



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

IN-COUNTRY EMERGENCY NUMBERS:

Emergency Numbers:

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

2nd Leader: **Judith Richards** – (00-1) (818) 292 3949 **(US)**

DIALING INSTRUCTIONS

To place a call from US to Heidelberg, dial 011 (exit code), + dial 49 (German country code) + dial 622 (Heidelberg city code) + the listed local number.

To place a call within Heidelberg, dial 0 + dial 622 + 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.

- Krankenhaus St. Vincentius – Untere Neckarstraße 25, Heidelberg Phone: +(49) (622) 911 70
- St Josefskrankenhaus Heidelberg – Landhausstraße 25, Heidelberg Phone: +(49) (622) 52 60
- Heidelberg University Hospital – Im Neuenheimer Feld 672, Heidelberg Phone: +(49) (622) 560

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:

Crowne Plaza Heidelberg City

Address: Kurfürsten-Anlage 1

69115 Heidelberg, Germany

Phone: +(49) (622) 191 70

Email: crowneplazaheidelberg@whgeu.com

EMERGENCY MEETING LOCATION:

Group hotel lobby



US CONSULATE INFORMATION

US CONSULATE FRANKFURT

Address: Gießener Str. 30
60435 Frankfurt am Main, Germany
Tel: +(49) (69) 753 50

Emergency Numbers in Heidelberg

General Emergency: 112

Ambulance: 112

Police: 110

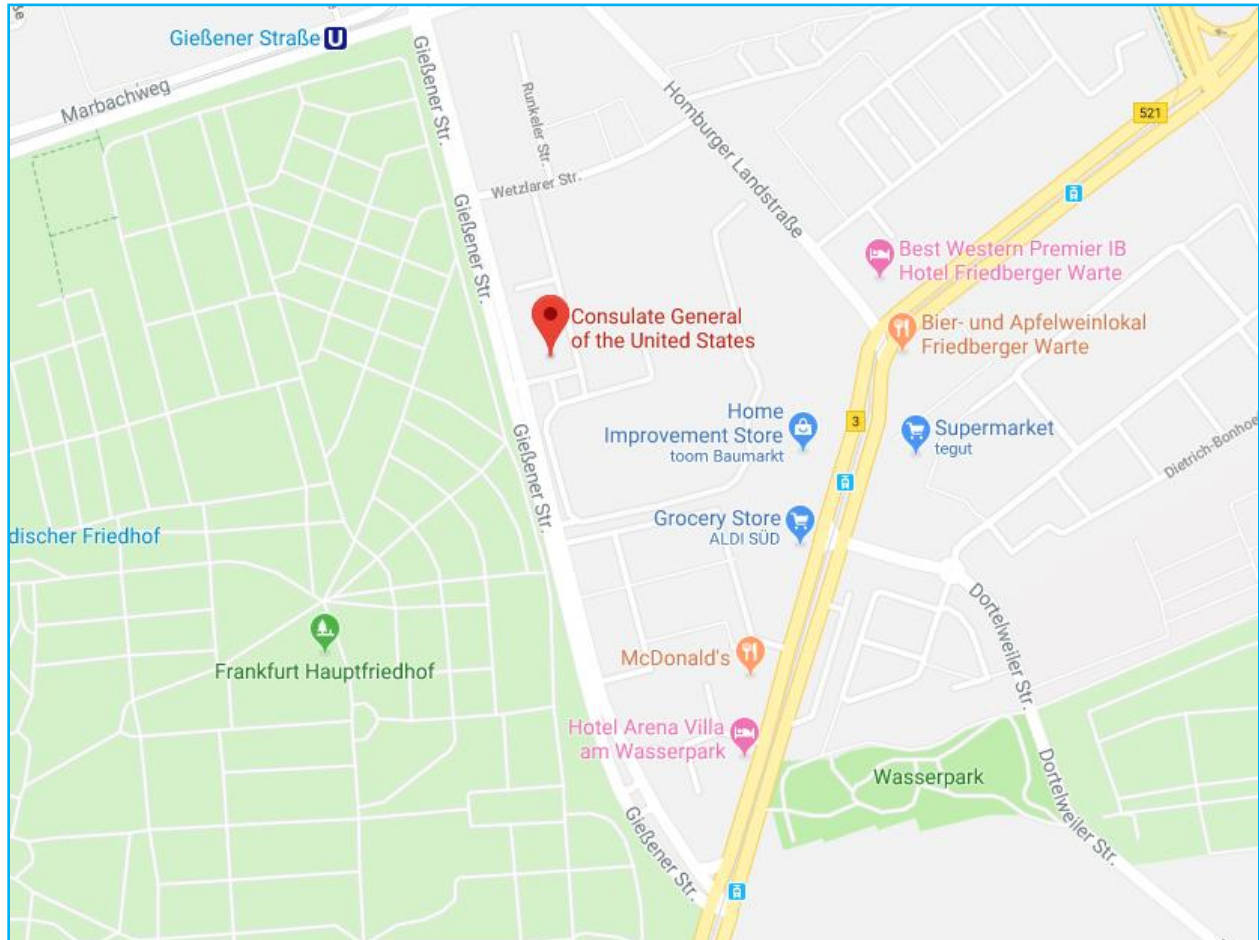
Fire: 112

Website for US citizen services in Heidelberg

<https://de.usembassy.gov/embassy-consulates/frankfurt/>

Map for the US Consulate

Consulate General of the US, Distance – 97.1 km





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.