll in the Emergency Support Program;
- Assist in having the participants fill out the enrolment form for the Emergency Support Program;
- Inform the institutions in the host country of the protocol;
- Provide QUIC with complete lists of participants on programs housed in the Department or Faculty;
- Assist in briefing the program participants;
- Follow-up on "early warning" calls;
- Act with the EMC in case of emergency;
- Ensure support services implemented;
- Advise on media inquiries;
- Review report on emergency response.

"Queen’s Athletics and Recreation U.S.A. Travel Emergency Protocol" is the protocol in place on campus to guide the response to emergency situation involving a member(s) of Queen’s Varsity Athletic Teams or Supported Athletic Clubs, in the event of an emergency, occurring in the United States. Any emergency involving these groups, occurring outside of the United States, will activate the Queen’s University Procedures for Out-of-Country Emergencies (this document). In these instances normal procedures, outlined in this document, will be followed.

If the situation involves a serious injury of a student, ERC or the Director of Athletics will contact the Director of QUIC (or his/her designate) who will implement the full Emergency Protocol.

If the situation involves a tragic death of a student, ERC or the Director of Athletics will initiate the Student Death Protocol (Appendix 9).
‘Study/Work/Travel Abroad’ programs include:
- All Queen’s Exchange programs;
- All direct enrolment in institutions abroad for which the participant has applied for Queen’s credit before departure (for example as a third-year language participant);
- The Bader International Study Centre at Herstmonceux;
- Spring/summer courses or special short-term holiday programs sponsored by Queen’s or for which Queen’s credit has been applied for before departure;
- Queen’s-sponsored internship programs e.g. Queen’s Project on International Development (QPID) and Queen’s Health Outreach (QHO);
- Athletic Events;
- Conferences;
- Research projects/travel;

‘Student Death Protocol (Appendix 9)’ is the protocol in place, on-campus, to guide the university’s response to the sudden death of a student and may be used as a guide for responding to the death of any member of the Queen’s community.
3.0 EMERGENCY PROTOCOL

3.1 Emergency Calls from the United States

Step 1. ERC will attempt to determine, from the caller, if the person(s) involved in the situation is/are associated with Queen’s University Athletics and Recreation, as a member(s) of a Varsity Athletic Team or a Supported Athletic Club. See appendix # 8 for a list.

Step 2. If the caller is reporting an emergency involving one or more members of a Queen’s Varsity Athletic Team or Supported Athletic Club, ERC will contact the Director of Athletics and Recreation (or her/his designate) who will activate the Queen’s Athletics and Recreation U.S.A. Travel Emergency Protocol. (Appendix # 8).

| Primary Contact         | Leslie Dal Cin, 74720 |
|                        | Executive Director, Athletics & Recreation |
| Alternate Contact      | Jeff Downie 77400 |
|                        | Director Business Development & Operations |

Step 3. If the person(s) involved in the incident is not a member of a Varsity Athletic Team or a Supported Athletic Club or if ERC is unable to determine that they are, the normal Emergency Protocol will be followed.

Step 4. If the situation involves a serious injury of a student ERC or the Director of Athletics will contact the Director of QUIC (or his designate) who will initiate the full Emergency Protocol.

Step 5. If the situation involves a tragic death of a student ERC or the Director of Athletics will initiate the Student Death Protocol (Appendix 9).

3.1 Emergency Calls from Abroad

Campus Security’s Emergency Report Centre (ERC)
The primary contact for all out-of-country emergencies is the ERC: (613) 533-6111. If an office or department at Queen’s receives a call directly from an overseas partner regarding an emergency, the department should contact in order to initiate this protocol.

Once notified of an out-of-country emergency, through the ERC at (613) 533-6111 or from a departmental contact, ERC initiates the protocol by contacting the Director of QUIC or his/her designate, via telephone or the Emergency Cell Phone/Emergency Contact List, and files a report. ERC will also initiate the Campus Domestic Protocol to inform other key members of the Queen’s Community about the emergency.

All participants enrolled in the Emergency Support Program will be invited to pick up a card listing the ERC’s contact number to be used in case of emergency. The information on this card is also available at http://quic.queensu.ca/resources/outgoing/files/Emerg%20Contact%20Card%20Nov%2008.pdf Collect calls will be accepted.

In the event that participants are calling from countries where they are not able to make collect or 1-800 calls, they may call ERC and ask them to call them back at a pre-determined number and at a pre-determined time.

For future reference, ERC should instruct the participants to contact the nearest Canadian Consulate, High Commission or Embassy, which should be able to assist them in making collect calls out of country. Please see http://www.voyage.gc.ca/contact/offices-list_liste-bureaux-eng.asp to view a list of Canadian representation world-wide.
The Director of QUIC or designate will act as the central campus coordinator for information pertaining to any emergency related to participants involved in study/work/travel abroad programs, with the exception of members of a Queen’s Varsity Athletic Team or Supported Athletic Club, traveling in the United States. (see section 3.1.2).

Once contacted, ERC will immediately contact the Director of QUIC or the staff member who is first available on the list of alternate contacts at the Centre. That person will contact the remaining members of the Emergency Management Committee, if deemed necessary.

Please refer to Lists of Contacts section 5.0

### 3.3 Initial Response

- When the ERC is contacted, the person at the Emergency Report Centre will fill out an incident report, as per the usual practice.
- Should a faculty member, a program coordinator, an on-campus emergency contact or another member of the Queen’s community receive either notice that an out-of-country emergency has occurred or a call from the family/emergency contact of a participant, that person will contact ERC to initiate this protocol.
- If the caller is reporting an emergency involving one or more members of a Queen’s Varsity Athletic Team or Supported Athletic Club occurring in the United States, ERC will contact the Director of Athletics and Recreation (or her/his designate) who will activate the Queen’s Athletics and Recreation Travel Emergency Protocol. (See Section 3.1.2)
  - If the situation involves a serious injury of a student ERC or the Director of Athletics will contact the Director of QUIC (or his/her designate) who will initiate the full Emergency Protocol.
  - If the situation involves a tragic death of a student ERC or the Director of Athletics will initiate the Student Death Protocol (Appendix 9).
- For all other instances, the ERC, upon receiving an emergency call from abroad, will attempt to resolve the issue directly.
- If the situation is one that requires the involvement of the Emergency Support Program “on-call” person, the ERC will contact an “on-call” person by phoning the person that appears in the # 1 position on the list.
- If the person in the number 1 position cannot be reached the ERC will phone down the list of the contacts provided by QUIC until contact is established.
- The Director of QUIC or designate will:
  - Confirm the ERC incident report and the identity of the participant involved in the emergency via OCASP 2.0;
  - Obtain current school and/or employment status for the participant;
  - Obtain the name(s) of the emergency contact submitted by the participant;
  - Verify the identity of the participant through a call to the site of the emergency and the contact name and number recorded by the ERC on its incident report;
  - As initial contact, the Director or designate will decide if a full meeting of the Emergency Management Committee (EMC) will take place;
  - Inform the EMC Chair of the situation;
  - Contact the EMC to call an initial meeting and to make a decision to contact the family of the participant;
  - Provide a report to the EMC at its first meeting that includes: the full name of the participant, the student or staff number, the date of birth, faculty in which the student is enrolled/department with which the faculty/staff member is affiliated, the full name of the host institution, if applicable, the location of the incident, the name and number of the contact person at the location of the emergency, and the full circumstances of the event – were others involved? Injuries? What is their condition?
  - Ensure that the designated contact person in the host institution is notified;
  - Ensure that the Canadian Embassy or Consulate in the host country (or the embassy or consulate of the affected person’s country of citizenship) is notified; and
  - Once the immediate family/emergency contact of the participant affected by the emergency has been contacted, ensure all parents/emergency contacts of other participants on the same program or activity are up-dated on the status of their son/daughter/family member, if deemed appropriate;
- Ensure, in the event of a student suffering an unpaid work-related accident or illness, that Queen’s University Environmental Health and Safety is contacted regarding insurance coverage/claim processing.
- Ensure, in the event of a faculty or staff member suffering a work-related accident or illness, that Queen’s University Environmental Health and Safety AND the person’s supervisor are contacted regarding insurance coverage/claim processing.
- Ensure, in the event of the death of a student, that the Student Death Protocol (Appendix 9) is initiated.

### 3.4 Initial Response Procedures to a Security Emergency

In the event that a situation is deemed an emergency, the "Initial Response Procedures to a Security Emergency Report" document would be implemented. Please see Appendix 2.

### 3.5 Potential Emergency/Crisis Situation

In the event of a potential emergency/crisis situation re: severe weather, civil unrest etc. the International Program Advisor or his/her designate, in consultation with the Director of QUIC, will ensure that processes are in place to:
- Identify the situation from the Global Affairs Canada (GAC), CNN and CBC websites;
- Determine, from OCASP 2.0 system, if we have participants or faculty/staff members in the country/region affected;
- Communicate as necessary;
  - The message should consist of the following components: (see templates below: A: Direct Impact template - a GAC report or a public announcement has been issued for an event that may be life-threatening to individual participants in that host location. eg. Hostage situation at the host institution. B: Indirect Impact template - a GAC report or a public announcement has been issued for an event that may directly affect the safety of individual participants in that host location, but is deemed non life-threatening. e.g. Flood reports in New South Wales.)
- Contact participants in the affected region, via email (see samples below), notifying them of the situation, and state the following:
  - Greeting;
  - Reminder to carry Emergency Contact Card;
  - Reminder to register with the Canadian Consulate/Embassy, or if not a Canadian citizen their home countries’ embassy or consulate, in their host country;
  - Reminder to contact their family and/or significant other;
  - (in some instances) Contact QUIC with a status report of their situation;
  - Consult with EMC as required;
  - Contact all participants in area (exchange, direct enrolment, field trip etc.) and copy communication to Program Emergency Contact(s) of participants involved/Emergency Management Committee.
- In the event that a participant does not respond to a Direct Impact email within 48 hours the IPA, in consultation with the Director of QUIC, will resend the original email asking the participant(s) to respond.
- If no response is received from the follow-up email (within 24 hours of it’s sending) the IPA or his/her designate, in consultation with the Director of QUIC, will contact the following to ensure the participant’s safety:
  - The participant’s PEC to enlist their help in contacting the student;
  - Contacts at the participant’s host institution (as listed on their OCASP Safety Planning Record or via the PEC);
  - The Global Affairs Canada (GAC) Operations Centre for Emergencies Outside of Canada. Contact information can be found at [http://www.voyage.gc.ca/contact/emergency_urgence-eng.asp](http://www.voyage.gc.ca/contact/emergency_urgence-eng.asp) (This option is useful to learn further details about the situation. Often the Canadian government will have information about what other government offices are doing with regards to the country or region in question, and will speak more candidly about the situation.)
  - The participant’s Emergency Contacts, as listed in OCASP 2.0 (Contacted to learn if they have heard from the participant OR if they know of a better way to contact them while out of country.)
  - The Canadian Embassy or Consulate in the host country, to learn if the participant is registered as being in the country and if the Embassy or Consulate can assist us in contacting the participant. (If the participant is an international student/staff/faculty member please contact the embassy or consulate of their home country.) Canadian Embassy/Consulate information can be found at [http://www.voyage.gc.ca/contact/offices-list_liste-bureaux-eng.asp](http://www.voyage.gc.ca/contact/offices-list_liste-bureaux-eng.asp). Other country information can be found at [http://embassyworld.com/](http://embassyworld.com/)

*QUIC* staff is responsible for the daily monitoring of the GAC, CNN and CBC world news websites.
Emergency Email Template A:
Direct Impact

Dear [Queen’s University Community Member]:

I am contacting you today because you are registered in the Queen’s University Off-campus Activity Safety Policy (OCASP) dbase as currently in or bound for [AFFECTED COUNTRY/REGION]. We wanted to alert you to news reports of [BRIEF DESCRIPTION OF THE INCIDENT] in [CITY/COUNTRY].

For more information please visit [URL FOR SPECIFIC ADVISORY/NEWS REPORTS].

Please send me a quick note to confirm that you received this email and that you are doing ok. Please stay in touch with your family as well.

Please remember to remain alert, follow the advice of local authorities and monitor local media. If you haven’t already done so PLEASE register as a Canadian Abroad with the Canadian Embassy in your host country by visiting [URL FOR REGISTERING]. If you do not hold Canadian citizenship, please register with your country of citizenship’s Embassy or Consulate in your host country. You can find out about this by visiting [URL FOR EMBASSY DIRECTORY]. Registration of Canadians Abroad (ROCA) will send out travel alerts to you directly, updating you on new developments.

Please remember to carry the emergency contact card you were invited to pick up prior to leaving for your sojourn abroad. If you have misplaced your card, the number on the emergency contact card is (613) 533-6111 (24 hours, collect calls are accepted).

If I, or any other Queen’s staff, can be of assistance to you, please let me know.

Regards,

---

Emergency Email Template B:
Indirect Impact

Dear [Queen’s University Community Member]:

I am contacting you today because you are registered in the Queen’s University Off-campus Activity Safety Policy (OCASP) dbase as currently in or bound for [AFFECTED COUNTRY/REGION]. We wanted to alert you to news reports of [BRIEF DESCRIPTION OF THE INCIDENT] in [CITY/COUNTRY].

For more information please visit [URL FOR SPECIFIC ADVISORY/NEWS REPORTS].

While you may not be directly impacted by the [SPECIFY ADVISORY], I wanted to touch base with you, and remind you to contact your family and friends to let them know that you are safe.

Please remember to remain alert, follow the advice of local authorities and monitor local media. If you haven’t already done so PLEASE register as a Canadian Abroad with the Canadian Embassy in your host country by visiting [URL FOR REGISTERING]. If you do not hold Canadian citizenship, please register with your country of citizenship’s Embassy or Consulate in your host country. You can find out about this by visiting [URL FOR EMBASSY DIRECTORY]. Registration of Canadians Abroad (ROCA) will send out travel alerts to you directly, updating you on new developments.

Please remember to carry the emergency contact card you were invited to pick up prior to leaving for your sojourn abroad. If you have misplaced your card, the number on the emergency contact card is (613) 533-6111 (24 hours, collect calls are accepted).

In addition, we suggest that you contact your family and friends to let them know that you are safe.

If I, or any other Queen’s staff, can be of assistance to you, please let me know.

Regards,
3.6 Early Warning Call Initiated by a Participant

- When a participant uses the emergency number to contact ERC regarding a personal situation that the participant considers to be an emergency but is actually an “early warning” sign that an emergency is pending, The ERC will treat the call as an emergency and initiate the protocol.
- The Director of QUIC or designate will speak with the participant and determine:
  - What the participant perceives to be the problem;
  - What action the participant wishes in order to rectify the situation;
  - If the participant is willing to be referred to a local advisor for assistance; and,
  - Where the participant can be reached over the next 24 hours for a follow-up telephone call.
- If after speaking with the participant, the Director determines that this is an emergency situation, the appropriate protocol will be initiated.
- In all other cases, the Director will generate a report and contact the EMC to determine which member of the committee will make the follow-up telephone call. If the participant has agreed to a referral to a local advisor, the committee member making the follow-up call to the participant will also make the referral call to the host or local institution where one is available.

3.7 Protocol in the Case of the Death of a Participant

- In the case of the death of a participant, the Student Death Protocol (Appendix 9) will be initiated. A member or member(s) of the EMC will assist in any way deemed necessary.

3.8 Protocol in the Case of Serious Illness or Injury

- In the case of serious illness or injury to a participant or group of participants including sexual assault and dementia, ERC will proceed with contacting the Queen’s officers identified under the Tragic Events Response.
- QUIC will make its report available to ERC for the officers concerned. The report will confirm the location of the incident and the name of the contact person;
- The EMC will:
  - Ensure that all information is correct before the family emergency contact of the participant is contacted;
  - Determine who will contact and support the family/families/emergency contact;
  - Determine the wishes of other program participants regarding their repatriation;
  - Make any decisions regarding the need to release University resources or funding to bring the event to a satisfactory conclusion;
  - Make any decisions regarding the University’s public response to the event;
- Ensure, in the event of a student suffering an unpaid work-related accident or illness, that Queen’s University Environmental Health and Safety is contacted regarding insurance coverage/claim processing.
- Ensure, in the event of a faculty or staff member suffering a work-related accident or illness, that Queen’s University Environmental Health and Safety AND the person’s supervisor are contacted regarding insurance coverage/claim processing.

3.9 Protocol for Other Traumatic Events

- In the case of a traumatic event or natural disaster that involves a participant or group of participants, ERC will proceed with contacting the Queen’s officers identified under the Tragic Events Response.
- QUIC will make its report available to ERC for the officers concerned. The report will confirm the location of the incident and the name of the contact person;
- The EMC will:
  - Determine if emergency evacuation is required and if so review the appropriate Off-Campus Safety Activity Policy Form 1 to identify emergency procedure outlined therein;
  - Ensure that all information is correct before the family/families/emergency contact of the participant(s) is contacted;
  - Determine who will contact and support the family/families/emergency contact;
  - Determine the wishes of other program participants regarding their repatriation, if appropriate;
  - Make any decisions regarding the need to release University resources or funding to bring the event to a satisfactory conclusion;
  - Make any decisions regarding the University’s public response to the event.
Emergency Support Program for Queen's University Study/Work/Travel Abroad Participants

The Emergency Support Program was created to support Queen's students/staff/faculty who are studying/working/traveling abroad, and to assist senior administrators, faculties and departments to develop and to manage their exchanges, study/work/travel abroad programs and international field trips.

The Goals of the Emergency Support Program are threefold:

✦ First, the Program aims to establish procedures that provide participants who are studying, working or traveling abroad or in the Canadian North with an effective and efficient 24-hour a day emergency support system.

✦ Second, the Program is one means that Queen's University employs to manage the risk to the institution that accompanies our efforts to internationalize the campus through mobility programs such as exchanges and departmental field trips.

✦ Third, the program is Queen's University's and QUIC's commitment to enhance the health and safety of students, staff and faculty by working with them as partners in sharing the responsibility of risk management during their sojourn elsewhere and by establishing quality support services for international education activities.

The Emergency Support Program is comprised of the following key components:

✦ Study/Work/Travel Abroad Emergency Protocol (See Section 3.0 Emergency Protocol)

✦ Emergency Contact Card
  - A wallet-sized laminated card which instructs participants or anyone assisting them in an emergency situation, to contact Queen's University and noting that collect calls are accepted 24 hours a day.

✦ 24-hour Emergency Support
  - Access to Queen's University Security (ERC) on a collect call basis, 24 hours a day. For countries that do not allow collect or 1-800 calls to be made – when a participant calls to report an incident from one of these countries (e.g., Kenya) ERC will make arrangements to call the participant(s) back at a pre-determined number and time to learn the details of the incident.

✦ Information sheets regarding site specific risk assessment, supplemental health insurance, etc.
  - On-line Pre-Departure Orientation

✦ Off-Campus Activity Safety Policy On-line Planning Tool (OCASP 2.0)

✦ In-field Support

✦ Re-Entry Support
  - Distribute electronic letters of re-entry to all returning undergrad students enrolled in the OCASP 2.0 system, as well as other participants, as deemed appropriate;
  - Debrief through group and one-on-one advisory sessions in order to support re-entry adjustment;
  - Debrief individuals and/or groups involved in out-of-country emergencies/incidents documented by the Emergency Support Program, as required.

3.10 University Programs in Place to Support Participants in Study/Work/Travel Abroad Emergency Matters

3.11 Communication/Media Protocol

✦ The EMC, in concert with any other office designated to handle media inquiries about the emergency, will make all decisions pertaining to the release of information and formal media releases or interviews.

✦ All offices involved in the emergency will refer all media inquiries to the Office of the Vice-Provost and Dean of Student Affairs.

✦ Ensure, in the event of the death of a participant, that the Student Death Protocol (Appendix 9) is initiated.
3.12 Emergency Communication List

Principal's Office
Provost and Vice-Principal (Academic)
Vice-Provost and Dean of Student Affairs
Associate Vice-Principal (International)
Dean of the students' faculty or school
Director, Environmental Health and Safety
Manager, International Programs Office
Vice-Provost and Executive Director, Bader International Study Centre
Associate Registrar, Admissions
Director, Marketing and Communications
Manager, Campus Security's Emergency Response Centre
Assistant Registrar, Office of the University Registrar
Director, School of English
University Chaplain
University Exchange Coordinators
Emergency Management Committee
Program Emergency Contact(s) for the participant(s) affected

3.13 Bader International Study Centre (BISC) Emergency Communication Procedure

Should an emergency occur involving students at the BISC, the Vice-Provost and Executive Director, BISC will:

♦ Send a message to the current list of external sending institutional contacts giving preliminary notification of the incident.
♦ As deemed appropriate, a follow-up message will be sent to the external contact list, with greater detail.
♦ As deemed appropriate, the messages sent to the external contact list will be sent to the Queen’s internal contact list from either the Office of the Provost, the Vice-Provost and Dean of Student Affairs or from the Director of QUIC.

See also appendices 3, 4, 5 and 6.

3.14 External Programs in Place

Global Affairs Canada (GAC)**

The Consular Affairs section of the Global Affairs Canada (GAC) maintains a 24-hour emergency service. Services are available for Canadians overseas who may encounter such problems as illness, accidents or death, evacuation, financial difficulties, child abduction or custody issues, kidnapping, missing persons, arrest/detention, and lost or stolen passports. Assistance is also available for family and friends in Canada seeking help and support for persons overseas. If an emergency occurs while travelling abroad, call the nearest Canadian mission (see http://www.voyage.gc.ca/contact/offices-list_liste-bureaux-eng.asp) who can assist you in making collect calls to another country.

Global Affairs Canada operates a 24 hours a day, seven days a week Operations Centre. An experienced officer is always available to respond to emergency calls from anywhere in the world.

Emergency Contact Information for the Operations Centre

Canadian citizens outside Canada can call collect to (613) 996-8885 (where available).

For calls originating in Canada, call 1 800 267-6788 or (613) 944-6788.

In a number of countries, you can also call the 24/7 Operations Centre toll-free.
You can also communicate with us via TTY by dialling 1 800 394-3472 (in Canada and the U.S.) or (613)944-1310

Contact us directly via our secure online e-mail form
https://www.voyage.gc.ca/forms_formulaires/emergency_urgence-eng.asp

You can also reach the Operations Centre by e-mail at: sos@international.gc.ca

And by fax: (613) 943-1054

Anyone experiencing difficulties should contact the responsible Canadian Government Offices Abroad and follow the instructions provided on the recording. Visit http://www.voyage.gc.ca/contact/toll-free_sans-frais-eng.asp to learn more.

**Global Affairs Canada (GAC)) website www.travel.gc.ca

3.15 Dealing with Emergencies Involving Multiple Faculties/Departments

An emergency occurring in a region in which Queen’s community members, from different faculties/departments, are located will be treated as a large-scale emergency.

The ESP Office will collect and disseminate information from the units involved. In a large-scale emergency it is important that each unit involved is aware of the decisions/provisions other units are making regarding asking/telling students to leave the country or region based on the advice of GAC/WHO. All involved units should also be made aware of what other units are offering in the way of academic assistance for students wishing to return early, financial support for their early return, counseling support, if needed, etc.

In a large-scale emergency it is assumed that the sharing of this information between involved units is on a need-to-know basis and will take place without seeking prior approval from the units involved.
4.0 TERMS OF REFERENCE

4.1 Emergency Management Committee Chair

The Chair of the Emergency Management Committee (EMC) is the Vice-Provost and Dean of Student Affairs or his/her designate. The Chair will:

▪ Chair the Committee meetings;
▪ Consult with the Director of QUIC regarding the day-to-day operations of the Emergency Support Program;
▪ Act as a back-up, as the initial contact for the Emergency Support Program, when the QUIC Director is not available;
▪ Make the final decision regarding the action to be taken to address the emergency;
▪ In consultation with the Marketing and Communications Department and the Vice-Principal (International), make decisions regarding the University’s public response to the event;
▪ Ensure appropriate liaison with the Principal/Vice-Principal Committee of the University.

4.2 The Role of Queen’s University International Centre (QUIC)

QUIC supports participants studying, working and traveling abroad through the Education Abroad Program and the Emergency Support Program. A wide range of programs and services are available to the participants that assist them in understanding the risks and responsibilities associated with a sojourn abroad including:

▪ An International Programs Advisor who meets with participants individually and in groups;
▪ A pre-departure program which will provide participants with important information on such topics as the risks and responsibilities associated with studying / working / traveling abroad, the role of the participant as a partner with Queen’s and as an ambassador, travel logistics, cross-cultural communication and adaptation, health and safety abroad, as well as a variety of other related topics;
▪ Emergency Contact Card that includes the ERC emergency contact phone number;
▪ An Emergency Contact Database in which the participant information is entered for reference during an emergency;
▪ In-field support;
▪ A re-entry support program involving group and individual sessions, and opportunities for volunteering at the Centre;
▪ Contacting partner universities to share information on the Emergency Support Program.

4.3 Director of Queen’s University International Centre (QUIC)

The Director of QUIC will do the following:

▪ In the case of an emergency, the Director of QUIC will:
  ▪ Receive and confirm the ERC incident report and the identity of the participant involved in the emergency through the OCASP 2.0 on-line data warehouse (See appendix # 2 for details);
  ▪ Obtain current school and/or employment status for the participant;
  ▪ Obtain the name(s) of the emergency contact(s) submitted by the participant;
  ▪ Verify the identity of the participant through a call to the site of the emergency using the contact name and number recorded by the ERC on its incident report;
  ▪ As initial contact the Director or designate will decide if a full meeting of the EMC will take place;
  ▪ Inform the EMC Chair of the situation;
  ▪ Contact the EMC to call an initial meeting and to make a decision to contact the family of the participant;
  ▪ Provide a report to the EMC at its first meeting that includes: the full name of the participant, the participant’s student or staff number, the date of birth, Faculty in which the participant is enrolled or affiliated, the full name of the host institution for the study/work/travel abroad program, the location of the incident, the name and number of the contact person at the location of the emergency, and the full circumstances of the event – were others involved? Injuries? What is their condition?
  ▪ Ensure that the designated contact person in the host institution is notified;
  ▪ Ensure that the Canadian Embassy or Consulate in the host country is notified;
  ▪ Once the immediate family/emergency contact of the participant affected by the emergency has been contacted, ensure all parents/emergency contacts of other participants on the same program or activity are up-dated on the status of their son/daughter/family member, if deemed appropriate;
  ▪ Ensure, in the event of a student suffering an unpaid work-related accident or illness, that Queen’s University Environmental Health and Safety is contacted regarding insurance coverage/claim processing.
• Ensure, in the event of a faculty or staff member suffering a work-related accident or illness, that Queen’s University Environmental Health and Safety AND the person’s supervisor are contacted regarding insurance coverage/claim processing,
• Ensure, in the event of the death of a participant, that the Student Death Protocol (Appendix 9) is initiated.

In the event of an early warning call the Director of QUIC will speak with the participant and determine:
• What the participant perceives to be the problem;
• What action the participant wishes in order to rectify the situation;
• If the participant is willing to be referred to a local advisor for assistance;
• Where the participant can be reached over the next 24 hours for a follow-up telephone call.

If after speaking with the participant, the Director determines that this is an emergency situation, the appropriate protocol will be initiated.

In the event of a potential emergency/crisis situation re: severe weather, civil unrest etc. the International Program Adviser, in consultation with the Director of QUIC, will ensure that processes are in place to:

• Identify the situation from the GAC, CNN and CBC websites;
• Determine, from the OCASP 2.0 data warehouse, if we have participants in the country/region affected;
• If communication is deemed necessary, the message should consist of the following components:
  • Greeting;
  • Reminder to carry Emergency Contact Card;
  • Reminder to register with the Canadian (or if you do not hold Canadian citizenship, your country of citizenship’s) Embassy/Consulate in their host country;
  • Reminder to contact their family and/or significant other;
  • (In some instances) Contact QUIC with a status report of their situation;
  • Follow up until contact is confirmed (in Direct Impact instances)
  • Consult with the EMC as required;
  • Contact all participants in the area and copy the communication to the Chair of the EMC, the participant’s PEC and appropriate Centre staff.

The International Program Advisor is responsible for the daily monitoring of the GAC, CNN and CBC world news.

In all other cases, the Director will generate a report and contact the EMC to determine which member of the committee will make the follow-up telephone call. If the participant has agreed to a referral to a local advisor, the committee member making the follow-up call to the participant will also make the referral call to the host or local institution where one is available.

4.4 The Emergency Management Committee

In the event of an emergency, the Emergency Management Committee will:
• Ensure that all information is correct before the family/emergency contact is contacted;
• Determine who will contact and support the family/emergency contact;
• Determine the wishes of other program participants regarding their repatriation, if deemed appropriate;
• Determine the wishes of the family regarding repatriation of the participant;
• Make any decisions regarding the University’s public response to the event;
• Advise the office dealing most directly with the case and address the on-going dimensions of the emergency;
• Ensure that support services and counselling are in place for students, faculty, staff and friends of the participants directly affected by this emergency;
• Advise on on-going media inquiries;
• Conduct staff debriefing of all members of the study/work/travel abroad program staff affected by the emergency;
• Evaluate and report on the process of addressing the emergency; and,
• Together with the Vice-Provost and Dean of Student Affairs make any decisions regarding the need to release University resources or funding to bring the event to a satisfactory conclusion.
4.5 Emergency Management Committee - Resource Persons

The Resource Persons on the EMC will:
- Support and work together with the EMC in emergency situations;
- Provide assistance specific to their area of expertise to the participant(s) and their families involved in the emergency;
- Provide assistance specific to their area of expertise to other participant(s) on the program.

4.6 Program Emergency Contacts

Program Emergency Contact (PEC) is a title used to denote the emergency contact person designated by a Faculty, Department or group at Queen's for each program in which a study/work/travel abroad participant may be involved.

In the case of an emergency, the PEC will:
- Advise the office dealing most directly with the case and address the on-going dimensions of the emergency;
- Ensure that support services and counselling are in place for students, faculty, staff and friends of the participants directly affected by this emergency;
- Ensure that individuals and/or groups involved in out-of-country emergencies/incidents receive debriefing, as required;
- Advise on on-going media inquiries;
- Conduct staff debriefing of all members of the study/work/travel abroad program staff affected by the emergency;
- Evaluate and report on the process of addressing the emergency;
- Raise the awareness of the existence of and procedures pertaining to the Emergency Protocol;
- Assist in briefing the program participants about the procedures pertaining to an out-of-country emergency as identified in this protocol; and,
- Work together with the EMC to determine the University's response to an emergency involving a participant(s) on that PEC's particular program.

4.7 Director of Athletics and Recreation

The Director of Athletics and Recreation acts as the Emergency Contact for Varsity Athletic Teams and Supported Athletic Clubs traveling to the U.S.A. for short periods (less than three weeks) and whose events are sanctioned by the NCAA or a comparable body.

Once notified of an emergency situation occurring in the United States, involving a member(s) of a Varsity Athletic Team or Supported Athletic Club, ERC will contact the Director of Athletics and Recreation (or her/his designate) who will activate the Queen's Athletics and Recreation U.S.A. Travel Emergency Protocol. (See appendix # 8).

If the situation involves a serious injury of a student ERC or the Director of Athletics will contact the Director of QUIC (or his/her designate) who will initiate the full Emergency Protocol.

If the situation involves a tragic death of a student ERC or the Director of Athletics will initiate the Student Death Protocol (Appendix 9).
Queen’s University International Centre

- Director of QUIC – Ms. Jyoti Kotecha 32605

- Risk & Responsibility/International Programs Adviser
  - Ms. Cathy Lemmon*
  *can also be called in the event that on-call support is needed

QUIC will contact the following:

The Emergency Management Committee (EMC)

- Chair of the EMC - Ms. Ann Tierney Vice-Provost
  and Dean of Student Affairs 3-6944

- Assistant Dean of Student Affairs - Ms. Lindsay Winger 7-7590

- Assistant Dean of Student Affairs – Ms. Corinna Fitzgerald 33387

- Director of QUIC – Ms. Jyoti Kotecha
  (if she is not available during the initial round of calls by Security Services)

Plus the PEC for the program in which the participant is participating (refer to 5.3 On-Campus Program Emergency Contact List)

5.2 EMERGENCY MANAGEMENT COMMITTEE - RESOURCE MEMBER LIST

Resource Members of the Emergency Management Committee:

- Ms. Kate Johnson - University Chaplain 3-2186

- Ms. Jennifer Dods, Director, Student Wellness Services 78667
  (in the case of an emergency requiring a counseling professional)

- Mr. Dan Langham, Director, Queen’s University Environmental Health and Safety (in the event of a student suffering an unpaid work-related accident/illness or a staff/faculty member suffering a work-related accident/illness) 74980

- Ms. L. Newton, Office of the VP (Operations & Finance)
  (In the case where a legal opinion is required) 3-2211

- Ms. Yvonne Cooper, Director, Communications VP(R) 74038

- VP (University Affairs) Alma Mater Society 3-2729

- Student Constable Manager, Alma Mater Society 3-2734

- Society for Graduate and Professional Students 3-2924

- Mr. David Patterson, Director, Queen’s Campus Security 3-6733

- Ms. Kathy O’Brien, Associate VP (International) 3-3115
5.3 ON-CAMPUS PROGRAM EMERGENCY CONTACT (PEC) LIST

See Appendix 10 for Excel spreadsheet from OCASP dbase for current list

5.4 OFF-CAMPUS PROGRAM EMERGENCY CONTACT LIST

BADER INTERNATIONAL STUDY CENTRE (QUEEN'S UNIVERSITY)

Dr. Benoit-Antoine Bacon, Provost and Vice-Principal Academic 3-2020
Ms. Kathy O'Brien, Associate VP (International) 3-3115

BADER INTERNATIONAL STUDY CENTRE (HERSTMONCEUX CASTLE)

Castle Switchboard 011-44-1323-834-444
Bader Hall Reception 011-44-1323-834-400

Secondary Castle Switchboard (to be used only in case of emergency and only when main castle switchboard and Bader Hall numbers cannot be accessed) 011-44-1323-831-694

Dr. H. Horton, Vice-Provost and Executive Director on-site office number 011-44-1323-834-467
Mr. Peter Bowers, Bursar, on-site office number 011-44-1323-834-459
Ms. Caroline Harber, Operations Manager on-site office number 011-44-1323-834-457
Dr. Christian Lloyd, Academic Director off-site mobile number, 011-44-7747-792-802
Ms. Roxy Denniston-Stewart Student Services and Enrolment Manager on-site office number, 011-44-1323-834-486
Ms. Mel Burke, Asst. Student Services & Enrolment Manager on-site office number, 011-44-1323-834-458
TBD, Asst. Student Services Manager on-site office number 011-44-1323-834-456
Dr. Ruth Cereceda, Experiential Learning Manager on-site office number, 011-44-1323-834-455
Ms. Umberta Lajolo, Asst. Experiential Learning Manager on-site office number 011-44-1323-835-455

Queen’s University Security Department Phone (613) 533-6111 Fax (613) 533-6198

Global Affairs Canada (GAC) Contact Information

Canadian citizens outside Canada can call collect to (613) 996-8885 (where available).
For calls originating in Canada, call 1 800 267-6788 or (613) 944-6788 (collect calls are accepted)
You can also reach the Operations Centre by e-mail at: sos@international.gc.ca or by fax: (613) 943-1054
When verifying the conditions of an emergency, the Director of QUIC or his/her designate will request the following information where relevant.

___ a reconfirmation of the identity of the participant involved
___ if it is a group incident, a list of all participants involved
___ a reconfirmation of the location of the emergency

**contact information**

___ the precise location and telephone number of participant
___ the name, title and contact number for the official in charge of the situation
___ if the host institution contact person is in close contact with participant(s)
___ the names, addresses, telephone and fax numbers of the attending physician(s), clinic(s) and/or other health professionals involved
___ the names of any family, friends, host institution contacts or others who have already been contacted about the emergency and a description of what information was conveyed to them

**circumstances of the emergency**

___ the physical and psychological condition of participant
___ the imminent risk to participant if they remain where they are
___ whether food, water and adequate medical attention is available
___ the precise nature of medical treatment the participant has received/is receiving
___ whether adequate and secure housing is available
___ if a participant has been injured, assaulted or raped, the precise details of the accident or attack, and the on-site response and subsequent follow-up to the emergency
___ if the participant is seriously ill or injured, whether airlift is a viable and desirable option
___ if a participant is missing, for how long, and whether search and rescue operations are available or already being used
___ if a participant has been arrested, whether the Canadian Embassy has been notified, and what charges have been filed
___ if a participant has been taken hostage, what negotiation support is available
___ if the emergency is political, or if a disaster has occurred, whether the Canadian Embassy has advised participants to take appropriate action
___ what the proximity of the event is to participant
___ if the event is political, what the target of the unrest is
___ whether there is a curfew, or if travel is in any way being restricted in the country
___ what kind of military or other security personnel are present, how they are behaving, whether the program/classes have been disrupted, and for how long
___ if the situation involved the tragic death of a student or other Queen’s community member, the Director of QUIC (or designate) will initiate the Student Death Protocol (Appendix 9).
Appendix 2
Initial Response Procedures to a Security Emergency Report

<table>
<thead>
<tr>
<th>Task</th>
<th>Done</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confirm the Queen's Security Office incident report and the identity of the participant involved in the emergency (Queen's Security ext. 36111)</td>
<td></td>
</tr>
<tr>
<td><strong>To access Emergency Support Records:</strong></td>
<td></td>
</tr>
<tr>
<td>▪ To access the OCASP website go to <a href="http://www.safety.queensu.ca/ocasp/">http://www.safety.queensu.ca/ocasp/</a></td>
<td></td>
</tr>
<tr>
<td>▪ To log into OCASP 2.0 click on the link OCASP 2.0.</td>
<td></td>
</tr>
<tr>
<td>▪ Access the link &quot;I would like to view Emergency Support Reports&quot; (This function may take a few seconds to complete as it is drawing information from a number of sources)</td>
<td></td>
</tr>
<tr>
<td>▪ Access the link “I would like to view Records by Country”</td>
<td></td>
</tr>
<tr>
<td>▪ Use this screen to enter search criteria (by country and/or name of person) and hit “search”</td>
<td></td>
</tr>
<tr>
<td>▪ From the results screen you can choose to “view” a record. The record contains all of the information entered by the participant including their Program Emergency Contact. You can print this page using the “Print page” icon at the top right of the screen</td>
<td></td>
</tr>
<tr>
<td>▪ To look for another student record(s)/report by country – repeat the above process starting from the link “I would like to view Emergency Support Reports”.</td>
<td></td>
</tr>
<tr>
<td><strong>Re-establish contact with initial contact to confirm status of situation.</strong> (Verify the identity of the participant through a call to the site of the emergency and the contact name and number recorded by Security on its incident report.)</td>
<td></td>
</tr>
<tr>
<td><strong>Contact the Chair of the Emergency Management Committee and brief on situation.</strong> (Refer to the EMC list on page 19)</td>
<td></td>
</tr>
<tr>
<td><strong>Call an Emergency Management Committee meeting, if deemed necessary.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Lay out proposed course of action</strong></td>
<td></td>
</tr>
<tr>
<td>▪ <strong>Ensure that the designated contact person in the host institution has been made aware of the situation.</strong> (This information will appear on the &quot;Safety Planning Record&quot; from the OCASP 2.0 On-line Planning Tool - Refer to &quot;To access the Emergency Support Database&quot; section above.)</td>
<td></td>
</tr>
<tr>
<td>▪ <strong>Ensure that the Canadian Embassy or Consulate in the host country has been made aware of the situation.</strong> (Refer to the DFAIT website at <a href="http://www.voyage.gc.ca/contact/offices-list_liste-bureaux-eng.asp">http://www.voyage.gc.ca/contact/offices-list_liste-bureaux-eng.asp</a> for a comprehensive list of <em>Canadian Representatives Abroad</em>.)</td>
<td></td>
</tr>
<tr>
<td>▪ Ensure, in the event of a student suffering an unpaid work-related accident or illness, that Queen's University Environmental Health and Safety is contacted regarding insurance coverage/claim processing.</td>
<td></td>
</tr>
<tr>
<td>▪ Ensure, in the event of a faculty or staff member suffering a work-related accident or illness, that Queen's University Environmental Health and Safety <strong>AND</strong> the person's supervisor are contacted regarding insurance coverage/claim processing.</td>
<td></td>
</tr>
<tr>
<td><strong>Determine if the immediate family/emergency contact of the participant affected by the emergency has been contacted.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>At the EMC meeting:</strong></td>
<td></td>
</tr>
<tr>
<td>▪ <strong>Provide a report to the Emergency Management Committee that includes:</strong> the full name of the participant, the participant's student or staff number, the date of birth, faculty in which the participant is enrolled or affiliated, the full name of the host institution for the study/work/travel abroad program, the location of the incident, the name and number of the contact person at the location of the emergency, and the full circumstances of the event – were others involved? Injuries? What is their condition? (The information for this report will be gathered using the &quot;OCASP 2.0 On-line Planning Tool&quot; report and the &quot;Incident Report&quot; from Security);</td>
<td></td>
</tr>
<tr>
<td>▪ <strong>Make a decision regarding contacting the family of the participant:</strong></td>
<td></td>
</tr>
<tr>
<td>▪ Ensure all parents/emergency contacts of other participants on the same program or activity have been up-dated on the status of their son/daughter/family member.</td>
<td></td>
</tr>
</tbody>
</table>
**Appendix 3**

**Bader International Study Centre (BISC)**

**Emergency Communication Protocol and Contact Update Procedure**

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**Emergency Contact Update Procedure**

**Two Weeks Before The Beginning Of Term**

1. The Admissions – Recruitment and International Initiatives Office sends the student list for the next term including the names of the students’ home institutions to the QUIC Risk & Responsibility (R&R) Office.

2. The R&R Office updates the list of non-Queen’s sending universities contacts, for the current term, using the institutions named on the student list and revises the Emergency Database.
   - **Each Fall** only those “other” institutions that have students attending the BISC are listed on the BISC Emergency Communication List.
   - **Each term** a list of new “other” institutions that have students attending the BISC is sent to the Vice-Provost and Executive Director, to contact with the test message.

3. The R&R Office produces an up-dated contact list of partner and non-partner institutions that have students attending the BISC for the next term.

4. The R&R Office and the Admissions – Recruitment and International Initiatives Office (BISC) confirm the final version of the list of the home institution contacts.

5. The R&R Office sends the final version of the BISC partner/non-partner list to the BISC Administration Office, Herstmonceux Castle, England to be reviewed by BISC administration in the first week of classes in order to determine if the list is complete.

**First Two Weeks of Term**

6. The BISC Administration Office reports to the R&R Office (copied to the Admissions – Recruitment and International Initiatives Office) any changes or additions to the sending institution list including contact names, phone numbers and email addresses where possible.

7. The R&R Office follows-up on identifying the contact information for the sending universities that do not have contact information (either through the Admissions – Recruitment and International Initiatives Office or from the Internet and other resources) and adds this information to the list.

8. The R&R Office finalizes the partner/non-partner contact list and sends it to the Admissions – Recruitment and International Initiatives Office, the Emergency Management Committee (as an addendum to the Emergency Protocol for Study/Work/Travel Abroad) and the Vice Provost and Executive Director of the BISC.

9. The R&R Office maintains and up-dates this information throughout the term.

10. The Vice-Provost and Executive Director of the BISC, once the Fall term list is finalized, sends a message to all sending institutional contacts detailing the steps that are in place to assist their/our participants should an emergency take place at the BISC. This message details the protocol that is in place for contacting them and requests that they forward this information to other members of their institution/department/faculty that have students attending the BISC. In all other terms the Vice-Provost and Executive Director will send a message to only the new “other” institutions which have students attending the BISC for that term.

11. The Vice-Provost and Executive Director of the BISC will notify the R&R Office of any changes to the Emergency Contact list reported as a result of the test message.

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**Emergency Communication Protocol**

Should an emergency occur involving students at the BISC, the Vice-Provost and Executive Director, BISC will:

- Send a message to the external list of all sending partner institutional contacts giving preliminary notification of the incident
- As deemed appropriate, a follow-up message will be sent to the external contact list, with greater detail.
- As deemed appropriate, the messages sent to the external contact list will be sent to the Queen’s internal contact list (see attached) from either the Office of the Vice-Provost and Dean of Student Affairs or from the Director, QUIC.
## Appendix 4
### Bader International Study Centre Contact List

<table>
<thead>
<tr>
<th>Institution</th>
<th>Contact Name</th>
<th>Contact Phone #s</th>
<th>Contact Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dalhousie University</td>
<td>Amy Braye</td>
<td>Tel: +1.902.494.2722 (work)</td>
<td><a href="mailto:amy.braye@dal.ca">amy.braye@dal.ca</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.dal.ca/exchange">www.dal.ca/exchange</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Skype: amybraye</td>
<td></td>
</tr>
<tr>
<td>Huron University College</td>
<td>Bonnie Crocker, Registrar</td>
<td>519-438-7224 ext. 285 (work)</td>
<td><a href="mailto:bcrocke2@huron.uwo.ca">bcrocke2@huron.uwo.ca</a></td>
</tr>
<tr>
<td>University Of Toronto</td>
<td>Julienne Lottering</td>
<td>416-946-3929 (work)</td>
<td><a href="mailto:safety.abroad@utoronto.ca">safety.abroad@utoronto.ca</a></td>
</tr>
<tr>
<td>University of Victoria</td>
<td>Dr. Tim Haskett</td>
<td>Phone: 250-721-7565</td>
<td><a href="mailto:dadv@uvic.ca">dadv@uvic.ca</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fax: 250-721-5145</td>
<td></td>
</tr>
<tr>
<td>University of Western Ontario</td>
<td>Lise Laporte or Grant Saepharn</td>
<td>519-661-2111 ext. 85489 (work)</td>
<td><a href="mailto:lise.laporte@uwo.ca">lise.laporte@uwo.ca</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>519-661-2111 ext. 86072 (work)</td>
<td><a href="mailto:gsaephar@uwo.ca">gsaephar@uwo.ca</a></td>
</tr>
<tr>
<td>Institutions</td>
<td>Contact Name</td>
<td>Contact Phone #s</td>
<td>Contact Email</td>
</tr>
<tr>
<td>------------------------------------</td>
<td>---------------------------------------</td>
<td>----------------------------------------</td>
<td>------------------------------------</td>
</tr>
<tr>
<td>Acadia University</td>
<td>L. Davidson</td>
<td>902-585-1222</td>
<td><a href="mailto:registrar@acadiau.ca">registrar@acadiau.ca</a></td>
</tr>
<tr>
<td>Bishop University</td>
<td>Diane Mills</td>
<td>Tel: 819-622-9600 Ext 2616</td>
<td><a href="mailto:dmills@ubishops.ca">dmills@ubishops.ca</a></td>
</tr>
<tr>
<td>Brock University</td>
<td>Sheila Young</td>
<td>(905) 688-5550 Ext. 4404</td>
<td><a href="mailto:syoung@brocku.ca">syoung@brocku.ca</a></td>
</tr>
<tr>
<td>Carleton University</td>
<td>Patricia Patrick</td>
<td>613-520-2600 ext. 7485</td>
<td><a href="mailto:Patty_patrick@carleton.ca">Patty_patrick@carleton.ca</a></td>
</tr>
<tr>
<td>Clarkson University</td>
<td>Barbara Brown-Shor</td>
<td>315-268-6477</td>
<td><a href="mailto:brownba@clarkson.edu">brownba@clarkson.edu</a></td>
</tr>
<tr>
<td>College of The Bahamas</td>
<td>Tymka Davis</td>
<td>242-302-4439 (work)</td>
<td><a href="mailto:tavis@cob.edu.bs">tavis@cob.edu.bs</a></td>
</tr>
<tr>
<td>Concordia University</td>
<td>Mr. William Cheaib, Director Concorida international</td>
<td>514-848-2424 ext 4989</td>
<td><a href="mailto:william.cheaib@concordia.ca">william.cheaib@concordia.ca</a></td>
</tr>
<tr>
<td>Dongbei University of Finance &amp; Economics</td>
<td>Meng Mei (Ms.) Program Coordinator International Cooperation Office</td>
<td>Tel: 0086 411 8471 0340 Fax: 0086 411 8471 2162</td>
<td><a href="mailto:mmeng@dufe.edu.cn">mmeng@dufe.edu.cn</a></td>
</tr>
<tr>
<td>Elizabethtown College</td>
<td>Amy Simes, Ph.D. Daniel Pirbudagov</td>
<td>717-361-1347 717-361-1594</td>
<td><a href="mailto:simesa@etown.edu">simesa@etown.edu</a> <a href="mailto:pirbudagovd@etown.edu">pirbudagovd@etown.edu</a></td>
</tr>
<tr>
<td>Elon University</td>
<td>Monica Pagano</td>
<td>336-278-6700</td>
<td><a href="mailto:mpaganano@elon.edu">mpaganano@elon.edu</a></td>
</tr>
<tr>
<td>Fudan University</td>
<td>Connie Xiao (Ms) Program coordinator International Exchange Section</td>
<td>Tel: +86 21 5566 4383 Fax: +86 21 6564 9524</td>
<td><a href="mailto:yixiao@fudan.edu.cn">yixiao@fudan.edu.cn</a></td>
</tr>
<tr>
<td>Grant MacEwan College</td>
<td>Ray Boudreau, Director, Security Services</td>
<td>Tel: 780-633-3611 Fax: 780-497-4575</td>
<td><a href="mailto:boudreauar6@macewan.ca">boudreauar6@macewan.ca</a></td>
</tr>
<tr>
<td></td>
<td>Cathy Davis-Herbert Executive Director, Student Affairs</td>
<td></td>
<td><a href="mailto:davisherbertc@macewan.ca">davisherbertc@macewan.ca</a></td>
</tr>
<tr>
<td>Hong Kong University</td>
<td>Katherine Wan</td>
<td>Tel: 852 28592430 Fax: 852 28585413</td>
<td><a href="mailto:kwan@hkusu.hku.hk">kwan@hkusu.hku.hk</a></td>
</tr>
<tr>
<td>Instituto Tecnologico y de Estudios Superiores de Monterrey (Monterrey Tech)</td>
<td>Monssserrath Leal Karla Coria Admissions Advisor and Officer Lalo Barros</td>
<td>Tel: 011 52 81 83 58 1400 Ext. 4003 Fax: 011 52 81 83 28 41 56 Tel: +52 81 8358 1400 Ext. 3993 Fax: +52 81 8328 4156 Tel: 011 52 81 8358 1400 Ext. 3949 Fax: 011 52 81 8328 4156</td>
<td><a href="mailto:monsserrath@itesm.mx">monsserrath@itesm.mx</a> <a href="mailto:karla.coria@itesm.mx">karla.coria@itesm.mx</a> <a href="mailto:barros@itesm.mx">barros@itesm.mx</a></td>
</tr>
<tr>
<td>Liaoning University</td>
<td>College of International Students</td>
<td>Tel: +86-24-86736341 Fax: +86-24-86843356</td>
<td><a href="mailto:kxs@lnu.edu.cn">kxs@lnu.edu.cn</a></td>
</tr>
<tr>
<td>Koç University</td>
<td>Mrs. Burcu SARSILMAZ COSAN International Partnership Development Coordinator</td>
<td>Tel: +90 212 338 1178 Fax: +90 212 338 1267</td>
<td><a href="mailto:bsarsilmaz@ku.edu.tr">bsarsilmaz@ku.edu.tr</a></td>
</tr>
<tr>
<td>Macalester College</td>
<td>Julie McEathron-Lohmann Assistant Registrar</td>
<td>651-696-6200 Fax: 651-696-6200</td>
<td><a href="mailto:mceathron@macalester.edu">mceathron@macalester.edu</a></td>
</tr>
<tr>
<td>Masaryk University (Czech Republic)</td>
<td>Jeffrey Vanderziel</td>
<td>420 5 42128309</td>
<td><a href="mailto:vndrzl@phil.muni.cz">vndrzl@phil.muni.cz</a></td>
</tr>
<tr>
<td>McGill University</td>
<td>Heather McCombie (Desautels Faculty of Management)</td>
<td>514-398-4068 (work)</td>
<td><a href="mailto:Heather.mccombe@mcgill.ca">Heather.mccombe@mcgill.ca</a>.</td>
</tr>
<tr>
<td>McMaster University</td>
<td>Marco Costa</td>
<td>905-525-9140 ext 27701</td>
<td><a href="mailto:costama@mcmaster.ca">costama@mcmaster.ca</a></td>
</tr>
<tr>
<td>Memorial University</td>
<td>Colleen Clarke Barbara Adams, Evaluation Officer</td>
<td>709-737-4053 709-737-8260</td>
<td><a href="mailto:colleence@mun.ca">colleence@mun.ca</a> <a href="mailto:badams@mun.ca">badams@mun.ca</a></td>
</tr>
<tr>
<td>Mount Allison University</td>
<td>Christine Parker Registrar</td>
<td>Tel: 506-364-3301</td>
<td><a href="mailto:cparker@mta.ca">cparker@mta.ca</a></td>
</tr>
<tr>
<td>MSU Graduate School, Moscow</td>
<td>Anna Gryaznova, Head of International Office</td>
<td>+7 495 995 11 35</td>
<td><a href="mailto:gryaznova@mgubs.ru">gryaznova@mgubs.ru</a></td>
</tr>
<tr>
<td>Institution</td>
<td>Contact Person</td>
<td>Phone/Fax/Email</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------</td>
<td>-----------------------------------------</td>
<td>-----------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Nagoya City University</td>
<td>Saho Matsumoto</td>
<td>(052) 872-5043, <a href="mailto:matumoto@hum.nagoya-cu.ac.jp">matumoto@hum.nagoya-cu.ac.jp</a></td>
<td></td>
</tr>
<tr>
<td>National University of Singapore</td>
<td>Ms. Kit Chow</td>
<td>Tel: 65-6516-2310, <a href="mailto:regmck@nus.edu.sg">regmck@nus.edu.sg</a></td>
<td></td>
</tr>
<tr>
<td>Ohio State University</td>
<td>Brooke Raake Academic Advisor and Staff Assistant Department of Geography</td>
<td>Phone 614-292-3553, <a href="mailto:raake.5@osu.sg">raake.5@osu.sg</a></td>
<td></td>
</tr>
<tr>
<td>Old Dominion University</td>
<td>Michael W. Dean</td>
<td>757-883-5378, <a href="mailto:mdean@odu.edu">mdean@odu.edu</a></td>
<td></td>
</tr>
<tr>
<td>Peking University</td>
<td>Cui Zhe (Mr.) Program Officer Office of International Relations</td>
<td>Tel: +86-10-62751246-328, Fax: +86-10-62751240, <a href="mailto:malan@pku.edu.cn">malan@pku.edu.cn</a></td>
<td></td>
</tr>
<tr>
<td>Redeemer University College</td>
<td>Mr. Richard Wikkerink, Registrar</td>
<td>Toll free: 1-800-263-6467 ext. 4298, Tel: 905-648-2131, Fax:905-648-2134, <a href="mailto:rwikker@redeemer.on.ca">rwikker@redeemer.on.ca</a></td>
<td></td>
</tr>
<tr>
<td>Rhode Island School of Design</td>
<td>Kate Sacco</td>
<td>401-454-6754, <a href="mailto:oip@risd.edu">oip@risd.edu</a></td>
<td></td>
</tr>
<tr>
<td>Rochester Institute of Technology</td>
<td>Ty Stewart, Acting Associate Director Study Abroad &amp; Operations Clarissa Baston, Program Coordinator</td>
<td>Tel: 585-475-7634, Fax: 585-475-7633, Tel: 585-475-4481, <a href="mailto:Tynelle.stewart@rit.edu">Tynelle.stewart@rit.edu</a></td>
<td></td>
</tr>
<tr>
<td>Ryerson University</td>
<td>David Begg Program Administration &amp; Communication Officer Office of International Affairs</td>
<td>Tel: 416-979-5000 x 4078, Fax: 416 979 5352, <a href="mailto:dbegg@ryerson.ca">dbegg@ryerson.ca</a></td>
<td></td>
</tr>
<tr>
<td>Seoul Women’s University</td>
<td>Skyllier Jungtaek An</td>
<td>Tel: +82-2-970-5143, Fax: +82-2-3399-2841, <a href="mailto:bip@swu.ac.kr">bip@swu.ac.kr</a>, <a href="mailto:ajt071@swu.ac.kr">ajt071@swu.ac.kr</a></td>
<td></td>
</tr>
<tr>
<td>Simon Fraser University</td>
<td>Jane Roberts (Student Services, Ugrad Records).</td>
<td>(604) 291-3224, <a href="mailto:pickera@sfu.ca">pickera@sfu.ca</a></td>
<td></td>
</tr>
<tr>
<td>Sir Wilfred Laurier University</td>
<td>Ewa Dabrowska</td>
<td>Tel: 519-884-0710 ext. 3784, Fax: 519-886-4507, <a href="mailto:edabrowska@wlu.ca">edabrowska@wlu.ca</a></td>
<td></td>
</tr>
<tr>
<td>St. Francis Xavier University</td>
<td>Brenda Riley International Exchange Coordinator</td>
<td>Tel: 902-867-4532, Fax: 902-867-5256, <a href="mailto:briley@stfx.ca">briley@stfx.ca</a></td>
<td></td>
</tr>
<tr>
<td>St. Mary’s University College</td>
<td>Donald Naulls, Associate Dean of Curriculum and Student Affairs</td>
<td>Tel: 902-420-5437, <a href="mailto:don.naulls@smu.ca">don.naulls@smu.ca</a></td>
<td></td>
</tr>
<tr>
<td>State University of New York (SUNY) Albany</td>
<td>James Pasquill</td>
<td>Tel: 518-591-8170, <a href="mailto:jpasquill@uamail.albany.edu">jpasquill@uamail.albany.edu</a></td>
<td></td>
</tr>
<tr>
<td>Trent University</td>
<td>Gloria Guppy</td>
<td>Tel: 705-748-1215, <a href="mailto:registrar@trentu.ca">registrar@trentu.ca</a></td>
<td></td>
</tr>
<tr>
<td>Universidad Autonoma de Tamaulipas Mexico</td>
<td>Halia M. Valladares Montemayor (MBA/MS)</td>
<td>52-834-318-17-25 ext. 2704 (work), <a href="mailto:amvalladares@uat.edu.mx">amvalladares@uat.edu.mx</a></td>
<td></td>
</tr>
<tr>
<td>Universidad de las Americas, Puebla</td>
<td>Ana Laura Hernandez Ortiz Study Abroad Adviser</td>
<td>Tel: +52 222 229 3161, Fax: +52 222 229 3069, <a href="mailto:programas.extranjero@udiap.mx">programas.extranjero@udiap.mx</a></td>
<td></td>
</tr>
<tr>
<td>University of Alberta</td>
<td>Emergency Management</td>
<td>7780-492-5050 (24 hours/day)08-492-5050 (Emergencies only), <a href="mailto:oem.managerl@ualberta.ca">oem.managerl@ualberta.ca</a></td>
<td></td>
</tr>
<tr>
<td>University of Calgary</td>
<td>Glyn Hunter, Director Centre for International Students &amp; Study Abroad Colleen Packer, Study Abroad Advisor At the UofC, emergency calls may be directed to Campus Security, which is open 24/7</td>
<td>Tel: 403.220-5581, Fax:403.289-4409, <a href="mailto:ghunter@ucalgary.ca">ghunter@ucalgary.ca</a></td>
<td></td>
</tr>
<tr>
<td>University of California</td>
<td>Susan G. Braddock, Program Manager</td>
<td>Tel: 909-787-2743, Fax: 909-787-2237, <a href="mailto:Susan.braddock@ucr.edu">Susan.braddock@ucr.edu</a></td>
<td></td>
</tr>
</tbody>
</table>
**Institution Email Addresses**

- dmills@ubishops.ca
- registrar@acadiau.ca
- oem.managerl@ualberta.ca
- joel.wittwer@uw.ca
- syoung@brocku.ca
- ghunter@ualberta.ca
- ctpacker@ualberta.ca
- Susan.braddock@uwo.ca
- Patty_patrick@carleton.ca
- rkaskell@carleton.ca
- brownba@carleton.ca
- tdavis@cob.edu.br
- william.chaelb@concordia.ca
- mmeng@duke.edu.cn
- simesa@etown.edu
- pibudagovd@etown.edu
- sandi_rogers@umanitoba.ca
- mpaganoo@etown.edu
- yixiao@fudan.edu.cn
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- j.dobbie@uleth.ca
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- hinton@unb.ca
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- Yomarie Castellano
- Study Abroad Coordinator
- Center for International Education
- Phone: +1-414-229-5185
- Phone: +1-414-229-6581
- Fax: +1-414-229-4858
- yomarie@uwm.edu
- Catherine Salole, Director, Student Community & Leadership Development
- 416-736-2100 Ext. 6158
- salolec@yorku.ca
- Carroll Barrett, Registrar’s Office
- 416-736-2100 Ext. 77669
- barrett@yorku.ca

---

**If the BISC Emergency Contact Protocol is initiated an abbreviated message should be sent to this group**
<table>
<thead>
<tr>
<th>Office</th>
<th>Contact Name</th>
<th>Contact Phone #</th>
<th>Contact Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Principal’s Office</td>
<td>Dr. D. Woolf</td>
<td>613-533-6534</td>
<td><a href="mailto:principal@queensu.ca">principal@queensu.ca</a></td>
</tr>
<tr>
<td>Special Advisor to the Principal</td>
<td>Dr. G. Lessard</td>
<td>613-533-2200</td>
<td><a href="mailto:Greg.lessard@queensu.ca">Greg.lessard@queensu.ca</a></td>
</tr>
<tr>
<td>Director, Office of the Principal</td>
<td>Ms. C. Berga</td>
<td>613-533-2200</td>
<td><a href="mailto:Chris.berga@queensu.ca">Chris.berga@queensu.ca</a></td>
</tr>
<tr>
<td>Provost and Vice-Principal (Academic)</td>
<td>Dr. Benoit-Antoine Bacon</td>
<td>613-533-2020</td>
<td><a href="mailto:provost@queensu.ca">provost@queensu.ca</a></td>
</tr>
<tr>
<td>Associate Vice-Principal (International)</td>
<td>Ms. K. O’Brien</td>
<td>613-533-3115</td>
<td><a href="mailto:Kathy.obrien@queensu.ca">Kathy.obrien@queensu.ca</a></td>
</tr>
<tr>
<td>Vice-Provost &amp; Dean of Student Affairs</td>
<td>Ms. A. Tierney</td>
<td>613-533-6944</td>
<td><a href="mailto:tierney@queensu.ca">tierney@queensu.ca</a></td>
</tr>
<tr>
<td>Assistant Dean of Student Affairs</td>
<td>Ms. Lindsay Winger</td>
<td>613-533-6000 ext. 77590</td>
<td><a href="mailto:lindsay.winger@queensu.ca">lindsay.winger@queensu.ca</a></td>
</tr>
<tr>
<td>Assistant Dean of Student Affairs</td>
<td>Ms. Corrinna Fitzgerald</td>
<td>613-533-6000 36944</td>
<td><a href="mailto:corinna.fitzgerald@queensu.ca">corinna.fitzgerald@queensu.ca</a></td>
</tr>
<tr>
<td>Manager, International Programs Office</td>
<td>Ms. L. Esford</td>
<td>613-533-2815 ext 77678</td>
<td><a href="mailto:Laura.esford@queensu.ca">Laura.esford@queensu.ca</a></td>
</tr>
<tr>
<td>Associate Dean (International) ASC</td>
<td>TBD</td>
<td>613-533-6000 77183</td>
<td>TBD</td>
</tr>
<tr>
<td>Vice-Provost &amp; Executive Director, BISC</td>
<td>Dr. Hugh Horton</td>
<td>011-44-1323-834567(w)</td>
<td><a href="mailto:Hugh.horton@chem.queensu.ca">Hugh.horton@chem.queensu.ca</a></td>
</tr>
<tr>
<td>Assistant Dean of Students Faculty of Law</td>
<td>Ms. Jane Emrich</td>
<td>613-533-6000 74283</td>
<td><a href="mailto:JE5@queensu.ca">JE5@queensu.ca</a></td>
</tr>
<tr>
<td>Director, International Centre</td>
<td>Ms. J. Kotecha</td>
<td>613-533-2605</td>
<td><a href="mailto:1jak@queensu.ca">1jak@queensu.ca</a></td>
</tr>
<tr>
<td>Risk &amp; Responsibility, Emergency Support Program Coordinator</td>
<td>Ms. C. Lemmon</td>
<td>613-533-6000 74650</td>
<td><a href="mailto:Cathy.lemmon@queensu.ca">Cathy.lemmon@queensu.ca</a></td>
</tr>
<tr>
<td>University Registrar (Acting)</td>
<td>Mr. J. Metcalfe</td>
<td>613-533-6000 77377</td>
<td><a href="mailto:metcalfej@queensu.ca">metcalfej@queensu.ca</a></td>
</tr>
<tr>
<td>Position</td>
<td>Name</td>
<td>Phone</td>
<td>Email</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>-------------------------------</td>
<td>-----------------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>Assistant Registrar, Office of the University Registrar</td>
<td>TBD</td>
<td>613-533-6000 77129</td>
<td>TBD</td>
</tr>
<tr>
<td>Associate Registrar, Admission</td>
<td>Mr. S. Pinchin</td>
<td>613-533-6000 77577</td>
<td><a href="mailto:pinchin@queensu.ca">pinchin@queensu.ca</a></td>
</tr>
<tr>
<td>Marketing and Communications Adviser, BISC</td>
<td>TBD</td>
<td>613-533-2217 75665</td>
<td>TBD</td>
</tr>
<tr>
<td>Executive Director, Marketing and Communications</td>
<td>Ms. H. Debnam</td>
<td>613-533-6000 74696</td>
<td><a href="mailto:Helena.debnam@queensu.ca">Helena.debnam@queensu.ca</a></td>
</tr>
<tr>
<td>Director, Communication VP (R)</td>
<td>Ms. Yvonne Cooper</td>
<td>613-533-6000 74038</td>
<td><a href="mailto:Yvonne.Cooper@Queensu.ca">Yvonne.Cooper@Queensu.ca</a></td>
</tr>
<tr>
<td></td>
<td>Ms. Kristyn Wallace (backup)</td>
<td></td>
<td><a href="mailto:Kristyn.wallace@queensu.ca">Kristyn.wallace@queensu.ca</a></td>
</tr>
<tr>
<td>Director, Queen’s Security</td>
<td>Mr. D. Patterson</td>
<td>613-533-6111</td>
<td><a href="mailto:david.patterson@queensu.ca">david.patterson@queensu.ca</a></td>
</tr>
<tr>
<td>University Chaplain</td>
<td>Ms. Kate Johnson</td>
<td>613-533-2186</td>
<td><a href="mailto:kate.johnson@queensu.ca">kate.johnson@queensu.ca</a></td>
</tr>
<tr>
<td>Int. Director, Student Wellness Services</td>
<td>Ms. Jennifer Dods</td>
<td>613-533-6000 78667</td>
<td><a href="mailto:jennifer.dods@queensu.ca">jennifer.dods@queensu.ca</a></td>
</tr>
<tr>
<td>Queen’s University Legal Counsel</td>
<td>Ms. L. Newton</td>
<td>613-533-2211 74024</td>
<td><a href="mailto:Lisa.newton@queensu.ca">Lisa.newton@queensu.ca</a></td>
</tr>
<tr>
<td>Alma Mater Society Representative</td>
<td></td>
<td>613-533-2925</td>
<td><a href="mailto:VPUA@ams.queensu.ca">VPUA@ams.queensu.ca</a></td>
</tr>
<tr>
<td>Society of Graduate and Professional Student Representative</td>
<td></td>
<td>613-533-2924</td>
<td><a href="mailto:Sgpsserv@qsilver.queensu.ca">Sgpsserv@qsilver.queensu.ca</a></td>
</tr>
</tbody>
</table>
# University Exchange Coordinators

<table>
<thead>
<tr>
<th>Faculty of Applied Science</th>
<th>Contact Name</th>
<th>Contact Phone #s</th>
<th>Contact Email</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ms. Stacy Shane</td>
<td>613-533-6000 74093</td>
<td><a href="mailto:shanes@queensu.ca">shanes@queensu.ca</a></td>
</tr>
<tr>
<td>Faculty of Arts &amp; Science</td>
<td>Ms. H. McCormick</td>
<td>613-533-6000 77678</td>
<td><a href="mailto:haley.mccormick@queensu.ca">haley.mccormick@queensu.ca</a></td>
</tr>
<tr>
<td>Smith School of Business</td>
<td>Ms. J. Franks</td>
<td>613-533-6000 33278</td>
<td><a href="mailto:jacoba.franks@queensu.ca">jacoba.franks@queensu.ca</a></td>
</tr>
<tr>
<td></td>
<td>Ms. T. Bartzis</td>
<td>613-533-6000 78316</td>
<td><a href="mailto:tenay.bartzis@queensu.ca">tenay.bartzis@queensu.ca</a></td>
</tr>
<tr>
<td>Faculty of Law</td>
<td>Ms. N. Somers</td>
<td>613-533-6000 75318</td>
<td><a href="mailto:somersn@queensu.ca">somersn@queensu.ca</a></td>
</tr>
<tr>
<td>University Exchange Coord.</td>
<td>Ms. M. Severin</td>
<td>613-533-6000 75379</td>
<td><a href="mailto:Intstudy@queensu.ca">Intstudy@queensu.ca</a></td>
</tr>
</tbody>
</table>

# Emergency Communication List

<table>
<thead>
<tr>
<th>Dean of the student’s faculty or school</th>
<th>Contact Name</th>
<th>Contact Phone #s</th>
<th>Contact Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty of Applied Science</td>
<td>Dr. Kevin Deluzio</td>
<td>613-533-2078</td>
<td><a href="mailto:kevin.deluzio@queensu.ca">kevin.deluzio@queensu.ca</a></td>
</tr>
<tr>
<td>Faculty of Arts &amp; Science</td>
<td>Dr. Barbara Crow</td>
<td>613-533-6000 ext 32448</td>
<td><a href="mailto:deanartsci@queensu.ca">deanartsci@queensu.ca</a></td>
</tr>
<tr>
<td>Smith School of Business</td>
<td>Dr. D. Saunders</td>
<td>613-533-2305</td>
<td><a href="mailto:david.saunders@queensu.ca">david.saunders@queensu.ca</a></td>
</tr>
<tr>
<td>Faculty of Education</td>
<td>Dr. S. Elliott</td>
<td>613-533-6000 ext 77238</td>
<td><a href="mailto:Steve.elliott@queensu.ca">Steve.elliott@queensu.ca</a></td>
</tr>
<tr>
<td>School of English</td>
<td>TBD</td>
<td>613-533-6000 Ext. 32472</td>
<td>TBD</td>
</tr>
<tr>
<td>School of Graduate Studies</td>
<td>Dr. B. Brouwer</td>
<td>613-533-6079</td>
<td><a href="mailto:brouwer@queensu.ca">brouwer@queensu.ca</a></td>
</tr>
<tr>
<td>Faculty of Health Sciences</td>
<td>Dr. D. Walker</td>
<td>613-533-6000 ext 74064</td>
<td><a href="mailto:deanfhs@queensu.ca">deanfhs@queensu.ca</a></td>
</tr>
<tr>
<td>Faculty of Law</td>
<td>Dr. W. Flanagan</td>
<td>613-533-6000 ext 78352</td>
<td><a href="mailto:w.flanagan@queensu.ca">w.flanagan@queensu.ca</a></td>
</tr>
</tbody>
</table>

## Queen's Internal Contact List

| principal@queensu.ca                  | metcalfej@queensu.ca |
| Greg.lessard@queensu.ca               | rebecca.coupland@queensu.ca |
| Chris.berga@queensu.ca                | pinchin@queensu.ca |
| provost@queensu.ca                   | Helena.debnam@queensu.ca |
| lindsay.winger@queensu.ca             | david.patterson@queensu.ca |
| corinna.fitze@queensu.ca              | kate.johnson@queensu.ca |
| rald@queensu.ca                       | jennifer.dods@queensu.ca |
| Laura.esford@queensu.ca               | Lisa.newton@queensu.ca |
| w.flanagan@queensu.ca                 | VPUA@ams.queensu.ca |
| ALJ@queensu.ca                        | Sgpsserv@silver.queensu.ca |
| Hugh.horton@chem.queensu.ca           | tierney@queensu.ca |
| C_lloyd@BISC.queensu.ac.uk            | Kathy.obrien@queensu.ca |
| JES@queensu.ca                        | mgres@sspeci.queensu.ca |
| tjak@queensu.ca                       |                         |
| Cathy.lemmon@queensu.ca               |                         |

This list will be used at the Emergency Management Committee’s discretion.
Appendix 5

BISC Vice-Provost and Executive Director Message to all Emergency Contacts of Sending Institutions with Students at the BISC

At the beginning of each term the Vice-Provost and Executive Director of the BISC will receive an updated list of all sending institutions with students at the BISC. The Vice-Provost and Executive Director will circulate the following message to the list.

To: All institutions that have students at the BISC in the [Fall or Fall/Winter] term(s) for [2012-13].
From: Vice-Provost and Executive Director of BISC

This message is a test to ensure that our emergency communication list is both complete and accurate. If you are the appropriate emergency contact for your institution, please review the BISC Emergency Communication Protocol so that you are aware of the procedures that the BISC, Queen’s University, will take in the case of an emergency at the BISC. If you are not the appropriate emergency contact person at your institution (see attached list), please pass this message on to the person who is charged with supporting your students at the BISC in case of an emergency. Please have them contact the Executive Director so that the list can be updated.

To learn about the Queen’s University Emergency Support Program for Study, Work and Travel Abroad and how it works to support your students in the event of an emergency, please visit http://quic.queensu.ca/outgoing/emergencysupportprogram.asp

Should an emergency occur involving students at the BISC, the Vice-Provost and Executive Director, BISC will:

- Send a message to all institutional contacts who have students at the BISC (external contact list) giving preliminary notification of the incident;
- As deemed appropriate, a follow-up message will be circulated to the external contact list with greater detail;
- As deemed appropriate, these messages sent to the external contact list will be sent to the Queen’s internal contact list from either the Office of the Vice-Principal (Academic) or from the Director of QUIC.
Appendix 6

BISC Emergency Contact Protocol
Templates for Preliminary Notification of Home-University Emergency Contacts
Regarding an Incident, Accident or Fatality at the Queen's University's Bader International Study Centre,
Herstmonceux Castle, East Sussex, UK

(to be sent by the BISC Vice-Provost and Executive Director)

Certain sections should be completed or deleted as appropriate in the circumstances.

Incident/Accident Notification Template

This is a priority notice that students at the Bader International Study Centre have been involved in an incident on [date] at [time] at [location].

Nature of the incident .......

Reported by........

- Names of students involved and Home University:
- Students from your University were involved.
  Names:
  Injuries:
  We are contacting the following people and institutions:

- No student from your University was directly involved but the following were present at the incident.
  ○ Names:

- No student from your University was directly involved or present at the incident.

- We are still collating all the facts and will brief the Emergency Contact people at all Home Universities fully as soon as possible.
Emergency Contact Protocol for International Exchange Students involved in
A Queen’s University Study/Work/Travel Abroad Program

These templates are for use in drafting preliminary notification of home university emergency contacts regarding an incident, accident or fatality involving international exchange students participating in a Queen’s University study/work/travel abroad program.

The Risk & Responsibility Team will draft a response to incidents involving international exchange student(s) and will forward the draft response to the Chair of the Emergency Management Committee (Vice-Provost and Dean of Students Affairs). The bulleted selections below will be used, as appropriate, given the circumstances.

Incident/Accident Notification Template

This is a priority notice that students participating in [NAME STUDY/WORK/TRAVEL ABROAD PROGRAM] have been involved in an incident on [date] at [time] at [location].

Nature of the incident .......

Reported by........

*Use the appropriate response from the bulleted selections below.*

- Students from your university, [NAME OF UNIVERSITY], were involved. Names:
  
  Injuries:

- We are contacting the following people and institutions:

- No student from your University was directly involved but the following were present at the incident. Names:

- No student from your University was directly involved or present at the incident.

- We are still collating all the facts and will brief the Emergency Contact people at all Home Universities fully as soon as possible.

If you need further information, please contact me at (tel number/email address).
Appendix 8

Queen’s Athletics & Recreation – U.S.A. Travel Emergency Protocol

In the event of an emergency, occurring in the United States, with one of the teams or clubs listed below, please contact the Director of Athletics & Recreation (or her/his alternate) listed below; these individuals are familiar with the necessary procedures. All relevant travel documents are kept in the Office Assistant – Sport’s office located in the ARC, room B404P.

If the situation involves a serious injury or tragic death of a student Campus Security or the Director of Athletics will contact the Director of QUIC (or his designate) who will implement the full Emergency Protocol.

Emergency Contacts (to be used in an emergency situation, occurring in the United States, involving one or more members of a Varsity Athletic Teams or a Supported Athletic Club, after normal Queen’s business hours)

<table>
<thead>
<tr>
<th>Varsity Teams</th>
<th>Varsity Clubs</th>
<th>Recreational Clubs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basketball (M/W)</td>
<td>Baseball (M)</td>
<td>Archery</td>
</tr>
<tr>
<td>Cross Country (M/W)</td>
<td>Cheerleading (M/W)</td>
<td>Badminton</td>
</tr>
<tr>
<td>Football (M)</td>
<td>Curling (M/W)</td>
<td>Break Dance</td>
</tr>
<tr>
<td>Hockey (M/W)</td>
<td>Cycling (M/W)</td>
<td>Climbing</td>
</tr>
<tr>
<td>Rowing (M/W)</td>
<td>Fast Pitch (W)</td>
<td>Cricket</td>
</tr>
<tr>
<td>Rugby (M/W)</td>
<td>Fencing (M/W)</td>
<td>Dance Club</td>
</tr>
<tr>
<td>Soccer (M/W)</td>
<td>Field Hockey (W)</td>
<td>Dance Team</td>
</tr>
<tr>
<td>Volleyball (M/W)</td>
<td>Figure Skating (W)</td>
<td>Equestrian Club</td>
</tr>
<tr>
<td></td>
<td>Golf (M/W)</td>
<td>Figure Skating</td>
</tr>
<tr>
<td></td>
<td>Lacrosse (M/W)</td>
<td>Flow Dance Club</td>
</tr>
<tr>
<td></td>
<td>Nordic Skiing (M/W)</td>
<td>Gymnastics</td>
</tr>
<tr>
<td></td>
<td>Sailing (M/W)</td>
<td>Haidong Gumdo</td>
</tr>
<tr>
<td></td>
<td>Squash (M/W)</td>
<td>Highland Dance</td>
</tr>
<tr>
<td></td>
<td>Swimming (M/W)</td>
<td>Jiu Jitsu</td>
</tr>
<tr>
<td></td>
<td>Synchro Swimming (W)</td>
<td>Judo</td>
</tr>
<tr>
<td></td>
<td>Track &amp; Field (M/W)</td>
<td>Karate</td>
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<tr>
<td></td>
<td>Triathlon (M/W)</td>
<td>Lifeguard Club</td>
</tr>
<tr>
<td></td>
<td>Ultimate Frisbee (M/W)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Water polo (M/W)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wrestling (M/W)</td>
<td></td>
</tr>
</tbody>
</table>

Emergency Phone Tree

Primary  Leslie Dal Cin,  
Executive Director, Athletics & Recreation    74720
Alternate  Jeff Downie,  
Director, Business Development & Operations    77400

Primary  Sean Scott  
Director, High Performance Sport Operations    79110
Alternate  Janean Sergeant  
Manager, High Performance Sport Operations    74731

Primary  Duane Parliament  
Manager, Recreation and Sports clubs    79150

Varsity Clubs  Brittany McGregor  
Coordinator, Sports Clubs    78860

Rec. Clubs  Brittany McGregor  
Coordinator, Sport Clubs    78860

Updated September 2017
Appendix 9

The Student Death Protocol – Executive Summary

**Purpose:** To organize in a systematic manner the University’s response to a death of a student\(^1\). The goal is to ensure rapid, effective communication and follow-up that is sensitive to the unique circumstances of the situation.

**Outline:** Each situation is unique and will be assessed individually. This document acts as a guideline and, as circumstances warrant, priorities and responses may vary in order to balance family needs with the needs of students and the University.

**Tenets:** The University’s response to a death of a student will attempt to uphold the following five tenets:

1. Respect for the student, the student’s family and friends
2. Dignity for the memory of the student
3. Discretion in the use and access to the information regarding the student death
4. Cooperation with police, coroner and other external officials
5. Public accountability

**Protocol:** The protocol has three response phases and three response levels. These are outlined below.

**Response Phases:**

1. **Initial response:** The primary responsibility for initiating this protocol lies with Campus Security’s Emergency Report Centre. Note: departments should follow all established emergency and crisis response procedures if a student is found dead or seriously injured on campus.

2. **Secondary response:** Secondary responses will happen at the department/unit level. The Response Team will be responsible for the coordination of the secondary response (if required) and will support the department/unit head with regard to the performance of their responsibilities.

3. **Follow-up:** Follow-up and a critical incident review will happen at the department/unit level (if required). Any central review of the incident and/or the response will be the responsibility and at the request of the Vice Principal (Academic).

**Response Levels:** Information about the death goes to the Coordinator of the Response Team who consults with other team members as needed about the appropriate response. While each response will be specific to the situation and may change as circumstances change, the following response levels will be used as a guide for determining the Response Team’s actions.

1. **Level one response:** In the case of an individual who is a registered student but whose circumstances or nature of affiliation with the University is such that limited or no intervention by the Response Team is required.

2. **Level two response:** In the case of a student death where manner and cause of death are known and there is no expectation of internal/external investigations beyond the coroner’s report (e.g., deaths from illness or suicide), or in the case where a student death occurs while the student is abroad (or in a remote region of Canada) on a Queen’s sanctioned activity (e.g., exchange, practicum, internship, BISC) the Emergency Procedure for Out-of-Country emergencies should be referenced and the (Emergency Support Program) Emergency Management Committee notified.

3. **Level three response:** In the case where the circumstances of death may raise issues of public accountability and involve a higher level of media/public scrutiny (e.g., those involving an accident on a Queen’s campus or on a field trip; where foul play has not been ruled out; where infectious disease is suspected; where the University is seen as potentially negligent with respect to unsafe infrastructure, knowledge of a previous medical condition, etc.).

Extremely serious situations (e.g., those involving violence on campus or multiple deaths related to infectious disease) may activate the University’s overall Emergency Response Plan.

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\(^1\) While the purpose of this document is to respond to the death of a student, the protocol may be used as a guide for responding to the death of any member of the Queen’s community, including former students, where there is a known relationship or connection (financial or otherwise) to the institution.
The Protocol

- If any member of the University community becomes aware of a student death, they are required to inform ERC (613-533-6111 or 36111)
- ERC will immediately contact the Coordinator of the Response Team. The Coordinator will establish with ERC and/or the Registrar’s Office to the best of their ability, verification of the death and the circumstances of the death to determine the appropriate level of response.
- As appropriate, the Coordinator of the Response Team will contact the head of the Response Team, the Chaplain, and initiate the formation of the remainder of the Response Team that includes the Director of Health, Counselling and Disability Services, the Director of Campus Security’s Emergency Report Centre, the Director of Environmental Health and Safety (as required depending upon the circumstances), a representative from Communications and Public Affairs, and one other (optional) member from the appropriate department/unit that has a significant relationship with the student. The Associate Dean of Student Affairs or designate will act as the Coordinator for the response team.
  - the Response Team will be responsible for ongoing communication throughout the campus and provide support to department/unit heads.
- In the event of a death of a study, work or travel abroad student or an international student on Queen’s campus, the Director of the Queen’s University International Centre (QUIC) or designate will be notified.
- It is critical that accurate and timely information be provided to the University community.
- Departments/Units will follow their responsibilities as described in the following pages.
- The Office of the AVP/Dean of Student Affairs will maintain a copy of all department/unit details relating to a student death.
- Each department/unit will maintain, and be responsible for, their unit-specific actions in relation to a student death.

Emergency Contact

In the even of a tragic death of a student, the Student Death Protocol will be initiated by contacting ERC. ERC will contact the Associate Dean of Student Affairs (or designate) who assumes the role of Coordinator of the Response Team.

In the event the Director of QUIC (or designate) learns of the death via the Emergency Support Program for Study, Work or Travel Abroad, the Director (or designate) will contact the Coordinator of the Response Team (or designate) to initiate the Student Death Protocol.

The Director of QUIC (or designate) will assist in the Student Death Protocol, as required.

Coordinator of the Response Team

- Executive Director, Dean of Student Affairs Office - Ms. Ellie Sadinksy Office 77454 Cell 613-217-0333

Designates

- Assistant Dean, Student Affairs – Ms. Corinna Fitzgerald Office 33387 Cell 613-888-4312

The entire Student Death Protocol can be viewed at http://www.queensu.ca/security/emergency.html
Appendix 10

On-Campus Program Emergency Contact (PEC) List

See attached spreadsheet from OCASP dbase