



BARCELONA

STUDY ABROAD EXPERIENCE

RISK MANAGEMENT PLAN

WWW.BARCELONASAE.COM



“When it comes to developing and executing a customized faculty-led program, Barcelona SAE is top-notch. They provided excellent programming for my course, the staff was professional and helpful, and they were well-organized in all aspects of logistics.”

Dr. EJ Yoder, Senior Instructor & Undergraduate Advisor, College of Communications, University of Colorado, Denver

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Please note that this is not meant to be a fully comprehensive guide to Barcelona SAE systems, policies and procedures, but rather an overview of how we aim to mitigate risk and address emergency situations when they arise.

BARCELONA

STUDY ABROAD EXPERIENCE



Exploring Barcelona's Plaza Catalunya



Learning the Barcelona basics at Orientation

“Our partnership with Barcelona SAE has truly benefited our students. I am always assured that my students are looked after. What more can you ask for in an organization?”

LaSharon McLean Perez,
Assistant Director of Study
Abroad, University of California,
Riverside

PURPOSE OF PLAN

This plan has been developed to provide information that will prepare all parties to work effectively in cases of emergency or crisis. Every emergency will require a tailored response, thus the response team may deviate from the procedures contained herein as the situation requires. The majority of incidents will follow the general process as described herein, however this document is not in any way binding upon Barcelona SAE, its staff, or others involved in the response. Specifically, this Crisis Response Plan outlines what Barcelona SAE will do in the event of:

Major Crises:

- Natural Disasters
- Nuclear Accidents
- Terrorism
- War
- Political Emergencies

Individual Crises:

- Life threatening accidents or illnesses
- Crimes against a student (sexual assault, other physical assaults, robbery, etc.)
- Arrest of a student
- Missing student
- Loss of life

Crises in the U.S.

- Events in the U.S. that are not physical threats to participants abroad (individual or major crises).

WHAT IS A CRISIS?

A crisis is an unexpected event or situation that requires immediate attention and action. The effects of these crises can often be minimized with proper planning and preparations. This can include anything from a natural disaster, political uprising, and terrorist attack to personal injury. These crises can affect the entire group or an individual, however, individual crises often have an impact on the entire group.

Crises have the potential to:

- Result in disruption or termination of the program or temporary closing of the study abroad center.
- Cause significant emotional stress to individual(s) involved.
- Be managed properly to minimize negative effects.

BARCELONA SAE CRISIS MANAGEMENT

The Crisis Response Team includes persons who will be able to make decisions that are best for the health and safety of the participants. In a crisis situation, all members will be notified and will maintain full communication until the crisis has ended.

Barcelona SAE 24-Hour Emergency Number: +34 675 23 56 56

This emergency phone is carried by a member of the Barcelona SAE team on-site at all times and should be the first point of contact in case of emergency.

There is always a Director as a backup in case any incident scales up.

In the event of an emergency, Barcelona SAE will coordinate directly with the home institution to ensure that the response is in line with their policies and practices.

BARCELONA SAE CONTACT INFORMATION

US Office	3 Ferry Street, Studio 2 West Easthampton, MA 01027 800.226.1232
Barcelona Office	Carrer Casp 130, 4th floor 08013, Barcelona +34 688 83 20 13; +34 675 23 56 56 (24h Emergency)

MEDICAL CONTACT INFORMATION

Hospital HM Nou Delfos	Av. de Vallcarca 151 08023 Barcelona +34 649 758 995
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EMBASSY CONTACT INFORMATION

US Embassy P. Reina Elisenda de Montcada, 23 +34 93 280 22 27	Australian Embassy Avinguda Diagonal, 433 +34 93 362 37 92
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BARCELONA SAE STAFF - RISK MANAGEMENT CONTACTS

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RISK MANAGEMENT, TRAINING & PREPARATION

Orientation

To minimize and manage risk on our programs, we prepare participants for health and safety issues in our pre- departure guide before they depart the U.S. and again when they arrive in Barcelona. During the on-site orientation we will highlight local health and safety issues and participants will also be given information regarding emergency procedures. This health and safety resources can also be found in the Online Student Guide, a website created by the staff and that is available for participants at all times. Upon arrival in Barcelona, each participant is given a wallet-sized emergency response card, which provides local emergency contacts and emergency numbers.

Participant's Communication with onsite Director and Staff

Barcelona SAE staff updates local contact information for each student, including the addresses of their accommodation and their phone numbers. Participants must notify whenever traveling away from the program location for any period of time. Participants must fill out a form every Thursday, every week they are part of the program, and must include a detailed itinerary of travel plans, or tell the staff that they are staying in Barcelona. Students should know that if they are out of communication for more than 24 hours, without having left notice of their plans, a missing persons report may be filled with the local authorities (see Missing Participant section).

Student Health Insurance

All participants must come to the program with a comprehensive medical and travel insurance that has a similar or superior coverage as the one that Barcelona SAE provides. Barcelona SAE provides personal insurance through CISI Cultural Insurance Services International (CISI). See Appendix I for policy details. The company has an arrangement with a local private clinic, Hospital HM Delfos, where the participants receive personalized treatment and payment will come directly from the insurance (no co-pay).

Communication with Media

In all cases, only the Founder & CEO of Barcelona SAE, or a person designated by the CEO, will communicate with the media. Barcelona SAE will not speak to the media on behalf of the home university but will be on constant communication with the university staff.



BARCELONA

STUDY ABROAD EXPERIENCE

“Barcelona SAE offers an excellent balance between academic rigor and enriching, enjoyable, cultural activities. Working with the staff and faculty was a very positive experience all around: they are efficient, knowledgeable and flexible. I appreciate the way they go above and beyond the call of duty to help students with their needs and concerns.”

Mauricio Parra, Director of Illinois Wesleyan University Barcelona Program



Barcelona is home to more than 50 museums

MAJOR CRISES

For any major crises the following will be considered and reported in this specific order:

1. The health and safety of Barcelona SAE participants.
2. The geographic proximity of the program to the crisis.
3. The impact of the crisis to the quality of life (availability of food, water, medical supplies, the protection of law and order).
4. The target of the unrest, if the crisis is political.
5. The intensity of police/military presence in the area of the program.
6. The continuance of the program- either via Barcelona SAE or through local universities, whichever the case may be.

In Country Crisis Response

1. Account for health and safety of Barcelona SAE participants
 - a. Contact and account for all Barcelona SAE participants. If they are at the program site or at their housing location, and both are safe from the crisis, tell them to remain there until their safety outside of these locations can be certain. If the participant is not in a safe location, assist them with finding the nearest safe location.
 - b. If unable to contact and account for a participant, continue to search by talking to friends, roommates, host family, or landlord until the participant is found. Notify local authorities if necessary. If the participant is not found, see Missing Student under Individual Crises. For injured participants, see Life Threatening Accidents or Illnesses under Individual Crises. Report to Barcelona SAE Site Director as soon as possible.
2. Determine the scope of the crisis by liaising with local authorities
 - a. Contact the U.S. Embassy, local authorities (police, fire, military), local government, and/or International Red Cross or other disaster agencies. Then decide if the proximity of the disaster is endangering Barcelona SAE participants. If it is, execute the Evacuation Plan and move endangered participants to a safe place. Determine if quality of life issues (availability of food, water, medical supplies, the protection of law and order) make it unfit for participants to live in the area. If so, see Evacuation Plan.
3. Determine the ability of the continuance of the program
 - a. Utilizing the information collected from the above sources, considering the scope of the crisis, formulate an opinion on whether to continue, suspend, or cancel the program. Liaise with other U.S. programs located in the area to get feedback from their administrators as well. The ultimate decision whether or not the program can continue lies with the Barcelona SAE Board of Directors.

MAJOR CRISES ...continued

The following are listed in order of importance, and protocol should follow this order when possible:

1. Communicate with Crisis Response Team on-site immediately and begin constant communication with this group until crisis is dealt with.
2. Communicate participants' welfare to students' emergency contact as soon as possible and no later than *within 8 hours*. Phone calls AND emails will be used to communicate this information. If participant is injured or dead, see section on Individual Crises.
3. Communicate participants' welfare to U.S. universities, and complete that communication within a maximum of 8 hours, preferably within 2 hours. Phone calls AND emails will be used to communicate this information. If participant is injured or dead, see section on Individual Crises.
4. Liaise with U.S. authorities and study abroad field to determine U.S. response toward crisis. Facilitate contact with Department of State and other pertinent government agencies.
5. Follow the decision on program continuance, suspension, or cancellation based upon in-country opinions, U.S. based information collected, and consultation with Crisis Response Team.

Continuance of Program

1. If the decision is made to continue a program, participants should be notified of this immediately via the Barcelona SAE Site Director. Additionally, Barcelona SAE is committed to ensuring students feel supported if they choose to remain in the program. If there are concerns about a student's mental well-being, staff will discuss the option of seeking professional medical or psychological assistance.
2. Barcelona SAE will notify students' emergency contacts of the decision and answer any questions they might have.
3. Barcelona SAE will notify the U.S. institution of the decision.

Suspension of Program

1. If the decision is made to suspend the program, determine the length of time considering its impact on the learning environment for the participants (ex: after two weeks, will they be interested in learning more?). If the suspension of the program is more than three days, activities will be planned for the participants to keep them cohesive as a group.
2. Barcelona SAE will notify emergency contacts of the decision within 12 hours and answer any questions they might have.
3. Barcelona SAE will notify host families.
4. Barcelona SAE will notify the U.S. institutions of the decision.
5. If necessary, Barcelona SAE will notify the local institution of the decision.

MAJOR CRISES...*continued*

Cancellation of Program

1. Cancellation or suspension of any program will result if (1) the United States Department of State issues a travel warning advising U.S. citizens to leave the particular location of the program, or (2), Barcelona SAE deems it necessary to cancel or suspend the program for any other reason (ex: the safety and welfare of the participants are in jeopardy).
2. Participants will be brought to a secure location and notified immediately of the program cancellation and the procedures for evacuating the country.
3. Barcelona SAE will contact CISI insurance to arrange for assistance - both logistical and financial.
4. Barcelona SAE will notify emergency contacts of the decision, and answer any questions they might have.
5. If departing via plane, help students with flight arrangements (change ticket dates) out of the country when necessary. If departing via other transportation (to a safer location) before departing the region, determine the best mode and arrange transportation for group departure.
6. Barcelona SAE will notify the U.S. institutions of the decision, and work with them to enroll students in classes upon return, if possible.
7. If necessary, Barcelona SAE will notify the local institution and/or faculty of the decision.

Evacuation

Barcelona SAE follows the Peace Corps model for managing evacuations, which uses a three stage model based upon the standard established by the U.S. Embassy.

- **Stage 1** – Standfast: participants will be notified to stay in the location they are in, provided it is safe, and await further instruction from the Site Director or on-site contact.
- **Stage 2** – Consolidate: participants will go to an arranged safe haven to prepare for evacuating the location.
- **Stage 3** - Evacuation-leave as a group

Post crisis follow up, reporting, and evaluation:

1. After the crisis has been quelled and/or participants have been evacuated, it is important to follow up with each participant individually to determine their mental well-being. If necessary, participants will be referred to a licensed psychologist. If the participant is back in the U.S., it is important to notify the home university that the participant may need personalized attention.
2. Barcelona SAE will follow up with the U.S. universities to fully explain the situation. Depending upon the number of individual institutions, it may be best to communicate via email or phone.
3. The Director shall prepare a report detailing the crisis and the steps taken during the crisis to manage the situation.

INDIVIDUAL CRISES

Life Threatening Injury or Illness

1. If the participant has not yet been triaged, contact emergency services to get immediate treatment.
2. Once the participant has been triaged, determine extent of injuries and contact the home university. The information at hand should include the participant's name, time of accident/illness, circumstances surrounding the accident/illness, known extent of injuries, hospital contact information, and physician contact information.
3. Barcelona SAE should immediately contact the participant's emergency contact and explain known extent of injury or illness. Barcelona SAE will relay all in-country contact information (Site Director/site contact, hospital, physician, etc.). The emergency contact will continue to be updated as new information becomes available or at least every 6 hours.
4. Barcelona SAE will monitor the situation until the participant's condition has stabilized. The Site Director or on-site contact will stay with the injured participant until which time it is determined that their condition has stabilized.
5. Barcelona SAE should notify the student's home university of the student's status within 8 hours, preferably between 2 hours.
6. Determine whether a medical evacuation is necessary by consulting with Site Director or on-site contact, local physician, emergency contact in U.S., and insurance representative.
7. If medical evacuation is required, work with airlines to determine how to proceed, determine whether the participant will be accompanied (by Site Director, on-site contact, or emergency contact), determine if any special immigration documentation is necessary (if being deported out of country).
8. If no evacuation is necessary, the Site Director or on-site contact will monitor the participant's health and report back to Barcelona SAE need-to-know staff and/or emergency contact at determined intervals.
9. If condition improves, begin to work with the local institution to prepare for the student's return.
10. If condition worsens, determine if emergency contact or next of kin will visit. Barcelona SAE will assist with all logistics and will liaise with the insurance company.
11. If loss of life results, Barcelona SAE will work with the US consulate, insurance provider, and the family to repatriate the remains.

INDIVIDUAL CRISIS...*continued*

Crime Against a Participant

1. If the participant has been physically harmed, the on-site staff will assist the student to seek medical attention. If it is life threatening, see Life Threatening Injury or Illness.
2. Barcelona SAE will report the incident to the home institution of the student.
3. The on-site staff will assist the participant to report the crime to police.
4. Ensure that the participant follows proper local laws in reporting the crime (completing any paperwork, acting as a witness, etc.). The Site Director will act as a liaison with the local authorities. Where warranted, a local attorney will be consulted.
5. If no life threatening physical or mental harm has taken place, determine whether or not the participant wants Barcelona SAE to contact his or her emergency contact or if the participant will do so personally.
6. After the incident has been taken care of, meet with the participant individually to determine if there are any lasting effects. If so, refer the participant to a local mental health professional skilled in dealing with post-traumatic stress.
7. The Onsite Director of Barcelona SAE, in consultation with the Director of Student Life or on-site emergency contact, will compile a report and keep it in the student's file.

Bias against a participant

All participants have access to the Barcelona SAE Bias Form to report any form of discrimination motivated by hatred or prejudice including race, color, national or ethnic origin, sexual orientation, gender identity, age, physical or mental disability, among many others. Our program has a dedicated team ready to provide response and support students. The Team will assess the report, investigate, and determine the appropriate measures to be taken.

Arrest of a Participant

1. Once the program has been notified of a participant's arrest, we will work with the US Embassy and the local authorities to provide support to the student. The program will do all possible efforts to find out the physical/mental state of the participant. If a personal visit is allowed, the onsite Director will visit to make these determinations.
2. If allegations are minor (ex: no jail time, only fines), the participant should be given moral support by the Site Director and, if needed, a referred to local medical staff for counseling. The Site Director or on-site contact will attempt to follow up with the participant on a regular basis. Report information from meetings to the home institution.
3. If allegations of criminal activity are serious, in consultation with the participant, Barcelona SAE will contact the U.S. Embassy for advice regarding legal representation.

Note: Barcelona SAE will provide help for the student to get legal representation but after that, the legal proceedings and results (innocent or guilty) are not responsibility of Barcelona SAE.

“I cannot say enough positive attributes about Barcelona SAE, and everyone within earshot knows that the staff is THE BEST!! Thank you, again, for giving me (and the students) memories and goals that help us live and dream beyond our immediate lives.”

Lisa Goetz-Bouknight, Professor,
Central Oregon Community College



Sports, culture, and identity come together at Barcelona's Camp Nou



Learn lifelong skills during a Spanish cooking class led by a professional chef

CRISES IN THE UNITED STATES

Major Crises

1. In the event of an occurrence in the U.S. where a large-scale population is affected (ex: 9-11), the Site Director or on-site contact will notify all participants of the occurrence by phone or in-person. Participants will be gathered at the earliest possible time to discuss events in the U.S. and to decide what, if any, course of action needs to be taken. The U.S. Embassy will be consulted prior to this gathering to find out as much information as possible (if information from Internet or television is not adequate). A location will be set up for participants to monitor feeds from U.S. news reporting on the crisis. If a participant's family or friends are affected, see Crises in the U.S. – Individual Crises.
2. Barcelona SAE will communicate with any affected emergency contacts and/or family members of the participants, if necessary.
3. If counseling is necessary, on-site staff will provide help to set up therapy appointments for any participants who might require it.

Individual Crises

In the event of an individual crisis in the U.S. that affects a participant, Barcelona SAE will provide the following:

1. If Barcelona SAE is first contacted, it will notify the affected participant as soon as possible.
2. If Barcelona SAE hears from a participant, and the participant deems it necessary to return to the U.S., we will support the participant with the arrangements, and notify in-country academic staff, landlord, or host family; when possible, assist with scheduling a leave of absence from academic program; when possible, arrange refund where applicable.
3. If Barcelona SAE hears from a participant, but the participant decides to remain with the program, we will: arrange counseling, if desired; ensure that communication lines are open for the participant between the program location and home; monitor student's well-being via face-to-face meetings with on-site staff.

Documentation

During a crisis, Barcelona SAE staff will document all communication, incoming and outgoing, as all of this could potentially be required by any of the parties involved, particularly legal counsel. When documenting we will list date, time, type of communication (phone, email, face-to-face, letter), and a summary of what was communicated.

After every crisis, the Barcelona SAE Onsite Director, Director of Student life, or on-site emergency contact will collect all documented communication and include this in the post crisis report. All incidents will be reviewed: reports and responses will be assessed, and suggestions for policy/procedural changes and improvements will be discussed if necessary.

REFERENCES

Feel free to contact these references below if you'd like to hear what our partners have to say about us.



Gabriel Montague
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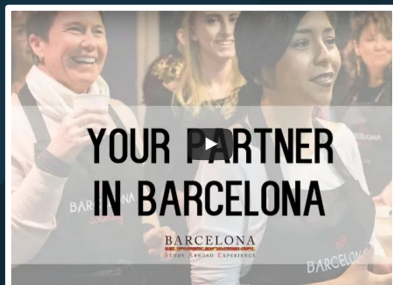
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WHAT WE DO BEST

Please take 3 minutes to watch [this video](#) where we interviewed 3 faculty leaders about their experiences with Barcelona SAE.

The video can be found on

www.BarcelonaSAE.com/faculty-led-programs

YOUR PARTNER IN BARCELONA

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*Get Social with #Barcelona_SAE
at www.barcelonasae.com/Social*

