



BISC Travel Emergency Guidelines (September, 2017)

The BISC Travel Emergency Guideline complements the Queen's University Procedures for Out-of-Country Emergencies (POCE) which will be referenced throughout this document. The following guidelines are designed to create an effective series of actions for BISC managers and staff to prepare for and respond to either a critical and non-critical incident when students and staff are traveling on Experiential Learning Opportunities (ELOs), Midterm trips (MTTs), Student Services Trips, or during independent travel.

Critical Incident: *an incident that could be classed as an emergency, including but not limited to serious illness or injury, fatal accidents, sudden deaths, suicide, hate crimes, assaults (including sexual assault) or other violent occurrences, political or civil unrest, and natural or environmental disasters, or any other event on the basis of which an individual's or group's participation in an off-campus activity could terminate or be terminated.*

Non-Critical Incident: *an event occurring or a circumstance arising during an off-campus activity that damages or has the potential to damage the health, safety or property of one or more of the activity participants, but that is judged not sufficiently serious that it jeopardizes continued participation in the off-campus activity or requires immediate reporting to the Person in Authority or the Departmental contact.*

Before every term:

- The BISC Senior Management Team (SMT), Duty Managers (DMs), Student Services Team (SST), and ELO Team (ELT) will provide their work and personal contact information. The BISC Admin Secretary will gather the above group's mobile phone numbers, home landlines, etc. and compile them on a list that will be circulated to only those persons on the list
- BISC SMT will be provided with a list of contacts by the Queen's International Program advisor to be contacted and kept apprised of the situation, should there be an incident. Refer to Section 3.12 Emergency Communication List in POCE.
- At the beginning of each term the Vice Provost & Executive Director (VPED) of the BISC, or designate, will receive an updated list of all Canadian University Study Abroad Program (CUSAP) partner and non-partner Institutions with students at the BISC. The Executive Director will circulate a test message to ensure that the communication list is complete and accurate. Refer to Appendix 5 in POCE.

- The SMT, BISC ELT and Student Enrolment & Services Manager (SESM) will review the BISC Emergency Guideline to ensure it remains functional in current circumstances. Additional resources will be used to assess state of the guidelines.
- The SMT will designate an Emergency Response Coordinator (ERC) and a back-up ERC who, in consultation with the SMT, will coordinate the emergency response to an incident. This individual will be responsible for information gathering and messaging during and after an emergency.

During Orientation:

- The SESM will inform students of the emergency protocol for independent travel and the mandatory sign-out process from Bader Hall when leaving Castle grounds.
- The SESM will brief students on current UK and Canadian government advisories and Metropolitan Police advice from respective websites.
- The SST will collect all student cell phone numbers before the first ELO trip. Students will be informed their numbers will be used for emergency purposes only. Alternate arrangements will be made for students who do not have a cell phone.
- The SST will inform students to consistently check their BISC email account as the primary form of communication from BISC. Secondary communication will be situational (e.g. text, social media, phone, etc.) and will be utilized to alert students to check their email account.
- The ELT will provide students with information on the BISC emergency protocol and procedures, through presentations and summary documents. (See Appendix A)
- Students will be given specific directions to follow in case of an emergency during their first ELO trip with the ELT and SST.
- The Academic Director will advise faculty that in the aftermath of an emergency students may not need to attend ELOs, and may need to be given other assignments so they will not be penalised academically. Until this decision is made and communicated by the Academic Director, all ELO's are mandatory.
- Students will be advised to contact the Experiential Learning Manager to address any questions they may have about the ELO response protocols.

Prior to ELOs, MTTs or Student Services Trips:

- Students will be provided with an itinerary stating the Emergency Plan and the designated meeting point with a map attached.
- The Itinerary will list important Numbers for staff and faculty on the trip.

- The ELT team will ensure that the Risk Assessment is signed by: the Off-Campus Activity Leader; the Principal Investigator/Activity Coordinator; and by the Department/Unit Head (Person in Authority). A copy will be left in Administration Office prior to every trip ELO.
- Students will be asked to sign a waiver document before every MTT.
- The list of students attending each ELO will be left at the Bader Front Desk. Any change to the list due to last minute additions or withdrawals will be called in to the desk prior to or just following departure.
- Students will be periodically reminded by the ELT and the SST of the emergency protocols and procedures.

In the Event of a Non-Critical Incident when students are on ELOs or MTTs:

- Upon notification of a non-critical incident the Team Leader will assess the situation, consulting as necessary, and determine the appropriate course of action.
- The Team Leader will contact the SESM and Experiential Learning Manager (ELM) (at work/home) to advise them of the situation and the action taken.
- Should the situation warrant it, a staff member will accompany the student(s) to a hospital or other rest facility and will remain with them until they can travel back to campus or are left in the care of a family member.
- As appropriate, the SMT team will be advised of the situation.
- Upon return to campus and in consultation with the Academic Director a determination will be made as to whether academic consideration or other actions should be taken.

In the Event of a Critical Incident when students are on ELOs or MTTs:

- Upon notification of a critical incident the person receiving the call will notify the ERC immediately.
- The ERC will, to the degree possible, determine facts regarding a situation: what is known, including the potential number of students impacted, what additional information is required and how to best obtain it and possible actions to be taken by the BISC.
- The ERC will contact the SMT, SESM, Experiential Learning Manager (ELM) (at work/home) to advise them of the situation.
- The ERC will call a meeting with the SMT to review the incident, the current travel and advisories/threat level warning. Contact will be made with main campus as soon as possible to advise them of the situation and consult on the proposed actions re: ELOs

proceeding or not, advisories on independent travel and messaging to students, staff, faculty and parents. Normally messaging to parents will be made via the website.

- All students who cannot be accounted for, either on campus or away from campus, will be contacted to inform them of the situation (see Appendix A) and ask them to respond in a prompt manner. The message will be sent to their Queen's email, personal cell phone number and via other communication methods (e.g. Facebook, text message, WhatsApp, etc.) to increase the likelihood that the message will be seen. The email message will include any additional instructions or information that it is important that students are aware of.
- The ERC will compile a list on the status of each student, i.e. accounted for and safe, or no response. The Bader sign out book and the ELO trip lists for BISC coaches/spare seat signups will be additional useful sources of information.
- The VPED will, as appropriate, follow Appendix 5 and 6 of the POCE and send a message to all Emergency Contacts of Sending Institutions with Students at the BISC.
- The ERC will keep main campus up to date with on the status of all BISC students.
- In the case of an evacuation from the location, the ERC will contact those who cannot make it to the emergency meeting point to tell them the best way to travel home. Where possible BISC will send transport for the student.
- Following consultation with main campus and the SMT, the ERC will determine if any or all ELO's will be cancelled and if participation is no longer compulsory. This information will be communicated to BISC students, faculty, staff, and appropriate Queen's staff by the VPED (see Appendix B).
- Counselling support will be provided to students on campus who are concerned about the wellbeing of their friends.

After an Emergency

- The BISC SMT/SESM/ELM/ERC will meet to review the response and adjust these guidelines to reflect the current situation.
- The SST will follow up directly with students impacted by the situation. Where necessary, appropriate referrals will be made.
- The SMT, in consultation with main campus, will determine if academic consideration or other actions should be taken to mitigate the impact that the incident has had on students.

Appendix A: Experiential Learning Safety and Emergency Protocol

SAFETY

Please read the BISC Emergency Protocol issued to you at the start of term and carry a copy on all field study trips.

- Even while you are engaging in EL activities, please remain aware of your surroundings and take the usual care with traffic, personal belongings, etc. If something seems dangerous or unusual to you, let the staff member with you know as soon as you can.
- If you feel threatened verbally or otherwise by a stranger, do not engage, and leave the area quickly. Trust your instincts!
- Beware of pickpockets! Keep valuable possessions out of sight and do not carry your wallet in your back pocket or in the front of your backpack where you can't see it. Also, be very careful where you place your handbag when sitting down for lunch.
- Watch your step and do not climb on buildings.
- Be aware of scams that work by distraction: pickpockets sometimes try to rob you after bumping into you, sending a child up to you, offering to sell you a ring they have "found" or tapping on a restaurant window when you are dining inside.

EMERGENCY PROTOCOL

In the event of an emergency while on a ELO, such as a serious traffic accident, natural disaster, or attack on the public, students and faculty must make their way on foot directly to our assembly point (the hotel while in overnight trips and the coach pick up point for day trips, unless it is specified otherwise in the itinerary), where a member of staff will go to meet you and arrange transport back to the Castle.

In the event of the assembly point being unavailable or inaccessible, please ask a police officer how to proceed, go to the nearest police station for advice or to your home embassy (you will be allowed in if you carry your passport with you.)

Then, if possible, call Castle Reception (01323 834 444) for information. Bear in mind that it may be impossible to contact a staff member by mobile phone, and that you may need to contact through social media or to find a landline like a telephone booth.

All faculty and students **MUST** comply with this procedure under emergency circumstances so we can account for everyone on the trip as soon as possible and get them safely back to the castle.

Appendix B: Sample notification to students to contact the BISC

Dear :

I am contacting you today because we need to alert you to of [BRIEF DESCRIPTION OF THE INCIDENT] in [CITY/COUNTRY].

It is important that you confirm that you received this email and that you are doing ok. Please stay in touch with your families as well.

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

Additional information or instruction will be inserted as appropriate

Appendix C: Sample Message After a Terrorist Attack

Update re: Experiential Learning Opportunities following attack in London

Dear All:

You will be aware of the attack on the public in London last night. Our practice is to follow both Canadian and UK government travel advisories, neither of which have changed since the attack. We will, therefore, go ahead with all remaining ELOs as planned. Please note this position may change as needed to respond to any future advice or incidents.

You may find Global Affairs Canada's Travel Advisory for the UK here:

<https://travel.gc.ca/travelling/advisories>. The updated advice given is "On June 3, 2017, incidents occurred on the London Bridge and at the Borough Market. If you are in London, remain vigilant, avoid the affected areas, follow the instructions of local authorities and monitor local media." Specific London Metropolitan Police advice is here: <https://www.met.police.uk/advice-and-information/terrorism-in-the-uk/staying-safe-from-terrorism/>

As before, in recognition of the fact that some students may have continued concerns, participation on ELOs is no longer compulsory. If for personal reasons you decide not to participate in your academic trips, then please tell the Experiential Learning Manager, Dr Ruth Cereceda (copied in), and the leader of your program. We will do our best to arrange alternate assessments where possible so anyone who chooses not to travel will not be at an academic disadvantage.

Any students affected by attack in London are encouraged to contact Student Services. Students wishing to access counselling should contact Student Services at counselling@bisc.queensu.ac.uk.

Please review the following website on personal safety, and also the BISC emergency protocol which will be on your itinerary.

- <https://www.gov.uk/guidance/reduce-your-risk-from-terrorism-while-abroad>

Do make a note of the location of your national embassy, which will give you refuge in an emergency if you can't safely reach the meeting point specified for your trip. Most embassies will require that you can demonstrate your nationality – you may wish to take your passport or other photo ID for this purpose. We have attached Queen's Overseas Emergency Protocol also.

You will notice a large police and military presence in the cities we are visiting: do not be alarmed by this but please follow any police and security instructions immediately and without question.

If you will be off campus overnight please make sure you sign the “away binder” at Bader Reception, letting us know where you are travelling, how to get in contact, and when you are expected back on campus. Please also see the attached overseas emergency protocol if you are travelling independently in Europe or further afield.

I and all the BISC faculty and staff appreciate your cooperation,

Yours

Hugh Horton

Vice Provost and Executive Director