



ISEP HEALTH & SAFETY PROTOCOLS

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Roles and Responsibilities

1) Director of Health, Safety & Risk Management

- a. Serves as **Primary Decision Maker** for the organization, in consultation with the Executive Team
- b. Chair of the ISEP Health and Safety Task Force
- c. Coordinates response efforts in large scale events and convenes Task Force as necessary
- d. Coordinates annual coverage rotation and phone tree for the ISEP after-hours emergency line; primary point of contact with the emergency answering service ([A&A Communications](#)).
- e. Coordinates with Director of Marketing & Communications to send email updates in a crisis to members and updates to ISEP staff regarding the response
- f. Ensures ongoing staff health and safety training; conducts health and safety orientation training for new staff
- g. Reviews all protocols, policies and plans annually with the Task Force
- h. Provides institutional leadership in consulting with ISEP staff and members on an ongoing basis on matters related to CISI insurance benefits, student health and safety, and the management of on-program risks
- i. Ensures thorough communication and training to membership regarding policies, procedures, and protocols
- j. Primary point of contact with CISI Crisis Team and CISI Account Executive
- k. Reviews self-assessment medical forms and determines if individual messaging is required
- l. In the Primary Decision Maker's absence, the **Secondary Decision Maker** assumes all responsibility and authority which the Primary Decision Maker holds
- m. Organizes and leads after action reviews
- n. Serve as staff member on call once a quarter for the after-hours emergency line

2) Directors of Member Relations (DMR)

- a. Serve as a staff member on-call for one month each year for the ISEP after-hours emergency line
- b. Notify appropriate parties and take necessary action for events and emergencies that take place in their region (initiates protocols)
- c. Respond to level 1 and 2 emergencies as indicated by the protocols and communications plan, especially in communicating with coordinators and parents
- d. Assist University Relations Managers and Student Services Officers in emergency situations as necessary
- e. Respond to emergency situations after hours if called for in the Health and Safety protocols; identifies a backup Director if they are unavailable
- f. Ensure their team members are clear on policies and protocols and hold staff accountable for following them
- g. Establish any additional procedures and protocols for individual team members within the framework of the ISEP protocols
- h. Attend after action reviews for events that take place in their region

3) University Relations Managers (URM) and Assistant Directors of Member Relations (AD)

- a. Serve as a staff member on-call for one month each year for the after-hours emergency line
- b. Serve as primary point of contact on health and safety issues in their region if the issues require escalation. Escalate to the Director of Member Relations and Director of Health, Safety & Risk Management as necessary
- c. Notify appropriate parties and take necessary action for events and emergencies that take place in their region (initiates protocols)
- d. Primary point of contact for ISEP coordinators in health and safety situations in their region
- e. Respond quickly to after-hours emergencies as necessary and establish a backup in case they are unavailable
- f. Work with Member Relations Program Assistant to ensure all coordinator emergency contact information is accurate and up to date
- g. Conduct new coordinator trainings, which include a health and safety module. Review ISEP emergency protocols with all new coordinators
- h. Complete [incident reporting form](#) if necessary for larger scale events
- i. Attend after action reviews for events that take place in their region

4) Student Services Supervisors

- a. Serve as a staff member on-call for one month each year for the after-hours emergency line
- b. Responsible for student communication in their region during an emergency; identify a backup if unavailable
- c. Primary point of contact with students in their region for health and safety situations
- d. Follow up on self-assessment medical forms for students in their region, where individual messaging is required
- e. Complete [incident reporting form](#) for individual student incidents. [Report incident to SEVIS](#) if student is in the US
- f. Attend after action reviews for events that take place in their region
- g. **Student Services Supervisor for Enrollment Management**
 - i. Reviews all accommodation requests and oversees process for coordinating on-program accommodations prior to placement
- h. **Student Services Supervisor for Pre-Departure Processes**
 - i. Coordinates country-specific pre-departure orientations, which include general health and safety guidance, and any country/region specific hazards and recommendations for risk mitigation
 - ii. Coordinates medical form follow-up process prior to each term, working with the Assistant Director of Student Services and the Digital Marketing Coordinator to arrange CRM messaging as required

- i. Student Services Supervisor for Program Operations
 - i. Standing member of the ISEP Health and Safety Taskforce
 - ii. Oversight over all on-program Level 3 health and safety issues
 - iii. Responsible for SEVIS, including reporting obligations in the event of a student emergency occurring in the US
 - iv. Oversees health insurance enrollment processes and ensures student compliance with ISEP insurance enrollment requirements

5) Student Services Officers (SSO)

- a. Responsible for student communication in their region during an emergency *occurring within business hours*; identify a backup if unavailable
- b. Primary point of contact with students in their region for health and safety situations
- c. Conduct country/region specific pre-departure orientations for their region
- d. Follow up on self-assessment medical forms for students in their region, where individual messaging is required
- e. Complete the [incident reporting form](#) for individual student incidents; [Report incident to SEVIS](#) if student is in the US
- f. Attend after action reviews for events that take place in their region

6) Assistant Director of Student Services

- a. Standing member of the ISEP Health & Safety Task Force
- b. Supervises Student Services team
- c. Coordinates medical form follow-up process prior to each term, working with the Digital Marketing Coordinator and Student Services Supervisor for Pre-Departure Processes to arrange CRM messaging as required
- d. Serves as a staff member on-call for one month each year for the after-hours emergency line

7) Director of Marketing & Communications

- a. Works with the Marketing Communications Manager to post social media and web updates during large scale crisis.
- b. Coordinates with ISEP's crisis communications consultant as needed
- c. Posts social media and web updates during after-hours emergencies
- d. Coordinates with the Director of Health, Safety & Risk Management in a large-scale crisis to send email updates to students and messages to members and ISEP staff regarding the response
- e. Reviews the Crisis Communications Plan as needed in conjunction with the taskforce

Prior to students departing on a program, the Enrollment Management team will, in collaboration with the HSE Task Force:

- 1) Offer a country-specific and general health and safety pre-departure orientations to students, include information on:
 - a. Mental Health
 - b. Medication
 - c. Sexual Assault
 - d. Communication patterns with families
 - e. Country specific issues to be prepared for- common occurrences
 - f. Country emergency number

- g. Expectations for student communication in case of an emergency and how to contact ISEP
 - h. Student code of conduct
- 2) Follow up on self-disclosed medical issues in the following scenarios:
- a. Mental health conditions
 - b. Severe or chronic illness that may require monitoring or accommodations abroad
 - c. Allergies or dietary needs
 - d. Students who take prescription medication, including destination-specific messaging if there are medications considered illegal to transport into the host country

Regional Staff Responsibilities

Director Member Relations (DMR) – Supervise and monitor response to ensure protocols are being followed and step in if escalated

University Relations Manager/Assistant Director (URM/AD) – Primary communication with member institution and continued assessment of their response and overall conditions on the ground. This may include contacting students or other impacted stakeholders

Student Services Supervisor/Officer (SSO) – Continued direct communication with the student(s) while copying URM and home/host coordinator when necessary

Emergency Phone: +1-301-681-2388, which will go to the answering service

- 1) University Relations Managers, Directors and Assistant Directors of Member Relations, the Assistant Director of Student Services, and the Student Services Supervisors are responsible for monitoring the emergency phone for one month per year, based on a rotational on-call list.
- 2) The Director of Health, Safety & Risk Management sends an updated on-call staff contact list to the answering service (weanswer@a-communications.com) prior to the first of each month and updates call forwarding on the physical emergency phone.
- 3) The staff member on-call makes additional effort to monitor breaking news from the AP and other sources, particularly on weekends.
- 4) If they receive a call from the answering service, the staff member on-call contacts individual who called the the emergency answering service and provides immediate assistance, in line with the emergency protocols.
- 5) The staff member on-call is expected to resolve Level 3 (low-level) emergencies to the extent of their abilities. If they require assistance or it is a higher-level emergency, they contact the H&S Lead on-call for the month. Depending on the scale of the emergency, the H&S Lead may determine it is necessary to involve the regional team, Director of Health, Safety & Risk Management, and/or the Director of Marketing & Communications, in line with the emergency protocols.
- 6) The Director of Health, Safety & Risk Management is responsible for the physical emergency phone (+1-703-969-0069). During emergencies this phone may be used for WhatsApp or text messaging to allow for more reasonable status updates from students and ensure their safety and whereabouts.
 - a. The Director of Health, Safety & Risk Management can also grant SSOs and URMs remote browser access to the ISEP WhatsApp for Business account. ***Staff should use the ISEP WhatsApp for Business account whenever messaging students directly.***

Incidents to report to SEVIS

- Exchange Visitor Death
- Exchange Visitor Missing
- Exchange Visitor Serious Illness or Injury (e.g., brain injury, severe burn, major surgery, communicable disease, serious mental health incidents, any condition requiring hospitalization of 48 hours or more, etc.)
- Litigation (related to a sponsor's exchange visitor program, in which sponsor or an exchange visitor may be a named party)
- Lost or stolen immigration documents (e.g. passport and visa)
- Incident Involving the Criminal Justice System (e.g., arrest, charges, law enforcement, etc.)
- Sexually Related Incidents or Abuse (an incident or allegation involving sexual exploitation, harassment or abuse)
- Negative Press involving a sponsor's exchange visitor program
- Foreign Government Involvement (including embassy officials)
- Other Situations Impacting Exchange Visitor Safety (e.g., natural disasters, civil unrest, outbreaks of violence)
- Other serious situations, not listed, that have or could endanger the health, safety, or welfare of an exchange visitor or otherwise could be expected to bring the Department of State, the Exchange Visitor Program, or the sponsor's exchange visitor program into notoriety or disrepute

ISEP Group Insurance Terminology

- CISI = health insurance benefits manager
 - Student coverage questions, claims, etc.
 - Student CISI Portal and myCISI app
 - Emergency Check-in feature
 - ISEP customer support via designated CISI Crisis Team member and Account Executive
- AXA Assistance = Team Assist = AXA Team Assist
 - Global assistance provider for the ISEP-sponsored CISI group plan, 24/7 emergency response, medical and security evacuation, etc.

Emergency Protocols

Emergency Level Definitions

- **Emergency Level 1:** Incidents that present substantial and immediate risks to ISEP participants.
 - Examples: Major natural disaster, terrorism, campus shooting, civil/political unrest, death of a student, health epidemic
- **Emergency Level 2:** Incidents that have the potential to have broader impact or that require cooperation among internal units to manage and resolve them and that require adaptation of routine procedures.
 - Examples: Sexual assault, violent crime, disappearance of student, arrest/detention/deportation, injuries to a larger group of students, perceived health epidemic, severe ongoing mental health incident, low-level civil unrest, minor natural disaster
- **Emergency Level 3:** Incidents that have a limited impact on ISEP and can be managed through routine protocols and procedures.
 - Examples: Minor mental health or illness, physical injury, short hospitalization, non-violent theft or robbery.

Level 1 Emergencies

Death of Student Emergency: Level 1

<i>STEP 1: Gather Information</i>	<i>STEP 2: Take immediate steps</i>	<i>Step 3: Gathering of Response Group and next steps</i>
<p>Initial Communication with the Host (ideally DMR, although whoever is in contact first):</p> <ul style="list-style-type: none"> • Ask for all available details of the incident • What steps have been taken? • What steps have been taken at the host? • What is the host's protocol? • Who is the point person at the host? • Have other ISEP students been notified? • What does the host need from ISEP? • Has the student's family been notified? <p>DOCUMENT ALL DETAILS</p> <p>Explain to host the protocol as outlined here and specify a time that ISEP will be in contact with the host to follow up. (Within an hour).</p> <p>Determine the best method of communication for all parties and agree on plan for continued communication. Provide phone number and e-mail where they can reach you and you can reach them. If you choose to communicate by phone, document everything in an e-mail after the phone conversation and forward to the person you spoke with in addition to all other parties involved (See below).</p> <p><u>ALWAYS</u> copy Director(s) for home and host region, URMs for home and host region, Director of Health, Safety & Risk Management, Director of Communication & Marketing, Director of Enrollment Management and regional SSO.</p> <p>REFER ALL MEMBERS OF THE MEDIA TO DIRECTOR OF MARKETING & COMMUNICATIONS</p>	<p>Members to gather:</p> <ul style="list-style-type: none"> • Regional Director • Regional SSO • Regional URM • Student Services Supervisor, Program Operations • Director of Student Services • Director of Health, Safety & Risk Management • Director of Communication & Marketing <p>Student Services Officer</p> <ul style="list-style-type: none"> • Reviews medical form • Relays information to URM and Regional Director • Help to monitor media, social media, news and reports any findings to MR Director and Director of Communications & Marketing <p>Director of Member Relations for Host region</p> <ul style="list-style-type: none"> • Informs the Director of Health, Safety & Risk Management, who will convene the response group and determine who it is necessary to include in the response group <p>Director of Member Relations for Home region</p> <ul style="list-style-type: none"> • Call the home coordinator • Communicate the facts of the incident as they have been conveyed by the host • Who is informing the family, or following up if host indicates family has already been notified? Suggest point of contact as home coordinator. <ul style="list-style-type: none"> ○ Who is the family's contact on campus? ○ How would the family like to communicate? Establish the medium and timing. • Explain to home coordinator the protocol as outlined here and specify a time that ISEP will be in contact with the home to follow up and the information that they ISEP will be gathering. Provide phone number and e-mail address. 	<p>DMR, URM and SSO for host region report to the response group with all known information. Members to gather if necessary:</p> <ul style="list-style-type: none"> • Director and URM for home region, Director of Health, Safety & Risk Management, Director of Communication & Marketing, Director of Enrollment Management and Program Operations, Director of Health, Safety & Risk Management: • Determines who will serve as the continued primary point of contact at ISEP with host and home-usually one Director • Determines what further information is needed • Assigns responsibilities and enacts communications plan in collaboration with Director of Marketing & Communications • Determine the frequency of meeting until resolved. • Report incident to VP for Member Relations and President <ul style="list-style-type: none"> ○ President informs the Board of Directors <p>Final Steps:</p> <p>URM & Directors of Member Relations:</p> <ul style="list-style-type: none"> • Recap all information in an e-mail to home and host with additional details, as reviewed with the response group. • Arrange repatriation benefits as necessary with AXA Assistance • Send thank you communications • Submit incident reporting form <p>SSO & URM</p> <ul style="list-style-type: none"> • Notify SEVIS if it is a student in the U.S. • Work with host to support other ISEP students on-site • Assist with CISI death benefit paperwork as necessary • Work with host to send personal effects to family <p>President</p> <ul style="list-style-type: none"> • Sends condolence letters/messages outlined in the Crisis Communications Plan

Evacuation of Students from Program Due to Large Scale Events

Emergency: Level 1

<i>STEP 1: Gather Information and task force</i>	<i>STEP 2: Take immediate steps</i>	
<p>Deciding whether or not to evacuate URM contacts Host:</p> <ul style="list-style-type: none"> • Ask for all available details of the incident • What steps are the hosts taking? What is their protocol? • What are they telling their local and non-ISEP international students? • Who is the point person at the host? • What are local authorities saying? • What is the best way to communicate? • Monitors local and international media <p>SSO</p> <ul style="list-style-type: none"> • Create student emergency roster • Identify ideal communication tools to stay connected with students throughout evacuation process, per student contact forms • Check that we have all student locations and passports. If not, begin contacting students and home coordinators for passport copies <p>Director of Health, Safety & Risk Management and Regional Director</p> <ul style="list-style-type: none"> • Consults with CISI Crisis team – will AXA Assistance be initiating security evacuations for the given program location(s)? • Determine what others in the field are doing • Gathers the following people: URM, Director for region affected, Director of Communications & Marketing, Director of Enrollment Management and Executive Team • Primary Decision Maker makes determination on evacuation, unless otherwise decided by President/CEO or VP of Member Relations • Assign responsibilities and enact crisis communications plan • Who will serve as the primary point of contact at ISEP with host and home? <ul style="list-style-type: none"> ○ Usually, Director of Member Relations • Determine the frequency of meeting until incident is resolved 	<p>Members to gather:</p> <ul style="list-style-type: none"> • Regional Director • Regional SSO • Regional URM • Student Services Supervisor, Program Operations • Director of Health, Safety & Risk Management • Director of Communication & Marketing <p style="color: red;">REFER ALL MEMBERS OF THE MEDIA TO DIRECTOR OF MARKETING & COMMUNICATIONS</p> <p>Director of Communication & Marketing</p> <ul style="list-style-type: none"> • Post messages on ISEP website and social media, organize emails to staff and membership as dictated by communications plan. <p>Director of Health, Safety and Risk Management and Director of Member Relations</p> <ul style="list-style-type: none"> • Check to see if host has relevant emergency protocols. If so, share with AXA Assistance. • Inform AXA Assistance that we want to evacuate students <ul style="list-style-type: none"> ○ AXA Assistance will require the following information: <ul style="list-style-type: none"> ▪ Description of events and ISEP’s understanding of the current situation, host emergency protocols if available ▪ Main ISEP point of contact ▪ Current location(s) of ISEP students, as precise as possible • Follow AXA Assistance instructions and update the home and host coordinator on the evacuation plans as described by AXA Assistance • Consult with host: <ul style="list-style-type: none"> ○ Should students meet in one location? ○ Where should students go to remain safe until evacuation? ○ Inform home coordinators if students are going to be evacuated to the nearest safe place rather than to their country of permanent residence ○ Ask home coordinators to keep parents informed of what is going on so that ISEP can focus on evacuation preparations. 	<p style="text-align: center;"><u>STEP 3: ONCE EVACUATED</u></p> <p>SSO, URM and Director work with AXA Assistance to arrange for student transportation home if they are not evacuated straight to their home country.</p> <p>President sends notification to Board of Directors</p> <hr/> <p><i>Final Steps:</i></p> <p>URM</p> <ul style="list-style-type: none"> • Negotiate balances and refunds if possible • Work with host and home determine plans for academic continuity <ul style="list-style-type: none"> a. Is it possible for the students to complete the semester remotely? b. If it is early in the semester, can the students study at another ISEP site or their home institution? • Submit incident reporting form • Communicates with host/home universities to close out incident <p>SSO</p> <ul style="list-style-type: none"> • Work with host to return personal effects if necessary and when appropriate following the end of inciting incident • Communicate with students regarding academic continuity plans • If students in the US, update to SEVIS once academic continuity plans have been determined, or once students have left the US <p>President</p> <ul style="list-style-type: none"> • Send notification to Board of Directors • Send thank you letters to appropriate parties

IF COMMUNICATIONS ARE DOWN

- Emails still sent
- Check messages min. every hour, depending on the time difference and news reports
- Attempt phone calls min. every 3 hours depending on news and time difference
- Send update messages at 7:30 and 4 PM EST, and at the start and end of the day in home country (if different time zones)
- Check with AXA Assistance and CISI Crisis Team on what they can do to help locate students and contact host coordinator; provide AXA Assistance with student's likely physical location(s) given best available information

URM (in collaboration with SSO)

- Maintain contact with host coordinator(s) about the status of the evacuation
- Keep home coordinators updated regularly

SSO

- Notify SEVIS if incident in the U.S.
- Maintain communications with students, or facilitate host communication with students, to let them know they will be evacuated, and next steps
- Help to collect the information AXA Assistance will need following for every student:
 - Copy of passport
 - Date of Birth
 - Name
 - Physical location/address on the ground
 - Contact information
 - Desired destination
 - Any additional information required by the security team

President

Sends notification to Board of Directors

IF insurance does not deem security evacuation necessary but ISEP does:

- Still share the number of students and where they are, in case this determination changes prior to self-evacuation
- Primary Decision Maker, in consultation with Regional Director and Executive Team determines if safe to evacuate students via commercial means without AXA Assistance's help, or if we will need to pay AXA for the evacuation.
- Get an estimate on cost and approval from Executive Team
- Collaborate with AXA/host to carry out the immediate departure of students/evacuation

Natural Disaster/High-Level Civil Unrest/On-campus shooting/ Terrorist attack/Mass Casualty Incident - Where ISEP has a host institution
Emergency: Level 1

STEP 1: Primary Steps	Step 2: Gathering of Task force and next steps	STEP 3: Multiple Scenarios
<p>*If this is a foreseeable event, follow the communications plan ahead of time.</p> <p>URM</p> <ul style="list-style-type: none"> Determine which institution(s) may be impacted Contact host coordinator(s) to seek update; inquire if they (students and host) are safe. Ask about the situation on the ground and compare it to current advisories and media updates. Collect as much information as possible about the event and continue to monitor local media for updates. For Natural Disasters: Use guide to determine if full Level 1 check-in is required, or the Level 2 protocol is most appropriate <p>SSO</p> <ul style="list-style-type: none"> Create student emergency roster <p>Regional Director</p> <ul style="list-style-type: none"> Notify the Director of Health, Safety & Risk Management to decide whether or not to convene the response group and inform necessary task force members of event. <p>IF COMMUNICATIONS ARE DOWN</p> <ul style="list-style-type: none"> Emails still sent, check messages every hour, depending on time difference and news reports Attempt phone calls min. every 3 hours depending on news and time difference Send update messages at 7:30 and 4 PM EST, and at the start and end of the day in home country (if different time zones) Check with AXA Assistance and CISI Crisis Team on what they can do to help locate students and contact host coordinator; share student's likely physical locations given best available information <p>REFER ALL MEMBERS OF THE MEDIA TO DIRECTOR OF MARKETING & COMMUNICATIONS</p>	<p>Members to gather:</p> <ul style="list-style-type: none"> Regional Director Regional SSO Regional URM Student Services Supervisor, Program Operations Director of Health, Safety & Risk Management Director of Communication & Marketing <p><i>NOTE: Include other Directors and SSOs/URMs if there is a chance that students from other regions may be traveling in affected area</i></p> <p>Director of Communication & Marketing</p> <ul style="list-style-type: none"> Organize emails to student, staff and membership as dictated by communications plan. <p>SSO and URM</p> <ul style="list-style-type: none"> Using language developed by Directors of Health, Safety & Risk Management and Marketing & Communication per the communications plan, begin contacting students to determine their location safety. Tools may include, phone, email, WhatsApp, social media, CISI portal/app, etc. Supplemental information may also be shared by host coordinator. Record student responses in the emergency roster <p>Director of Health, Safety & Risk Management</p> <ul style="list-style-type: none"> Determine if other regions may be affected, and who to involve. Call AXA Assistance and CISI Crisis Team to notify we have students in the area and request situation report when it becomes available. Gather intelligence from the media, relevant governmental organizations. Inform embassy(s) of students in location if relevant Determine who will serve as the primary point of contact at ISEP with host and home - usually URMs responsible for each region. Determine what further information is needed 	<p>IF ALL CLEAR:</p> <p>URM</p> <ul style="list-style-type: none"> Find out about support services at host institution to help students in light of the emergency. Contact students from affected city/country and offer support. Enact communications plan for final messaging Submit incident reporting form <p>SSO</p> <ul style="list-style-type: none"> Report to SEVIS if incident occurs in the US Enact communications plan for final student messaging. Work with coordinator to communicate on-campus support services available. <p>President</p> <ul style="list-style-type: none"> Send notification to Board of Directors Send thank you letters to appropriate parties at the end of an event. <p>IF NOT ALL CLEAR:</p> <p>SSO</p> <ul style="list-style-type: none"> Notify home and host coordinators of their student's status. Ensure we have passport information for all students in Portal and collect any other info AXA Assistance may need in the event of evacuation Send update to SEVIS if incident occurs in the US <p>URM/Director</p> <ul style="list-style-type: none"> Maintain contact with host coordinators regarding the status of the incident Communicate with CISI Crisis Team to determine what resources are available to students under their plan benefits. <p><i>If injury, or death is reported, follow protocol for injury or death of a student</i></p> <p><i>If student(s) are unable to be contacted, follow missing student protocol</i></p>

	<ul style="list-style-type: none"> ○ Is the location safe? If not, where do we instruct students to go? ○ Are we in regular contact with the coordinator? ○ Do physical facilities allow for the program to continue? ● Assign responsibilities and enact communications plan ● Determine the frequency of meeting until incident is resolved 	<p><i>If situation remains volatile or host institution cannot continue program, consult protocol for Evacuation and initiate program suspension</i></p>
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Level 2 Emergencies

Epidemic Emergency: Level 2

<i>Step 1: Primary steps and information gathering</i>	<i>Step 2: Gathering of Health and Safety Task Force</i>	<i>Step 3: Decision and Communications Plan</i>
<p>Director of Member Relations/URM notify Director of Health, Safety & Risk Management</p> <p>Director of Health, Safety & Risk Management</p> <ul style="list-style-type: none"> ● Contact CISI Crisis Team to request a situation report and find out their evacuation or prevention recommendations ● Gather information from WHO and CDC to provide to the task force <p>URM</p> <ul style="list-style-type: none"> ● Gather information from host institution(s) in the region <p>SSO</p> <ul style="list-style-type: none"> - Send students and home coordinators an initial communication using language developed by Directors of Health, Safety & Risk Management and Marketing & Communication per the communications plan 	<p>Members to gather:</p> <ul style="list-style-type: none"> ● Regional Director ● Regional SSO ● Regional URM ● Student Services Supervisor, Program Operations ● Director of Health, Safety & Risk Management ● Director of Communication & Marketing <p>Director of Communication & Marketing</p> <ul style="list-style-type: none"> - Post messages on ISEP website and social media, organize emails to staff and membership as dictated by communications plan <p>Director of Health, Safety & Risk Management</p> <ul style="list-style-type: none"> - Brief Executive Team and receive approval for planned initial response. <p>Questions to consider:</p> <ul style="list-style-type: none"> - Likelihood of epidemic spreading to other ISEP host countries/locations? - What are other providers doing? - Seriousness of illness with epidemic? Who does it affect? - Resources on-site to handle the epidemic - How far into the semester are the students? - Can they be relocated if needed? - Can they finish remotely if needed? 	<p>If ISEP decides to evacuate students, follow evacuation protocol or suspended program policy by either helping students find a different program or refunding all fees.</p> <p>If ISEP continues the program, follow communications plan with all necessary parties</p> <p>For a perceived* epidemic:</p> <ul style="list-style-type: none"> - Follow communications plan to keep parties informed and provide tips/suggestions <p><i>*Perceived indicates an epidemic that exists but does not pose a direct threat to students.</i></p> <p>If program continues or all clear:</p> <p>URM Submit incident reporting form</p>

Missing Student Emergency: Level 2

(Could escalate to Level 1 if student is missing beyond 24 hours)

<i>STEP 1: Primary Steps</i>	<i>Step 2: Gathering of Task force and next steps</i>	<i>STEP 3: Multiple Scenarios</i>
<p>Initial ISEP Communication:</p> <ul style="list-style-type: none"> • How long has the student been missing? • When and where was the student last seen? • Any other context or information about the circumstances leading to their report of the student as missing? <p>SSO:</p> <ul style="list-style-type: none"> • Attempt to contact the student directly, using several modes of communication (phone, e-mail, text/WhatsApp, social media). • Request that the student contact you as soon as possible, giving a clear deadline (recommended 24 hours). Inform the student that you will request a welfare check if you do not hear from them by the deadline. • Help to monitor media, social media, news and report any findings to URM <p>URM:</p> <ul style="list-style-type: none"> • Contact host coordinator to find out: <ul style="list-style-type: none"> ○ Student housing arrangement ○ When and where was the student last seen? ○ Who was the student last in contact with? ○ Host institution/country guidelines about missing person if any; guidelines surrounding the request for a welfare check ○ Has a report been filed with local authority; any other appropriate actions taken by host to find the student? • Begin log of information provided and actions taken (email thread) • Notify all appropriate parties associated (home and host Directors/URMs) • Notify home coordinator about actions taken by ISEP and the host. Inquire whether home institution has heard from student or their parents <p>Director:</p> <ul style="list-style-type: none"> • Inform Director of Health, Safety & Risk Management to decide whether or not to convene the response group. 	<p style="color: red;">NOTE: If it is clear immediately that the student is missing under suspicious circumstances, or if student has already been missing for over 24 hours, enact all steps below as soon as possible without waiting 24 hrs.</p> <p>Members to gather if necessary:</p> <ul style="list-style-type: none"> • Regional Director • Regional SSO • Regional URM • Student Services Supervisor, Program Operations • Director of Health, Safety & Risk Management • Director of Communication & Marketing (if likely to become public) <p><i>If not found after 24 hours or missing in suspicious circumstances:</i></p> <p>Contact the following:</p> <ul style="list-style-type: none"> • Other ISEP students on-program, emergency contact (if not already involved) • Local hospitals • Local police/jails (some counties have an electronic database) • Student's embassy in the host country • SEVIS (check to see if there is any record of student/scholar exiting the country). • If allowed under country's privacy laws: <ul style="list-style-type: none"> ○ Ask IT department at host to check campus computer lab use and last use of the student/scholar's campus account(s) and library transactions. ○ If the student lives on campus and/or has an electronic food service account, ask staff to check on the last use of the meal plan and/or if the student has accessed the residence hall. <p>Director of Member Relations</p> <ul style="list-style-type: none"> • Work with host to file missing person's report in host country <p style="color: red;">REFER ALL MEMBERS OF THE MEDIA TO DIRECTOR OF COMMUNICATIONS</p>	<p>ALL CLEAR</p> <p>If student has been located and is safe:</p> <p>SSO:</p> <p>Share info about the following resources, as appropriate:</p> <ul style="list-style-type: none"> • Attendance policy at host <ul style="list-style-type: none"> ○ How any absences may impact student continuing program • Support services at host to provide immediate or long-term assistance <ul style="list-style-type: none"> ○ If necessary, enact minor mental health protocols <p>Ensure any other affected ISEP students have access to proper support services, if necessary</p> <p>URM:</p> <p>Submit incident reporting form</p> <p>NOT ALL CLEAR:</p> <p>If related to severe mental health incident, follow the proper protocol.</p> <p>If the outcome of a search involves injury, arrest, or death, follow the proper protocol.</p> <p>If situation escalates to Level 1- President and CEO sends a message to Board of Directors and concluding letters as necessary to parties involved at the end of the emergency</p>

Raised Travel Advisory/Non-Violent or Lower-Level Strikes or Civil Unrest/Minor Natural Disaster - Where ISEP has a host institution
Emergency: Level 2

STEP 1: Primary Steps	Step 2: Gathering of Task force and next steps	STEP 3: Continued Action
<p><i>*If this is a foreseeable event, follow the communications plan ahead of time.</i></p> <p>URM</p> <ul style="list-style-type: none"> Determine which institutions/students may be impacted Contact host coordinator(s) to seek update about students and inquire if they (students and host) are safe. Ask about situation on the ground and compare it to current gov/non-gov advisories and media updates. Monitor local news and updates and stay in touch with parties concerned as needed and appropriate For Natural Disasters: Use guide to determine if this is a Level 2 incident, or if it needs to be escalated to Level 1 protocol <p>SSO</p> <ul style="list-style-type: none"> Create emergency Roster <p>Director of Member Relations</p> <ul style="list-style-type: none"> Notify the Director of Health, Safety & Risk Management and decide whether or not to convene response group and to inform necessary task force members of event. Work with Director of Health, Safety & Risk Management to gather intelligence from relevant non-governmental and governmental organizations. 	<p>Members to gather:</p> <ul style="list-style-type: none"> Regional Director Regional SSO Regional URM Student Services Supervisor, Program Operations Director of Health, Safety & Risk Management Director of Communication & Marketing <p>Director of Health, Safety & Risk Management:</p> <ul style="list-style-type: none"> Decide if response group meeting is necessary Determine what further information/action is needed Is it likely that students are physically unsafe? Is access to facilities or academic continuity affected? <ul style="list-style-type: none"> If yes, move to Level 1 protocol (high-level incident) Determine who will serve as the primary point of contact at ISEP with host and home - usually URM responsible for that region. If response group meets, determine the frequency of meeting until incident is resolved Assign responsibilities and enact communications plan with Director of Communications & Marketing <p>SSO</p> <ul style="list-style-type: none"> Using language developed by Directors of Health, Safety & Risk Management and Marketing & Communication per the communications plan, contact all participants in affected area to notify students and ensure they receive appropriate messaging. 	<p>Director of Health, Safety & Risk Management:</p> <ul style="list-style-type: none"> Continues to monitor, determines if ongoing messaging or escalation is required. Decides if/when situation is resolved. <p>URM</p> <ul style="list-style-type: none"> Continue to communicate with host coordinator(s) regarding situation on the ground. Find out about support services at host institution to help students in light of the emergency, if appropriate, <p>SSO</p> <ul style="list-style-type: none"> If situation ongoing, continue to send messages regularly to students with relevant updates <p>IF Situation Escalates:</p> <ul style="list-style-type: none"> Move to Level 1 Emergency If situation remains volatile or university cannot continue program, consult protocols for evacuation and/or future program suspension <p style="text-align: center;"><i>STEP 4: Resolution</i></p> <p>IF Situation Resolved:</p> <p>URM:</p> <ul style="list-style-type: none"> Send thank you messages to coordinators Submit incident reporting form

Act of Terror/Natural Disaster/Political Unrest/Shooting - Near a host institution or where students may travel
Emergency: Level 2

<i>STEP 1: Primary Steps</i>	<i>Step 2: Gathering of Task force and next steps</i>
<p>If students are reported at the location of the act of terror/natural disaster, or we have reason to believe they may be at the location of the incident, follow the proper Level 1 protocol for the situation.</p> <p>URM</p> <ul style="list-style-type: none"> • Check on the safety of colleagues at our nearest host institutions • Determine with coordinators if any students may have been traveling in the affected region/city • Monitor local news and updates and stay in touch with parties concerned as needed and appropriate <p>Director</p> <ul style="list-style-type: none"> • Notify the Director of Communications & Marketing and Director of Health, Safety & Risk Management to enact communications protocol and supervise communications based on templates provided 	<p>Director of Health, Safety & Risk Management decides if a group meeting is necessary</p> <ul style="list-style-type: none"> • Do we need to widen the search to ensure student safety? • Do we need to follow the relevant Level 1 protocol and require student check-ins for the given location(s)? • Do we need to proceed with implementing the Level 2 protocol used for lower-level incidents occurring where ISEP has an active program? <p>Director of Health, Safety & Risk Management communicates with Director of Communications & Marketing as events unfold to move through communications plan.</p>

Severe Mental Health Incident* (suicidal ideation/attempt, psychiatric incident, disruptive behavior, extended hospitalization, etc.)

Emergency: Level 2

*Severe indicates a potential harm to self or others

STEP 1: Gather Information	STEP 2: Take immediate steps	Step 3: Next steps
<p>Initial ISEP Communication:</p> <ul style="list-style-type: none"> If in direct contact with student, follow recommendations for responding to mental health crises and emergencies in Severe Mental Health Incidents.pdf Is the student a danger to themselves or others? <ul style="list-style-type: none"> If yes, what local authorities can be involved? Encourage student to call local crisis line and/or AXA Assistance for Remote Behavioral Health Assistance service. <p>URM</p> <ul style="list-style-type: none"> Contact host - who is their point person? Ask host to have a local staff member check in with student directly, and call an ambulance/authorities if harm to self or others seems imminent What steps is the host taking? What is their protocol? Can the host coordinator help get the student to a doctor to monitor behavior or help set up an appointment with a mental health professional? Can the host coordinator help facilitate obtaining appropriate medication? If required In the case of suicide attempt, in what facility can the student be monitored? <p>Explain to Host the protocol as outlined here and specify a time that ISEP will be in contact to follow up. (typically, within an hour)</p>	<p>Members to gather:</p> <ul style="list-style-type: none"> Regional Director for host region Regional SSO Regional URM Student Services Supervisor, Program Operations Director of Health, Safety & Risk Management <p>SSO</p> <ul style="list-style-type: none"> Maintains contact with student until incident is resolved. <ul style="list-style-type: none"> Depending on the situation, this responsibility may be delegated to more senior ISEP staff Reviews medical form to determine medications or pre-existing conditions Relays information to Director and URM who in turn inform the Director of Health, Safety & Risk Management Are any other ISEP students (ex. roommates) involved that we need to support or remove from the situation? <p>URM</p> <ul style="list-style-type: none"> Provides the information gathered from the host. Keeps Director of Health, Safety & Risk Management informed in case the situation escalates. <p>Director for Health, Safety & Risk Management</p> <ul style="list-style-type: none"> Open a case with AXA Assistance if required, monitor with all parties. <p>If at any point the student fails to communicate or goes missing, follow the missing student protocol.</p>	<p>Determine who will serve as the primary point of contact at ISEP with host – usually Director of Member Relations for Host</p> <p>Director of Member Relations for Host</p> <ul style="list-style-type: none"> Contact home and host coordinator to share information and discuss options <ul style="list-style-type: none"> Hospitalization? Involving parents? Ensure all communications by e-mail providing updates include the Dir. and URM in both regions, SSO for host region, home and host coordinators, Director of Health, Safety & Risk Management <p>SSO</p> <ul style="list-style-type: none"> Reach out to other students involved to provide them support resources (<i>only if they identify themselves as being involved in the situation</i>) If international student in the U.S., inform the SEVIS RO to report the incident. <p>URM</p> <p>Maintain contact with host university regarding arrangements and onsite support services</p> <p>Director of Member Relations for Home</p> <ul style="list-style-type: none"> Inform home university What are home university protocols for informing student’s emergency contacts? <p>Director for Health, Safety & Risk Management</p> <ul style="list-style-type: none"> Monitor with all parties, working with AXA assistance as required

Based on the desires of the home, host, and/or parents, in addition to country laws and regulations, one of the following general scenarios may occur:

<p><i>Scenario 1: Stays in country and gets medical assistance</i></p>	<p><i>Scenario 2: Receives treatment to stabilize, returns home voluntarily</i></p>	<p><i>Scenario 3: Must return home immediately</i></p>
<p>Director of Member Relations</p> <ol style="list-style-type: none"> If ISEP, home and Host are comfortable allowing student to stay on-program, works with Director of Health, Safety & Risk Management, host, and AXA Assistance if required to determine appropriate facilities and actions to help the student locally. <p>URM</p> <ol style="list-style-type: none"> Work with host to determine how student will make up coursework, or if that is possible What long-term assistance they are able to provide to support the student locally for the rest of their time abroad? Follow up with host coordinator regularly to check on the situation. <p>SSO</p> <ol style="list-style-type: none"> Determine if this incident has affected other ISEP students, and if appropriate reach out to them to provide support or work with the host to indicate where they can receive support. Provide assistance in submitting claims to CISI if necessary Follow up with student regularly to check on the situation. Create and submit an incident report, with assistance of URM <p>If student is unwilling to get help, determine if it is possible to involuntarily admitted to inpatient facility or work with parents to convince student to come home (<i>Scenarios 2 and 3</i>).</p>	<p>Director of Health, Safety & Risk Management</p> <ol style="list-style-type: none"> Work with AXA Assistance and host to determine appropriate facilities to help the student stabilize and process for emergency return home Determine if AXA Assistance can send parents or family to assist in country <p>URM</p> <ol style="list-style-type: none"> Work with host to see if it is possible for the students to obtain any grades. Determine with host how best to check student out of their accommodation, return their belongings before return home, etc. <p>SSO</p> <ol style="list-style-type: none"> Determine if this incident has affected other ISEP students and if appropriate reach out to them to provide support or work with the host to indicate where they can receive support. Provide assistance in submitting claims to CISI if necessary Create and submit an incident report with assistance of URM 	<p>Director of Health, Safety & Risk Management</p> <ol style="list-style-type: none"> Work with AXA Assistance and host to determine appropriate facilities to help the student stabilize and determine the requirements for the student to be able to travel home as soon as possible If student is unwilling to return home, determine if it is possible to commit student or work with parents to convince student to come home. If unwilling to return home voluntarily, student will most likely need to be released from the program <ol style="list-style-type: none"> See ISEP code of conduct. <p>URM</p> <ol style="list-style-type: none"> Work with host to see if it is possible for the students to obtain any grades. Determine with host how best to check student out of their accommodation, return their belongings before return home, etc. <p>SSO</p> <ol style="list-style-type: none"> Determine if this incident has affected other ISEP students and if appropriate reach out to them to provide support or work with the host to indicate where they can receive support. Provide assistance in submitting claims to CISI if necessary Submit incident reporting form with assistance of URM

Sexual Assault Emergency: Level 2

STEP 1: Gather Information	STEPS 2: Initial Report of Incident to Necessary Parties	Step 4: Follow Up
<p>If Initial ISEP Communication is with student</p> <ul style="list-style-type: none"> • <i>Ask if we have permission to share the information. If not the ISEP coordinator, is there someone on-site with which the student is comfortable seeking assistance?</i> • <i>Now that they have shared with ISEP, we will have to share basic details with select ISEP staff and home/host university coordinators per our protocols.</i> • Did the student go to the hospital? <ul style="list-style-type: none"> ○ Encourage the student to do so, if they feel comfortable. • Did the student report the incident to authorities? • Does the student wish to press charges? • Did the student inform their parents? <p>If Initial ISEP Communication is with Host:</p> <ul style="list-style-type: none"> • Explain to Host the protocol as outlined here and specify a time that ISEP will be in contact with the host to follow up. • What support services are available? • If the host reports to ISEP: <ul style="list-style-type: none"> ○ Did the student go to the hospital? Encourage the student to do so if they feel comfortable. ○ Did the student report the assault to authorities? If not, how can host help facilitate if the student wishes? ○ Does the student wish to press charges? If so, what does that involve? ○ Did the student inform their emergency contact? ○ Explain our need to report to home institution (see above). 	<p>Step 2: Initial Report Person with initial contact relays all information to:</p> <ul style="list-style-type: none"> • Directors for host and home regions • URM/SSO (as appropriate for follow-up) • Student Services Supervisor, Program Operations • Director of Health, Safety & Risk Management <p>NOTE: Privacy and compassion is extremely important in these cases.</p> <hr/> <p>Step 3: Continued Action Director for home university</p> <ul style="list-style-type: none"> • Contact home university to inform of incident <ul style="list-style-type: none"> ○ If the student feels more comfortable talking to a counselor from their home university, is that possible? ○ If the home is a U.S. university, determine what ISEP can do to help the university fulfill Title IX regulations and Cleary Act reporting requirements. <p>Determine a course of action for communication with student and monitoring and support between home and host coordinator</p> <ul style="list-style-type: none"> • If student wants to speak to an ISEP representative directly, arrange a conversation between SSO, Director and student. • If student wishes, continue to channel communications and follow-up through host coordinator • AXA Assistance provides the following benefits, including medical care, emergency return home, emergency family reunion, and/or legal assistance (See page 7 of AXA Crisis Guide for details). <ul style="list-style-type: none"> ○ <i>NOTE: The first expense for any of the relevant benefits must be incurred within 30 days for it to be covered by insurance (i.e. the family member using the reunion benefit must travel to the student's location within 30 days of the incident).</i> 	<p>URM/AD</p> <ul style="list-style-type: none"> • Work with host to address any health & safety or legal concerns stemming from the incident • Work with coordinator to make special arrangements for classes if some time off is needed • If the student wants to return home, help make arrangements to obtain grades and/or finish classes (Contact AXA Assistance re: repatriation benefits) • Determine if mental healthcare is available on-campus or locally if student wants to access services. AXA Assist can also help with recommending local providers. • Work with host university to help ensure continuity of support as-needed • Submit incident reporting form <ul style="list-style-type: none"> ○ Due to federal regulations, U.S. universities will also have to report most incidents involving a physical assault/violent crime affecting one of their outbound students. <p>SSO</p> <ul style="list-style-type: none"> • Report incident to the SEVIS RO if this is an international student on a U.S. campus. <ul style="list-style-type: none"> ○ U.S. universities will also have to report the incident according to several U.S. federal regulations • Provide assistance in connecting with campus resources • Provide assistance in submitting medical claims to CISI if necessary • If student stays on-program, check in regularly throughout the rest of their time abroad <ul style="list-style-type: none"> ○ Establish a plan for SSO to continue to monitor student throughout the semester to provide extra support, if student wants communications with ISEP

**Physical Assault/Violent Crime
Emergency: Level 2**

<i>STEP 1: Gather Information</i>	<i>STEP 2: Initial Report of Incident to necessary parties</i>	<i>Step 4: Follow Up</i>
<p>Initial Communication (SSO or URM):</p> <ul style="list-style-type: none"> • Did the student go to the hospital? Encourage the student to do so if they require care. • Did the student report the attack to authorities? • Does the student wish to press charges? If so, what does that involve? • Did the student inform their emergency contact? • If student needs to stay in hospital, follow injury and hospitalization protocol. <p>URM:</p> <ul style="list-style-type: none"> • Explain to Host the protocol as outlined here and specify a time that ISEP will be in contact with the host to follow up. (Within a few hours) <p>SSO:</p> <ul style="list-style-type: none"> • Communicate with student and offer support <ul style="list-style-type: none"> ◦ AXA Assistance includes the following benefits, including medical care, emergency return home, emergency family reunion, and/or legal assistance (See page 7 of AXA Crisis Guide for details). 	<p>Person with initial contact with host relays all information to:</p> <ul style="list-style-type: none"> • Regional Directors for home and host regions • Regional SSO • Regional URM • Student Services Supervisor, Program Operations • Director of Health, Safety & Risk Management <p>Director of Health, Safety & Risk Management determines if others need to be involved. If so, they call a meeting of the response group.</p> <p>URM or Director for home region notifies home university</p> <p><i>Step 3: Continued Action</i></p> <p>Determine a course of action for monitoring and support between home and host coordinator</p> <ul style="list-style-type: none"> • If student wants to speak to an ISEP representative, help set up a conversation between SSO and student. Involve the home or host coordinator or additional ISEP staff if desired or deemed necessary <p>URM</p> <ul style="list-style-type: none"> • Work with host to determine next steps • Inform home coordinator, determine if emergency contacts need to be involved. <ul style="list-style-type: none"> ◦ Due to federal regulations, U.S universities will also have to report most incidents involving a physical assault/violent crime affecting one of their outbound students. • If necessary, open a case with AXA Assistance on the student's behalf <p>SSO</p> <ul style="list-style-type: none"> • Establish a plan to continue to monitor victim throughout the semester to provide extra support • Determine if the affected student and any other ISEP students at the host are safe/feel safe and how to support them as a group (if applicable) 	<p>URM</p> <ul style="list-style-type: none"> • Work with host to address any health & safety or legal concerns stemming from the incident. Involve Director if necessary. • If relevant, work with AXA Assistance to enact benefits outlined in the Crisis Guide • Determine if mental healthcare is available on-campus or locally if student wants to access services. • Work with host university to help ensure continuity of support as-needed <p>SSO</p> <ul style="list-style-type: none"> • Submit incident reporting form • If international student in the U.S.: Inform SEVIS (if required based on the nature of the incident and current reporting guidelines) <ul style="list-style-type: none"> ◦ Due to federal regulations, U.S universities will also have to report most incidents involving a physical assault/violent crime affecting one of their outbound students. • Provide assistance in submitting claims to CISI if necessary • If the student wants to return home, help make arrangements to get grades and/or finish classes <ul style="list-style-type: none"> ◦ See emergency return home benefits as outlined in Crisis Guide • If student stays on-program, check in regularly throughout the rest of their time abroad to make sure they feel supported <ul style="list-style-type: none"> ◦ Work with host coordinator to make special arrangements for classes if some time off is needed for recovery. ◦ Share info about local mental health resources, if student wants this resource. AXA can also provide referral services.

Arrest Emergency: Level 2

Escalates to Level 1 if charges are deemed serious, or if prolonged period of incarceration

STEP 1: Gather Information	STEP 2: Initial Report of Incident to necessary parties	Step 3: Next Steps & Follow Up
<p>Initial ISEP Communication:</p> <ul style="list-style-type: none"> • What are the charges? • When did this happen? • What is the host currently doing? • Has the student's Embassy or Consulate been contacted? <ul style="list-style-type: none"> ○ <i>If not, the student should do this as soon as possible. Embassies can also provide recommendations for local legal representation.</i> ○ <i>AXA Assistance can also help the student contact a local attorney or the appropriate consular officer when an Insured is arrested or detained, or otherwise needs legal help. See relevant CISI policy brochure for details.</i> • Are the emergency contacts aware? <p>URM</p> <ul style="list-style-type: none"> • Explain to Host the protocol as outlined here and specify a time that ISEP will be in contact with the host to follow up. (Within a few hours) • Can the host provide insight into the legal process and potential next steps? <p><i>If you speak with the student, remember that you could be required to testify under oath about what the student tells you. In general, be cautious and advise the student to do the same until the student has an opportunity to speak with legal counsel</i></p>	<p>Individual who receives initial communication about the incident relays all information to:</p> <ul style="list-style-type: none"> • Regional Directors • Regional SSO • Regional URM's • Student Services Supervisor, Program Operations • Director of Health, Safety & Risk Management <p>Director of Health, Safety & Risk Management gathers Directors, URM, SSO, Director of Communications & Marketing. For serious charges, inform VP of Member Relations and President</p> <p>Director for home region contacts home university</p> <ul style="list-style-type: none"> • Need to protect student privacy • If relevant: is their media relations dept. aware? • If relevant: what is the media coverage locally at this time? <p>URM</p> <ul style="list-style-type: none"> • Continues to collaborate with host university regarding next steps, any available assistance or insight • Monitor media coverage. <p style="text-align: center;">REFER ALL MEMBERS OF THE MEDIA TO DIRECTOR OF MARKETING & COMMUNICATIONS</p> <p><i>Alternate Scenario:</i> Student is arrested in a country other than the host university country:</p> <ul style="list-style-type: none"> • ISEP determines if regional advice or assistance from host university is possible, requests assistance if determined to be actionable. • ISEP assists with putting home institution in contact with embassy in arresting country. 	<p>Director of Health, Safety & Risk Management</p> <ul style="list-style-type: none"> • Open case with AXA Assistance, if required <p>Director of Member Relations</p> <ul style="list-style-type: none"> • If they are not already aware, call home country Embassy to report the incident and confirm they are in contact with student to provide legal counsel • Confer with home and host – will either institution (or ISEP) be removing student from the program or otherwise enacting disciplinary procedures for their actions? <ul style="list-style-type: none"> ○ If yes, how do we inform the student and what are the consequences? • If no, how to ensure academic continuity if student misses class following release? <p>SSO</p> <ul style="list-style-type: none"> • Submit incident reporting form <ul style="list-style-type: none"> ○ If student in the U.S., report the incident to SEVIS • If released and continuing with the semester: <ul style="list-style-type: none"> ○ Assist with academic continuity efforts if student is remaining on-program and needs to make up classes/otherwise reintegrate into the semester ○ If appropriate given circumstances, share local mental health resources <p>If the situation escalates to Level 1: President and CEO sends a message to the Board of Directors, thank you letters to necessary parties once issue is resolved (per crisis communications plan).</p>

Level 3 Emergencies

Accident, illness, injury, hospitalization Emergency: Level 3

Escalates to Level 2 if prolonged hospitalization, or otherwise serious condition

STEP 1: Gather Information	STEP 2: Initial Report of Incident to necessary parties	Step 4: Follow Up
<p>Initial Communication:</p> <p>SSO</p> <ul style="list-style-type: none"> • What is the current status of the student? • Does the student need help finding an appropriate clinic/hospital? If yes, call AXA Assistance • What are the next steps to be taken to reach wellness? • Does the student want to speak with someone at ISEP? • Has the student notified parents? • Who is the point person at the host? • Insurance: <ul style="list-style-type: none"> ○ Outside the US: Do they need a case open with AXA Assistance for Guarantee of Payment, Medical Monitoring, and/or Translation assistance? ○ Inside the US: did they share their insurance information with the medical provider so that CISI is billed directly? 	<p>Person with initial contact relays all information to:</p> <ul style="list-style-type: none"> • URM • SSO • Home coordinator • Student Services Supervisor for Program Operations • Director of Health, Safety & Risk Management, if escalated to Level 2. <p>If escalated to Level 2, Director of Health, Safety & Risk Management determines if a meeting is necessary.</p> <p><i>Step 3: Continued Action</i></p> <p>URM and SSO determine a course of action for monitoring and support between home and host coordinator</p> <ul style="list-style-type: none"> • If student wants to speak to an ISEP representative, help set up a conversation between SSO, and student. Perhaps involve the URM, home or host coordinator if deemed necessary • URM ask home university to involve the parents if deemed appropriate. • URM works with host to determine next steps <p><i>If student outside the US:</i> URM opens a case with AXA to arrange medical monitoring, coordination of benefits and guarantee of payment if necessary</p> <ul style="list-style-type: none"> • AXA Team Assist Student Hospitalization Quick Reference.docx <p><i>If student inside the US:</i></p> <ul style="list-style-type: none"> • Typically, healthcare provider will collect insurance information and bill CISI directly <ul style="list-style-type: none"> ○ Inbound US Student Hospitalization Quick Reference.docx • SSO relays any issues with the hospital accepting the insurance to URM for the region and Director for Health, Safety and Risk Management, for follow up with CISI Crisis Team 	<p>SSO</p> <ul style="list-style-type: none"> • Follow up with the student regularly until they are well. • Work with the coordinator to make up missed classes • Provide assistance in submitting claims to CISI if necessary • Submit incident reporting form • <p>If Escalated to Level 2: (prolonged hospitalization, or otherwise serious condition)</p> <p>URM:</p> <ul style="list-style-type: none"> • If prolonged hospitalization, communicate with home coordinator or parents regarding the emergency reunion benefit • Does student need to return home? <ul style="list-style-type: none"> ○ Work with AXA Assistance and host to determine appropriate to the requirements for the student to be able to travel home as soon as possible <p>SSO:</p> <ul style="list-style-type: none"> • If the student needs to return home or will otherwise miss a significant number of classes, work with Host to get grades and/or establish plan to finish classes • If international student in the U.S.: Inform SEVIS if required based on current reporting guidelines

Minor Mental Health Incident (Mild anxiety or depression; severe homesickness/culture shock)

Emergency: Level 3

STEP 1: Gather Information	STEP 2: Initial Report of Incident to necessary parties	Step 4: Follow Up
<p>Initial Communication</p> <ul style="list-style-type: none"> • Is the student a danger to themselves or others? <ul style="list-style-type: none"> ○ If yes, immediately follow Level 2 protocol for severe mental health incident <p>SSO:</p> <ul style="list-style-type: none"> • If no need for escalation to Level 2, recommend student make an appointment with a local mental health professional – provide information about mental healthcare at host and CISI list of virtual mental health providers. AXA can also provide local referrals to private providers. <ul style="list-style-type: none"> ○ If not interested, would the student still like to speak with a professional in the short term? Direct them to call AXA Assistance for their Behavioral Health Services. ○ If not interested, check with the home university to determine if counseling services at home university can provide support from a distance. • Does the student want to speak with someone at ISEP? 	<p>Person with initial contact relays all information to:</p> <ul style="list-style-type: none"> • URM • SSO • Home and host coordinators • Student Services Supervisor for Program Operations • Director of Health, Safety & Risk Management, if escalated to Level 2. <p>If escalated to Level 2, Director of Health, Safety & Risk Management determines if a meeting is necessary.</p> <hr/> <p><i>Step 3: Further Action</i></p> <p>URM and SSO:</p> <ul style="list-style-type: none"> • Determine a course of action for monitoring and support between home and host coordinator. • Request the host help connect the student with local mental health resources and keep a special eye on the student in the coming weeks. <p>SSO:</p> <ul style="list-style-type: none"> • If student wants to speak to an ISEP representative, help set up a conversation between SSO, and student. Involve the URM, home or host coordinator if deemed necessary • Remind student of the Remote Behavioral Health Services provided 24/7 by AXA Assistance 	<p>SSO:</p> <ul style="list-style-type: none"> • After defined amount of time, follow up with the host or student to determine if the situation has improved, or if further action needs to take place. • Provide assistance in submitting claims to CISI if necessary • Submit incident reporting form <p>If necessary, move to Level 2 protocol for severe mental health incident.</p>

Non-Violent Theft or Robbery
Emergency: Level 3

<i>STEP 1: Gather Information</i>	<i>STEP 2: Initial Report of Incident to necessary parties</i>	<i>Step 4: Follow Up</i>
<p>Initial Communication</p> <ul style="list-style-type: none"> • Was the student physically harmed during the incident? <ul style="list-style-type: none"> ○ If yes, escalate to Level 2 physical assault/violent crime protocol • Did the student already report the theft to the authorities? <p>SSO:</p> <ul style="list-style-type: none"> • What was stolen? <ul style="list-style-type: none"> ○ Does the student need assistance replacing these items? • If the student has not yet reported the theft to the authorities, do they want to? <ul style="list-style-type: none"> ○ If so, can host coordinator assist and/or explain the process? ○ If they have independent travel insurance that covers theft, they may want to file a claim. • Did the student inform their parents? 	<p>Person with initial contact with host relays all information to:</p> <ul style="list-style-type: none"> • SSO • URM • Home and Host Coordinators • Student Services Supervisor for Program Operations • Director of Health, Safety & Risk Management, if escalated to Level 2. <p><i>If escalated to Level 2, Director of Health, Safety & Risk Management determines if a meeting is necessary.</i></p> <hr/> <p><i>Step 3: Continued Action</i></p> <p>SSO</p> <ul style="list-style-type: none"> • Establish a plan to continue to monitor victim and provide extra support if needed • Determine if the affected student and any other ISEP students at the host are unsafe/feel unsafe safe and how to support them as a group (if applicable). <ul style="list-style-type: none"> ○ If any safety concerns are identified, relay to URM for follow-up with the host 	<p>URM</p> <ul style="list-style-type: none"> • Work with host to address any health & safety or legal concerns stemming from the incident. Involve Director if necessary. <p>SSO</p> <ul style="list-style-type: none"> • Submit incident reporting form • Work with host university to provide continuity of support following the incident, as needed