Queen’s University
Emergency Support Program for Study, Work or Travel Abroad (ESP)

Departmental Handbook

(Revised June 2015)
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Please direct any questions about this Handbook to CL4@queensu.ca
The Emergency Support Program for Study, Work or Travel Abroad

The opportunity to travel, live, study and work around the world is one of the greatest privileges many enjoy. Members of the Queen’s University community participate in some of the finest study and work abroad programs, spanning the world from Australia to Chile, Singapore to Finland and many lands in between. Queen’s is committed to promoting a safe and healthy environment for all of our program participants. The Emergency Protocol entitled *Queen’s University Procedure for Out-of-Country Emergencies* was approved by the Principal and senior administrators in March 1999. In order to implement this protocol and to support Queen’s program participants in their preparations for study, work or travel abroad, Queen’s University International Centre (QUIC) facilitates the *Emergency Support Program (ESP) for Study/Work/Travel Abroad*.

The University implemented the *Queen’s University Off-Campus Activity Safety Policy (OCASP)* on September 1, 2004. In the fall of 2012 we are pleased to introduce the new OCASP 2.0 system. This system rolls the Emergency Support Program enrollment form, the on-line pre-departure orientation and OCASP Safety Planning Record into one system. The Policy requires all members of the Queen’s Community taking part in University-sanction off-campus activities to register in the OCASP 2.0 on-line system.

All undergraduate and professional students participating in international activities must register in the OCASP 2.0 system and create a Safety Planning Record which includes a risk assessment of the activity and destination and an on-line pre-departure orientation. Other participants in such activities (graduate students, faculty and staff) are encouraged to do so. Departments and Faculties that organize off-campus activities are responsible for ensuring that program participants comply with the provisions of the Policy.

The records created in the OCASP 2.0 on-line system become the Emergency Support Record that we would access and use to support members of the Queen’s community in the event of an emergency; *therefore it is imperative that all Queen’s community members register in the OCASP 2.0 on-line system if they are involved in any off-campus activities*.

General information about the process and a link to the Policy can be viewed at http://www.safety.queensu.ca/ocasp/

The on-line link to the registration page can be found at http://www.safety.queensu.ca/ocasp/ocasp2.htm

This handbook is designed to assist Departments and Faculty Offices. It outlines the Emergency Support Program, includes information about the Off-Campus Activity Safety Policy and provides a checklist that each unit should follow as they prepare to send/allow students to study, work or travel abroad on Queen’s University sanctioned activities.

This document outlines your responsibilities when sending/allowing students to study, work or travel abroad on a variety of programs, including, but not limited to:

- Exchange
- Elective
- Internship
- Academic Field trips (or other similar group activities)
- Research
- Practicum
- Letter of Permission
- Conference Travel
- Athletic Events
- Administrative Travel
Checklist for Department/Faculty Offices

In Preparation for Sending Students on a Queen's University Study/Work/Travel Abroad Program

☐ READ/REVIEW THE QUEEN’S UNIVERSITY EMERGENCY SUPPORT PROGRAM FOR STUDY, WORK OR TRAVEL ABROAD DEPARTMENTAL HANDBOOK (this book)

☐ CONTACT THE ESP OFFICE

If this is the first time that your unit has facilitated a study/work/travel abroad program contact the Emergency Support Program office at quiquesp@queensu.ca to learn more about your unit’s responsibilities and to request the appropriate numbers of pre-departure packages for distribution to your participants.

☐ DISTRIBUTE PRE-DEPARTURE PACKAGES

Distribute Pre-Departure Packages to program participants and remind them that they are required to comply with the provisions of the Off-Campus Activity Safety Policy (OCASP) [http://www.safety.queensu.ca/ocasp/ocasp2.htm].

☐ In the event of students traveling individually, ensure that they are aware of their responsibilities regarding the provisions of the Off-Campus Activity Safety Policy (OCASP).

☐ In the event of a group activity, ensure that the Principal Investigator/Activity Coordinator is aware of and complies with the provisions of OCASP.

☐ FOLLOW UP WITH NON-COMPLIANT STUDENTS

The Principal Investigator, Activity Coordinator or the Person in Authority is responsible for following-up with those students who have not completed their OCASP requirements and for ensuring 100% compliance with the Policy.

☐ REQUEST OCASP COMPLIANCE REPORT FROM OCASP ADMINISTRATOR

The OCASP Administrator can provide the Department/Faculty office with a list of students who have completed their OCASP requirements.

☐ In all cases, the Department/Faculty Office is responsible for monitoring/ensuring OCASP compliance.
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 event of a tragic death of a student, the Student Death Protocol will be initiated.

Four Main Links in the Chain of Emergency Protocol

- Queen’s Campus Security - 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, Queen’s Campus Security is notified in order to initiate the protocol. In the event of a tragic death of a student, Queen’s Campus Security will initiate the Student Death Protocol.

- Director of the Queen’s University International Centre (QUIC) - acts as the Emergency Contact at Queen’s and is responsible for coordinating 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, 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 Student Affairs or designate, and comprised of the Director of QUIC or designate, the Assistant Director of QUIC, the Education Abroad Advisor, the International Programs Advisor and the Program Emergency Contact (PEC) for the program(s) 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, as required.

Emergency Protocol for Calls Received From the United States

- Once notified of an emergency situation occurring in the United States, through the Emergency Hotline at (613) 533-6111, Queen’s Campus Security 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).

- If the caller is reporting an emergency involving one or more members of a Queen’s Varsity Athletic Team or Supported Athletic Club, Campus Security will contact the Director of Athletics and Recreation (or his/her designate) who will activate the Queen’s Athletics and Recreation Travel Emergency Protocol.

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

- If the situation involves a serious injury 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.

- If the situation involves a tragic death of a student, Campus Security or the Director of Athletics will implement the Student Death Protocol.

* 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.
**Emergency Protocol**

- Once notified of an out-of-country emergency, through the **Emergency Hotline at (613) 533-6111**, Queen’s Campus Security initiates the Protocol by contacting the Director of **QUIC** or his/her designate, via the Emergency Contact List, and files a report. Queen’s Campus Security 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 Queen’s Security to initiate the **Student Death protocol**.

- 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 Queen’s Security Office 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 Queen’s Security on its incident report;
  - Decide if a full meeting of the EMC will take place;
  - Contact the EMC Chair to inform him/her 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
  - 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 Office **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 **serious illness or injury**, the EMC will also:

- 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 initiate the Emergency Evacuation Plan.

**Early Warning Call Initiated by a Participant**

- If Queen’s Security 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 handled by the Director of **QUIC** as an “Early Warning” case.

- The Director 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 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
- Information Forms
- Pre-departure Orientation
- Emergency Contact Database
- In-field support
- Re-entry Support
To support members of the Queen’s community involved in study/work/travel abroad programs, the Queen’s University International Centre (QUIC) facilitates the Emergency Support Program (ESP) for Study/Work/Travel Abroad. All undergraduate students participating in Queen’s University sanctioned international activities are required to create a Safety Planning Record in the Off-Campus Activity Safety Policy (OCASP) on-line planning tool available at https://webapp.queensu.ca/safety/ocasp. Graduate students, faculty and staff are encouraged, and in some cases required, to do so.

WHAT COMPONENTS MAKE UP THE ESP...

The ESP is comprised of the following elements...

- The Emergency Protocol
- The Emergency Contact Card (allows carrier to contact Queen’s Security – collect – to report an emergency)
- 24-hour Emergency Telephone Hotline
- Pre-departure Orientation
- Information Sheets
- In-Field Support
- Re-entry Support and Emergency/Incident Follow-up

WHO DOES THE ESP SUPPORT...

The Queen’s University ESP is designed to support all members of the Queen’s community. All Queen’s community members (students, faculty and staff) are required to create a Safety Planning Record in the OCASP 2.0 on-line planning tool when involved in Queen’s sanctioned activities that take places off campus, regardless if the activity takes place domestically or to a remote Canadian location, or internationally. In some cases completion of the Safety Planning Record includes a full risk assessment and on-line pre-departure orientation.

WHO THE EMERGENCY SUPPORT PROGRAM INVOLVES...

The Department/Faculty Office

The Department/Faculty Office plays a significant role in the ESP. This office is normally responsible for:

- Alerting the ESP office about the up-coming trip;
- Requesting appropriate numbers of pre-departure invitation packages;
- Distributing the pre-departure invitation packages to the program participants;
- Requesting a compliance report from the OCASP Administrator and ensuring follow-up within the unit.

Queen’s Campus Security 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, Queen’s Campus Security is notified in order to initiate the protocol.

The Program Emergency Contact

One important aspect of the ESP is the involvement of Program Emergency Contacts (PEC). Each Faculty or Department designates a PEC who will work together with the Emergency Management Committee (EMC) to determine the University’s response to an emergency involving a member of the Queen’s community.

In the event of an emergency involving one of their students, staff or faculty members, PECs are invited to sit on the EMC. This committee assists in advising the office dealing most directly with the case and addresses the on-going dimensions of the emergency. The EMC also ensures that support services and counseling are in place for those directly affected by an emergency.
PECs are also responsible for raising the awareness of the existence of and procedures pertaining to the Queen’s University Emergency Procedures for Out-of-Country Emergencies, the Emergency Support Program for Study, Work or Travel Abroad (ESP), as well as the Off-Campus Activity Safety Policy (OCASP), a University-wide policy which covers off-campus activities that are organized or sanctioned (including by the commitment of resources) by the University.

The OCASP requires all members of the Queen’s community who are involved in off-campus activities to undertake a risk assessment of the proposed activity and assess the risk level of the activity. For activities deemed to be higher risk, appropriate planning must be undertaken, including a detailed risk analysis. For more information please visit http://www.safety.queensu.ca/ocasp/ and to access quick reference sheets specific to low- and higher-risk activities and the requirements for each please go to http://www.safety.queensu.ca/ocasp/ocasp2.htm.

The Emergency Management Committee

The Emergency Management Committee (EMC) is chaired by the Vice-Provost, Student Affairs or designate, and is comprised of the Director of QUIC or designate, the Assistant Director of QUIC, the Education Abroad Advisor, the International Programs Advisor and the Program Emergency Contact (PEC) for the program(s) of the participant(s) involved in the emergency, and other resource people as required. 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(s) 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.

Resource Members of the EMC

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 family/families involved in the emergency;
- Provide assistance specific to their area of expertise to other participant(s) on the program.

Resource Members include:

- University Chaplain (in the case of the death of a participant(s))
- Director, Student Health, Counselling, Disabilities
- Director, Queen’s University Environmental Health and Safety
- Legal Counsel, Office of the VP (Operations & Finance) (In the case where a legal opinion is required)
- Queen’s Marketing and Communications
- VP (University Affairs) Alma Mater Society
- Student Constable Manager, Alma Mater Society
- VP (Services) Society for Graduate and Professional Students
- Manager, Queen’s Security

WHAT DOES THE ESP DO....

In the Event of Emergency

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

- The Director of QUIC or his/her designate will:
  - Confirm the Queen's Security Office incident report and the identity of the participant(s) involved in the emergency
  - Verify the identity of the participant(s) through a call to the site of the emergency using the contact name and number recorded by Queen's Security on its incident report;
  - Decide if a full meeting of the EMC will take place;
- Contact the EMC Chair to inform him/her of the situation;
- Contact the EMC to call an initial meeting and to make a decision to contact the family/families of the participant(s);
- 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(s) suffering an unpaid work-related accident or illness, that Queen's University Environmental Health and Safety is contacted regarding insurance coverage/claim processing;

QUIC plays a significant role in supporting any emergency effort. In addition to the Director or his/her designate coordinating the Emergency Protocol, he/she acts as a 24-hour contact through Security Services.

In the Event of a Death of a Program Participant(s)

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

In the Event of Serious Illness or Injury

- **QUIC** will make its report available to Queen's Security. The report will confirm the location of the incident and the name of the Program Emergency Contact person;
- The EMC will:
  - Ensure that all information is correct before the family(ies) emergency contact of the participant(s) is contacted;
  - Determine who will contact and support the family(ies), 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.

In the Event of an Early Warning Call

When a program participant uses the emergency number to contact Queen's Security regarding a personal situation that the participant considers to be an emergency but is actually an "early warning" sign that an emergency is pending, Security will treat the call as an emergency and initiate the protocol.
- The Director of **QUIC**, or his/her 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;
  - Whether 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.

In the Event of a Traumatic Event/Natural Disaster

In the case of a traumatic event or natural disaster that involves a participant or group of participants, **QUIC** will make its report available to Queen’s Security. The report will confirm the location of the incident and the name of the Program Emergency Contact person(s);
- The EMC will:
  - Determine whether emergency evacuation is required and if so review the appropriate OCASP Safety Planning Record 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.

In the Event of a Potential Emergency/Crisis Situation

**QUIC** staff are responsible for the daily monitoring of the DFAIT, CNN and CBC world news websites. In the event of a potential emergency/crisis situation, the International Programs Advisor or their designate, acting on behalf of the Director of **QUIC**, will ensure that processes are in place to:

- Identify the situation from the *Department of Foreign Affairs and International Trade Canada (DFAIT)*, CNN and CBC websites;
- Determine, from the OCASP data warehouse (OCASP 2.0), whether we have participants or faculty/staff members in the country/region affected;
- Communicate as necessary;
- Contact participants in the affected region, via email, notifying them of the situation, and state the following:
  • Reminder to carry Emergency Contact Card;
  • Reminder to register with the Canadian Consulate/Embassy, or if not a Canadian citizen their home country's 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 EMC.

Re-Entry Support

Coming "home" after an international study/work program can be exciting and a little bewildering. It is important to know that there are people on campus who can relate to this adjustment and who are interested in hearing about your study/work abroad experience.

Returning students are invited to visit the QUIC and the QUIC International Resource Library located on the main floor of the John Deutsch University Centre (JDUC). Students are encouraged to speak with the Education Abroad Advisor about their experiences outside of Canada and their adjustment upon returning "home", either in person at the QUIC or by e-mail: eaa@queensu.ca.

There are many ways in which returning students may continue to be involved in international activities, right here on campus. Some of these include:

- **Welcome (Back) Potluck Supper.** Held at the beginning of the fall and winter terms, this event is aimed at offering an opportunity for students returning to Canada and Queen’s to meet new international exchange and visa students.

- **Become a Volunteer!** QUIC has many volunteer opportunities, which can offer an opportunity for students to share their experiences abroad with others. The *World Links Volunteer Program* offers returned study abroad students the opportunity to share their experience with others and incorporate their study abroad experience into their daily lives.

- **Think about what's next.** Attend the annual **Go Abroad Fair** where students will have a chance to visit more than 30 booths offering information on work, study, volunteer, teaching, and interning abroad programs.

- **Students are encouraged to incorporate their international experience into their academic life** here at Queen’s. Some ways to accomplish this include using their experience and knowledge gained abroad in the class discussions, in choosing topics for papers, group work, presentations, etc.; seeking out students and faculty who share a similar interest in their recent host region; registering in courses which continue international learning.
Students are encouraged to visit the various **student services on campus**, which may offer resources and ideas for ways to incorporate their experiences.

To learn more about the various re-entry support services that QUIC offers please visit: [http://quic.queensu.ca/outgoing/cominghome.asp](http://quic.queensu.ca/outgoing/cominghome.asp) or contact the Education Abroad Advisor at eaa@queensu.ca.

If you would like to receive more information regarding the study/work/travel abroad programs, events and services provided by the Queen's University International Centre to members of the Queen's community, please visit our online registration site [http://quic.queensu.ca/about/email.asp](http://quic.queensu.ca/about/email.asp) to sign up for our e-mail lists. (Please note: this registration page is intended for Queen's community members.)
Faculties and Departments play a key role in the Emergency Protocol. Each Faculty/Department with a study/work/travel abroad program has a Program Emergency Contact (PEC) designated to work with QUIC in case of an emergency.

PECs are a very important link in the process designed to support Queen’s students, staff and faculty in case of an emergency. Their role is very important to the success of the Emergency Protocol. The PEC works together with the Emergency Management committee (EMC), which is chaired by the Vice-Provost and Dean of Student Affairs or designee, and comprised of the Director of QUIC or designee, the Assistant Director of QUIC, the Education Abroad Advisor, the International Programs Advisor and the Program Emergency Contact (PEC) for the program(s) of the participant(s) involved in the emergency, and other resource people as required to determine the University’s response should an emergency involving their program’s participant(s) take place.

As part of the EMC the PEC will assist in:

- 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 students, faculty, staff and friends of the participants directly affected by this emergency;
- Advising on on-going media inquires;
- Conducting a staff debriefing of all members of the study/work/travel abroad program staff affected by the emergency;
- Evaluating and reporting on the process of addressing the emergency; and,
- Advising QUIC of any incident involving your participants while abroad.

In addition, PECs will act within their Department and program group to:

- Raise the awareness of the existence of and procedures pertaining to the Emergency Procedures for Out-of-Country Emergencies;
- Raise the awareness of the existence of and provisions pertaining to the Off-Campus Activity Safety Policy (OCASP) (To view the OCASP policy, please visit the Queen’s University Environmental Health and Safety website: http://www.safety.queensu.ca/gi_ocasp.htm);
- Ensure that all undergraduate students involved in international travel complete a Safety Planning Record in the OCASP 2.0 on-line planning tool;
- Ensure that all other members of the Queen’s community (staff/faculty/graduate students) involved in international travel/activities complete a planning record in the OCASP 2.0 on-line planning tool;
- Assist in briefing the program participants about the procedures pertaining to an out-of-country emergency as identified in the Emergency Procedure for Out-of-Country Emergencies (www.quic.queensu.ca/resources/resource/files/Crisis_Protocol%20WITHOUT%20home%20numbers%20updated%20October%202020%20%284%29.pdf);
- Inform any institution and/or organization in the host country with which you work directly on the program about the Emergency Procedures for Out-of-Country Emergencies and the procedures which come into effect in case of an emergency; and,
- Assist the EMC with in-field support.

QUIC will play a significant role in supporting any emergency effort. In addition to the Director coordinating the Emergency Procedures for Out-of-Country Emergencies, he/she or their designate will:

- Confirm the circumstances of the emergency;
- Generate the report for the EMC; and,
- Act as a 24-hour contact through Security Services.

Should a Department have participants placed in the Canadian North, these procedures may be utilized to respond to the emergency. Please let QUIC know if your Department falls into this group of programs on campus.
Through the implementation of the Emergency Procedures for Out-of-Country Emergencies, Queen’s aims to ensure that all out-of-country and northern emergencies involving a participants on a Queen’s program are dealt with in an efficient and effective manner and with the interests of the participants and their families as a top priority.

Included in this Handbook is a Program Emergency Contact (PEC) Information Sheet. If your unit does not have a designated PEC or if the responsibility for this role is changing hands, please complete this form and return it to the ESP office. The information on this form is treated as confidential and the parties listed would only be contacted in the event of an emergency involving one of their program’s participants.

For more information on the ESP please visit http://quic.queensu.ca/resource/riskresponsibility.asp. The section titled “International Educators and Administrators” contains valuable information designed to assist and educate your unit about the ESP.

We value your feedback. If you have questions or comments regarding this process, please feel free to pass them along to us at quicesp@queensu.ca.

PEC TRAINING POLICY

General PEC training sessions are held annually.
- These sessions orient new PECs to their role and update continuing PECs to new developments in the area of risk & responsibility in study, work or travel abroad.

New PECs are directed to the International Educator’s section of the QUIC website http://quic.queensu.ca/resource/riskresponsibility.asp where they will find many useful resources.
On October 1, 2007, the Department of Foreign Affairs and Trade Development Canada (DFATD) changed the terminology used to communicate official Travel Warnings.

Each Travel Report contains a graph indicating the country’s overall level of security risk. There may be more than one graph if there is a Travel Warning for a specific region or regions.

The four levels are as follows:

<table>
<thead>
<tr>
<th>Exercise normal security precautions</th>
<th>Exercise high degree of caution</th>
<th>Avoid non-essential travel</th>
<th>Avoid all travel</th>
</tr>
</thead>
</table>

**Meaning - There are no significant security concerns.**

<table>
<thead>
<tr>
<th>Exercise normal security precautions</th>
<th>Exercise high degree of caution</th>
<th>Avoid non-essential travel</th>
<th>Avoid all travel</th>
</tr>
</thead>
</table>

**Meaning - There are identifiable security concerns, and travelers should be alert and vigilant to their surroundings.**

<table>
<thead>
<tr>
<th>Exercise normal security precautions</th>
<th>Exercise high degree of caution</th>
<th>Avoid non-essential travel</th>
<th>Avoid all travel</th>
</tr>
</thead>
</table>

**Meaning - There is a specific security concern, and travelers should reconsider their need to travel at this time.**

<table>
<thead>
<tr>
<th>Exercise normal security precautions</th>
<th>Exercise high degree of caution</th>
<th>Avoid non-essential travel</th>
<th>Avoid all travel</th>
</tr>
</thead>
</table>

**Meaning - There is an extreme risk to personal safety, and Canadians should not travel at this time.**

**NOTE: “Avoid non-essential travel” and “Avoid all travel” both constitute a formal Travel Warning.**

When DFATD indicates that if it is not safe to travel to a foreign country or region, they will advise Canadians to “Avoid all travel” to the destination and, in some cases, depart the country or region. If the threat is lower, they will advise Canadians to “Avoid non-essential travel” to the destination and, in some cases, depart the country or region. Whether or not travel is essential is a matter of personal assessment, based on each individual's family or business needs, concern for one’s safety, personal knowledge of a country or region, and other issues. The decision to travel is the sole responsibility of the individual.

The Queen’s University Emergency Support Program (ESP) recognizes that all warnings must be taken seriously. However, when the QUIC is acting as the “Person in Authority” and charged with approving students’ OCASP-Safety Planning Records, student travel may still take place even though a DFAIT warning is in place. The process QUIC uses to make a decision to approve travel, in these circumstances, includes the following:

1. When a country has an “Avoid all travel” warning posted, QUIC will not approve the Off-Campus Activity Safety Policy – Planning Record.
2. When a country has an “Avoid non-essential travel”, the Person in Authority, the Activity Coordinator and the participants must decide if travel is considered “essential”; if travel is not “essential”, QUIC will not approve the planning record.

3. For “Avoid non-essential travel” warnings and when travel is determined to be “essential”, if the Activity Coordinator is able to show proof that they have researched the area and received reports showing that travel to/work in the region is on-going and that there are resources in the field to support the person/group in the event of an incident (thereby minimizing the risk factor) QUIC may approve the Record.

4. Under 3. above, QUIC expects the Activity Coordinator to:
   i. In consultation with the Person in Authority (normally the Department Head or Dean) and the participants, determine whether travel is “essential”.
   ii. Contact the embassy/consulate office in the host country and obtain, in writing, a report indicating that travel/resources are still on-going into the country/region of destination;
   iii. Contact NGOs and companies sending cooperants to work in the same regions(s) to determine their decision on the situation as to whether they are still sending staff to the country/region. (In these cases, written proof of this research - letters from NGOs, embassy/consulate offices/private companies - is added to the trip file).
   iv. Address all risks outlined in the advisory.

5. The information gathered in 4 (above) is used by the Person in Authority for the trip, the Activity Coordinator and the trip participants to determine whether the trip should go forward and whether approval should be granted. Anyone approving the Safety Planning Record must ensure that the trip planner notes each issue mentioned on the DFATD and the World Health Organization (WHO) websites as well.

6. Some country profiles will have “Regional Warnings” posted. If the country has a Regional Warning posted and the traveler is not to the regions specified in the warning, QUIC will approve the Record as long as they have noted in the risk analysis/management plan that they have prepared and they are aware of the warning (and noted that they would not be traveling to the regions specified). All “Approvers” should ensure that the Safety Planning Record mentions each region, local area, airport, bridge, border, etc. that is noted as a concern on the DFATD website.

7. In cases where participant(s) are advised of the risk and travel is not approved but the participant(s) are determined to travel to the country, QUIC will:
   i. Send a letter indicating the decision that travel should not take place;
   ii. Place a copy of the correspondence in the participant’s file;
   iii. Recommend that the Faculty/Department withhold all funds, directly connected to the travel.
   iv. Have the participant sign a waiver (if they refuse to sign the waiver, this refusal noted in their file)

For more information please visit the Department of Foreign Affairs and Trade Development – Canada (DFATD) website at [http://www.travel.gc.ca](http://www.travel.gc.ca).

If you have questions about the Queen’s University Emergency Support Program (ESP) process for acting on Department of Foreign Affairs and Trade Development Canada (DFATD) - Travel Warnings, please contact quicesp@queensu.ca.
Appendix 5

FACULTY AND STAFF TRAVEL

Are you planning a trip that will take you out of the country???

This checklist is designed to assist faculty and staff members in preparing for a safe and healthy international sojourn.

- Assess the location and conduct a preliminary risk assessment (visit the Department of Foreign Affairs and Trade Development Canada (DFATD) Country Profiles at www.travel.gc.ca to learn more.
  - If your trip destination involves a DFATD country warning, please refer to Appendix 10 (page 22) of this document.
    - Create and receive approval for a Safety Planning Record using the Off-Campus Activities Safety Policy 2.0 (OCASP 2.0) on-line planning tool at https://webapp.queensu.ca/safety/ocasp. For more information on OCASP please visit: http://www.safety.queensu.ca/ocasp/

- Obtain a passport (or check your current one for an expiry date).

- Arrange the necessary paperwork/visas (including entry visas and departure tax), if required.
- Consider trip cancellation/interruption insurance.
- Plan your itinerary and budget.
- Plan documentation for children if they are accompanying you.
- If you have dual citizenship, learn about what this means when traveling to your destination (traveling under one citizenship might be more advantageous than traveling under the other).
- Research and receive proper inoculations required for travel to your destination (carry proof of immunization).
- On-line pre-departure orientation is available (and sometimes required) via the OCASP 2.0 on-line planning tool.
- Pre-departure orientation resources <http://quic.queensu.ca/education-abroad/your-safety-abroad/>
- Research and consider the culture that you are entering. Visit Department of Foreign Affairs and Trade Development Canada (DFATD) - Country Insights < http://www.intercultures.ca/cil-cail/countryinsights-apercuspays-eng.asp> to learn more.
- Ensure that you have adequate out-of-country medical coverage.
- Photocopy all of your documentation and store it in a safe place.(Include your passport, travel tickets, travelers cheques AND leave copies at home with someone you trust and can contact in the event of an emergency)
- Contact your bank and credit card companies to let them know you will be out of the country.
- Arrange for a Power of Attorney if necessary.
- Exchange currency and arrange for Travelers Cheques.
- Register personal items with Canada Customs, if necessary.
- Monitor the World news and keep abreast of what is going on in the countries/regions that you will be visiting/are in. (visit website for CBC, CNN, BBC, Department of Foreign Affairs and Trade Development Canada (DFATD), and tune into Radio Canada International (RCI) at: http://www.rcinet.ca
- Research risks/hazards associated with the specific activities that you will be taking part in while abroad (scuba diving, working on mountainous terrain, etc.) and create a risk management plan for each.
HEALTH & WELLNESS

Consider your own health context:

- Do you have special needs?
- Do you have allergies?
  - Do you or should you wear a MedicAlert bracelet? (Through the MedicAlert® Foundation <https://www.medicalert.ca>, your vital medical facts become part of a database that can be accessed 24 hours a day from anywhere in the world.)
  - Do you carry an epi-pen? Should you?
  - Do you have instructions for its use/when it should be used on your person at all times?
- Are you taking medication?
  - Will you be carrying enough medication for your entire trip?
  - If you run out or lose the medication, will this pose serious problems?
  - How can you get the medication replaced?
  - Do you have the proper documentation to be carrying your medication? (If you need syringes and serum for a medical condition such as diabetes, it is very important that you take an appropriate supply. As well, you should have a medical certificate that shows the syringes are needed for medical use.
- Are you traveling to a different climate?
- Have you prepared for a different climate? (sunscreen, hats, sunglasses, etc.)
- Have you had a recent health check-up?
- Do you have adequate out-of-country medical coverage?
- If you become sick or feel unwell on your return to Canada, see a doctor promptly. Inform the doctor that you have been living outside Canada, and where.
- If you were ill while you were abroad, see your doctor on your return and explain your medical history and any treatment you received.

INTERNATIONAL DRIVER’S LICENCE *

Contact your local Canadian Automobile Association (CAA) <http://www.caa.ca> office to find out the procedures for obtaining an international driver's license. Keep in mind, however, that some countries require foreigners to apply for a local license after a certain period. Make enquiries before leaving Canada or at the time of your arrival. In addition, it is important that you educate yourself on the traffic rules and procedures of your host country before you get behind the wheel. Always carry your car insurance policy with you when driving in case of an accident.

AVOIDING CUSTOMS DIFFICULTIES *

Before going abroad with valuable items, you can take advantage of a free identification procedure at any Canadian customs office. This service is available for items that have serial numbers or other unique markings. Alternatively, in certain circumstances, customs officers may apply a sticker to an item to give it an accounting number.

Jewelry often has significant value and can be difficult to identify. To make it easier to re-enter Canada with jewelry, contact your nearest customs office to find out the steps you should take to identify items of jewelry prior to your departure.
WOMEN WORKING ABROAD *

If you are a woman planning to work overseas, find out everything you can about the culture and customs, and the role of women, in the country concerned. Knowing what to expect will help you prepare yourself.

Unfortunately, the possibility of a sexual assault is a reality in all countries. If this happens to you while you are abroad, you should immediately seek the assistance of the nearest medical and police authorities. The Canadian consul can:

- assist in reporting the crime to the police;
- provide support and assistance in relation to the emotional, social, medical and legal consequences of the assault;
- assist in contacting relatives or friends;
- contact counseling services locally, if available, or in Canada;
- provide emergency financial assistance;
- assist in finding accommodations, arranging flights home and meeting basic safety needs;
- ensure that a proper investigation is carried out and charges are laid if the person responsible has been identified.

For practical advice specifically of interest to women, obtain a copy of the Department of Foreign Affairs and International Trade Canada (DFAIT) booklet Her Own Way: Advice for the Woman Traveller <http://travel.gc.ca/travelling/publications/her-own-way>.

CULTURE SHOCK *

Many people who work overseas experience what is commonly referred to as culture shock. Although its intensity varies from one individual to another, most people experience a period of cultural adjustment.

During the first stage, often described as the honeymoon, all encounters in the new place are perceived as exciting and positive. In the second stage, sometimes called the “emptiness phase,” foreigners feel a sense of dislocation and a general unease. Symptoms include:

- feelings of anger, frustration or irritability, and loss of their sense of humour;
- withdrawal, spending excessive amounts of time alone, or spending time only with Canadians or other foreigners and avoiding contact with locals;
- negative feelings about the people and culture of the host country;
- compulsive eating and drinking, or a need for excessive amounts of sleep;
- boredom, tiredness and an inability to concentrate or work effectively.

During the third and final stage, foreigners start to accept their new surroundings and make a compromise between the honeymoon and the emptiness phases. To better deal with culture shock, learn to recognize the symptoms. You will then be able to react quickly and efficiently to overcome its effects.

You should also be aware that you might experience a reverse form of culture shock after living abroad. Be prepared to face a period of readjustment when you return to Canada.

REGISTERING AT A CANADIAN GOVERNMENT OFFICE ABROAD *

It is recommended that you register at the nearest Canadian government office abroad <http://www.voyage.gc.ca/contact/offices-list_liste-bureaux-eng.asp>. This will help us contact you in case of an emergency. Registration is voluntary, and the information you provide is protected and used in accordance with the provisions of the Privacy Act. You can register on-line at: http://travel.gc.ca/travelling/publications/roca.

In countries where Canada has no direct representation, there may be arrangements in place for you to register with another country's embassy or consulate. For instance, Canada has a formal reciprocal agreement with Australia. You can make a collect call (where available) to the Department of Foreign Affairs and Trade Development Canada (DFATD) in Ottawa at (613) 996-8885.
RETURNING TO CANADA *

Departure Tax

Some countries impose a departure tax or service fee at the airport or point of departure. Prior to leaving, make sure you set aside enough money, in local funds, to pay this tax.

Settling Your Obligations

It is important that you settle all your obligations before leaving your host country. For example, make sure you pay all your local bills or make acceptable arrangements to do so. It may also be a good idea to obtain a letter of release from domestic or other employees, if applicable, stating that you are free of any obligation to them. In addition, you will need to meet all local tax requirements and obtain clearance from the local tax authorities before you will be allowed to leave.

Bringing Home Your Belongings/Goods

When you return to Canada, you will need to present proper identification. Depending on how long you have resided outside Canada, you may be subject to special import provisions for household items and personal belongings on your return. You will require either receipts for goods acquired outside the country or a list of all goods you are importing. Customs enforces regulations on behalf of many different government departments. There are complex restrictions on the importation of, among other things, food, and animal and plant products.


Emergency Contact Card (FRONT)

Queen's University
KINGSTON, ONTARIO, CANADA

Emergency Contact

If this student is in serious difficulty while outside CANADA please call Queen's University Campus Security (24 hrs.)
Collect calls are accepted.

+1-613-533-6111

Campus Security will contact the appropriate University personnel to provide assistance.

Emergency Contact Card (BACK)

Please carry this card with you at all times while travelling on a Queen's University study/work/travel abroad program. In case of emergency, if you are able, direct authorities to your local contact for assistance. In all other cases, use the contact number on the front of this card.

Local Contact in ____________________________
(City/County)

Name: ________________________________

Telephone: ____________________________

Valid until August 31st of the academic year in which you are studying/working/traveling abroad.
Appendix 7 – OCASP Quick Reference Sheets

These quick reference sheets are available on the OCASP website www.queensu.ca/safety/ocasp.

For All Members of the Queen’s Community

Overview
Queen’s University has a responsibility to promote the preparedness and well-being of all members of the University community during their participation in University-sanctioned off-campus activities.

What is the Queen’s Off-Campus Safety Policy ("OCASP")?
Through this policy, Queen’s establishes a framework for risk assessment, planning, preparation and support of all University-sanctioned off-campus activities, and it defines the responsibilities of various individuals throughout the process.

The Benefits of Compliance
With compliance, the following goals are achieved:
- Meeting the University’s obligations, both legal and moral, with respect to the health and safety of all members of the community when participating in University-sanctioned off-campus activities.
- Increasing the level of awareness of safety issues of individuals who are participating in off-campus activities.
- Exercising due diligence in identifying and managing the risks inherent in off-campus activities.
- Effective emergency response support services. Queen’s University has put in place an Emergency Support Program (ESP), operated by the Queen’s International Centre to provide support services for both individuals and groups of participants engaged in international off-campus activities and activities in remote regions of Canada. Compliance with the policy, which includes completion of the on-line forms prior to departure (based on risk level associated to the activity) provides the Emergency Support Program with the information necessary to identify:
  - who is at risk;
  - how they can be reached;
  - the appropriate Queen’s offices that require notification; and
  - the individual(s) personal emergency contacts.

Reference Sources
- A copy of this policy is available on the Queen’s University – Department of Environmental Health and Safety website: https://www.queensu.ca/safety/ocasp/QuickReferenceSp/OCASP_The_Policy.pdf
- The OCASP Administrator (contact information noted below) for policy interpretation and the completion of on-line forms.

Completion of On-Line Forms
- Accessed using your Queen’s Net ID and password: https://webapp.queensu.ca/safety/ocasp

Questions? Contact the OCASP Administrator:
Email: ocaspcontact@queensu.ca
Tel: (613) 533-3000, ext. 78652

Roles and Responsibilities
The University and its members have a shared responsibility to manage the risks inherent in off-campus activities. For a more comprehensive definition, refer to the OCASP, Section 5.0 – Responsibilities.

Department/Unit Head (“Person in Authority”)
Key responsibilities include:
- Work in collaboration with the Planner in the assessment of risk for activities that are not on the pre-approved University List of Low-Risk Activities or Department List of Low-Risk Activities (refer to OCASP Section 4.2 Manageable Risk).
- Ensure that all members of the Department/Unit are aware of this policy.
- Ensure that all members of the Department/Unit comply with this policy. To facilitate compliance, the department may create operating procedures to both monitor and measure compliance.
  - For example, to monitor compliance with the completion of on-line forms (based on risk level of the off-campus activity), the unit can request a list of “in progress” and “completed” forms through the OCASP Co-ordinator. The information provided will help the unit identify individuals that are not complying with form completion. NOTE: the unit is responsible for follow-up with non-compliant students, faculty or staff members to ensure their compliance.
- For a higher-risk activity, work with the Planner towards approval of the Safety Planning Report, including the risk management strategy.
- Receive and review the Post Activity Report and Incident Reports (if applicable) prepared by the Planner at the conclusion of the activity.

Planner
The planner is the organizer tasked with the planning, preparation and execution of the sanctioned activity. Within this policy, the Planner may be an:
- Activity Coordinator: the individual with direct responsibility for academic/extracurricular activities, for e.g. course instructors, exchange coordinators and team coaches.
- Principal Investigator: the person with direct responsibility for a field research project or activity.
- solitary participant: an unaccompanied individual engaged in off-campus activity, for e.g. Academic Exchange, Independent Study Abroad.
- solitary researcher: an unaccompanied individual engaged in an off-campus field research activity.

Key responsibilities include:
- Work in collaboration with the Person in Authority in the assessment of risk for activities that are not on the pre-approved University List of Low-Risk Activities or Department List of Low-Risk Activities (refer to OCASP Sections 4.2 Manageable Risk).
- Completion of on-line forms prior to departure based on risk level of the off-campus activity. This includes the completion of pre-departure training, if deemed required during the form completion process.
- For higher-risk activities undertaking a full risk assessment, comprising identification of hazards, analysis of the associated risks and development of a plan for effective management of those risks. Obtain approval for the plan, by the Person in Authority, prior to departure.
- For group activities (i.e. led by an Activity Coordinator), ensuring that all participants comply with OCASP by completing all steps associated to “participation acceptance”.

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UOHR/2.0/Complete.qxp
For Activity Planners

Off-Campus Activity Safety Policy (OCASP)
Quick Reference for the Planner of an Activity

Where Do I Start?

Overview
Queen’s University has a responsibility to promote the preparedness and well-being of all members of the University community during their participation in University-sanctioned off-campus activities.

What is the Queen’s University Off-Campus Activity Safety Policy (OCASP)?
Through this policy, Queen’s establishes a framework for risk assessment, planning, preparation and support of all University-sanctioned off-campus activities, and it defines the responsibilities of various individuals throughout the process.

The Planner’s Perspective
You are the Planner of an off-campus activity. In other words, you are the organizer tasked with the planning, preparation and execution of the sanctioned activity. It could be for yourself or for a group. Within the framework of the OCASP, the planner may be:

- **Activity Coordinator**: the individual with direct responsibility for academic/extracurricular activities, for e.g. course instructors, exchange coordinators and team coaches.
- **Principal Investigator**: the person with direct responsibility for a field research project or activity.
- **Solitary Participant**: an unaccompanied individual engaged in off-campus activity, for e.g. Academic Exchange, Independent Study Abroad.
- **Solitary Researcher**: an unaccompanied individual engaged in an off-campus research activity.

Before You Begin – Tools Required
1. A copy of OCASP. A PDF version of the file is available through the following link: https://www.queensu.ca/safety/ocasp/ocasp_GuideOCASP_The_Policy.pdf
2. A valid Queen’s Net ID and password for completion of online forms.

The Planning Process
To comply with OCASP, you must undertake the following steps:

- **Step One**: Assess the level of risk associated with the activity
- **Step Two**: Based on the level of risk, complete the appropriate online form using OCASP V2.0, the Queen’s University off-campus activity planning tool.

Off-Campus Activity Safety Policy (OCASP)
Quick Reference for the Planner of an Activity

Risk Assessment

How to Assess Risk
Off-campus activities can pose varying levels of risk to the participants. Under OCASP such levels are categorized as either **manageable** (including low-risk and higher-risk activities) or **unmanageable** risk. Refer to OCASP Section 4.2 Manageable Risk and Section 4.3 Unmanageable Risk for comprehensive definitions.

Start your assessment by verifying if your off-campus activity is included in one of the following groupings rendering it *Low Risk*:

- University List of Low-Risk Activities (ULRA) [Refer to OCASP Section 4.2]
- Department List of Low-Risk Activities (DLLRA) [Refer to your department Person-In-Authority]
- Badger International Study Centre (BISC)

IF NOT, then ask yourself the following types of questions:

- **What is the activity in which I am engaging?** Are there risks associated to the activity itself?
- **Where is the site of the activity?** Is it a high density urban area? Is it at a distance from emergency coverage? Is there a lack of phone reception?
- **Will my travel take me to a country or region where unusual conditions such as political instability, uncertain medical services or a natural disaster are known to exist, or for which there is a travel advisory?** What type of transportation will I be using? Will it be by public conveyance?

**Manageable – Low Risk**
This refers to an off-campus activity that entails hazards no greater than those encountered by the participants in their everyday lives.

**Manageable – Higher Risk**
This refers to an off-campus activity that has the potential to expose participants to hazards that are significantly greater than those likely to be encountered in their everyday lives. For example:

- Potential risks that may be associated with the activity itself, such as scuba diving;
- Any activity that involves travel through or to a country or region for which a travel or health advisory is in effect;
- All international activities involving undergraduate(s) in first-year baccalaureate programs or professional (L.D., MD, R.I.) student participants.

**Unmanageable Risk**
Activities that might involve unmanageable risk include:

- Travel to war zones, travel to areas with high medical risks, and activities in areas with high risk of natural disasters e.g. avalanches.
Completion of Online Form – Low-Risk Activity

Manageable – Low Risk

This refers to an off-campus activity that entails hazards no greater than those encountered by the participants in their everyday lives (Refer to OCASP Section 4.2 for a more comprehensive definition). Your off-campus activity is “Low Risk” if it is included in one of the following groupings:

- University List of Low-Risk Activities (ULIRA) (Refer to OCASP Section 4.2)
- Department List of Low-Risk Activities (DLIRA) (Refer to your department Person-In-Authority)
- Bader International Study Centre (BICS)

Completion of the online form for low-risk activities allows for effective emergency response support. The information you provide will identify who is at risk, how they can be reached, the appropriate Queen’s offices that require notification, and the individual(s) personal emergency contacts.

Completion of Online Form
1. Log into OCASP V2.0, the Queen’s University off-campus activity planning tool. The url is https://webapp.queensu.ca/safety/ocasp
2. From the Planner menus select
   ![Low Risk Activities](image)

   Refer to OCASP section 4.2a (Manageable, Low Risk)
   This includes participants/destinations identified in Department or University approved lists of Low-Risk Activities and students attending the Bader International Study Centre.
   ![Register for Emergency Support Program](image)

   Once you begin the completion of a form, your menu expands to include an option to “continue” with an existing record. If you have to return to an in progress form, make sure to use the “Continue with” selection.

3. Provide the information required. Items of note:
   - Fields with an asterisk are mandatory fields.
   - To avoid loss of data, and to ensure the security of information provided your session will time out after 10 minutes of inactivity. A message box will appear – if you respond to the prompt your session remains active, otherwise OCASP 2.0 will automatically save your changes and exit the application.
   - Hover over help is available for fields that display the “question mark” icon.
   - Based on your “University Status” you may be required to complete online Pre-Departure Training (PDT). It is part of the form completion process, therefore if you are required to do PDT, you will not be able to “submit” your form until it is completed.

4. “Submit” your online form:
   - Once you complete the information collection process, you are taken to a summary page which will highlight any incomplete sections in red.
   - All mandatory fields must be completed for you to proceed, the information is then submitted as “complete” and no further action is required.

Completion of Online Form – Higher-Risk Activity

Manageable – Higher Risk

This refers to an off-campus activity that has the potential to expose participants to hazards that are significantly greater than those likely to be encountered in their everyday lives (Refer to OCASP Section 4.2 for a more comprehensive definition). For example:

- Potential risks that may be associated with the activity itself, such as scuba diving;
- Any activity that involves travel through or to a country or region for which a travel or health advisory is in effect;
- All international activities involving undergraduate (students in first-entry baccalaureate programs) or professional (J.D., M.D, B. Ed.) student participants.

Completion of the online form for higher-risk activities allows for effective emergency response support. The information you provide will identify who is at risk, how they can be reached, the appropriate Queen’s offices that require notification, and the individual(s) personal emergency contacts.

Completion of Online Form
1. Log into OCASP 2.0, the Queen’s University off-campus activity planning tool. The url is https://webapp.queensu.ca/safety/ocasp
2. From the Planner menus select
   ![Higher Risk Activities](image)

   Refer to OCASP, section 4.2b (Manageable, Higher Risk)
   This includes, among others, any international activity involving undergraduate or professional (J.D., M.D, B. Ed.) student participants.
   ![Create a new Safety Planning Record which includes registering in the Emergency Support Program](image)

   Once you begin the completion of a form, your menu expands to include an option to “continue” with an existing record. If you have to return to an in progress form, make sure to use the “Continue with” selection.

3. Provide the information required. Because this is a higher-risk activity, the online form requires:
   - A more comprehensive plan that includes the assessment and planning for risk associated to the activity itself, as well as the destination in which the activity is being undertaken.
   - Review and approval of your online submission.

   Please refer to the following pages for help relating to the Information collection process. The screens on which these fields are located, appear as subfields. This will facilitate the completion of your planning record.
Completion of Online Form – Higher-Risk Activity (Cont.)

Screen One – “Personal Details”
Based on your “University Status” you may be required to complete online Pre-Departure Training (PDT). It is part of the form completion process, therefore if you are required to do PDT, you will not be able to “submit” your form until it is finished. Pre-departure training is strongly recommended for all.

Screen Two – “Activity Details”
Select the option that coincides with the activity you are undertaking. The selection you make determines to whom the form is routed for review and approval. An “Interchange” or “semester abroad” program is not an Academic Exchange. If you are unsure of your selection, please contact your Department.

If you select “I am undertaking one of the following activities”, you must indicate:
- The selection that most closely matches your off-campus activity, followed by the
  - Department Overseeing the Activity
  - A Planner preparing a safety planning record for a group activity must select from the
    available options through this bulleted item.

For the Planner of a Group Activity
A Planner that is preparing a safety planning record for a group activity, must identify that in addition to themselves, there are other “participating members”. It is the responsibility of the Planner of a group activity to ensure that all their participants comply with OCASP by submitting their participant online form. For detailed instructions, participants may refer to the following Reference Guide "Completion of the Acceptance Process – Participant of a Group Activity”.

Questions? Contact the OCASP Administrator.
Email: mycampuscoordination@queensu.ca
Tel: (613) 533-6005, ext. 78064

Completion of Online Form – Higher-Risk Activity (Cont.)

Screen Three – “Travel Details”
In this section, you identify:
- Travel steps in your journey, including your return to Kingston.

Screen Four – “Hazards and Risks”
REMINDER: To avoid loss of data, and to ensure the security of information provided your session will time out after 10 minutes of inactivity. A message box will appear if you respond to the prompt your session remains active, otherwise OCASP 2.0 will automatically save your changes and exit the application.

In this section, you identify:
1. Hazards and Risks associated to the activity you are undertaking:
   - Include any risk/hazard that is specific to the activity in this section along with your mitigation plan. Eg. rock climbing, scuba diving, mountain climbing, etc. Your department may be able to provide resources for these risks.

2. If traveling internationally, hazards and risks associated to the country/location in which you are undertaking the activity. The sections outlined in the form coincide with the Department of Foreign Affairs and International Trade Canada (DFAIT) website.

   - How you identify the potential hazards does not need to be in your own words, only your risk management plan must be in your words. For this reason, we recommend that you copy and paste all of the various hazards that you identify on DFAIT, directly into the corresponding hazard box for each category. You would then need to indicate why this is a risk to you, and include your Risk Management Plan for each identified hazard. Copying and pasting these items directly from the DFAIT website will help ensure that you have addressed all of the hazards, thereby, reducing the time it takes to gain approval for your risk assessment.

   - As you navigate through the DFAIT website, continue to ask yourself what, if anything has the potential to cause you harm (physically, financially, medically etc.). All of the items that have the potential to do so, must be addressed in your risk assessment.

Screen Five – “Immunizations”
In this section, you identify:
- Immunizations that are required based on your travel destination.
Completion of Online Form – Higher-Risk Activity (Cont.)

Screen Six – “Special Needs”
In this section, you identify:
- You have the option to disclose special needs, if applicable, and your management plan to reduce the risk associated to it.
- Disclosure enables those assisting in the case of an emergency to better meet the needs of the situation affecting you.

Screen Seven – “Emergency Contacts”
In this section, you identify:
- Information that enables Queen’s to contact you in the event of an emergency.
- Your personal contacts that Queen’s would notify in the event of an emergency.
- For your information onsite: Local Emergency Contacts (i.e. police, fire rescue, ambulance).

Submitting Your online Form
- Once you complete the information collection process, you are taken to a summary page which will highlight any incomplete sections in red. All mandatory fields must be filled in for you to proceed (completion indicated by a green dialog box).
- Click “Continue”, to bring you to the “Acceptance of Responsibilities” section.
- Then submit the record for review.

Review/Approval
- The form is then sent electronically through a review/approval process using email notifications to trigger action, and give the status of the record.
- If your submission is deemed to be lacking information, then you will be required to update and resubmit. Where the email notification requires further action to be taken by you, a unique url will be included taking you directly into the online form.
- Ensure that you receive your final approval email notification prior to your departure.
- If you are the Planner of a Group Activity, in addition to receiving final approval on your safety planning record, it is your responsibility to ensure that each participant on your record comply with OCASP. The participant will receive email notification and must submit their individual participant online form which is linked to your record. The Planner of a Group Activity can see the progress of their participant compliance on the Summary page of their record.

Throughout the process, do not hesitate to contact the OCASP Administrator if you are concerned that your record will not be processed in time, are experiencing technical difficulties, or are unsure of next steps.

For Participants of a Group Trip

Completion of the Acceptance Process – Participant

Overview
Queen’s University has a responsibility to promote the preparedness and well-being of all members of the University community during their participation in University-sanctioned off-campus activities.

What is the Queen’s University Off-Campus Activity Safety Policy (OCASP)?
Through this policy, Queen’s establishes a framework for risk assessment, planning, preparation and support of all University-sanctioned off-campus activities, and it defines the responsibilities of various individuals throughout the process.

Group Activity – What is it?
A group activity is a University-organized or University-sanctioned academic/extracurricular off-campus activity involving one or more members of the University community that takes place beyond the boundaries of Queen’s campuses, which is “led” by a Faculty/staff member or authorized individual. Examples include: Queen’s courses that include field trips and athletic events.

Who Does What?
Planner
The Coordinator is the "Planner" - the individual responsible for the planning, preparation and execution of the sanctioned group activity. Examples include Graduate students leading field research, course instructors and team coaches. Responsibilities also include successful completion of the online form (Safety Planning Record), and ensuring that all participants comply with OCASP by completing the participant online form.

Participant
You are an individual who is participating in the group activity. As a participant you must comply with the requirements set out in the OCASP prior to the departure date (refer to OCASP section 5.7 for a comprehensive list of participant responsibilities). You will be required to:
- Step One: Review the Planner’s Safety Planning Record - this identifies all the elements of the off-campus activity in which you will be participating;
- Step Two: Complete the Participant online form. The information you disclose enables Queen’s to support you in the event of an emergency. And thirdly;
- Step Three: Provide your "Consent" which confirms you have familiarized yourself with, and acknowledge the potential risks related to the off-campus activity.
These steps must be fully completed. The Planner can see the progress of their participant compliance on the Summary page of their record; the status will switch to complete once you have completed all steps.

Please refer to the following page for help relating to the information collection process. The screens on which these fields are located, appear as subtitles. This will facilitate the completion of your participant acceptance of the group activity.
Initiating your Participant Acceptance

Once you receive email notification requesting you to participate in the Planner’s approved off-campus activity, you must click on the unique URL included in the email to initiate the participant acceptance process.

1. Log into OCASP 2.0, the Queen’s University off-campus activity planning tool. The URL is https://webapp.queensu.ca/safety/ocasp
2. From the Planner menu select:

STEP ONE - Review the Planner’s Safety Planning Record:
To begin, click the “View” button. Review each screen, clicking the “Continue” button to advance. Once you click the “Return” button you have completed the review of the Safety Planning Record, and are returned to “Participant Acceptance” screen.

STEP TWO – Complete the Participant Online form:
On completion of “Step One” noted above, the Participant Acceptance screen will now include the following message and a “Continue” button to initiate this step:

You have completed your review of the activity. You are now required to provide Emergency Support information specific to you as a Participant of this activity. Click Continue to proceed.

Relevant to all screens:
• Some fields are pre-populated based on the information provided by the Planner in the Safety Planning record.
• Fields with an asterisk are mandatory fields and over help is available for fields that display the “question mark” icon.
• To avoid loss of data, and to ensure the security of information provided, your session will time out after 10 minutes of inactivity. A message box will appear – if you respond to the prompt your session remains active, otherwise OCASP 2.0 will automatically save your changes and exit the application.
• Based on your “University Status” you may be required to complete online Pre-Departure Training (PDT). It is part of the form completion process, therefore if you are not required to do PDT, you will not be able to “submit” your form until it is finished. Pre-departure training is strongly recommended for all.

STEP THREE – Provide your “Consent”
• This confirms you have familiarized yourself with, and acknowledge the potential risks related to the off-campus activity.

For the Person in Authority

Overview
Queen’s University has a responsibility to promote the preparedness and well-being of all members of the University community during their participation in University-sanctioned off-campus activities.

What is the Queen’s Off-Campus Safety Policy ("OCASP")?
Through this policy, Queen’s establishes a framework for risk assessment, planning, preparation and support of all University-sanctioned off-campus activities, and it defines the responsibilities of various individuals throughout the process.

Persons in Authority ("PIA") - Responsibilities
OCASP section 5.4 Department/Unit Head (Person in Authority) defines the responsibilities associated to this role. Key responsibilities:
• Ensure that all members of the Department/Unit are aware and comply with the provisions of the policy.
• Work in collaboration with the Planner* in the assessment of risk for activities that we not on the pre-approved University List of Low-Risk Activities or Department List of Low-Risk Activities (refer to OCASP Section 4.2 Manageable Risks).
• For a higher-risk activity, work with the Planner towards approval of the Safety Planning Record, including the risk management strategy.
• Receive and review the Post-Activity Report and Incident Report (if applicable) prepared by the Planner at the conclusion of the activity.

*Note: Within the framework of the OCASP, the Planner may be an:
• Activity Coordinator: the individual with direct responsibility for academic/extra-curricular activities.
• Principal Investigator: the person with direct responsibility for a field research project or activity.
• Solicitous Participant: an unaccompanied individual engaged in off-campus activity, for e.g., Academic Exchange, Independent Study Abroad.
• Solicitous Researcher: an unaccompanied individual engaged in an off-campus field research activity.

To comply with OCASP, the PIA must ensure the Planner is “prepared” to embark on their off-campus activity. Ensure the Planner:
Step One: effectively assesses the level of risk associated to all elements of the endeavor - the activity, the location of the activity, and the # of participants involved.
Step Two: completes the on-line forms correctly.
On completion of Steps One and Two, the PIA then:
Step Three: reviews and approves the on-line submission only once they are satisfied with all detail elements provided in the plan.

Step One - Assessment of Risk
Off-campus activities can pose varying levels of risk to the participants. Under OCASP such levels are categorized as either manageable (including low risk and higher-risk activities) or unmanageable risk. Refer to OCASP Sections 4.1, 4.2 and 4.3 for guidance with risk assessment.

If the activity does not appear on the pre-approved University List of Low-Risk Activities or your Department’s List of Low-Risk Activities (refer to OCASP Section 4.2 Manageable Risk), the risk level for the Planner’s proposed activity requires assessment. This “preliminary risk assessment” may be based on:
• Consultation with the Planner (then documenting the conclusion by completing Preliminary Risk Assessment form),
• A review of the Preliminary Risk Assessment submitted by the Planner through the OCASP 2.0 planning tool, the newly redesigned off-campus activity tool.

For the Person in Authority

Overview
Queen’s University has a responsibility to promote the preparedness and well-being of all members of the University community during their participation in University-sanctioned off-campus activities.

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• Receive and review the Post-Activity Report and Incident Report (if applicable) prepared by the Planner at the conclusion of the activity.

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• Principal Investigator: the person with direct responsibility for a field research project or activity.
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• Consultation with the Planner (then documenting the conclusion by completing Preliminary Risk Assessment form),
• A review of the Preliminary Risk Assessment submitted by the Planner through the OCASP 2.0 planning tool, the newly redesigned off-campus activity tool.
Step One - Assessment of Risk (Cont.)

To assess risk associated to the Planner's off-campus activity, ask yourself the following types of questions:

- What is the activity in which the Planner is engaging? Risks associated to the activity? Where is the site of the activity? Is it a high density urban area? Is it at a distance from emergency coverage? Is there a lack of phone reception?
- Will their travel take them to a country or region where unusual conditions such as political instability, uncertain medical services or natural disasters are known to exist, or for which there is a travel advisory? What type of transportation will they be using? Will it be by public conveyance?

Step Two – Completion of On-line forms

Once the Planner understands the risk associated to their activity, they can complete the necessary on-line forms available through OCASP 2.0.

Step Three – Review / Approve On-line forms

As the PIA your responsibility extends to the following Planner submissions:

Preliminary Risk Assessment
- The Planner has the ability to submit a “Preliminary Risk Assessment” form through OCASP 2.0 if they require assistance in the determination of risk. These on-line submissions will route to the PIA that has been defined for the department under which the Planner is travelling.
- The PIA must review the details provided and based on OCASP section 4.1 Risk Assessment, agree or disagree with the disposition provided by the Planner.
- A corrections box appears on this form. As soon as corrections are added, the record is considered rejected.

Safety Planning Record
- Review/Approval is set up based on the needs of the Department. For example, there are departments that have an intermediate review, followed by final approval.
- It is the responsibility of the PIA to ensure that the Planner has adhered to the planning responsibilities as defined in OCASP section 5.5 Principal Investigator / Activity Coordinator (PIAC). For higher-risk activities it is crucial that the PIA confirm that the Safety Planning Record reflects a full risk assessment; comprising identification of hazards, analysis of the associated risks and development of a plan for the effective management of these risks.

Incident Report / Post-Activity Report
- The PIA will be responsible for reviewing Incident reports that have been filed by the Planner in the event that a critical or non-critical incident. This may prompt further action impacting the planning of future activities of the same nature.
- The PIA will be responsible for reviewing Post-Activity Reports that have been filed by the Planner on completion of the off-campus activity. This may prompt further action impacting the planning of future activities of the same nature.

*Note: All on-line forms for review will contain a “Corrections” box at the end of each screen. Ensure that each section is reviewed with any comments necessary being captured in the comment box for that section. Note: once at least one correction is noted, the record is deemed “rejected”.

Access to OCASP 2.0

- The Intermediate Reviewer (if applicable) / PIA will receive email notification when a record is pending review. Click the link provided in the email to go directly to the record requiring approval.
- Launch your Web browser, and enter the following address in the navigation bar: https://webapp.queensu.ca/safety/ocasp
- Enter your Queen’s Net ID and password.
Appendix 8

RESOURCES

Queen's University Resources

Emergency Support Program for Study, Work or Travel Abroad: http://quic.queensu.ca/outgoing/emergencysupportprogram.asp OR contact: quicesp@queensu.ca.

QUIC Pre-departure Orientation: Contact quicesp@queensu.ca


QUIC Pre-Departure Resources for Travel to the U.S.A. http://quic.queensu.ca/education-abroad/your-safety-abroad/other-useful-pre-departure-resources/


The Department of Foreign Affairs and Trade Development Canada (DFATD) Resources


Consular Affairs Bureau: http://www.travel.gc.ca

General Tel.: 1 800 267-6788 (in Canada and the U.S.) or (613) 944-6788
TTY: 1 800 394-3472 (in Canada and the U.S.) or (613) 944-1310
E-mail: voyage@international.gc.ca

Emergencies Tel.: (613) 996-8885
(call collect from abroad where available)
E-mail: sos@international.gc.ca

Country Travel Reports: http://travel.gc.ca/travelling/advisories provide information on safety and security conditions, health issues and entry requirements for over 200 travel destinations. This information is also available by telephone: 1 800 267-6788 (in Canada and the U.S.) or (613) 944-6788.

Canadian government offices abroad: http://www.voyage.gc.ca/contact/offices-list_liste-bureaux-eng.asp


Passport Canada: http://www.ppt.gc.ca
Tel.: 1 800 567-6868 (in Canada and the U.S.) TTY: 1 866 255-7655

World Health Organization (WHO) Resources

Home: http://www.who.int/en/

World Health Organization (WHO) Immunization Requirements for Travel to Specific Countries: http://www.who.int/topics/travel/en/

For more information on any of the material in this Handbook please contact CL4@queensu.ca
‘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 abroad student may be involved. **Please use this form to add or update a PEC for your unit.**

Department:______________________________________________________

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<th>Queen’s Phone Number</th>
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Alternate Emergency Contact Name/Title : ______________________________

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