



## Emergency Procedures

### ***BE PREPARED***

#### *Before leaving home:*

- Review risk management strategy and emergency procedures with your host Partner. Make note of the location of the nearest police station and health clinic. Note common modes of transportation and how to use them.
- If possible, arrange to have a working cell phone as soon as you arrive. Depending on your carrier, you might be able to 'unlock' your current cell phone so that it works while abroad. Alternatively, you can ask your host Partner to help you acquire a new phone or SIM card after you arrive.
- Provide your travel details to your home country's embassy within your host country. (For U.S. citizens abroad, register with STEP: <https://step.state.gov/step/>.) If applicable, share your ID number with Omprakash, with your host Partner, and with emergency contacts back home.
- Ensure that you have completed all necessary Logistics tasks via Omprakash.
- Make a photocopy or a digital copy (e.g., take a digital photo) of your passport, visa, insurance confirmation, and any other important document(s). Keep these copies in a safe place that you will be able to access while abroad (e.g. in your email or in a digital storage system like Google Drive or Dropbox).
- Have emergency cash on hand to prepay for any medical care you may need. Omprakash recommends a minimum of \$500.

#### *After arriving to your host Partner:*

- Review risk management strategy and emergency procedures once again. Discuss what you will do if you are sick, injured, lost, assaulted, or involved in a natural disaster or terrorist attack.
- Acquire a mobile phone if you have not yet done so. Provide your mobile number to your host Partner and update your Omprakash profile with the new number.

### ***IN THE EVENT OF AN EMERGENCY:***

- *If you are lost:* Don't panic. Ask for help and find a way to contact your host Partner. If not possible, contact Omprakash via the information below.
- *If you are sick or injured:* Visit the nearest health clinic if appropriate. Save all receipts/paperwork to be submitted to your insurance provider for reimbursement. Follow emergency communication protocols listed below.

- *If you are involved in a natural disaster, terrorist attack, or other significant event:* Proceed to a predetermined 'safe place' as identified by your host Partner. Then follow emergency communication protocols listed below.
- *If you are the victim of theft or assault:* Get to a safe place. Notify the police as soon as possible. Then follow emergency communication protocols listed below.

### **EMERGENCY COMMUNICATION PROTOCOLS:**

- Our recommendation is to seek the support of your host Partner first, as your host Partner is most likely to be able to provide immediate assistance. After doing so, we encourage you to proceed with the other steps listed below. If your host Partner is not available or is unable to provide the assistance you need, you can skip this step.
- Contact Omprakash ASAP. The options for contacting us are listed below. For the fastest response, we recommend you reach out to us using several methods:

#### **Email:**

Send an email to:

[willy@omprakash.org](mailto:willy@omprakash.org) (Willy Oppenheim, Omprakash Executive Director)

[stevesclar@omprakash.org](mailto:stevesclar@omprakash.org) (Steve Sclar, EdGE Director)

[alexknott@omprakash.org](mailto:alexknott@omprakash.org) (Alexandra Knott, Director of Outreach & Curation)

If you email all of the above addresses, you are more likely to receive a faster response. However, you are welcome to selectively email whichever team member(s) you are most comfortable.

#### **Voicemail:**

Our organizational phone number is [+1.504.407.1048](tel:+15044071048). This number is connected to our voicemail. We won't pick up, but if you leave a clear message (including how we should contact you) we will respond as soon as possible.

#### **Chat:**

Use WhatsApp (a free messaging app) to send a message to:

[+1.203.554.0350](tel:+12035540350) (Willy Oppenheim, Omprakash Executive Director)

[+1.410.236.5855](tel:+14102365855) (Steve Sclar, EdGE Director)

[+1.518.637.9272](tel:+15186379272) (Alexandra Knott, Director of Outreach & Curation)

We recommend starting a group thread including all numbers above. However, you are welcome to selectively message whichever team member(s) you are most comfortable.

**Phone:**

Use WhatsApp (a free messaging app) to call a team member(s):

[+1.203.554.0350](tel:+12035540350) (Willy Oppenheim, Omprakash Executive Director)

[+1.410.236.5855](tel:+14102365855) (Steve Sclar, EdGE Director)

[+1.518.637.9272](tel:+15186379272) (Alexandra Knott, Director of Outreach & Curation)

This is the best option for urgent emergencies during evening and nighttime hours in the U.S. Eastern, Central, and Pacific timezones. Feel free to call multiple times for the best chance of rousing a team member from sleep.

- (If you have purchased insurance coverage via iNext:) Request emergency assistance (including emergency evacuation, if necessary) via iNext. You can receive emergency assistance and/or request an evacuation by calling 1 (727) 412-7378 (worldwide) or 1 (866) 723-3063 (within US or Canada).
- Contact the emergency coordinator at your university or school, if appropriate.
- Contact your embassy ASAP. It is ideal to contact [your nearest embassy](#), but if that is not possible, Americans can reach the main embassy from the U.S. & Canada by dialing 1-888-407-4747 or from overseas at +1 202-501-4444.
- Contact your insurance company. If you have purchased insurance via iNext, you can call 1 (727) 412-7378 (worldwide) or 1 (866) 723-3063 (within US or Canada). If you have purchased an insurance via a different provider, it is your responsibility to know how to contact them.
- Notify your emergency contacts back home ASAP.

**We encourage you to store this information in your phone, print out hard copies (or write it on an index card you carry with you everywhere), and – crucially – share it with your host Partner. In the event that you are incapacitated, your host Partner should know whom to call.**