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| **Date Last reviewed** | April 2020 |
| **Date Last revised** | April 2020 |

Please review the information below. If you have any questions, please contact Risk Management & Insurance at riskmgmt@ucalgary.ca or 403-220-5847.

**EVACUATION AND SECURITY PLAN**

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| **Traveller Name/Group Name:** |  |
| **If Group, what is the Leader’s Name:** |  |
| **Country of Travel:** |  |
| **Locations within country:** |  |
| **Dates of Travel:** |  |

**Summary of Alert/Action Stages**

**PHASE 1 – Alert Stage**

An incident has been identified that may require intervention.

**PHASE 2 - Evacuation Preparation**

This phase would be enacted when the need to evacuate is imminent, but not yet declared.

**PHASE 3** - **Evacuation**

This phase involves the final preparation and/or evacuation of University Travellers once the decision to evacuate has been made. This phase will be initiated when the University, in consultation with International SOS and the Traveller, has determined that the local situation has deteriorated to the point that evacuation is necessary and immediate. It is assuming that the total withdrawal of the Traveller(s) will not meet with active resistance from the authorities. If it is decided that they are likely to meet with active resistance, the Stand Fast Protocol will be followed instead.

**Stand Fast Protocol**

This protocol would be implemented in the event that an evacuation is deemed too large a risk or not possible. Travellers will remain in a designated location for an extended period until circumstances favour departure.

Situations that would warrant stand-fast protocol would be:

* The airport and other means of exit from the country are out of service;
* The situation in the streets is of such a nature that movement by the Travellers might attract hostile action by the local population; or
* The political situation is such that Marshall Law has been declared or the government has been overthrown.

The stand-fast location is to be determined on a case-by-case basis.

**ACTION LIST**

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| **PHASE 1 – Alert Stage** |
| Risk Management & Insurance (RMI) will contact the Traveller by e-mail to determine if they require assistance. If they don’t respond within 24 hours (or a shorter time if the situation escalates), RMI will contact the Traveller using the phone number indicated on the Travel Registration database. |
| If the Traveller determines that assistance is required, they will contact the University at 1-403-220-5333 (24 hours/365 days) or email [assist@ucalgary.ca](mailto:assist@ucalgary.ca).  The Traveller can also contact International SOS at 1-215-354-5000 (Call Collect) for situational updates or assistance.  The Traveller may also contact the local consulate of the country that issued their passport. Canadians may obtain this list on line at <https://travel.gc.ca/assistance/embassies-consulates> or they may phone Canadian emergency assistance at +1 613 996 8885 (call collect where available) or email [sos@international.gc.ca](mailto:sos@international.gc.ca). |
| The Traveller should:   * Review their pre-determined alternate routes to the international airports, other airports, seaports or land borders. * Contact International SOS regarding travel recommendations under current emergency conditions. * Contact the local consulate/embassy for information and to ensure that they know your location. * Review current security measures; update or add as required. * Ensure Departure Kits are prepared and that they are complete – replace any items that are required. (see Appendix D-1 and D-2) * Ensure financial needs are planned for and available. * Ensure all contact telephone numbers and communication equipment is functional and that batteries are charged. |
| The Traveller and RMI will confirm secure communications exist between them and will establish when and how communications will take place between them (email or phone). |
| The Traveller will await further instruction from the University. |

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| **PHASE 2 – Evacuation Preparation** |
| The Traveller should make preparations that fit their specific circumstances during conditions of increased tension or instability that could lead to the partial or complete evacuation. This phase would be enacted when the need to evacuate is imminent, but not yet declared. |
| The Traveller and RMI will continue to communicate at a pre-set time to ensure that RMI is aware of the Traveller’s immediate intentions. This communication must take place every 24 hours, at a minimum. |
| If the Traveller must change plans or if they are aware of a situation status change, they are required to inform RMI or the 24 hour emergency number (1-403-220-5333) or email [assist@ucalgary.ca](mailto:assist@ucalgary.ca) |
| The Traveller must list and prioritize University equipment that may be left or need to be destroyed upon a total evacuation.  If University equipment must be abandoned and/or secured in place, make an inventory of the items and send a copy to RMI. |
| If the Traveller(s) has any medical conditions that may be affected by a sudden evacuation, they must email RMI with the information. |
| **Travelling as a Group –**  If the Traveller is with a group, the Group Leader must establish daily meetings with all group members and advise them to limit exposure. It is also recommended that the group be aware of each other’s locations at all times. A copy of the expected movement of the group each day should be sent to RMI.  If the Group or any of its Travellers have established a bank account, Travellers should be informed of the need to close bank accounts and settle debts if evacuation takes place (civil disorder or natural disaster may preclude such action).  The Group Leader shall brief all Group Travellers on preparations, assembly points and how to move to them as well as departure points and additional security measures.  The Group Leader will review profiles of all Travellers for medical conditions and if any may be impacted by the need for a sudden evacuation, send RMI the information. |
| Transportation will be booked per normal University operating guidelines and the Travellers will depart as directed, unless the normal transportation routes are not available. |
| The Traveller will:   * Ensure route maps, points of assembly and departure are useable. * Review their pre-determined alternate routes to the international airports, other airports, seaports or land borders. * Contact International SOS regarding travel recommendations under current emergency conditions. * Await instructions from RMI to go to next phase. If communication is down, the Travellers will will proceed according to his/her own discretion. |
| **PHASE 3 – Evacuation** |
| The University in consultation with International SOS and the Traveller will determine:   1. If commercial flights are still available and if it is safe for the Traveller(s) to evacuate directly to the airport. 2. If there is a risk to relocate the Traveller(s) from their residences to a staging area indicated by International SOS, before proceeding to the departure point. 3. If assistance from International SOS or a specialist consultant is necessary for the safe passage of the Traveller(s). |
| The mode of departure will be finalized with RMI and the Traveller. (Air, ground, etc.) |
| Prior to departure, the Traveller or Group leader will ensure that all evacuation information including travellers’ names, passport numbers, transportation routes, expected schedule and any medical condition information are sent to RMI. |
| The Traveller or Group Leader will:   * Advise local authorities or partners as applicable or necessary. * Contact the Embassy or consulate in the country and advise of the Traveller’s status, including:   + Location of all UCalgary travellers   + Contact numbers   + Immediate intentions * Obtain information from the Embassy officer as to their recommendations and the plans for consular staff. |
| The Traveller or Group Leader will:   * Do a final check on Departure Kits; * Review security measures. Implement further measures as required. * Dispose of or destroy sensitive information that cannot be transported. |
| The Traveller will retain all receipts and documentation of evacuation costs |

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| **Stand Fast Protocol** |
| RMI will communicate with Travellers requesting them to stay in place. |
| Travellers will suspend or reduce activities and programs according to nature of crisis. |
| A pre-set communication time and methodology will be established between the Traveller and RMI. The Traveller(s) will maintain communications with RMI using regular communication systems and, if not available, will use emergency communication equipment (if available) or other means as required. |
| Travellers will:   * remain in their residences or, if deemed appropriate, relocated to centralized accommodations for greater security; * Limit movements; * Stockpile food, liquids and medicines; * Monitor ongoing situation and maintain preparations for evacuation; |
| Traveller(s) will await further instructions from RMI or the Consulate or act on own discretion to next step which may include evacuation. |
| Travellers will retain all receipts and documentation of costs |

**APPENDIX A**

**LIST OF TRAVELLERS**

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| **Name** | **Location** | **Status** |
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**APPENDIX B**

**TRANSPORTATION MODES**

**Background Information**

Although the Government of Canada is responsible for the protection and evacuation of Canadian citizens abroad, it will not order the departure of Travellers. It will not provide funds for the transportation of citizens except after having executed some form of promise to pay.

The University cannot rely totally on the Government for information on the necessity or timing of an evacuation. It is important for the University to consider any advice from its international partners and International SOS as well as advisories issued by foreign governments. When such a notice is given, the use of commercial transportation and charter transportation may still be possible and will make a withdrawal much simpler.

If there is any delay in making a decision until the embassy issues an evacuation order or closes its post, obtaining transportation under adverse security circumstances will be extremely difficult.

**Assessing Travel Options**

1. Determine the availability and accessibility of commercial means of transportation; investigate the frequency and normal capacity of commercial transportation leaving the host area and country.
2. Identify the most logical options for assembly and movement of Traveller(s) to the departure location while maintaining the best security posture possible.
3. Travellers should be assembled at a secure location other than the departure point in groups sized to the transport available.
4. Travellers should be transported on a schedule developed to minimize the exposure of the evacuees and the means of transport and the departure point. This procedure could aid in the security and effectiveness of the operation but be aware that circumstances may prevent a phased movement.
5. Determine the most appropriate site at which to assemble Travellers in anticipation of moving them to points of departure. If Travellers are required to remain at the departure point for extended periods, plans should be made to provide shelter, security, food, water, and sanitation needs. The security risks of assembling in one place verses remaining in individual residences until departure should be considered.
6. In selecting routes be aware of potential choke points, bridges, areas that could be congested. Identify alternate routes and provide maps.
7. If overland movement out of the country is a possibility, define the circumstances under which overland transportation would be considered and what additional security may be required.

**Methods of Transportation**

1. Scheduled Airlines
   1. Determine carriers that serve the country both domestic and foreign.
   2. Determine the appropriate people to contact for arrangements.
   3. Determine the capabilities of scheduled airlines to respond to evacuation requirements, including routes, capacity, ticketing requirements, payment, etc.
2. Nonscheduled (Chartered) Airlines
   1. International SOS will assist the University and the Traveller(s) in selecting a reliable carrier, foreign and/or domestic.
   2. Contact the Consulate to determine if they have foreign carriers with existing contracts to perform evacuations.
3. Land Transportation

Road Transportation is not primarily the recommended method of evacuation in most circumstances and should be considered only as a last resort. The following will assist in developing a transportation plan.

1. Identify by name, location and means of contact any sources of vehicles that could be used in an emergency, either by rental, loan or pooling by cooperating companies.
2. Have a check list of road convoys.

* Designate primary and alternate convoy leaders.
* Select routes (primary and alternate) that avoid choke points.
* Plan rest stops.
* Ensure adequate supplies of personal medical or special needs. Have an inventory of available spare fuel, food, water, tools, first aid, comfort supplies, maps, and compasses for each convoy.
* If the convoy is to pass international boundaries, have proper vehicle documentation.
* Ensure high level of security for the convoy and reconnoiter route in advance by sending advance vehicles.
* Provide communications between vehicles.
* Have local nationals to translate.

**APPENDIX C**

**DEPARTURE POINTS AND ROUTES**

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|  | **Description of Location** |
| Primary Departure Location:  Attach Map \_\_\_\_\_ |  |
| Secondary Departure Location:  Attach Map \_\_\_\_\_ |  |
| Third Departure Location:  Attach Map \_\_\_\_\_ |  |
| **If this is a Group:** | |
| Primary Assembly Location:  Attach Map \_\_\_\_\_ |  |
| Secondary Assembly Location  Attach Map \_\_\_\_\_ |  |
| Third Assembly Location  Attach Map \_\_\_\_\_ |  |

**APPENDIX D - 1**

**INDIVIDUAL DEPARTURE KIT**

This Departure Kit is the responsibility of the Individual Travellers.

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| Quantity | Item | Check |
| Each Person | Take a picture of all documentation including passport. Make 2 photocopies of your current passport, travel visa and all host country identification papers. This includes Embarkation cards, customs documents, etc. Give 1 copy to the Local Program/Study Coordinator. Keep 1 with you in a separate location from your passport and visa. |  |
| Each Person | Sufficient cash in US dollars ($500) for at least 3 to 4 days of travel. |  |
| Each Person | Up-to-date list of vaccinations |  |
| Each Person | 2 copies of Inventory list of all your Personal assets taken and left behind. Give 1 to the Leader (if applicable) |  |
| Each Person | Notebook & pen. |  |
| Each Person | Blankets and \or sleeping bags |  |
| Each Person | Reasonable supply (5-7days) of food and water & water purification tablets. |  |
| Each Person | Personal First Aid kit |  |
|  | Personal Items should not exceed 50 pounds of clothing etc. Some charter airlines may restrict to 20 pounds per person |  |

**APPENDIX D - 2**

**GROUP DEPARTURE KIT**

This Departure Kit is the responsibility of the Group Leader.

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| Quantity | Item | Check |
| 1 | Emergency Communications Equipment (i.e. cell phone or satellite phone) |  |
| 1 | Group Medical and Emergency Supply Kit |  |
| 1 per 5 Travellers | Flashlights with batteries and candles |  |
| 1 per Person | Supply of water and wind proof matches |  |
|  | Road and route maps |  |
| 1 per Person | Personal Emergency Action Plan copies |  |
| 1 per Person | Pads of paper and pens |  |
|  | Retain 1 copy of each Traveller’s current passport, travel visa and all host country identification papers. This includes Embarkation cards, customs documents, etc. |  |
|  | Retain 1 copy of Inventory list of all Traveller’s assets taken and left behind. |  |
|  | Retain 1 copy of Traveller’s host country identification papers. This includes Embarkation Cards, customs documents etc. |  |
|  | Weapons or alcohol will not be taken. |  |

To be stored in Room \_\_\_\_\_\_\_\_\_\_\_\_ at the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**APPENDIX E**

**EMERGENCY CONTACTS**

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| **Travellers in-country emergency contact information** | **Name:**  **Phone:**  **Email:** |
| **University of Calgary** | **Phone**: 1-403-220-5333 (Call Collect)  **Email:** [assist@ucalgary.ca](mailto:assist@ucalgary.ca) |
| **International SOS** | **Phone**: 1-215-354-5000 (Call Collect) |
| **Government of Canada** | **Phone**: 1 613 996 8885 From outside of Canada (call collect where available)  **Phone**: 1-800-387-3124 (toll-free from the U.S. and Canada only)  **Text Msg**: 613-209-1233 (carrier charges may apply)  **Email**: [sos@international.gc.ca](mailto:sos@international.gc.ca) |
| **Canadian Consulate in nearest location** | **Phone**:  **Email:** |
| **Canadian Consulate in next nearest location** | **Phone**:  **Email:** |
| **Australian Embassy** | **Phone**:  **Email:** |
| **Other In-Foreign-Country Contacts (i.e. institutions or other individuals where you would leave information):** | **Name:**  **Organization:**  **Phone**:  **Email:** |
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