

International Travel Risk Management for Student Mobility: Procedures and Guidelines

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1. Executive summary

This document is associated with the University of Saskatchewan's International Travel Risk Management for Student Mobility (ITRM) Policy. The procedures and guidelines in this document are to facilitate the successful organization of, and/or adherence to risk management and safety measures for student travel that is university-authorized and/or funded, in whole or in part. In general terms, this includes:

- Explanation of site selection and exemption criteria and site exemption request procedures
- Guidance on assessing and preparing for risks related to international travel
- Information about the pre-departure requirements for University of Saskatchewan students, including the signing of waivers and releases
- Response procedures in case of routine requests, non-crisis situations and international emergencies

The guidelines and procedures outlined in this document should be followed at all times when students are involved in international programs or activities that are affiliated and/or funded by the University of Saskatchewan. More detailed information, including checklists and resources are available on the International Student and Study Abroad Centre website at <http://students.usask.ca/goabroad/safety> or by contacting ISSAC at 966-4925.

2. Scope of Policy

This policy applies to all programs and activities that involve student mobility internationally and are university-authorized and/or funded, in whole or in part, including programs and activities that are designed, delivered, and/or organized by faculty, staff or students and/or externally contracted organizations.

2.1. Definition of “University-approved and/or funded”

For the purposes of the Policy, the term “University-approved and/or funded” applies to programs or activities that meet any one of the following criteria:

- Authorized or sanctioned in any manner by a University of Saskatchewan administrator, Dean, Department Head, supervisor, faculty member or program coordinator
- Funded either, in whole or in part, from a University of Saskatchewan account

Programs and activities involving travel outside Canada include, but are not limited to the following:

- Courses (credit or non-credit)
- Student exchange programs and activities
- Taught or term abroad courses and programs
- Clinical, internship or cooperative placements or programs
- Field studies and research projects
- Conferences and workshops
- Sports and cultural activities

2.2. Application

The ITRM policy sets out the minimum level of risk management measures for such programs and activities that involve or are undertaken by students. This includes faculty, staff or volunteers traveling with, or participating in such a program or activity that involves University of Saskatchewan students. Supervisors, program leaders and participants are encouraged to investigate, consider and incorporate additional measures to address the risks involved with specific programs and activities.

2.3. Shared responsibility

The management of the associated risks is a shared responsibility between the University and all participants in international activities, and all parties must accept and share responsibility for understanding, assuming and reducing the associated risks. All parties involved in an international program or project must share the responsibility to familiarize themselves with the risks of the specific activities and countries of travel, to make informed decisions concerning their participation, and to take all appropriate steps to minimize these risks. Ultimately, each person must decide whether or not they are willing to accept the risks involved with international travel and participation in the program or activity.

3. Site selection

Faculty and staff involved in organizing, coordinating or leading programs which involved international mobility of students shall give careful consideration to risk when selecting sites for international student mobility programs. Deans, or their designates, or cases where activities fall outside the jurisdiction of a college or graduate school, the Vice-Provost Teaching and Learning (VP Teaching and Learning) or designate, are required to approve and monitor program locations based on available risk information.

- At a minimum, activities shall not be permitted to be conducted in locations for which Department of Foreign Affairs, Trade and Development (DFATD) has issued an “Avoid non-essential travel” or more severe advisory on the Country Travel reports and Warnings (available at www.travel.gc.ca)
- Approval should not be based solely on DFATD travel warnings. Serious consideration should also be given to other factors that could affect the safety or security of participants, including issues identified in University Policy – Fieldwork and Associated Travel Safety (http://www.usask.ca/university_secretary/policies/). Advice should be sought from faculty, the International Student and Study Abroad Centre (ISSAC) and other sources with knowledge of the specific location.

3.1. Site selection exemption

Faculty, staff members and/or students involved in student-related travel under the purview of this policy may request an *exemption* where an “Avoid non-essential travel” or more severe travel advisory has been issued by DFATD or where other considerations have been made that have resulted in the denial of a proposed trip or activity. Completing and granting an *exemption request* is not to be considered routine. Each request must be carefully considered before a decision is made, subject to the criteria and process outlined below.

3.1.1. Exemption criteria

Exemption criteria are to protect the safety of participants in the proposed activity. DFATD warnings are to be taken seriously in the consideration of site selection exemption.

The criteria to assess a site selection exemption request are as follows:

- Clear explanation of the proposed program, including:
 - Specific locations for the program
 - Duration and itinerary of the program, including modes of transportation
 - Activities being undertaken as part of the program
 - Number of people travelling and their status, e.g. faculty, staff, student
- Strong rationale as to why this program must take place in the proposed site and could not be performed at another safer location with similar or slightly altered outcomes. Questions to answer include:
 - Do the associated risks outweigh the potential benefits and criticality of the proposed activity?
 - Could the proposed activity be conducted in a safer location?
 - Why are such alternatives not viable?
- Demonstrated knowledge of the all the risks of the proposed site and related activities, including:
 - All risks to the safety and security of the participants, as outlined in the DFATD advisory warning
 - Any other risks identified through previous review of the proposed program
 - Clear understanding of the severity and probability of hazards in relation to the proposed site and related program activities
- A clear description of the mitigation measures that will be taken to address each of the risks identified above. Questions to answer include:
 - What measures will be taken to mitigate each identified risk?
 - Are the proposed risk mitigation measures sufficient to address the specific safety and security risks associated with international travel to this specific country?
 - Where appropriate, does the proposed program involve an established relationship with a trustworthy, knowledgeable in-country partner agency?
 - Are there protocols and additional resources available through this partner agency for in-country emergency response?
 - Do the participant(s) have background and experience with international travel in sites that are or have been deemed higher risk areas? For example:
 - Have the participant(s) lived, studies or worked in this location previously?
 - Have the participant(s) lived, studied or worked in locations that have similar conditions listed in the DFATD travel advisory?

3.1.2. Exemption process

The process for site selection exemption requests is as follows:

1. Exemption submission
 - 1.1. The student, staff or faculty member making the exemption request completes the International Travel Exemption Request Form (Appendix A), addressing the criteria and questions listed in 3.1.1 and submits the request to ISSAC.
 - 1.2. The completed exemption request is reviewed by ISSAC to ensure all information is complete.
 - 1.3. ISSAC submits the request to the appropriate Dean or designate or the VP Teaching and Learning or designate with a copy to affected Department Heads and the Manager, International Student and Study Abroad Centre.
2. Exemption review
 - 2.1. The Dean or designate or the VP Teaching and Learning or designate review(s) this request and make(s) a determination whether to support or deny the request based upon the site exemption criteria.
 - 2.1.1. In the case where the request is denied, the Dean or designate or the VP Teaching and Learning or designate returns the request to the faculty or staff member with notification of their decision.
 - 2.1.2. There is no appeal if the Dean or designate or the VP Teaching and Learning or designate do(es) not support the exemption request.
 - 2.1.3. If the Dean or designate or the VP Teaching and Learning or designate support(s) the request, the Dean or designate or the VP Teaching and Learning or designate forward(s) the exemption request with his/her recommendations to the Provost and Vice-President (Academic).
3. Exemption approval
 - 3.1. Once the forwarded request is received by the Provost and Vice-President (Academic), the Provost and Vice-President (Academic) convenes a committee comprised of the Provost (Chair), the VP Teaching and Learning, the Manager of Risk Management and Insurance Services, Director of Protective Services, the Manager of ISSAC, or their designates, and others if required.
 - 3.1.1. This consultation committee may be convened in person or via email through the Provost and Vice President Academic.
 - 3.2. The final decision concerning exemption requests that are supported by a Dean or the VP Teaching and Learning rests with the Provost and Vice-President Academic or his/her designate.

4. Fieldwork and associated travel safety planning record

All international travel that involves fieldwork, takes place in high-risk locations or involves groups of students requires the completion of a Fieldwork and Associated Travel Safety Planning in advance of College or Department level trip approval.

Plans should be updated as needed to reflect changes that may occur after the filing of the original plan, including changes to travel advisories through DFATD.

The fieldwork safety planning record should be prepared with a copy provided to the International Student and Study Abroad Centre well in advance of departure. For more information, see University Policy – Fieldwork and Associated Travel Safety (http://www.usask.ca/university_secretary/policies/).

Emergency and contingency plans should consider the following scenarios:

- Natural disasters
- War and civil unrest
- Terrorism, kidnap and hostage situations
- Injury, death and medical emergencies
- Incapacitation of the Leader(s)
- Criteria for evacuation versus remain-in-place (or 'stay-put') strategies
- Any other risks specific to the country

The following additional information should be included in the risk planning record for international travel:

- List of interpreters for language(s) of the host country(ies)
 - Prepare a list with contact information, and with the consent of individuals listed as interpreters
- List of people who are knowledgeable of the areas where students are travelling to
- List of key contacts, including ISSAC, Risk Management and Insurance Services (RMIS), Department of Foreign Affairs, Trade and Development (DFATD), the institution in the country where the students are studying, and partner institutions in Canada, if applicable.
- Clear procedures in the event of medical emergency. This includes:
 - Nearest medical services and alternatives
 - Contact procedures
 - Information on who speaks the language of the host country/region
 - Determination of who would accompany the injured person to the hospital and who would stay with the injured person
 - Determination of who would notify the University and family and who would make arrangements for medical evacuation

Trip leaders of all U of S affiliated trips outside of Canada must have an emergency plan in place. This plan should name the leader of the group and an alternate who will take over if the leader is incapacitated. It is critical to ensure appropriate selection criteria for the alternate leader, and that leader clearly understands his/her role and procedures in event of emergency.

The trip leader is to ensure that he/she has the following contact numbers/locations readily accessible:

- University of Saskatchewan Emergency Contact number +1 (306) 966-5555
- All telephone numbers and email address for home U of S college and/or unit contact

- The address and phone number of the nearest Canadian consulate (provided in the DFATD Travel Report)
- British and U.S. consulate information, in case the Canadian consulate cannot be reached.

The leader should also:

- Ensure that contingency procedures are documented, clearly written and disseminated to the group. This includes providing 24 hour contacts for support and notification both at home and abroad.
- Cultivate a relationship with a local travel agent, both for local as well as international travel.
- Identify a primary and backup location where trip participants will meet in case of an emergency.
- Check with local authorities to see what they would suggest to pack in an "emergency kit" in case a known environmental condition might occur (e.g. volcanic eruptions, earthquakes, hurricanes, etc.).
- Be familiarized with evacuation routes.
- Determine what degree of support will be available by the Canadian Consular/Embassy Office closest to the city site.
 - The Canadian consulate can be quite helpful in familiarizing the group with local resources that are available to Canadian citizens. If possible, the leader should arrange a meeting with the Canadian Consular/Embassy office upon arrival. The leader should know the locations and contact information for the consulate/embassy and should have the same information for the British, Australian and U.S. embassies/consulates, as these embassies/consulates may be able to be of assistance in an emergency.
- Determine options for alternative modes of transportation and routes by air, land or sea and know the scheduled flights of various airlines in case of evacuation. In selecting alternative routes, the leader should be aware of potential roads, bridges and areas that could be congested and provide trip participants maps of multiple emergency routes.
- To prepare for possible evacuation, investigate any potential departure problems in connection with in-country taxes and any other related departure requirements.
- Be thorough in exploring and preparing for any other elements specific to the leader's program and country/areas of travel.

5. Pre-departure Requirements for Students

International Travel Risk Management requirements prepare U of S students for a safe and successful travel abroad. Timely completion of all assigned tasks is an essential part of the pre-departure process and a requirement for participating in international travel affiliated with the University of Saskatchewan.

5.1. International Travel Registry (ITR)

All students traveling outside of Canada, and faculty and staff traveling with students outside of Canada, as part of a university-approved program or activity that fall under the purview of the International Travel Risk

Management for Student Mobility policy are required to provide basic information to a central International Travel Registry (ITR) database maintained by ISSAC. The information in the ITR shall be used to provide the University with a record of persons abroad at any point in time to facilitate prompt response and support in the event of an emergency.

Graduate students or students enrolled in professional programs are participating in an exchange, work placement or other study abroad program for which they will receive academic credit, they are required to complete standard tasks unless otherwise determined by ISSAC.

5.1.1. Confidentiality and access to information

All personal information in the International Travel Registry will be kept strictly confidential and shall be used only in emergency situations to assist University of Saskatchewan students, staff and faculty abroad.

In the event of an international emergency that affects, or that could affect, the participant, the registry information can be accessed through the VP Teaching and Learning or designate.

5.2. Trip set up

Staff and faculty are responsible for notifying ISSAC of any upcoming international travel by submitting a completed Trip Set-Up Form to ISSAC. The form can be found on the following website:

<http://students.usask.ca/goabroad/safety/requirements.php>

In case the trip is organized by individual travelers, is not affiliated with the College but is funded through the University of Saskatchewan, the form can be submitted by the participant(s).

5.3. Pre-departure tasks

Assigned trip safety tasks in the ITR may vary based on the trip type, destination country, length of stay and student status (undergraduate/graduate). Data will include the following:

- Name of out-of-country supplementary health insurer and policy number
- Critical medical conditions/medication
- Emergency contacts at home and abroad
- Travel itinerary
- Sponsoring college/unit; faculty/staff coordinator or trip leader (when applicable)
- Confirmation of course registration (where necessary)
- Completion of waiver and release forms (see Section 6)
- Confirmation of successful completion of the Canadian Universities Reciprocal Insurance Exchange (CURIE) safety course (See Section 5.6)
- Passport information (optional)

5.3.1. Conference, seminar and workshop travel

Students who travel abroad for a short period of time to attend conferences, seminars or workshops may have reduced pre-departure tasks. Where such travel is to a country(ies) listed under “Exercise normal security precautions” as per the DFATD, students may be exempted from completing the CURIE safety course and attending a pre-departure orientation.

5.3.2. Independently organized, university funded trips

- All independently organized, university-funded trips must be set up on the International Travel Registry and must meet the same site selection criteria as university-affiliated travel.
 - This includes, but is not limited to, summer placements, certain internships and field-related volunteering.
- Independently organized, university-funded trips are reviewed on a case by case basis by ISSAC and may have reduced pre-departure requirements.
 - Students are offered all available pre-departure resources but are not required to complete the CURIE safety course or attend risk and responsibility training unless their travel takes place in high-risk areas.
 - The completion of waivers and releases will follow the guidelines described in Section 6.

5.4. Registration with DFATD

- For travel of more than 3 months duration
 - All Canadian students, accompanying instructors, other staff and volunteers involved with an international program or activity must register with the DFATD prior to departure through the *Registration of Canadians Abroad* webpage at: www.travel.gc.ca.
- For travel of less than three months duration
 - If the DFATD Travel Report for the specific country (*under section 7 – Assistance for Canadians Abroad*) does not suggest registration using the DFATD registry system, e.g. due to duration of travel, specific location or activity, participants may elect not to register with DFATD.
- For travel to moderate or higher risk destinations
 - Trip participants should register with DFATD for travel in moderate and higher risk locations. In these cases, DFADT accepts registrations for travel of less than three months.
 - The DFATD on-line registration system automatically sends a message to the appropriate Canadian mission (Embassy, High Commission, or Consulate) abroad informing them of the registration.
 - For stays longer than 3 months or high risk countries, DFATD has advised that the mission will attempt to make direct contact with the registrant upon arrival to confirm contact information and departure dates.
 - Trip participants should be proactive in calling or emailing the mission. Contact details are available in the DFATD Country Travel Reports online at www.travel.gc.ca.

5.4.1. Non-Canadians

Students who are not Canadian citizens should register with their national Embassy or Consulate in the country or countries to which they will be traveling. This also applies to permanent residents of Canada.

5.5. Pre-departure Orientation

Preparing students for university-related international travel is a shared responsibility between ISSAC and the affiliated college or unit.

- Each student participating in a program or activity that involves international travel and is university-authorized and/or funded is required to participate in a pre-departure travel risk travel safety orientation organized through ISSAC.
- It is highly recommended that the leaders of college and/or department group study/special programs require students to attend a program specific orientation.
- It is also recommended that ISSAC and the leader conjointly deliver these orientation sessions, whenever possible.

5.5.1. International travel safety orientation

Organizing the international travel safety session is the responsibility of ISSAC, in cooperation with the College/Unit in which the student mobility program or activity is housed. ISSAC will draw on specialized support from Risk Management and Insurance Services and/or Wellness and Safety Resources, where needed.

- ISSAC will schedule a time for a pre-departure orientation upon receiving a completed Trip Set Up form from the affiliated college.
- Pre-departure orientation sessions may be provided in a variety of formats, including an on campus workshop, teleconference, webinar or other distance delivery methods.
- A written record of all attendees should be kept for all formal orientation sessions, with date, location, participant names and a sign-in sheet.
- Copies of all handouts, manuals, checklists and other documents, as well as any agendas and scripts, should be retained on file as part of the due diligence process.
- In cases of higher risk travel that has been granted an exemption, an additional or extended pre-departure orientation may be required

5.5.2. Program-specific orientation for group study or special programs

It is the responsibility of the sponsoring college/unit program coordinator, group Leader or supervisor to prepare and deliver a program-specific orientation for group study or special programs.

- The session should cover matters specific to the program or activity, including, but not restricted to:
 - academic issues (where appropriate)
 - site-specific orientation (e.g. fieldwork specific risks and associated risk management plan)
 - cross-cultural issues

- program-specific rules of conduct, and consequences of non-compliance.
- Instructors should consider developing a program manual, handbook or set of handouts addressing key issues for distribution to participants.
- The international travel risk management and safety session may be combined with the academic pre-departure session

5.5.3. Exceptions

A student who has attended a mandatory pre-departure international travel risk management and safety orientation is exempted from this requirement if the he or she has completed the session in the past 12 months for a previous trip associated with the university and the proposed international travel does not involve fieldwork or take place in a higher risk area.

5.6. CURIE online pre-departure course

ISSAC will determine which students will be required to complete web-based short courses on international travel safety and security developed by the Canadian Universities Reciprocal Insurance Exchange (CURIE). This determination will be based on the program or activity, destination site, and/or the student's background.

- When applicable, students will be notified of this requirement on the ITR.
- Upon successful completion of CURIE, the results are valid for 18 months. Students who travel abroad on a U of S affiliated trip again during this time aren't required to complete the course.

5.7. Insurance

It is the responsibility of each traveller to assess his/her insurance policies and ensure that the coverage is adequate to meet his/her needs. The University of Saskatchewan is not responsible to verify the adequacy of insurance policies or coverage.

5.7.1. Health Insurance

All students and other non-staff participants involved in student mobility programs that meet the conditions of the International Travel Risk Management for Student Mobility policy are required to maintain out-of-country medical health insurance and include their policy number into the ITR prior to travel. The insurance must provide coverage for the full duration of travel, and include coverage for medical evacuation and repatriation.

- Participants' responsibility to purchase supplemental insurance that meets their needs
 - It is the student's responsibility to ensure that he/she is covered by a provincial government health plan and has supplementary out-of-country health and medical insurance that covers his/her international travel. It is incumbent upon the student to review their coverage with their chosen health insurance provider. A checklist for what to look for in an insurance plan is included on the ISSAC website at <http://students.usask.ca/goabroad/safety>
- Relation with Canadian provincial health plans and Ministries of Health

- Canadian supplementary health insurance plans normally require coverage by a provincial government health plan as a basic plan, and will only pay for claims in excess of provincial health insurance coverage. If a student does not have basic coverage through a provincial health plan, the student is normally ineligible for supplementary health insurance even if he/she has purchased it. It is the student's responsibility to ensure that he/she is covered by a provincial government health plan and has supplementary health insurance that covers international travel.
- If a student is planning to study/work/travel abroad, he/she must notify his/her provincial Ministry of Health. Since each province has different regulations, he/she should contact his/her provincial Ministry of Health for their current requirements.
- Emergency and high risk coverage
 - Most supplementary out-of-country medical health insurance policies cover emergency care only as a result of illness or accident. If a student plans to be out of Canada for an extended period of time, he/she should be advised to investigate the availability of health insurance for non-emergent illnesses.
 - Most supplementary policies contain exclusions applicable to 'pre-existing' medical conditions, which are defined in various ways.
 - Most supplementary policies contain exclusions for travel to higher risk locations. More specialized and expensive travel insurance may be required.

5.7.2. Saskatchewan Health Services Plan

Students who are covered by Saskatchewan Health Services Plan must advise Saskatchewan Health Registration of all situations where they will be temporarily absent from the province for more than three months, including:

- the date of departure from and intended return date to Saskatchewan
- the reason for one's absence

Under certain circumstances, students may retain limited coverage under Saskatchewan Health Services Plan while away for **up to one year** provided they intend to return to Saskatchewan to live.

Saskatchewan Health Services Plan cards have an expiry date. If a card expires while a Saskatchewan resident is out of the country, his or her supplementary health plan will normally no longer be valid.

All participants involved in international mobility should contact Saskatchewan Health for detailed information.

5.7.3. Property insurance

Only university property is covered under the CURIE insurance policy. All participants should thereby be advised to purchase individual property insurance, or ensure coverage through an existing insurance plan.

6. Waivers and Releases

Prior to international travel, all students and non-staff participants involved in student mobility programs that meet the conditions of the International Travel Risk Management for Student Mobility policy are required to sign a University of Saskatchewan waiver, release and indemnification agreement. Alternatively, an informed consent form may be applied in specific cases, in a format that will be provided and approved by Risk Management and Insurance Services and the Canadian Universities Reciprocal Insurance Exchange (CURIE).

In addition to the mandatory Waiver or Consent Form, it is recommended that coordinators and/or supervisors/leaders of study abroad or field study programs require students and other participants to sign an Acknowledgement of Responsibility Form prior to departure. The form acknowledges the authority of the trip leader while leading a group abroad. Risk Management and Insurance Services will provide appropriate versions of the form upon request.

6.1. Administration of waivers, releases and informed consents

Organizers of international travel involving students should keep in mind that the administrator of a waiver, release or informed consent may someday have to appear in court to testify as to the execution of the document. It is therefore critical that the following guidelines are followed to ensure proper administration of these documents and to ensure that the students who have signed them are mature and responsible individuals.

Please contact Risk Management and Insurance Services or ISSAC for training and advice in the administration of waivers, releases and informed consent forms.

Waivers, released and informed consents must be appropriately administered by persons designated and trained by ISSAC or Risk Management and Insurance Services. Generally this would include managers, coordinators, instructors, faculty, Leaders, or unit staff involved in administering a program or activity involving international travel for students.

WAIVERS AND ADULT INFORMED CONSENTS must be executed in the presence of specifically designated employees of the University, specific persons contracted to provide instruction for the University, or trained members of student groups. The only alternative is to have the document executed by the participant and witnessed by a lawyer or notary public, and then mailed into the University.

CHILD INFORMED CONSENTS should be executed in the presence of specifically designated employees of the University. The only exception is where distance of the parents/legal guardians from the University makes it administratively impossible. In this case, the Informed Consent may be signed by the parent/legal guardian and witnessed by a person that is not of their immediate family. Witnesses must print their name and supply their address and telephone number for the form to be complete.

The following steps should be taken in administering waivers, releases, informed consent or indemnity agreements:

- Participants should be notified concerning form(s) requirements upon registration and form(s) should be provided to participants well in advance of departure.
- Generally, Waivers and Informed Consents cannot be filled out and signed on the day of departure. They must be filled out and signed prior to that time. This ensures that the participants or their parents/legal guardians have sufficient time to consider the legal implications of signing the Waiver or the Informed Consent.
- An exception may be made when the Waiver or Informed Consent has been sent out to the participants with sufficient advance notice. The document can then be signed on the day of departure in front of an appropriate witness. If you are planning to distribute Waivers or Informed Consents in this fashion, please ensure that you track the date that you sent out the documents to ensure that you are able to prove that prior copies were distributed in case the need should arise at a later date.
- ISSAC will provide approved forms of waivers, releases, indemnification agreements, and informed consent documents to units upon request. All forms of this nature must be approved through Risk Management and Insurance Services to ensure consistency with RMIS and CURIE requirements.
- Although the legal text in approved forms will be generally consistent, the description of risks will vary depending on the nature and location of the program or activity. Units are required to provide details of the program or activity to ISSAC to assist with preparation of forms.
- Original copies of signed forms must be retained by the unit in a secure location for a period of no less than ten (10) years.

6.2. Witnessing and explaining waivers, releases and informed consents

Waivers and Informed Consents must be signed by the participant or their parent/legal guardian in front of a University employee, contracted instructor or trained student group member, who will act as witness. Before witnessing the Waiver or Informed Consent by signing the document beside the signature of the participant or their parent/legal guardian, the witness should observe the following points:

- ensure the person is of sound mind and body;
- check picture identification to ensure the person signing the Waiver/Informed consent is the same as the participant on the Waiver or the parent/legal guardian on the Informed Consent;
- ensure that the name of the participant and address are complete;
- ensure that the participant/parent/legal guardian has signed and dated the Waiver or Informed Consent;
- ensure that the participant/parent/legal guardian has not changed or crossed out any of the wording on the Waiver or the Informed Consent;

- the witness should ask each participant/parent/legal guardian: "Have you read and do you understand the Waiver/Informed Consent?";
- the participant/parent/legal guardian must respond affirmatively.

Only after the above points have been confirmed should the witness sign the Waiver/Informed Consent.

- **WAIVER** - If the participant requests an explanation of the meaning of the Waiver, the following explanation should be given:

"The document you are asked to sign is a Waiver of Liability and Indemnity Agreement. It is a legal document and by signing the Waiver and Indemnity, you are giving up certain legal rights, including the right to sue, should you be injured while participating in this activity."

- As the Waiver is written in clear terms, the witness should not attempt to get into a more elaborate explanation, but should suggest the participant re-read the document. If the participant insists on questioning the witness or is troubled by the language in the Waiver referring to the negligence of the University, the participant should be directed to consult with Insurance & Risk Management.
- **INFORMED CONSENT** - If the participant/parent/guardian requests an explanation of the meaning of the Informed Consent they should be encouraged to re-read the document as the document is written in clear terms. If the participant/parent/legal guardian insists on questioning the witness further, they should be directed to consult with Risk Management and Insurance Services (306) 966-8753 or (306) 966-8788.

6.3. Storage and retention of waivers or informed consent documents

Executed Waivers/Informed Consents should be provided to ISSAC where they will be filed and safeguarded for a period of not less than 10 years. Waivers/Informed Consents signed in years previous to the year of the accident may be of value in establishing the participant's/parent's/legal guardian's understanding of the nature of the document.

6.4. Exceptions

Faculty and staff are normally not required to sign waivers and releases for international travel, except in the following circumstances:

- The faculty or staff member is traveling as registered students in the course (and therefore are treated the same as other student participants)
- The faculty or staff member is leading or participating as an assistant in a trip to a site which required and received an exemption (as per section 3.1)

An informed consent form may be used instead of the standard waiver, release and indemnification form in the following circumstances:

- Graduate students involved in international travel for research that is required as part of their academic requirements or that is part of a University of Saskatchewan authorized research project.
- Situations where the student is also receiving remuneration for a portion of the activity as a paid employee of the University.

7. Authority regarding non-compliance and academic probation

Deans or their designates, or the VP Teaching and Learning or designate hold the authority to disallow student participation in programs and activities covered in the International Travel Risk Management for Student Mobility Policy, if the requirements of the policy have not been met.

If at any time prior to departure a student withdraws from his or her studies, is placed on academic probation, is required to discontinue, or is expelled from the U of S, he or she will become ineligible to participate in any study abroad program.

8. Emergency planning and response

The following section outlines the protocols to address emergency crises, non-crises and routine requests. The procedures included in this section do not cover the breadth of potential incidents that can occur in relation to international travel involving students. Checklists for specific types of incidents may be developed over time, with experience. The procedures and guidelines included in this section are meant to provide overall direction for informed and coordinated decision-making that can cover a wide variety of potential situations.

8.1. Definitions

Routine administrative requests (non-emergency): This type of event represents needs that do not place either persons or the program in jeopardy. This level of need require response at the College or unit level only.

Emergency (non-crisis): Non-crisis events are situations that do not endanger and/or present a direct safety or security risk to participants. This type of situation may include serious logistical problems, e.g. visa problems, unsuitable accommodations, lost travel or citizenship documents, etc. This type of event should be monitored and/or evaluated by faculty members accompanying students and the affiliated college in consultation with ISSAC to determine the appropriate response.

Emergency (crisis): Events that may trigger an emergency response include serious illness or injury, fatal accidents, death, suicide, hate crime, assault, violent incidents, missing persons, kidnap/hostage situations, political or civil unrest, acts of war or terrorism, and natural, environmental or manmade disasters. This type of event requires immediate response at the institutional and College levels.

8.2. DFATD warning while program is in action

To determine appropriate response and action in the event that DFATD issues an “Avoid non-essential travel” or more severe advisory (i.e. evacuation order) for a location wherein a program is in progress, the situation must be reviewed by the Dean or his/her designate in consultation with a program coordinator/trip leader (where applicable), the VP Teaching and Learning or his/her designate in case travel is not affiliated with a college and the Managers of ISSAC and Risk Management and Insurance Services, or their designates.

8.3. Initial incident reporting

Faculty, staff and students who experience any type of emergency should contact ISSAC during regular hours of operation and Protective Services for access 24 hrs/day 365 days/yr.

- Protective Services dispatch telephone number (+1 306-966-5555) shall be distributed to all students, faculty and staff involved in academic activity abroad on behalf of the University of Saskatchewan.
- Protective Services dispatch will always accept collect calls relating to an international emergency / crisis involving University of Saskatchewan students, faculty, or staff.
- If the emergency is identified by the College or Department or if the College or Department is contacted first, ISSAC should be notified immediately. If the situation is an emergency crises situation and it is after regular work hours, the College or Department can contact Protective Services and the dispatch officer will contact the ISSAC Manager or designate.

8.3.1. Primary responder questions

The primary responder, whether this is faculty, staff or Protective Services dispatch should reassure the caller and make sure to get and record answers to the following questions from the caller:

- Where are they calling from? (Country, city, address, other phone numbers)
- Can someone call them at this number within the next 24 hours?
- In whose custody are they in now? (Hospital, police, other authorities)
- General outline of crisis. What happened?
- Have they contacted their host institution contact person, i.e. in the foreign country?
- Who do they want contacted here in Canada or otherwise?
- Who do they NOT want contacted?
- Determine if the person involved needs or wants to come home. If so, do they have a return ticket or do they need to borrow money?
- Do they need anything sent (money, medication, contact info, consular information)?
- Do they need follow up of another sort?
- Have they contacted the embassy, consulate, or diplomatic representative, or Department of Foreign Affairs, Trade and Development (DFADT) emergency contact number at 613-996-8885? If not, will they be contacting, or do they wish us to contact the DFADT emergency contact number?

If in custody of police, ask the officer in charge for their name and position. Ask them if you can be of any help and give them your telephone number, saying that they can call collect at any time. Speak again to the original caller.

Arrange a date and time when you will call the person for a next report. Confirm the telephone number you will call.

At this point, the primary responder should repeat all of the information and ask the caller if it is correct and complete.

Next, the primary responder will need to contact the following units in the institution and relay the above information in order to take action and follow up on the request. An updated list of the key contacts will be maintained by Protective Services.

1st Contact –ISSAC (Student and Enrolment Services Division - SESD) - Manager

2nd Contact – Risk Management and Insurance Services (RMIS) – Manager

3rd Contact – Protective Services - Director

8.4. Response to routine administrative (non-emergency) requests

In most cases, situations will be resolved in a routine way by the program coordinator abroad, sometimes with the requested assistance of the department head and/or staff providing administrative support for the program, or the designated representative for the College.

Routine requests for assistance with information, supplies, etc. will be dealt with in a straight-forward fashion by the College or Department program coordinator or support staff. There is no need in such cases to involve others who would be contacted in an emergency or non-crisis situation.

8.5. Response to emergency (non-crisis) situations

Non-crisis situations may involve a wide range of circumstances where the reported situation needs to be monitored for some time to ensure that it does not develop into a crisis. This includes, for example:

- illness or injury that is not serious or life threatening, and that appears to be responding well to treatment
- civil unrest or natural disaster that does not yet warrant evacuation
- loss of passport or theft of money

Non-crisis situations may be reported through the University of Saskatchewan 24-hour emergency contact system through Protective Services – (306) 966-5555 or directly to ISSAC (306) 966-4925. Non-crises situations should be reported immediately to the Manager of ISSAC, or designate.

It is the responsibility of the ISSAC Manager, or designate, to determine whether a particular situation is an emergency non-crisis situation. It is also the responsibility of the ISSAC Manager, or designate to determine if a non-crisis situation needs to be brought to the immediate attention the Associate Dean(s) in the college(s) of the student(s) affected, and the Vice-Provost, Teaching and Learning

The ISSAC Manager, or designate, contacts other administrators if the circumstances warrant or refers the problem to the appropriate person for resolution. This may be an Internationalization Coordinator for the College, unit head, or support staff. Management of non-crisis situations for programs and activities outside the jurisdiction of a college will be coordinated through ISSAC.

Management of non-crisis situations by a College needs to be determined by the Dean, or designate, on a case-by-case basis. The Dean, or designate, will assign a College Institutional Emergency Response (IER) Leader and will work with the IER Leader to set up a College Emergency Response Team. Non-crisis situations should be monitored and evaluated in a timely fashion and in context to how they develop over time.

- Whenever warranted, the ISSAC Manager, or designate, will inform the IER Leader of the nature of the problem and how it will be handled. A meeting may not be necessary.
- The IER Leader shall coordinate communications regarding the incident with the ISSAC Manager, or designate, following the guidelines provided in Section 9.
- The IER Leader shall keep the ISSAC Manager or designate informed of developments, and will contact the ISSAC Manager or designate immediately if there are any signs that the situation may be resolved, deteriorating and/or may require a crisis response. In cases where a crisis response is warranted, the ISSAC Manager or designate will decide when it is appropriate for ISSAC to assume responsibility for management of the situation.
- In all cases, full written records must be kept by the IER Leader and the ISSAC Manager, or designate, including details of information received and actions taken on a daily basis and final report.

8.6. Emergency crises protocol and response

The following guidelines should be considered and/or handled/coordinated by the Manager of ISSAC, or designate, the Manager of Risk Management and Insurance Services, or, if unavailable, a senior member of University of Saskatchewan administration. The level of response will depend on the nature and seriousness of the crisis.

Colleges and units need to be prepared to play a fundamental role in responding to emergencies that affect international programs and activities. The Dean or designate must identify the College Institutional Emergency Response (IER) Leader. The locus of response at the College level will be from the Office of the Dean, with departmental heads and others being involved as appropriate on a case-by-case basis.

The following steps need to be taken, although the exact order will depend on the situation.

1. Inform senior administration
 - 1.1. The ISSAC Manager or designate contacts the first available of:
 - Associate Dean (Undergraduate Affairs), Dean or other designate (e.g. in the case of Graduate students), and Vice-Provost, Teaching and Learning, in cases where the program or activity falls outside the jurisdiction of a college or graduate school;
 - Internationalization Coordinator (if designated in College);
 - 1.2. ISSAC ensures that these key contacts make contact with those in the college who are involved with the program or activity.
 - 1.3. Depending on the degree of event, ISSAC also ensures that the following persons are notified: Associate Vice-Provost, Teaching and Learning, Provost and VP (Academic), VP (Finance and Resources), and if applicable, the coordinator at the partner institution, etc.
2. Establish Emergency Response Team
 - 2.1. Determine the Institutional Emergency Response (IER) leader
 - 2.2. Determine membership of the Emergency Response (ER) Team
 - 2.3. Hold meeting of ER team as soon as possible
 - 2.4. Establish immediate and short-term plans, divide responsibilities
 - 2.5. Meet as needed during emergency
 - 2.6. Meet at least once after resolution to discuss lessons learned

The following guidelines are important to keep in mind to ensure proper functioning of the ER Team:

- Roles
 - The College IER Leader:
 - maintains daily contact with others on the College response team, forwards pertinent information to them
 - directs the response within College, e.g. delegates tasks that need to be undertaken in College, coordinates decisions on messages to students and faculty about the situation as appropriate (discuss with ISSAC Manager or designate)
 - provides support for head(s) of departments and others involved, on a case-by-case 'as needed' basis
 - directs requests for information as appropriate in accordance with ISSAC Manager, or designate directives
 - Affected department and/or unit heads, faculty and staff
 - work with direction from, and maintain contact with, the Designated College IER Leader, to assist with:
 - Directing outside requests for information as appropriate (see Section 9)
 - Communication with students and faculty within the department (see Section 9)
 - Assist College IER Leader with requested information and support

- ISSAC Manager or designate
 - takes responsibility for coordinating institutional response international related emergency crises (e.g., discussions with DFADT, authorities abroad, legal counsel, etc.)
 - ensures that records are kept concerning the emergency and that a final report is prepared for the College and RMIS.
 - Follow internal office protocols and also contact, where deemed appropriate, the student's /participant's emergency contacts, translators or country specialists.
- Communication and support
 - The College IER Leader and the ISSAC Manager keep in regular daily contact, or designate, for updates on the situation and offers appropriate, mutual support.
 - All efforts should be taken by the IER Leader and ISSAC to engage appropriate institutional supports, where necessary and appropriate (i.e. Disability Services for Students and Student Health and Counseling)

8.7. Death of a student

In the case of a death of a student, responder should also refer to the *Procedures regarding the death of a student and the award of posthumous credentials* at

http://www.usask.ca/sesd/uploads/posthumous_credentials.pdf

9. Communication with family, university and media

Communication is of utmost importance in dealing with non-crisis and emergency response situations. Ensuring the flow of critical information is imperative, such that the situation can be properly and effectively coordinated. All parties need to think beyond their college, department and/or unit to ensure that the communication flow for each particular case is considered carefully and addressed thoroughly. It is essential that demands for information be taken seriously and dealt with well. The following should serve as a general guideline.

NOTE: If a crisis might generate media attention, as in the case of a well-publicized natural disaster, political unrest, act of terrorism or criminal activity, key responders should immediately inform University Communications (See Key Contacts section) with general (non-confidential) information and maintain contact throughout the situation.

- **Emergency contacts**
 - In the case of an emergency (non-crisis) situation, decision to contact the students' emergency contacts will depend on the situation.
 - If there is no harm to the student(s) or Leader(s), the incident is isolated with short-term or minimal interference for the student(s) and his/her/their program and/or is within the bounds of normal travel precautions, the student(s) should be encouraged by their program Leader(s), by ISSAC or by the College IER to communicate with their emergency contact(s) and/or family members to keep the apprised of the situation. Where the student(s) are unable to communicate with their emergency contact(s), ISSAC and the

College IER will review the situation and determine if contacting the student(s) emergency contacts is warranted.

- In the case of an emergency (crisis) situation, the College IER or ISSAC will contact the students' emergency contacts.
 - Student(s)' emergency contacts need to be informed first and should receive absolute priority. Only then can information be shared with third parties. This rule applies even if it means suppressing news for a while. It must be avoided at all costs that people hear for the first time on the radio that a loved one has been in a serious accident.
- The university contact for the relatives of victims should be a representative from the college, department or unit who has the closest connection and/or most responsibility associated with the program or activity and/or the student(s) involved/affected.
- The university contact should identify a central family contact for ongoing communication between the university and the student(s)' relatives.

- **Staff and students**

- In cases where emergency contacts are informed, the following step should be to contact and advise those at the institution who supervise, work or study with the student(s) in question. This should be done in accordance with decisions made through following the non-crises and emergency protocols.

- **University-wide and external media**

- Only after these steps have been taken should any contact with the media be made or any decisions regarding university-wide communications implemented.
 - Responders should reach agreement with the University Communications regarding who will give information to the media, to the public, and to the institution as a whole. Respect should be paid to University Communications officers for their expertise and responders should accept their suggestions. Let University Communications officers act as spokespersons. In sharing information, be open while at the same time treating names, addresses and telephone numbers with confidentiality.

9.1. Review of emergency plans

The Emergency Response Protocol shall be reviewed regularly with ISSAC and RMIS, as well as with Deans, Associate Deans and others, in order to ensure it is compatible with the University IERP protocol, and that it addresses College needs. The protocol may be modified as needed.

ISSAC shall call a meeting of the College response team, including all Associate Deans and unit heads of departments with study abroad programs to take place, as well as RMIS and Protective Services. This protocol should be discussed to identify issues that may need more attention, and run a couple of simulations of scenarios to determine gaps and what would need to be done.

ISSAC and College leadership must take every effort to ensure all unit heads are informed of the general protocol and its significance.

10. Incident reporting

It is important to keep good records of an emergency or crisis that arises. An incident report form should be filled in by the crisis coordinator and when possible the injured party (See Appendix B). This should include:

- the nature of the incident
- any action taken
- anyone contacted regarding the incident

Extra care should be taken if something was said in the nature of a concession or promise. Emails, faxes, newspaper clippings, and relevant documents should be kept on file.

11. Key contacts and resources

Department of Foreign Affairs, Trade and Development - Emergency Watch and Response Centre
sos@international.gc.ca; tel: (613)966-8885

International Student and Study Abroad Centre, Manager, Derek Tannis
itr.admin@usask.ca, tel: (306) 966-4925 (for inquiries)
derek.tannis@usask.ca, tel: (306) 966-4923 (for emergency assistance)

Public Health Agency of Canada
www.publichealth.gc.ca, tel: (204) 789-2000

Protective Services, Director Brian Muchmore
(for 24/7 emergency assistance) tel: +1 (306) 966-5555
brian.muchmore@usask.ca, (306) 966-4505

Risk Management and Insurance Services, tel: (306) 966-8788

Student Health and Counselling, Manager, Tracy Spencer
tracy.spencer@usask.ca, tel: (306) 966-5757

University Advancement – University Communications
communications@usask.ca, tel: (306) 966-6607

Vice-Provost, Teaching and Learning, Patti McDougall
Patti.mcdougall@usask.ca, tel: (306) 966-6203

Safety Resources, Director, Brian Bjorndal
brian.bjorndal@usask.ca, tel: (306) 966-8495



Appendix A: International Travel Exemption Request

Please complete and submit this form at least 60 days before the estimated departure date to the appropriate Dean with a copy to affected departments heads.

STUDENT INFORMATION

STUDENT NAME	COLLEGE	STUDENT #	NSID	PREFERRED PHONE NUMBER

TRIP INFORMATION

NAME OF TRIP	TRAVEL DATES	DESTINATION COUNTRY
AREAS TO VISIT	DESCRIPTION OF ACTIVITIES	
COLLEGE AND COURSES AFFILIATED WITH THIS TRIP		

Please, answer the following questions. If insufficient space, use a separate sheet of paper. Attach any supporting documents to the Exemption Request form.

Understanding of risks

1. Assess severity and probability of risks in relation to your destination country and proposed activities. Discuss the nature and degree of risk to your health and safety.

2. Explain the recommendations of the Department of Foreign Affairs with respect to your destination country and specific locations to be visited.

Preparation

- 3. How will you prepare yourself for the probable risks and what precautions will you take to address the safety risks associated with international travel to this specific country?
- 4. Provide an Emergency plan for your trip.

Criticality of activities

- 5. Assess the associated risks in relation to potential benefits and discuss if the proposed activities could be conducted in another location. Provide alternatives.

Background

- 6. Discuss your previous travel experience, the safety risks you have encountered in the past and your ability to cope with unexpected events and threatening situations.

I hereby verify that the information provided above is correct to the best of my knowledge.

Signature

Date

Date received:

Reviewed by:

NOTE: The exemption request is processed by the Dean of the affiliated college. If the request is supported by the Dean, the exemption request will be forwarded to a committee for a final decision. There is no appeal if the Dean does not support the request.



Appendix B: Incident report

An incident report should be completed by person(s) involved in an incident while engaged in research, work or learning activities at the University of Saskatchewan, and at off-campus locations.

The University of Saskatchewan has available an online incident reporting system at www.wsep.usask.ca. For assistance with incident reporting, please contact Workplace Safety and Environmental Protection (WSEP) at 966-4700.

Personal Information		
Name:	Telephone Number:	Email:
College/Department:	Person(s) Involved in Incident: <input type="checkbox"/> Employee <input type="checkbox"/> Student	
If an Employee, Years of Service:	If a Student, Program Enrolled in: Year in Program:	
Supervisor Name:	Telephone Number:	Email:
Incident Information		
Incident Date:	Time of Incident:	
Location of Incident:	Country:	
Nature of Incident:		
<input type="checkbox"/> Injury <input type="checkbox"/> Illness <input type="checkbox"/> Exposure to Hazardous Substance <input type="checkbox"/> Spill of Hazardous Materials <input type="checkbox"/> Vehicle Accident <input type="checkbox"/> Violence <input type="checkbox"/> Theft/Criminal Activity <input type="checkbox"/> Property damage <input type="checkbox"/> Other		
Describe the incident. Provide as much detail as is possible including the nature of any injuries that may have been sustained.		
Was professional medical attention required? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Names of Witnesses:		
Actions taken in immediate response to the incident. Provide as much detail as is possible including all parties contacted and when (e.g. local emergency responders, university personnel).		

Signature of Incident Reporter:	Date:
Post Incident Review	
Cause of incident	
Provide a brief description of the identified cause(s) of the incident. Where applicable, include contributing factors.	
Indicate the proposed preventative measures to minimize the chance of a recurrence of a similar incident.	
Supervisor Signature:	Date: