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360Plus Emergency Protocol for Trip Leaders and Hosts

In order to assist the 360Plus Program Trip Leaders to respond to an emergency situation or crisis, we have assembled an Emergency Response Protocol to respond to all levels of emergency. The following is a list of examples for Level 1, Level 2 and Level 3 emergencies. Many specific examples can be referenced in the Emergency Response Action List.

Level 1 Emergency	Level 2 Emergency	Level 3 Emergency
<ul style="list-style-type: none"> - Lost documents - Minor accident/injury/sickness - Student Discipline (ie.Students breaking rules by engaging in romantic relationships) - Alcohol or Drug use - Petty Theft - Traffic Accident (barring major injury) - Travel Delay - Talk of suicide - Student missing for less than 30 minutes 	<ul style="list-style-type: none"> - Arrest - Assault - Moderate to serious injury or sickness - Family emergency - Suicide attempt - Immigration Denial 	<ul style="list-style-type: none"> - Death (student or leader) - Student missing for more than 30 minutes - Epidemic Outbreak - Kidnapping - Terrorism - Natural disaster - Rape - Airplane accident - Political Unrest - Hostage Situation

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In order to mitigate the risk inherently associated with travel, 360Plus has taken the following precautions:

Prevention Initiatives	Response Initiatives	Post Emergency
<ul style="list-style-type: none"> - A policy that students will always have a 360Plus supervisor on the property where students are accommodated (excluding homestays) - A predefined itinerary and schedule - A policy that any deviation from the planned activity will undergo a risk assessment by the supervisors - All participants must discuss the itinerary with their physician and turn in a signed form. - An internal risk assessment session done with supervisors - Monitor travel warnings - Reference information for students with emergency phone numbers - All drivers will present driver's licenses - Reputable accommodation will be used (with the exception on homestays) 	<ul style="list-style-type: none"> - Travel Insurance complete with evacuation and emergency treatment coverage - CPR certified Supervisors - Doctors on call in all locations - 24/7 Emergency hotline - Therapist phone numbers - First Aid kits always on hand - Sufficient supervisors in case a student needs to be removed from the group 	<ul style="list-style-type: none"> - Expenses covered by 360Plus or insurance - A policy of emotional check-in and discussion of continuation on the trip (following level two or higher) - Insurance with repatriation covered - Mandatory post-trip assessment for emergency performance

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Emergency Response Action List

Lost Travel Documents

In the event that someone on the trip loses their ticket, passport, or visa, you will need to:

1. Determine if/when emergency contacts should be notified.
2. Contact the U.S. consular for lost Passports or Visas.
3. Contact the airlines for lost tickets (either by phone or online).
4. Provide the funds needed to replace the document.
5. If the student will miss his or her return flight to the U.S., make arrangements to stay behind. Ensure that all the other students get on the plane and put the another leader in charge.

Minor Student/Faculty/Staff Illness or Injury

1. Determine if/when emergency contacts should be notified.
2. If the injury/ illness can be dealt with by using the first aid kit, administer only medicine that requires no prescription.
3. If the student has persistent symptoms such as fever, diarrhea, bleeding, or infection, contact the local healthcare professionals for emergency assistance (hospital). Be sure to get a translator if needed.
4. Accompany the student/staff member to get medical treatment and have the other leader take over. No student should be in the hospital for a prolonged time without an adult that is either a host or trip leader.
5. Ensure that the necessary medical care is given or hospitalization is provided.
6. Be sure to document the situation if the ill traveler refuses medical attention.

Theft

If a program participant has been the victim of theft:

1. Determine if/when emergency contacts should be notified.
2. Talk to students individually to get an assessment of the situation. Never make any insinuations to the group about possible suspects.
3. Ask hotel/ transportation staff.
4. Contact the local authorities for police assistance and file an official report only if nothing else can resolve the situation. Keep a copy of the report filed. Be sure to get a translator if needed.

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5. Have the student make a list with the items and value for the insurance company.

Student Discipline

Students who break the rules may be issued a verbal warning or a letter and/or returned home at their own cost, depending upon the severity of the situation.

SENDING STUDENTS HOME While overseas, 360Plus has the right to enforce its standards of conduct. Should a participant fail to comply, he or she may be sent home at his or her own expense. Please note that this should be reserved for very serious infractions and only done with the approval of the Trip Directors. Anytime a student is sent home, it is up to 360Plus whether or not to charge the parent. It is not the responsibility of 360Plus to accompany a student home that violated the rules. Take the following steps for disciplinary action.

1. Assure that the incident hasn't compromised the safety of the group. Safety is more important than discipline.
2. Assess the incident first by talking with the student involved, then with witnesses if necessary.
3. Determine with other 360Plus adults what the level of infraction was. Were people merely inconvenienced or did the student's action put them or others in danger?
4. Agree on an appropriate disciplinary action that will assure something similar won't happen again. If the student put themselves or others at risk, strongly consider sending them home.
5. Talk to the group about the individual no longer being part of the program and respecting this individual's right to privacy.

Alcohol and/or Drug Abuse

Students taking prescription medication should have a container with her or his name on it, they should also carry the physical prescription if possible. In the event that you learn that a student is drinking alcohol or taking drugs, remember that drinking under the age of 25 is illegal in India, and the student therefore exposed themselves and their peers to legal consequences.

1. Assure the safety of the students.
2. Assess the situation with the students to determine who might have been a bystander, so that their consequences are appropriately less severe.
3. If you are sure that a student was drinking or illegally doing drugs, this must be discussed with the parents and sending the student home should be heavily considered.

Traffic Accident

The number one cause of death on study abroad programs is traffic accidents. It is extremely important that you hire safe and reliable drivers, if applicable. Be sure that all program participants wear seatbelts if they are available:

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1. Determine if/when emergency contacts should be notified.
2. Contact the local authorities for emergency assistance (hospital, fire, police). Be sure to get a translator if needed.
3. Try to get students to a safe place until alternative transportation arrangements have been made.
4. Ensure that the necessary medical care is given to students or hospitalization is provided.
5. Accompany the student to get medical treatment and have the other leader take over.

Travel Delay

You may have a situation that will hinder you from getting to your next destination or returning to the U.S. on time. In this situation, you should:

1. Determine if/when emergency contacts should be notified. If a student will arrive home later than originally communicated, you must contact the emergency contacts
 2. Contact the airlines to inquire about alternative travel arrangements and costs.
 3. Talk to students about the options. Determine who will need funds to get home.
 4. If approved, make the alternative travel arrangements to get to your destination.
- Keep a copy of all receipts to submit the insurance claim when you return to the U.S.

Lost Student for 30 minutes or Less

In the event that a student cannot be located, but you have not reached the conclusion that he or she has been kidnapped or disappeared, do the following:

1. Inform all adults on the trip of the missing student immediately
2. Gather all specific information of the situation: name, date, time, place, incident summary, witnesses, etc. Find out if the student has any known social problems such as drinking, drugs, gambling, sexual behavior patterns, etc. from program participants.
3. Contact the local police for assistance if a preliminary search reveals no results after 15 minutes. Be sure to get a translator if needed.
4. Visit the places that the student was last seen: last class attended, last person visited, last purchase, etc.
5. Inform the emergency hotline team.
- 6.. Only after you have exhausted all possibilities and you think that this may be a serious situation, then follow the level 2 protocol instructions. Do NOT contact the individual's family. This will be done by someone from the emergency hotline team in the United States. After their initial contact, you can determine if it is appropriate to have direct communication.

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Talk of Suicide

If you hear of a student talking about hurting themselves intentionally (self-inflicted injury or intoxication or otherwise), do the following:

1. Talk with the student individually.
2. Determine if the emergency contacts should be contacted.
3. Call a therapist or other mental health professional to consult with them.
4. Keep the student under at least 24 hours of surveillance or until the situation is determined to be resolved. Be sure to error on the side of caution,

Arrest

It is important to remember that everyone is subject to the laws of the respective location. Study abroad participants may not be entitled to the same rights that one would normally have in the U.S. If arrested abroad, a citizen must go through the foreign legal process for being charged or indicted, prosecuted, possibly convicted and sentenced, and for any appeals. Within this framework, U.S. consular officers provide a wide variety of services to U.S. citizens arrested abroad and their families. As a rule, consular officers may not reveal information regarding an individual American's location, welfare, intentions, or problems to anyone, including family members and Congressional representatives, without the expressed consent of that individual. Although sympathetic to the distress this can cause concerned families, consular officers must comply with the provisions of the Privacy Act. You, however, can

1. Determine if/when emergency contacts should be notified. The initial contact should be done by the 360Plus Emergency Hotline Team in the US
2. Gather all specific information of the arrest: name, date, time, and place of arrest, charges, incident summary, witnesses, where he or she is being held, how to contact him or her, legal rights, and the amount of any fine or bail money required.
3. Be sure to obtain U.S. consular contact information, and information on legal assistance in the country.
4. Contact the U.S. consular office and request the assistance of the State Department as needed.
5. One 360Plus Leader or host must accompany the student to the jail
6. Contact the student's emergency contact to discuss additional processes.
7. Talk to the group about this individual's right to privacy and responding to the media back home.

Assault - Physical or Sexual Assault (For Rape, see that section)

If a program participant is the perpetrator of the assault and has been arrested, see the Arrest instructions. If he or she has not been arrested, you may need to send the student home. The Trip Directors and the Emergency Hotline Team will give you

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guidance. If a program participant has been the victim of an assault by someone in the host culture:

1. Contact the Emergency Hotline Team and discuss if/when emergency contacts should be notified.
2. Clarify with the student the degree to which he or she wants to involve the local authorities. If permission is given, contact the local authorities for emergency assistance (hospital, police). Be sure to get a translator if needed.
3. Determine if the victim needs to see a doctor.
4. Talk with local organizational leadership if the perpetrator was an employee. Be sure that the students are no longer exposed to that person.
5. If the assault is conducted on a program participant by another program participant, do NOT contact foreign authorities. Assure other students are safe by isolating the perpetrator.

Moderate to serious injury or sickness

- In the event of a serious injury or illness (especially if the the participant must be evacuated):
1. In any case that a student is hospitalized, the Emergency Hotline Team in the US should get in touch with the emergency contacts of the student.
 2. Contact the local authorities for emergency assistance (hospital, fire, police). Be sure to get a translator if needed.
 3. Gather all specific information of the situation: name, date, time, and place of incident, summary, witnesses, where the individual is being held, and contact information.
 4. Accompany the student in the hospital. In the event that the 360Plus leader requires a medical evacuation, the other leader should go with the injured student and assign a third adult leader to the group.
 5. Contact the insurance company
 6. Contact the U.S. consular office and request the assistance of the State Department as needed.

Death of Faculty/Staff Member

1. The Emergency Hotline Team in the USA must notify emergency contacts initially. After that, the 360Plus Trip Leader should follow up with guardians at a time when the phone connection is suitable.
2. Contact the local authorities for emergency assistance (hospital, fire, police). Be sure to get a translator if needed. Contact the police if this is a result of a crime.
3. Gather all specific information of the situation: name, date, time, and place of incident, summary, witnesses, where the body is being held (if applicable), and contact information.
4. Accompany the body and have the other leader take over.
5. Contact the insurance company about repatriation.

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6. Contact the U.S. consular office and request the assistance of the State Department as needed.
7. Do NOT contact the individual's family. This will be done initially by someone from the Emergency Hotline Team.
8. Talk to the group about this individual's right to privacy and responding to the media back home.
9. It is important that nobody communicates with the family of the deceased until they have been officially notified by 360Plus.

Death of Student

1. If a student appears fatally injured or ill, seek immediate medical attention.
2. Notify Emergency Hotline Team with instructions to tell any contacting family member that they will receive information directly from the trip leader.
3. Contact the local authorities for emergency assistance (hospital, fire, police). Be sure to get a translator if needed. Contact the police if this is a result of a crime.
4. Gather all specific information of the situation: name, date, time, and place of incident, summary, witnesses, where the body is being held (if applicable), and contact information.
5. Determine which adult on the trip has best relationship with the deceased's guardian, and have them notify the guardian. Do not speak with anyone other than the listed emergency contact or guardian.
6. Have an adult accompany the body.
7. Contact the insurance company about repatriation.
8. Contact the U.S. consular office or the consular of the deceased's country, and request assistance as needed.
9. Talk to the group about this individual's right to privacy and responding to the media back home. It is important that nobody communicates with the family of the deceased until they have been officially notified by 360Plus.

Rape of Student

1. Get the student to a safe place and ensure the rest of the students are not in any danger.
2. If we learn about the rape within 72 hours, it's considered 'acute' rape i.e. It's really important the student does not shower (if they haven't already) and do not wash the clothes they were wearing at the time in case there is DNA on other evidence on them.
3. If we learn about the rape within 72 hours the student should immediately be taken to a nearby hospital for a rape test and general physical examination including an STD/ HIV test and internal examinations. If the student consents, Plan B and antiviral drugs can be given. In general, the student should be taken to the hospital

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no matter when we learn of the assault but it's especially urgent if it's within the 72 hour timeline.

4. Ensure an extra set of clothing is brought with them since police/ hospital will most likely want to keep their clothes for DNA testing. Assuming this happens to a woman, INSIST on a female doctor if at all possible. If a female doctor is not available, a female nurse MUST stay in the room with the student at all times.

5. Simultaneously, assess any existing danger for the other students on the trip. If it's an external person that committed the crime, did anyone see them? Can we identify where they live? Can they be arrested? If it's an internal adult, they should be arrested immediately. If it's another student, immediately arrange for them to be sent home with adult accompaniment and notify law authorities and guardians in home country before arrival (see Student Discipline). Once we know the students are out of any immediate physical danger address any concerns that may exist among students. We cannot reveal the incident to students if they do not know.

5. If a student would like to file a police report accompany the student to the police station and insist on filing an FIR. We should make sure someone local is there. We should also notify the US Embassy to see if they can send a representative.

6. Check in with a US Sexual Assault hotline and/ or an Indian equivalent at 1-800-656-HOPE

7. Counseling. Connect the student to a counselor as soon as possible. Connect the other students to a counselor (if they are aware of the situation), connect ourselves to a counselor.

Human Disaster, Political or Civil Unrest, Terrorism and Epidemic

In this situation, the 360Plus Leaders may learn about such a situation from the media or from people back home. Family members will want to know the safety and health status of students and if they will be able to return to the U.S. if needed or as scheduled.

1. Contact the US Emergency Hotline Team and together with them determine if/when emergency contacts should be notified. DO NOT allow students to freely update social media or send messages without supervision as this may spread false information and panic.

2. Gather as much information as you can about the situation and enlist the aid of an interpreter, if needed.

3. Be sure to keep students at home base and away from any possible danger.

4. Determine supplies you may need and should try to obtain: flashlight, batteries, portable battery operated radio, ziplock bags for documents, first aid kit, essential medications, emergency food and water, manual can opener, cash and credit cards, sturdy shoes, and a camera.

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5. Do not move seriously injured persons unless they are in immediate danger of further injury. Call the authorities and try to keep the students calm.
6. Contact the US Department of State and follow their evacuation plan if needed

Missing student for more than 30 minutes/ Possible Kidnapping

1. Follow guidelines for *Lost student for 30 minutes or Less*.
2. If the student is not found within 30 minutes or it is determined before then that the student will not easily be found, notify local police. Get a translator.
3. Notify the Emergency Hotline Team with instructions to contact the guardian and to ask if they have any relevant information.
4. Call the US Consulate and the consulate of the student's home country.
5. Keep all other students safely in the hotel until the whereabouts of the student is determined or it is determined that the trip should be cancelled. Trip Leaders cannot simultaneously keep a large group of students safe and be involved in finding a missing person, therefore it should be heavily considered to have at least one person accompany the other students to their home country while others assist in finding the missing person.
6. Talk to the group about this individual's right to privacy and responding to the media back home.

Family Emergency

A student may receive news of an ill or deceased family or friend back home. This information might be passed directly to the student from home, or through the Emergency Hotline Team to the trip leaders.

1. If the news is given to the Emergency Hotline Team, they should ask the informant for any advice on how they think the student should be informed. Do your best to follow the family's wishes while informing the student.
2. Talk with the student separately from the group and help them consider their options. They can go home if they need to.
3. If they choose to go home, accompany them to the nearest international airport and be sure they have enough money to go home and their family is properly informed.
4. Notify the insurance and file a claim.

Immigration Denial

360Plus adults must accompany all students through all immigration points. This means being sure that at least one adult is the last to go through and that other students are waiting nearby. If a student is denied entry to any country:

1. Notify the Emergency Hotline Team.
2. Talk to the immigration authorities and make sure they know that you are chaperoning a large group of minors.

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3. One adult should stay with the student while others supervise the remaining group. As long as one 360Plus adult stays with the student, it is okay for other supervised students to catch their flights or onward travel plans.
4. Call an immigration lawyer and refuse to leave the student's side until they are either safely accompanied by their parents or allowed to catch up with the other students. This could mean sending one adult with a student back to their home country. If the adults do not have visas for that country, the student may have to fly alone.

Risk Assessment

Most decisions around risk and safety are not simply “is it safe or not” or “do we go or not”. The model below gives you a simple way of understanding when greater management is necessary. Most activities will not be a straightforward solution as in the “GO” or “NO GO” categories. After realizing this, your work can be directed into identifying ways you can either reduce the probability of an accident happening or of the severity of the consequences. Any significant deviation from the 360Plus Program itinerary must undergo such an assessment to help decide if the risk is worth the reward.

Probability represents the likelihood of something going wrong or an accident happening, or the amount of unknowns in an activity. The greater the number of unknowns, the higher the probability. “How likely is it for something to go wrong?” or “If we do this long enough, and in this same way – what accident will occur?”. It is important to look at the scene realistically and play out any scenario to its logical end. It takes a lot of thought to be able to accurately assess the probability and it is certainly not sufficient to conclude that “it won't happen”. The law of statistics states that it is simply a matter of time before a serious accident or situation does occur for any given activity. Train yourself to carefully assess the probability.

Consequence represents the seriousness or degree of injury, accident, delay, or other problems including death. “How hurt would I be if something did go wrong?” or “What is the worst thing that could happen?” You always have the option of a) continuing, b) stopping what you are doing and doing something else, and c) making a plan to reduce either the probability or the consequences or BOTH. For most of our day-to-day decisions on a course we are operating in the realm where it is not a clear stop or go situation. Ways we can reduce Probability and/or Consequence:

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1. Training of students in skills and in judgment
2. Careful assessment and choosing appropriate activities
3. Plan your response so if things don't go according to plan you know what to do to avoid further problems.
4. Make sure leaders are 100%: well rested, fed, hydrated, thinking clearly.
5. Appropriate equipment
6. Appropriate supervision
7. Good, clear communication
8. Better information: reduce the "unknowns"
9. Time management: rushing and haste can lead to mistakes

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