

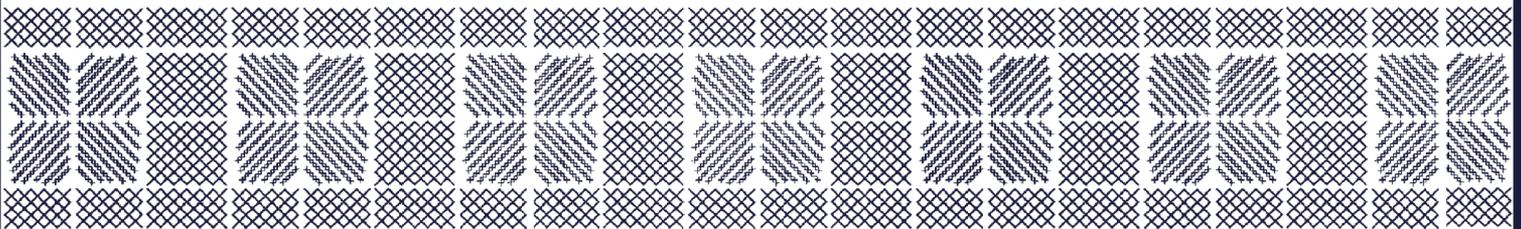


GENERAL GUIDANCE

ON **SAFETY AND SECURITY**

FOR **INTERNATIONAL INBOUND**

AND **OUTBOUND ACTIVITIES & PROGRAMS**





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General Guidance on Safety and Security for International Inbound and Outbound Activities & Programs

I. INTRODUCTION

The following general guidelines are provided to guide the Ateneo de Davao University (ADDU) community and its international partners on the safety and security procedures for inbound and outbound mobility initiatives and short-term global experiential learning programs.

The inbound and outbound programs pertain to both the *academic and usually credited programs* from bilateral agreements between ADDU and its international partners, such as student and faculty mobility programs, service-learning programs, and global internships; and the *non-credited short-term special programs* such as cultural immersions during summer and winter breaks, study visits, and global opportunities and conferences. These guidelines, therefore, apply not only to our own students, faculty, and staff venturing outbound, but to our inbound guests from partner universities as well.

As the University's international linkages are expanding, exchange programs and short-term formative and experiential programs are increasingly more prominent. However, international mobility engagements sometimes encounter uncontrolled variables and unexpected situations that pose risks to participants. Thus, precautionary measures and security protocols are important; they are to be planned out, disseminated, and followed.

The Ateneo Internationalization for Mindanao (AIM) Office hopes to assist in identifying potential risks, and responding accordingly through emergency and crisis management plans procedures. The main structure of these guidelines reference the stages of crises and the respective responsibilities of various stakeholders in order to contribute to mitigating risks. The following are the stages of a crisis:

Pre-Crisis Stage

It is the preparatory stage where pre-departure arrangements are set. This stage highlights preventive measures that must be keenly observed in order to reduce known risks that could lead to a crisis. This stage usually happens pre-departure.

Crisis Response Stage

It is the response stage where the emergency is currently happening. This stage involves situational assessment/analysis, capacity alignment, immediate and long-term responses, activated lines of communication, monitoring and overall troubleshooting in real time in cooperation with all concerned stakeholders.

Post-Crisis

It is the recovery stage after the crisis. This stage involves post-processing or if applicable, avenues for therapy and rehabilitation. It is also in this stage that evaluation is done to review and assess the responses and inspire recommendation to better future mechanisms of crisis management.

II. GENERAL PREVENTIVE MEASURES (PRE-CRISIS)

OUTBOUND STAKEHOLDERS

Faculty and Staff

The most regular or frequent form of international activity in the University would be the faculty and staff's engagement or attendance in conferences, followed by foreign linkages for research and other professional exchanges. This means the general notes for crisis prevention are more respecting of their maturity as adults, and are more trusting of their general capacity to have grace under pressure. And so for the pre-departure requirements and reminders of faculty and staff, the following must be noted:

1. Secure health and travel insurance

The AIM office can link the academic departments with partner travel agencies that not only book flights but assist in arranging for international health insurance as well. The insurance should cover at least the basic medical necessities, personal accidents/liabilities, emergency travel expenses, and travel inconveniences.

2. Research the foreign city

Participants who are traveling abroad for conferences are usually visiting the foreign country for the first time. It is especially harder to face crises in an unfamiliar place, so a little bit of research might help alleviate some challenges. For instance, assess the limitations posed by language barriers. Universities are generally empowered in this regard, many utilize English as a mode of instruction, but learning the basics of the native language can still be helpful. For those with accommodations outside campus grounds, it would help to download google maps or other navigation apps in your mobile phone. Research the route from the airport to your accommodations in advance, and be secure in your in-land travels.

3. Be mindful of your passport

Mindfulness of one's belongings apply in all aspects of life and travel. But for our own purposes, we insist especially that our faculty and staff be forever mindful of their passports because reacquisition is a tedious process and is extra hard when done from a foreign country where one is not in possession of other legal documents for identification.

4. Bring your personal medication

Host academic institutions will of course provide access to their infirmaries, and there will be pharmacies available around campus vicinity. However, prescribed medication might be a little bit more tricky to acquire abroad, so please be sure to pack a reasonable amount. Designate separate medicine pouches for your carry-on luggage and your check-in luggage. This way, should, under very unfortunate circumstances, your check-in luggage end up in a different plane, you still have reserves on your hand-carried bag.

5. Save the ADDU emergency contact details in your phone

Travels abroad covered by these guidelines for the University's faculty and staff are considered official business. This means the University would make itself available to its people's concerns despite the overseas distance.

Students

ADDU students, even those of legal age, are required to be chaperoned as mandated by the Commission on Higher Education (CHED) and the Department of Education (DepEd), as long as they are participating as official representatives of the university in any off-shore events or programs. These pre-crisis reminders emphasize their responsibilities in minimizing the risks that are implied in their travels.

Meanwhile, for outbound student exchanges, ADDU students are being sent off as an international student to another University. In which case they are without supervision. But nevertheless, these reminders still apply.

1. Attend the pre-departure orientation

Big events and programs like the student exchanges and internships will have an orientation with the parents. In the orientation, there will be a leveling-off of expectations, and a general discussion on risk management among stakeholders. Students will be oriented on what to bring with them, which documents to secure, and how to behave as student representatives from ADDU. The AIM office will collect home emergency contacts, and distribute the Emergency Contact Information Template ([ANNEX 2](#)), Crisis Management (Pre-Departure) Checklist ([ANNEX 3](#)), and primer. It is vital that these emergency contacts are

already inputted on your phones, to save the trouble of rummaging for reference later during an emergency.

2. Pack your luggage well

Please do not forget your passports and pack your luggage well. Take note of the luggage restrictions in the airport such as contrabands and the weight limit. This will save everyone the trouble of adjusting mid check-in, and minimize the risk of not being able to board the plane.

3. As much as possible, stay reachable via mobile phone

In case of any emergency, it is vital that your parents, the school, and your chaperone is able to contact you. If you feel you will need it, pack a power-bank.

4. Stay alert

Try and remain aware of your surroundings, even if this means minimizing your screen time. Do not stay focused on your phones and risk being lost in the airport. Do not keep taking photos in the city at the risk of being separated from the group. This will also minimize the need for your powerbank, which helps your goal to always have a charged phone.

5. Be aware of your medical restrictions

Know your allergies. Allergies can be lethal, so please declare them beforehand. Everyone has unknown allergies and for that, carry antihistamines at all times.

6. No unauthorized off-campus engagements

The general rule is that in any activity that will separate one from the group or from the supervision of your chaperone, one must at least ask for permission. This liberty is afforded with an understanding that this comes with a great responsibility to act utmost maturity.

7. Observe propriety

Students are representing ADDU in these international events, so they are expected to conduct themselves with dignity and in proper decorum. They carry the reputation of the school with them, and are therefore highly expected to be model academics.

Chaperones

According to the Commission on Higher Education's 2019 zonal public hearings on the Policies and Guidelines on International Off-Campus Activities for Undergraduate and Graduate Students, students must be accompanied and supervised by a designated personnel-in-charge or a chaperone. The chaperone must be an employee of the institution and must have the appropriate qualifications and experiences related to off-campus activities such as appropriate first-aid and medical emergency training.

1. Acquire a first-aid training certification

Chaperones are **required** by CHED to have a relevant certificate from their first-aid training. AIM will assist in this process, and link the chaperones to the relevant departments.

2. Have a travel plan

The students will look to the chaperone for guidance in schedule and flow. Chaperones are, therefore, expected to have a plan in terms of the general itinerary of the trip, and not just operate within the main schedule for the conference or event. This will minimize wasted time and other unknowns during the trip.

3. Report regularly to AIM

The AIM Office is the main emergency contact for international mobility programs. The office intends to be as hands-on as possible despite being far away in terms of troubleshooting and assisting the student chaperone. This means AIM will count on reports and regular updates from the outbound participants.

4. Secure a first aid kit

The chaperones will be provided a simple first aid kit, and is expected to always have it on hand. Chaperones also need to be in constant communication with the students about their known health risks and physical limitations. This will help preempt necessary medical attention along the way.

5. Study the risk management measures in this document

Chaperones will be oriented accordingly, but must also study these safety and security guidelines.

INBOUND STAKEHOLDERS

The University has frequent guests who come as participants on various global learning and mobility programs. They are the inbound stakeholders from partner universities abroad who arrive as exchange students or exchange professors, visiting academics and researches. They are under ADDU jurisdiction as soon as they arrive at the Davao Airport. They will be closely monitored by their home academic institution, but will need to follow the following pre-departure to arrival pre-crisis guidelines.

Pre-departure

1. Secure health insurance

Inbound guests are required to secure health and travel insurance before arrival in the Philippines. This will be closely monitored by AIM, if not their host department.

2. Be in constant communication with an Ateneo representative

Usually, visitors declare their preferred mode of communication for when they arrive in the Philippines. These are mobile applications such as Viber and Whatsapp. However, visitors are also encouraged to acquire a local sim card. Visitors are either in communication with AIM or with their host department. Their flight details and health restrictions must also be forwarded to the concerned offices.

3. Study your home academic institution's risk management protocols

AIM will communicate with the home academic institution to secure your emergency contacts, and will make sure that ADDU's security protocols are forwarded to them as well.

Departure

1. Mark your luggage

International travel means multiple flights, which means statistically, more chances for one's luggage to get misplaced in-between planes. To at least avoid the risk of getting your luggage switched with another passenger, please mark your luggage in a very distinct way. This may not be a pressing concern, but reclaiming a misplaced luggage is very difficult to troubleshoot.

2. Bring a power bank

We hope inbound participants are able to be in constant communication with the office assigned to their monitoring. Longer flights can be draining to the batteries of mobile users, so as much as possible pack a power bank. Open lines of communication will make sure that your ADDU hosts can assist you in any stage of travel.

Arrival

1. Inform the Universities

Inbound participants are also expected to be in communication with their home academic institutions. As much as possible, declare your arrival in Davao, especially if there are arrangements for airport pick-up.

2. Inform us immediately of possible urgent visa concerns

The AIM Office will be at the forefront of your immigration concerns. Some of these processes take time, so it is best to settle them as early as possible upon your arrival

3. Kindly Study the University Internal Emergency Plan

We want your stay in the University to be as safe as possible, so please familiarize yourself with the University's emergency protocols which are attached here as an annex.

III. CRISIS MANAGEMENT AND RESPONSE

FIRST PHASE: SITUATIONAL ASSESSMENT/ANALYSIS

1. Identify the risk level of the crisis

Level 1: Low-Risk

This level has minimal impact and can be mitigated and managed at the level of the host academic institution representative or the students' chaperone. Low-risk events rarely require extreme medical or legal attention. These situations include, but are not limited to:

- Lost documents/baggages
- Lost money
- Delayed flight
- Minor injury/illness
- Petty theft
- Long-distance family emergency

Level 2: Medium-Risk

This level potentially has a broader impact and requires the different units to cooperate to effectively manage and resolve the risks. Medium-risk scenarios usually require medical and legal attention, and are therefore, not to be taken lightly. The chaperone must inform the schools immediately. Medium-risk crisis situations include, but are not limited to:

- Serious injury/illness/ that lead to hospitalization
- Alcohol/Drug abuse
- Assault (physical/sexual/verbal/other)
- Arrest/Criminal charges
- Medical evacuation

Level 3: High-Risk

This level poses substantial risks to all stakeholders: students, faculty members, or staff, home and host academic institutions. The level of coordination required at this level goes beyond the jurisdiction of the Universities, as it might also require close coordination with local governments. High-risk crisis situations include, but are not limited to:

- Disappearance/Kidnapping
- Hostage situation
- Natural or environmental disasters (such as earthquakes, fire, flooding, typhoons, and other weather disturbances and calamities)
- Epidemic outbreak
- Political/Civil unrest/War

- Terrorist attack
- Death

2. Identify plot and stakeholders

The risk must be assessed well, not only for the sake of effective mitigation, but also for the benefit of proper reporting and transparent accounting of events. This is not only for chaperones or the persons-in-charge of a specific international mobility engagement, but for all stakeholders. Everyone is encouraged to take note of how events unfolded, take note of the time, and who are involved. These details are necessary for when the risk is high and will eventually lead to further investigation. Everyone's account should be as consistent as possible in order to assess the scenarios properly. Please note that participants are away from their home academic institutions, which means clear and transparent reporting and lines of communication are vital in order to proceed efficiently.

SECOND PHASE: IMMEDIATE RESPONSE

These guidelines may not cover all possible scenarios and their respective responses, but here are some general examples that might facilitate initial response in common emergencies. Crises that are not mentioned below are subject to the immediate emergency protocols of the host academic institutions.

Health and Medical Emergency

It is an emergency that is caused by an illness or disease. It is primarily medical in its nature including physical and mental health concerns such as epidemic outbreak, accidents, injuries, hospitalization, trauma, alcohol/drug abuse, and medical evacuation.

The following are the general preventions and responses to reduce the risks and provide for health care or medical evaluation services if required:

- The student, faculty member, or staff can seek help from local medical authorities for immediate response.
- The student, faculty member, or staff should contact their immediate chaperone/the Emergency Response Team for health-related concerns.
- The host academic institutions should recommend reputable clinics and medical centers in the vicinity where the students, faculty members, or staff are accommodated.
- Medical prescriptions should be prepared beforehand and are to be turned over to the doctor or medical experts.
- The student, faculty member, or staff should be aware of the coverage of their medical insurance.
- If ADDU is the host academic institution, follow the guidelines and protocols stated in the University Internal Emergency Plan (ANNEX 1).

Personal Safety and Threats

It is an emergency that threatens an individual's welfare and property. It includes, but is not limited to, assaults, theft, arrests/criminal charges, kidnapping, hostage, terrorism, political or civil unrest, war, and threats from armed and unarmed person or group of persons.

To avoid the risk and danger, immediate preventive measures should be done:

- In the event that an individual finds him/herself in any of these situations, it is important to remain calm and alert. Notify the immediate chaperone/Emergency Response Team of the situation.
- To mitigate theft, students, faculty members, or staff should secure their personal belongings and avoid bringing valuable items.
- Make sure that the emergency contacts are accessible at all times.
- The students, faculty members, or staff should remain aware of the surroundings at all times.
- The student, faculty member, or staff can seek help from their immediate chaperone or directly contact local authorities for immediate response.
- If partial or total evacuation is necessary, follow the emergency responses provided by the local authorities. AIM officers will also provide information on evacuation based on local advisories.
- If ADDU is the host academic institution, follow the guidelines and protocols stated in the University Internal Emergency Plan.

Travel Emergency

It is an emergency experienced during travels which includes, but is not limited to, health and medical concerns, flight concerns, and loss of personal belongings (e.g. documents, passport, baggages, money, etc.).

- The student, faculty member, or staff should be knowledgeable of the coverage of their travel insurance to cover any flight and medical concerns during the travel.
- During flight-based emergencies, inform the flight attendants immediately as they are the closest first aid professionals in the vicinity.
- In the event of cancellation or missed flights, contact the airlines to inquire about alternative travel arrangements and costs. You may also contact the AIM officers who will coordinate communication with the airlines.
- If you are overseas and in need of emergency assistance, in worse case scenarios, you may contact the AIM officers who will coordinate with pertinent agencies and offices, or directly contact the nearest embassy or consulate.

Natural, Environmental, or Man-made Emergency

These are crises that arise from nature and may threaten the lives of the individuals that includes, but is not limited to, epidemic outbreak, earthquake, fire, flooding, typhoon, and other weather disturbances and calamities.

- Acquire access to emergency supplies, identify the possible hazards, and learn what emergency actions to do to remain safe.
- In the event of an epidemic outbreak, closely monitor the medical emergency alert and follow the emergency responses advised by the medical authorities.
- Earthquake response requires preparation, planning, and practice as evacuation routes vary from one institution to another. Please be aware of the nearest emergency exits of the buildings wherever you are. However, it is always best to remain calm and employ the “*Drop, Cover, and Hold*” rule to reduce injuries and death.
- In the event of a fire in the premises, follow evacuation procedures. If you are trapped in a building, wet a towel and cover your nose and mouth. Inhale as little smoke as possible. If you can afford it, crawl to the nearest exit as smoke is less thick from ground level.
- In the event of a typhoon, flooding, and other weather disturbances and calamities, it is vital to remain indoors. Closely monitor the situation through various media outlets. If evacuation is necessary, follow the emergency responses provided by the local authorities. AIM officers will also provide information on evacuation based on local advisories.
- If ADDU is the host academic institution, follow the guidelines and protocols stated in the University Internal Emergency Plan.

THIRD PHASE: REAL-TIME COMMUNICATION AND REPORTING

International travel implies that the stakeholders will need to communicate in long-distance. Students and faculty will need to be reachable online, if not via SMS through universal networks. Should, at any given moment, these virtual forms of communication be cut off, the home institutions are required to contact the local authorities to regain communication with its students, faculty, and staff.

Constant and responsive communication is vital for the protection of the concerned individuals. The students, faculty members, or staff are required to maintain an open line of communication with the home and host academic institutions. Clearly communicate all activities and engagements that take place in the program. After every crisis situation, students, faculty members or staff should report and accomplish the Emergency Communication Log Template (ANNEX 4). This is to prepare for a debriefing when they return home, since there may be legal factors involved.

For emergency assistance (e.g. hospital, fire, police, etc.), the students, faculty members, or staff should contact local authorities for immediate response. They can also contact their local embassy or consulate if needed.

IV. SUMMARY OF ROLES AND RESPONSIBILITIES

The safety and security of the students are indeed vital, especially in exchange and mobility programs in a foreign country. Therefore, the host and home academic institutions, as well as the participating students, faculty members, or staff, should be prepared and should know how to respond to unexpected situations.

This section provides an overview of roles and responsibilities of the involved individuals/institutions before, during, and after a crisis situation:

1. Home Academic Institution

The Home Academic Institution shall do as follows:

Pre-Crisis Stage

1. Assign an *Emergency Response Team* that will assist the students, faculty members, or staff when the crisis situation arises. This structure recognizes those who will carry out and coordinate with the programs in terms of safety and security. The host and home academic institutions should have their respective emergency response team that serves as the core group/office who will review and determine the corresponding responses to the crisis situations.
2. Conduct a *Pre-departure Orientation* to the students, faculty members, or staff;
3. Inform the students, faculty members, or staff of the risk and crisis management plans, emergency plan and contact information, and the emergency response team;
4. Ensure international insurance for both medical and travel as a strict prerequisite for students, faculty members, or staff. The coverage should not only cover the home country, but also the host country considering the different law and protection;
5. Inform the embassies of their presence in a foreign country;
6. Assign a chaperone who will accompany the students for the whole duration of the program (if applicable).
7. The chaperone is responsible for students on a 24-hour basis while in a foreign country (if applicable).
8. Ensure that the students, faculty members, or staff are physically and mentally fit to travel, study, and participate;
9. Ensure that the chaperone (if applicable) is physically and mentally fit to travel, assist, and accompany;
10. Guarantee a responsive channel of communication and contact with the host academic institution and students, faculty members, or staff;
11. Keep students, faculty members, or staff personal information such as their physical and mental health conditions and emergency contacts. The information shall be kept confidential and will be used in case of emergency only;

12. Know the essential and practical background information of the host country and academic institution;
13. Identify potential risks that could occur and provide essential safety information and responses;
14. Monitor situations in the host academic institution regularly; and
15. Reads, understands, agrees to, and follows the safety and security and policies and procedures.

Crisis Response Stage

1. Assess the severity of the crisis;
2. Monitor the situation with the emergency response team closely;
3. Execute mitigating procedures and necessary responses to the crisis situation; and
4. Ensure responsive communication with the students, faculty members, or staff, host academic institution, chaperone (if applicable), and the parents/guardians of the students.

Post-Crisis Stage

1. Continue to monitor the situation;
2. Report to the home academic institution/emergency response team if there will be further procedures required; and
3. Conduct a report providing the details of what happened, responses conducted, and lessons learned for future references.

2. Host Academic Institution

The Host Academic Institution shall do as follows:

Pre-Crisis Stage

1. Assign an *Emergency Response Team* that will assist the students, faculty members, or staff when the crisis situation arises;
2. Inform the home academic institution of the essential and practical information of the host academic institution, city, and country;
3. Provide list of hospitals/medical service centers and emergency contacts with the home academic institution, students, faculty members, or staff;
4. Ensure that the accommodations of the students, faculty members, or staff are well-arranged and safe;
5. Gather the personal information of the students, faculty members, or staff such as their physical and mental health conditions and contact. The information shall be kept confidential and used in case of emergency only;
6. Conduct an *Arrival Orientation* for international students, faculty members, or staff;

7. Inform the host academic institution, students, faculty members, or staff of the risk and crisis management plans, emergency plan and contact information, and the emergency response team;
8. Guarantee a responsive channel of communication and contact with the host academic institution, students, faculty members, or staff; and
9. Monitor situations regularly for safety and security of the students, faculty members, or staff.

Crisis Response Stage

1. Assess the severity of the crisis;
2. Provide clear instructions and emergency response protocols to ensure the safety and protection of the students, faculty members, or staff;
3. Monitor situation with the emergency response team and the local emergency notifications and alerts closely;
4. Execute mitigating procedures and necessary responses to the crisis situation;
5. Contact local authorities, embassies, or consulates for assistance, if needed; and
6. Ensure responsive communication with the students, faculty members, or staff, home academic institution, chaperone (if applicable), and the parents/guardians of the students.

Post-Crisis Stage

1. Continue to monitor the situation;
2. Report to the home academic institution/emergency response team if there will be further procedures required; and
3. Conduct a report providing the details of what happened, responses conducted, and lessons learned for future references.

3. Students, Faculty Members, or Staff

The students, faculty members, or staff do as follows:

Pre-Crisis Stage

1. Prepare yourselves with the essential and practical information from the home and host academic institutions;
2. Know the essential and practical background information of the host country and academic institution;
3. Secure international insurance that covers medical, travel, accident, hospitalization, death, and etc. for the entire duration of the program;
4. Secure your physical and mental check-up and consult with the physician if there are any prescribed medications;
5. Provide the updated personal data and contact to the home and host academic institutions;
6. Participate in *Pre-departure Orientation* conducted by the home academic institution;

7. Guarantee a responsive channel of communication and contact with the home and host academic institutions, and chaperone (if applicable);
8. Know the risk and crisis management plans, emergency plan and contact information, and the emergency response team of both the home and host academic institutions; and
9. Reads, understands, agrees to, and follows the safety and security and policies and procedures.

Crisis Response Stage

1. Follow the risk and crisis management plans;
2. Keep mobile phones and emergency contact information on hand at all times;
3. Update the home academic institution of the situation regularly; and
4. Inform the home and host academic institutions or chaperone (if applicable) immediately of safety and security incidents, threats, or possible areas of concern.

Post-Crisis Stage

1. Continue to monitor the situation; and
2. Cooperate with the host academic institution or local authorities in the post-crisis recovery procedures.

V. ATENEO DE DAVAO MAIN CONTACTS

Emergency Operations Center

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VI. ANNEXES

1. University Internal Emergency Plan 2020
2. Emergency Contact Information Template
3. Crisis Management (Pre-Departure) Checklist
4. Emergency Communication Log Template