

## STUDENT EMERGENCY PREPAREDNESS GUIDELINES FOR STUDY ABROAD

Students are responsible for managing their own health, safety, and security, in preparation for, and throughout their time abroad. While there are some situations that can occur, which are beyond your control, you can help to remain safe and healthy by being knowledgeable about your host country, making good decisions, knowing and utilizing the support resources available for you, and asking for assistance. Taking the following actions will ensure that you are well prepared:

### Required / Critical Actions:

- ☐ Complete the Emergency Contact Information form in your OGE online account (<https://bc-oip.terradata.com/>).
- ☐ Download the [AlertTraveler App](#) and enable GPS location and alert features.
- ☐ Know how to use your [Zurich health insurance through ISOS assistance](#) and keep a copy of the [ISOS membership card](#) with you at all times; save the 24/7 assistance phone number, +1 215-942-8478 to your mobile device.  
(<https://www.bc.edu/content/bc-web/sites/global-engagement/sites/office-of-global-education/semester-abroad/health-and-safety.html#insurance>)
- ☐ Keep the on-site faculty or coordinator's numbers, OGE, BC and your host university emergency numbers with you at all times.
- ☐ If there is an emergency, you should immediately contact, or respond to contact from the on-site faculty member or coordinator. It is his/her responsibility to make sure that you are safe; you must follow his/her instructions. If there is not an on-site BC faculty or staff person, you should contact your OGE Advisor at BC and the international office staff of your host university as soon as possible. For any medical or security assistance, you can [always contact the ISOS 24/7 number](#) or e-mail them and reference the [BC Membership ID](#).
- ☐ Develop a plan for telephone or e-mail contact with your family, so that in case of emergency you will be able to communicate directly about your safety and well-being. It is your responsibility to share resources and be in touch with your parents in the case of an emergency; the OGE will only contact families in the case of a major emergency or crisis, in which students are directly involved or face significant risk or danger.
- ☐ If there is an emergency in your host city and/or country, it is likely that BC OGE Advisors or other OGE staff who are responsible for safety will contact you, often just to confirm that you are safe, and to check if you have any requests. It is very important that you respond to any e-mail correspondence from OGE staff as soon as possible, in addition to making sure GPS tracking is activated on your Alert Traveler app.

### Recommended Actions:

- ☐ Pay attention to all materials sent to you and reviewed during pre-departure orientations by your program and the Office of Global Education, including the Handbook for Study Abroad; share this handout and other such materials with your parents, so that they are aware of our policies and expectations.
- ☐ Consider your mental and physical health needs, and make sure to inform OGE, the on-site staff and host institution of accurate physical and mental health information, allergies, and any other personal conditions and preferences that will help to ensure a safe and healthy study abroad experience.

- ☐ It is strongly recommended to schedule a pre-departure medical consultation with ISOS, your physician, or a health clinic for professional medical advice about your specific physical or mental health needs while traveling abroad, as well as about any medications or vaccinations.
- ☐ Review Country Information (<https://travel.state.gov/content/travel/en/international-travel/International-Travel-Country-Information-Pages.html>) for your host country, as well as the Centers for Disease Control Travelers Information (<https://wwwnc.cdc.gov/travel/>).
- ☐ For a detailed overview of health and safety at your destination(s), Login to ISOS [internationalisos.com/members](https://internationalisos.com/members) and complete a briefing about your destination through the TravelAdvisor tab.
- ☐ Register with the U.S. Embassy, <https://step.state.gov/step/> to receive embassy and travel alerts for your host country.
- ☐ Familiarize yourself with local laws and customs of the countries to which you are traveling. Understand and comply with the terms of participation and codes of conduct in your program and those at BC, and obey host country laws.
- ☐ Make two copies of your passport. Leave one with your family, bring one with you on your trip, and keep it separate from your passport. It is also recommended to have a digital backup (you can take a photo with your phone and email yourself a copy).
- ☐ During a crisis or other emergency during which foreigners in general or U.S. citizens in particular may be at risk, keep a low profile; avoid demonstrations, confrontations or situations where you could be in danger.
- ☐ Boston College takes all reports of sexual misconduct and discrimination very seriously. Cultural norms may mean that actions are interpreted differently in other countries. Regardless of these norms, you are encouraged to utilize BC support resources and report any incident of harassment or sexual violence. [Sexual Assault Network](#) (SANet) at Boston College is a 24-hour/7 anonymous resource available to you overseas and when you return to campus. Call +1(617) 552-221 for assistance.

## IMPORTANT CONTACT INFORMATION AND RESOURCES

Location: Hovey House, 258 Hammond Street  
Hours of Operation: Monday-Friday, 9am – 5pm  
Tel: +1(617)552-3827; Email: [globaleducation@bc.edu](mailto:globaleducation@bc.edu)

Call the Office of Global Education during regular business hours. For emergencies outside of office hours, call the Boston College Police Department at: +1(617)552-4444 and ask to be connected to the Administrator on Call or Samuel Gras, Associate Director, Global Safety and Security, Global Engagement.

### OGE Staff Directory

<b>Larry Pickener</b> , Director	<a href="mailto:pickener@bc.edu">pickener@bc.edu</a>
<b>Brendan McGrath</b> , Administrative and Fiscal Assistant	<a href="mailto:mcgratbh@bc.edu">mcgratbh@bc.edu</a>
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<b>Vaughn Thornton</b> , Program and Outreach Specialist	<a href="mailto:vaughn.thornton@bc.edu">vaughn.thornton@bc.edu</a>
<b>Kathryn Wright</b> , Program Manager (Italy and Ireland)	<a href="mailto:wrightgu@bc.edu">wrightgu@bc.edu</a>
<b>Shannon Williams</b> , Summer & Internships	<a href="mailto:shannon.williams.4@bc.edu">shannon.williams.4@bc.edu</a>

## **International SOS**

Boston College partners with International SOS to provide health and emergency services to Boston College students while traveling and living outside the United States. International SOS works with Zurich American Insurance to provide health care for students abroad. Our student accident and health insurance plan provides worldwide medical coverage for registered BC students while abroad.

In a medical emergency, head to the nearest hospital without delay. For emergency assistance, call the closest [Assistance Center](#). Assistance services and insurance benefits are initiated by calling International SOS at +1 215-942-8478 or via the ISOS Assistance App.

## **Additional Boston College Resources**

Boston College Police Department (BCPD): +1 (617) 552 4444 (ask for Administrator on Call)

SANet (Sexual Assault Network): +1 (617) 552-2211 (anonymous hotline); [bc.edu/sanet](http://bc.edu/sanet)

Women's Center (Katie Dalton): +1 (617) 552-3489; [women@bc.edu](mailto:women@bc.edu)

University Counseling Services (confidential): +1 (617) 552-3310; +1 (617) 552-3227 (nights and weekends)

Mission and Ministry: +1 (617) 552-3475; [ministry@bc.edu](mailto:ministry@bc.edu)