

**PRE-TRIP CHECKLIST FOR STUDENTS**

- Send a copy of the Program itinerary and emergency contact information to a family member in the US.
- Scan a copy of your passport and save in a web-based file or e-mail to yourself for easy access should this be required.
- Make a copy of your Photo ID and any credit cards you plan to bring with you during your travels.
- Contact your credit-card company and mobile phone provider and advise of your travel plans.

**EMERGENCY NUMBERS (USA):**

**IBS Office Scottsdale, AZ**

(480) 874-0100

Shelly Drake, General Manager

Amanda Barbano, Seminar Coordinator

**IN-COUNTRY EMERGENCY NUMBERS:**

**Tammy Hunt:** +(1) 910 617-7069

**Jia Xie:** +(1) 352 359 3521

**DIALING INSTRUCTIONS**

To place a call from US to Ho Chi Minh, dial 011 (exit code), + dial 84 8 (Vietnam country code) + the listed local number.

To place a call within Ho Chi Minh, dial 0 + dial 84 8 + Local Number

To place an international call, dial 00 + country code + area code + number. (USA country code is "1")

**MEDICAL PROVIDERS / CONTACTS**

For a more extensive list of medical providers, contact a faculty leader.

- **Family Medical Practice Clinic:** 34 Le Duan St., District 1, Ho Chi Minh City **Tel:** +(84) 8 38227848
- **Franco-Vietnamese Hospital:** 6 Nguyen Luong Bang St., Saigon South, Ward Tan Phu, District 7, Ho Chi Minh City, 24-hour Emergency **Tel:** (84) 8 54113500 **Tel:** (84) 8 54113333
- **International SOS Clinic:** 167 Nam Ky Khoi Nghia St., District 3, Ho Chi Minh City, 24-hour Emergency **Tel:** (84) 8 38298520 **Tel:** (84) 8 38298424

**PLEASE NOTE:** Prior to international travel, IBS registers each individual and the program with the US State Department. The University and IBS are in regular communication with this government agency and will advise immediately should any changes be required in the scheduled program.

**PROGRAM HOTEL:**

**Liberty Central Saigon City Point**

59-61 Pasteur Street,  
District 01, HCMC  
Tel: +84 8 3915 1199

**EMERGENCY MEETING LOCATION:**

Group hotel lobby

**US CONSULATE INFORMATION**

US CONSULATE HO CHI MINH  
Address: 4 Le Duan Blvd., District 1  
Ho Chi Minh, Vietnam  
Tel: +(84) 8 3520-4200  
Fax: +84 8 3520 4244

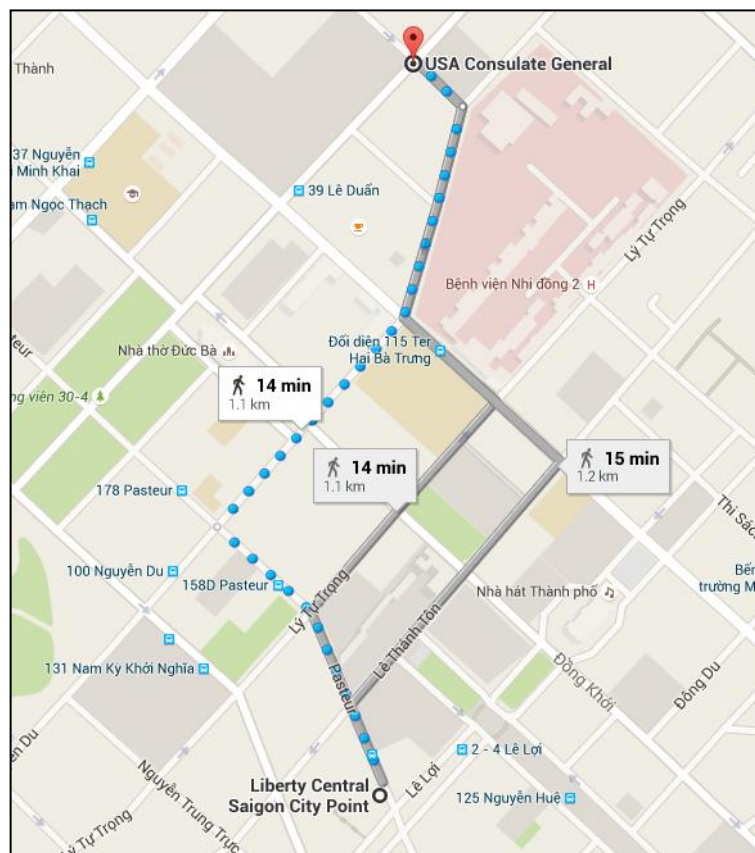
**Emergency Numbers in Ho Chi Minh**

Ambulance: 115  
Police: 113  
Fire: 114

**Website for US citizen services in Hong Kong**

<http://hochiminh.usconsulate.gov/>

**From Liberty Central Saigon City Point to the US Consulate**



**Guidelines for Students during International Crisis**

If there is an unexpected situation (e.g. natural disaster), you MUST "check in" with the group leaders as soon as possible.

1. "Check In" with the program leaders and go to Emergency Meeting Location.
2. If you cannot get in touch with the program leaders, contact the U.S. Consulate to "check in."

**Communication Methods**

1. If internet access is available, we will send emails and post messages.
2. If internet access is not available, we will leave messages at emergency meeting location.

**Guidelines and crisis sequence for on-site international program directors during international crisis:**

*Please refer to the following steps and initiate as required based on the situation in country*

Seek appropriate aid or medical treatment for any injured program participants. PLEASE consult with program guide on-site and emergency contact (as provided) for proper medical facility assignment

- Obtain Police report & Hospital records (if required)
- Account for all program participants (gather at a safe meeting place selected at the beginning of the program for this purpose).
- Contact all program participants as soon as possible to ascertain participants' well-being, and to provide information, instructions, and advice. (Refer to "phone tree" or list of participant mobile & hotel room numbers where applicable)
- Program Leader to contact a representative ASAP to advise of current situation and account of all participants in "safe zone"
- Program Leader will contact IBS (US based emergency contact provided) to advise of current situation
- A program Leader will contact US Consulate/US State Department (if required pending situation) to decide appropriate course of action. EVACUATION PLAN (if required) will be determined at this time with all appropriate agency channels involved.
- TEAM (university/ guides and agency) Confirm lines of communication, contact times and methods. Confirm responsibility for components of the crisis.
- Identify a liaison to contact all participant family member to advise of situation/ updates.
- University to establish a phone and e-mail list for use during the crisis and begin a log of events and people contacted or involved in the crisis.

*Additional Notes:*

All communication should be channeled through one member of the University staff overseas and one member of university staff in the US office. Limit access to the emergency situation to provide better care & protect the privacy rights of the individual or group directly involved in the problem.