

Emergency Response Plans for Service – Learning programs Abroad

- **Health/Wellbeing**

How does the organization ensure that facilities reasonably accommodate participants and personnel of varying needs and disability statuses?

Here at PASI, we align our policy & standards for lodging accommodation with the United States Department of State while traveling abroad with students, staff, and faculty. Through this we can meet the standards required through the U.S. Government.

- **Subject: Hotel accommodation in West Africa**

The American Embassy in Liberia has a requirement on an ongoing basis for hotel rooms in Liberia.

- Hotels are required in the three-, four- and five-star categories.
- Lodging rooms in both star categories must include:
 - A private bathroom
 - Heating
 - Internet availability
 - An internal telephone
 - 24-hour room service
- Hotels must be FEMA certified and ADA compliant

Are students with disabilities able to participate successfully in the programs provided?

Here at PASI, we do not discriminate. All students including participants with disability can participate in the service-learning program. PASI does not discriminate.

- **Personnel**

What training and organizational protocols ensure the institution of the capabilities/capacity of the organization's staff to assist students/faculty in the event of unexpected situations (emergencies, group conflict, travel delays, etc.)?

PASI works directly with the US embassy in Liberia as well as the government officials of the country we USA visiting to carry out the service project. Prior to each service-learning experience we facilitate a pre-departure meeting/conference call to all staff, faculty members and participants joining us abreacting them of policies and procedures we have in place to address any unexpected situations (emergencies, group conflict, travel delays, etc.). We also register each participant with the smart traveler

enrolment program via the department of state which enables the group to be alerted in the event of any unforeseen circumstance.

Is the number of full-time professional staff sufficient to manage the coordination and facilitation of the program?

Yes, the number of full-time professional staff is sufficient to manage the coordination and facilitation of the program.

In the event of an emergency, who from the organization would support students who may need to visit/stay in a hospital?

In the event of an emergency, one of our Executive coordinators along with the security and local personnel will accompany the student to and throughout the duration of the hospital visit.

- **Safety/Risk Mitigation/ Security Protocols**

What is known about how local sites visited, transportation methods, and partnerships are selected with an understanding of their safety protocols, insurance plans, and ability to be held accountable?

Prior to visiting a country with a delegation, personnel from PASI will visit each service-provider, local site visited, transportation companies and partnerships with local organizations on ground to ensure their policy meets the expectations of our goals as a program and aligns with the safety protocols with the Department of State.

How does the organization determine the appropriate kinds of insurance for its programs and participants?

We value the opinion of the institutions we've worked with coupled with our assessment of policies and coverages, terms and conditions of the Insurance provider and we select based upon our findings. As of now, we work with *I-Next* Insurance company which is a partner of *CIE*. It is our aim to make sure our insurance provider has the experience and expertise in the study abroad/service-learning capacity to provide the best coverage and protection for our students.

How does the organization ensure that it operates in compliance with local laws and regulations?

We ensure we operate in compliance with local laws in regulation through *Internal Audits with our team both in country and abroad, we reinforce the responsibility to provide an enriching experience for students. We reiterate the importance of safety & security and utilize the department of states guidelines for international travel for USA students, staff, and faculty.

What are the organization's written emergency action plans and protocols?

Information provided in the contingency plan emailed to you.

What risks do students face to their health, safety, security, and well-being during the programs?

Students are exposed to different climates, food, or water can result in challenges related to allergies, accidents, or illness. Culture awareness and communication are some of the risks to name a few.

How does the organization consider these risks in program development, marketing, pre-departure preparation, implementation, and management?

We ensure the safety of participants through; several pre-departures calls and in-person meetings prior to departing the country for the service-learning program. We reiterate the importance of exercising all safety measures prior to departure. We also consult with personnel from the consulate office, US embassy and Immigration before departing.

- **Cost**

Are the costs associated with the programs (and the application of institutional funds) provided transparently to all stakeholders?

* All costs associated with the programs are provided to each stakeholder in the form of a payment schedule as well as invoice once deposits are made.