ABV Abroad Emergency Protocol

A Broader View Volunteers Abroad Emergency Protocol (ABV Protocol) has been designed expressly to safeguard the well-being of program participant’s interest. The procedures set forth below are to be followed by the A Broader View Volunteer local coordinators, and volunteer/students in order to effectively prepare for and rapidly respond to emergencies in ABV Volunteer Abroad Programs.

The Protocol becomes effective in situations where volunteer/students become ill, suffer accidents, are the victims of muggings and assaults, find themselves caught up in potentially violent political situations, fail to return on time to programs at the end of long weekends or other situation that the A Broader View Volunteer local coordinator deems an emergency. While it is of course impossible to plan for all contingencies involving our programs abroad, the ABV Protocol provides procedures that will allow us to react in a responsible and levelheaded way when emergencies do arise. We need to be able to provide, in a consistent and predictable way, for the safety and wellbeing of our students/volunteers and all other participants.

What is an emergency?
An emergency is any circumstance that poses a genuine risk to, or that has already disturbed the safety and well-being of program participants. Emergencies will include, though not be confined to, the following types of events and incidents:
1. Disappearance or kidnapping of a participant;
2. Criminal assaults against program participants;
3. Sexual assault or rape;
4. Serious illness, physical or emotional, injury or death;
5. Hospitalization for any reason;
6. Arrest, incarceration, or deportation;
7. Terrorist threat or attack;
8. Local political crisis;

A "perceived emergency" results from events that are not immediately threatening to the health or safety of program students/volunteers or staff, but which may be viewed as such by family and friends at home, or by the media. In many instances, a perceived emergency must be treated as a real emergency.

What should Program Coordinators do to prepare for emergencies?
1. Program Coordinators, must work with the ABV US to ensure that all students complete all required documents online through the ABV website. The information will be accessible online by the Administrators including the abroad coordinators, as well as the program directors in the US.

2. The following items will be required as part of the application process:
   a. A signed Participants Contract and Volunteer Service Agreement explaining the responsibility of all parties involved.
   b. Emergency contact: Name, telephone and email address
   c. Copies of passports (and visas if appropriate) or passport numbers.
   d. Information on health and safety:

3. All volunteers must obtain fully comprehensive travel insurance to include medical evacuation, repatriation, and 24/7 assistance. Volunteers will be required to pay the insurance premium.

4. Students will have an on-site orientation to discuss safety information. The orientation will provide emergency contact details as well as address the following:
   a. Program Coordinator in host country.
   b. Cover safety and security issues specific to the country. Advise the students to avoid travel to or through any location where tensions exist and travel may be dangerous.
   c. Procedures for a medical emergency:
      i. Students should be informed that they are required to notify the program director about any medical emergency, and that the program coordinator in turn is required to contact ABV USA office. This information will be treated with the strictest confidentiality, and will be shared by the program coordinator on a “need to know” basis only. If the crisis involving the student is grave enough to jeopardize his or her safety or wellbeing, the emergency contact he/she has provided at the time of registration will be informed.

What should Students/Volunteers do to prepare for emergencies?

1. Be familiar with all materials sent to you by A Broader View Volunteers. Including Consular Information Sheets on your host country and the Center for Disease Control Travelers Information.
3. Know how to use the travel insurance health information and keep a copy of the card with you at all times along with the 24/7 assistance phone number.
4. Make 2 copies of your passport. Leave one with your family and bring one with you on your trip and keep it separately from your passport. While you are traveling, protect your passport. Use a money belt or neck pouch.
5. Keep the program coordinator’s number and address with you at all times.
6. Learn as much as you can about your country before you go.
7. Register with the U.S. Embassy, https://step.state.gov/step/
8. Develop with your family a plan for telephone or e-mail contact, so that in case of emergency you will be able to communicate with your parents directly about your safety and well-being.
9. Familiarize yourself with local laws and customs of the countries to which you are traveling. Remember, while in a foreign country, you are subject to their laws.
10. Bring a credit card or make sure to have access to additional funds in case of an emergency.

What to do in the case of an emergency (For the Program Coordinator)

1. In an emergency, the program coordinator’s first responsibility is to safeguard the safety and wellbeing of program participants. The director should do whatever is necessary to assure this,
whether this means obtaining prompt and appropriate medical attention, Embassy intervention or police protection.

2. When all has been done to assure the participants' wellbeing, the director should contact the ABV USA office to provide detail about the situation.

3. In an emergency, the program coordinator should urge participants to contact parents as soon as possible to advise them of their personal situation. Wherever necessary, the director must facilitate such contact.

4. As necessary, the program coordinator should notify the local U.S. Embassy or Consulate about the crisis, and follow whatever procedures they may require. If there is a continuing risk to the welfare of the students (during a terrorist threat, for example), the director should ask the appropriate Embassy or Consular Official to advise him/her on a regular basis about the evolution of the crisis, and about how the students should respond.

5. In a medical emergency, the program coordinator should accompany the student to an appropriate health care provider. If a medical emergency is critical and parents should be informed, ABV USA should make contact with the parents.

6. During an on-going crisis, the program coordinator will keep ABV USA informed on a regular basis, daily or as need dictates.

7. During a political crisis or some other emergency during which foreigners in general or U.S. citizens in particular may be at risk, the program coordinator should tell the students to keep a low profile; tell them to avoid demonstrations, confrontations or situations where they could be in danger; avoid behavior that could call attention to themselves; avoid locales where foreigners or U.S. Americans are known to congregate; and take down signs, avoid using luggage tags and wearing clothes that would label them as U.S. Americans.

9. In the event of a significant crisis, students have the option of returning to the U.S every reasonable effort will be made to assist the student in changing their travel plans/airline tickets.

For the student/volunteer

1. If there is an emergency, you should immediately contact the Program Coordinator. His/her responsibility is to make sure that you are safe. The director will be in touch with ABV USA and will recommend appropriate steps depending on the situation. Follow the coordinator’s instructions.

2. During a political crisis or some other emergency during which foreigners in general or U.S. citizens in particular may be at risk, keep a low profile; avoid demonstrations, confrontations or situations where you could be in danger; avoid behavior that could call attention to yourself; avoid locales where foreigners or U.S. Americans are known to congregate; and take down signs, avoid using luggage tags and wearing clothes that would label you as U.S. Americans.

Important Numbers and Information:

! A Broader View Volunteers USA – 24/7 Emergency telephone number (215) 806-7283
! Smart Traveler Enrollment Program https://step.state.gov/step/
! US State Overseas Citizens Services: In an emergency contact the nearest U.S. Embassy or Consulate. Or call (from the U.S. & Canada) 1-888-407-4747 (from overseas) 1- 202-501-4444