



## U of S emergency response guidelines for incidents abroad:

These emergency response guidelines are meant for

- U of S students abroad (including the United States),
- staff and faculty supervising students abroad, and
- colleges and other units that may receive information about overseas incidents involving U of S students.

### What is an emergency?

**Local emergency:** Personal injury, illness or significant distress requiring prompt action beyond normal procedures. There is no immediate threat to life or well-being. However, the situation may escalate.

**Major emergency:** A hazardous situation that threatens the immediate well-being or life of a student. Events that trigger a major emergency include but are not limited to a serious injury or illness, violent crime, escalating political instability, conflict, terrorism and environmental disasters.

In emergencies, follow your trip-specific **Travel Safety Plan** if you have one. This plan should be prepared prior to travel and shared with the International Student and Study Abroad Centre and all travelers. It must include an assessment of potential hazards, recommendations on how to avoid these hazards as well as key contact information to be used by travelers in emergency situations. The first points of contacts in all emergency situations should be:

- the appropriate local emergency officials (police, fire, ambulance)
- the nearest Canadian Embassy/Consulate or Global Affairs Canada) (+1613-966-8885 call collect where available, [sos@international.gc.ca](mailto:sos@international.gc.ca)) **or**
- students who are not citizens of Canada should contact the Embassy/Consulate of their country of origin in the area where they are traveling
- the insurance company for the person who has been affected (particularly in the case of loss of possessions, injury or illness requiring medical attention)
- the University of Saskatchewan

If the situation is considered a local or major emergency, contact ISSAC at [itr.admin@usask.ca](mailto:itr.admin@usask.ca), +1306-966-4925 (8:30-4:30 CST) during regular office hours **OR** Protective Services at +1306-955-



5555 for 24/7 assistance to initiate the U of S emergency response process. Protective Services will accept collect calls relating to international emergencies involving U of S students, staff and faculty.

When contacting ISSAC or Protective Services to notify of an emergency, please have the following information available:

- Name and location of the person calling
- Name and location of the person in emergency (if different from the person calling)
- General outline of crisis (what has happened, to whom and what steps have been taken so far)?
- Has Global Affairs Canada or the nearest Embassy been informed?
- Has the insurance company been informed (particularly in the case of a medical injury, or illness)?
- What is the best way to contact the person(s) affected or those in their presence?
- Does the affected person want us to notify their emergency contact (family or others)?
- What are the most urgent concerns and needs?

Upon receiving an emergency notification, ISSAC and a varying group of internal stakeholders will determine best ways to assist students and accompanying faculty/staff abroad. Individuals in emergency situations or a local contact in the destination country will be contacted promptly after an emergency has come to ISSAC's attention for more information and to make an action plan. Some of the ways in which the U of S can support students abroad include:

- Informing family members
- Assisting with logistical arrangements for a safe return
- Academic accommodations at the college level
- Student health and counselling services upon return
- Gathering information and communicating with Global Affairs Canada
- Communicating with local partners to request additional support
- Supporting student(s) with optional and mandatory evacuations

If you are unsure if a situation could be considered an emergency, contact ISSAC (tel:+1306-966-4925 or [itr.admin@usask.ca](mailto:itr.admin@usask.ca)). ISSAC offers referrals and supports students and accompanying faculty also in non-emergency situations that may include but are not limited to loss of possessions, culture shock, logistical problems and legal issues.