



**PRE-TRIP CHECKLIST FOR STUDENTS**

- Leave a copy of the Program itinerary and emergency contact information provided to you with a family member in the US.
- Create a copy of your passport and scan and save in a web-based file or e-mail to yourself for easy access should this be required.
- Create 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.

**IBS EMERGENCY NUMBERS (USA):**

IBS Office: (00) (1) (480) 874-0100

Dr. Dan Brenenstuhl, IBS Managing Director

Mobile: (00) (1) (480) 363-2677

**IN-COUNTRY EMERGENCY NUMBERS:**

Emergency Numbers:

1<sup>st</sup> Leader: **Mark Johnston** – (00) (1) (407) 921-2923 **(US)**

2<sup>nd</sup> Leader: **Judith Richards** – (00) (1) (714) 815-3887 **(US)**

**DIALING INSTRUCTIONS**

To place a call from US to London, dial 011 (exit code), + dial 44 (UK country code) + dial 20 (London city code) + the listed local number.

To place a call within London, dial 0 + dial 20 + 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. **Call IBS insurance (First Health Network, 800-605-2282) first before going to hospital.**

- Chelsea and Westminster Hospital – 369 Fulham Rd, London Phone: +(44) (20) 8746 8000
- Charing Cross Hospital – Fulham Palace Rd., London Phone: +(44) (20) 3311 1234
- London Bridge Hospital – 27 Tooley St, London Phone: +(44) (20) 7407-3100
- St Thomas Hospital – Westminster Bridge Rd, London Phone: +(44) (20) 7188 7188
- Great Ormond Street Hospital – Great Ormond St, London Phone: +(44) (20) 7405 9200

**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:**

**Copthorne Tara Hotel London Kensington**

Address: Scarsdale Place, Kensington

London W8 5SR, United Kingdom

Phone: +(44) (20) 7937 7211



**EMERGENCY MEETING LOCATION:**

Group hotel lobby

**US EMBASSY INFORMATION**

AMERICAN EMBASSY LONDON  
 Address: 33 Nine Elms Lane  
 London SW11 7US, United Kingdom  
 Tel: +(44) (20) 7499-9000

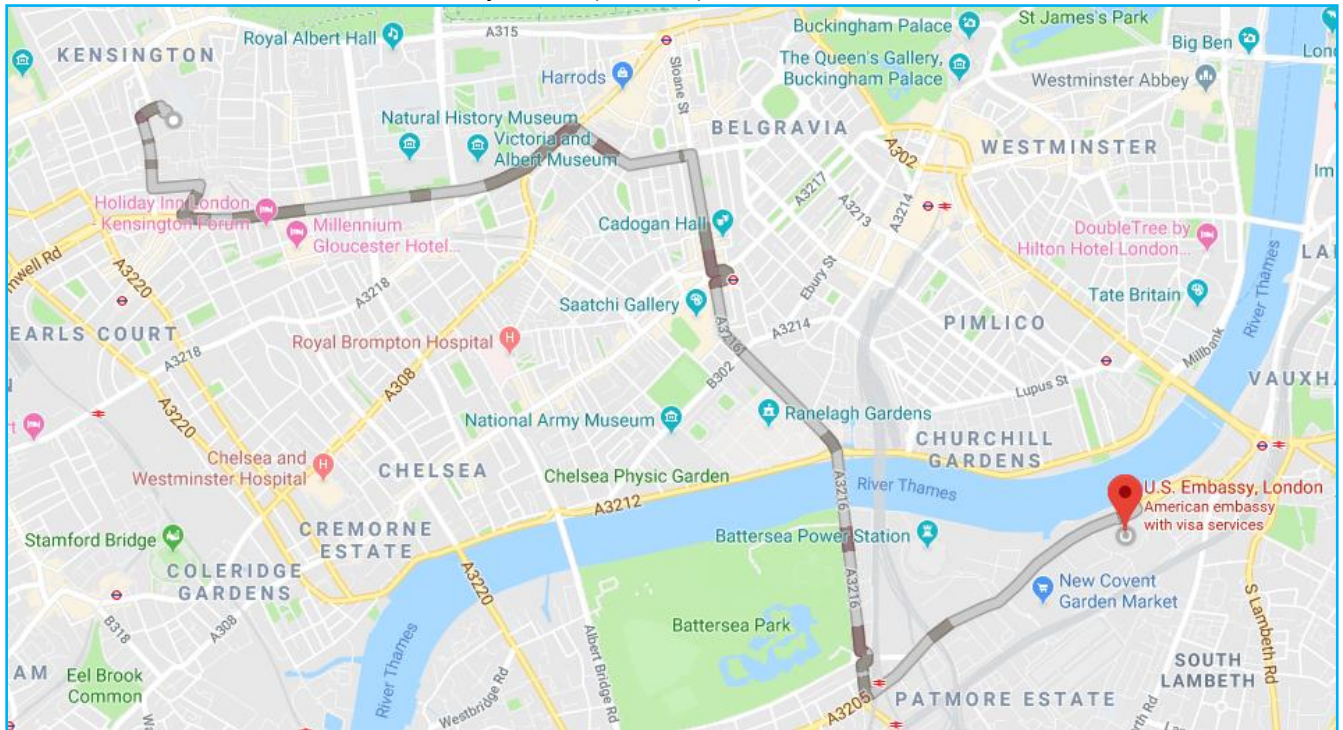
Emergency Numbers in London  
 General Emergency: 999  
 Ambulance: 999  
 Police: 999  
 Fire: 999

**Website for US citizen services in London**

<https://uk.usembassy.gov/>

**Map for the US Embassy**

**START – Hotel      END – US Embassy London (4.6 miles)**





**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. Embassy 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.