UGA Costa Rica Campus Emergency Protocol

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1. TYPES OF EMERGENCIES

UGA Costa Rica acknowledges that emergencies may be real or perceived.

1.1. Real emergencies are those that pose or have posed a genuine and sometimes immediate risk to the safety and well-being of participants.

1.2. Perceived emergencies are those that pose no significant risks to the safety and well-being of participants, but which are seen as threatening by family members in the U.S. or by others, including, at times, students and colleagues at the home university.

This document outlines the procedure for dealing with real emergencies. Response to perceived emergencies, although important, is beyond the scope of this document, and should be handled on a case-by-case basis by UGA Costa Rica campus administration in consultation, if needed, with University of Georgia Costa Rica Athens Office administration.

For emergency situations involving UGA education broad programs, UGA students, UGA faculty, UGA faculty or student researchers, and/or any other UGA-affiliated person, the UGA Emergency Response Protocol and UGA Emergency Levels and Response policies and procedures must be followed. These are included as Appendix A.

2. PREVENTION MEASURES

2.1 All Department Heads, Administrative Staff, and Resident Naturalists are able to provide first aid to a client/visitor in case of an emergency.

2.2 In case of fire, all buildings are equipped with fire extinguishers and all UGA Costa Rica campus employees and Resident Naturalists are trained to operate them.

2.3 A security guard or staff member is available at all times. One security guard should always be on duty on campus grounds. Security guards have been trained to follow this emergency protocol, as have all the other UGA Costa Rica campus employees.

2.4 Safety recommendations are provided to all visitors to the UGA Costa Rica campus as part of the orientation and/or in the Guest Handbook located in each room. This information indicates that guests should contact a UGA Costa Rica campus staff member immediately in case of emergency.

2.5 Due to the location of the EcoLodge San Luis cabins, they are equipped with an emergency radio to contact staff quickly. The radio is located in a box in the breezeway between Cabina rooms 3 & 4. Instructions for use of the radio can be found next to the radio, as well as in the Guest Handbook in each room. The radio is always used on Channel 1. Guests will need to walk to the parking lot of Cabins to establish contact for radio use.

3. MEDICAL EMERGENCIES

3.1 Emergency first response

3.1.1 As soon as a UGA Costa Rica campus staff member, student or visitor becomes aware of an emergency, they must immediately notify the UGA Costa Rica campus administration. The administrator will then evaluate and define the path the emergency needs to take.
Administration schedule: Monday – Saturday, 7:00 am to 4:00 pm.

Outside of these hours, or if an administrator is not on-site, use the list below to contact the administrative staff. Try to contact the individuals in the order that they are listed below.

**UGA Costa Rica Campus Contacts (In San Luis, Costa Rica) – FIRST PRIORITY**

**Fabricio Camacho Céspedes (General Manager)**
Telephone: 2645-7363 Ext.101
Home: 2200-4764
Cell: 8707-1479

**Joyce Leitón (Academic Programs Manager)**
Telephone: 2645-7363 Ext. 111
Home/Cell: 8315-8538

**Virgilio Brenes Cambronero (Business Manager)**
Telephone: 2645-7363 Ext. 105
Home: 2645-7247
Cell: 8367-0834

**Reservations & Logistics Manager**
Telephone: 2645-7363 Ext. 112

**Guard House**: 2645-7242

**UGA Costa Rica Athens Office (In Athens, GA) – SECOND PRIORITY**

**Quint Newcomer (UGA Costa Rica Director)**
Office: 001-706-542-5528
USA Cell: 001-706-410-0978
Costa Rican Cell: 8707-1489
e-mail: quintn@uga.edu

3.1.2 If you are unable to reach an administrator, work with Campus Security to arrange for medical assistance. Continue trying to contact the administration.

3.1.3 If you are unable to contact an administrator or guard, contact the UGA Police Department (001-706-542-2200) and follow the protocol for medical emergencies as described below. Continue trying to contact the UGA Costa Rica campus administration.

3.2 Emergency procedure for UGA Costa Rica campus administrators and guards

IMPORTANT: If there is no electricity, the generator must running in order to make phone calls. Ask Security or Maintenance staff to start the generator if they have not already done this.

DEFINITIONS

- **Life-threatening medical emergencies** include, but are not limited to: broken bones, heart attack, stroke, childbirth, uncontrolled bleeding, head injury, spinal injury, anaphylactic shock, psychiatric emergencies, unconsciousness, dismemberment, snake bites, intoxication, death.
• **Non-life-threatening medical emergencies** include, but are not limited to: cuts, scrapes, bruises, sprains, fever, diarrhea, flu-like symptoms, and other general illnesses.

3.2.1 **Life-threatening medical emergencies**

3.2.1.1 In the case of **life-threatening emergencies**: Stay CALM, assess the situation, establish the chain of command, establish your Emergency Response Team (ERT), stabilize the patient, and follow first aid procedures. This may require placing the patient in the emergency backboard and transporting him/her to an appropriate facility with easy vehicular access. NOTE: the backboard and first aid kit are located in the entryway of the administration building in the main campus area.

3.2.2.2 **Call for medical assistance and have them send an ambulance, using the numbers listed here (in this order):**

   a. **Emergencias Monteverde** (private clinic in Santa Elena, 24 hours): 2645-7778
   b. **911** (National Emergency Center of Costa Rica)
      
      *If you call 911, then also call the Public Clinic in Santa Elena at 2645-5076 to report the emergency and tell that they will soon be contacted by 911*
   c. **Emergencias 2000** (private clinic in Santa Elena, 24 hours): 2645-6555, 8860-6494, or 8930-2000

3.2.2.3 Continue to provide emergency first aid care to the patient until the ambulance arrives.

3.2.2.4 The UGA Costa Rica campus administrator in charge of the situation will determine if a UGA Costa Rica campus staff member will accompany the patient in the ambulance to the medical facility.

3.2.2.5 Before leaving UGACR campus, make sure the patient has ID (passport) and funds to pay for the service (cash and Visa/MasterCard). The patient will need to pay directly for medical services at the clinic or hospital where s/he is treated. If the patient has US-based health or traveler’s insurance, s/he should save all receipts.

3.2.2.6 In the case that an ambulance is not available, the administrator will assess the situation to determine if it is possible/feasible to transport the person to the nearest medical facility using a private vehicle or a campus vehicle.

3.2.2.7 In the case of an emergency that does not involve risk of spinal damage (including but not limited to heart attack, stroke, childbirth, uncontrolled bleeding, anaphylactic shock, dismemberment, snake bites and intoxication): administrators may drive the patient to Emergencias Monteverde or the Santa Elena Clinic for medical attention using a private vehicle or a campus vehicle. IMPORTANT: Never leave UGACR campus with the patient until you have confirmed that a doctor will be able to attend you, and at which clinic.

3.2.2 **Non-life-threatening medical emergencies**

3.2.2.1 Provide first aid if appropriate. NOTE: UGA staff **may not** distribute/apply medication of any type to guests, students, or campus visitors. This includes antivenom for snake bites.

3.2.2.2 In the case of a **non-life-threatening emergency that cannot be treated on-site**: **call for medical assistance using the numbers listed** below (in order) and coordinate transportation as indicated below.
3.2.2.3 The administrator in charge of the situation will determine if a staff member will accompany the patient in the ambulance to the medical facility.

3.2.2.4 If it is not clear whether the patient requires medical attention, the default action should be to seek medical attention.

3.2.2.5 If, under the judgment of the administrator handling the situation, the patient needs medical attention but refuses such attention, UGACR reserves the right to discontinue the patient’s stay on campus, and coordinate with local health authorities, if necessary.

3.2.2.6 Before leaving UGACR campus, make sure the patient has ID (passport) and funds to pay for the service (cash and Visa/MasterCard). The patient will need to pay directly for medical services at the clinic or hospital where s/he is treated. If the patient has US-based health or traveler’s insurance, s/he should save all receipts.

3.2.2.7 Never leave UGACR campus with the patient until you have confirmed that a doctor will be able to attend you, and at which clinic.

3.2.3 Medical facilities for non-life-threatening emergencies (call in this order):

- **Emergencias Monteverde** (private clinic in Santa Elena, 24 hours): 2645-7778
- **Clínica Santa Elena** (Emergency hours: Daily from 7:00 AM to 7:00 PM): 2645-5076
- **Emergencias 2000** (private clinic in Santa Elena, 24 hours): 2645-6555, 8860-6494, or 8930-2000

3.2.4 Transportation for non-life-threatening emergencies (use in this order):

- **Guest vehicle** (private car, rental car, or group transportation)
- **Private transportation providers** (call in this order):
  - Leslie Corrales: 8369-6868 (cell) or 2645-5534 (home, Santa Elena)
  - Marco Tulio Arguedas: 8826-3030 (cell) or 2645-6768 or 2645-5237 (home, Santa Elena)
  - Alex Jiménez: 8820-5119 (cell)
  - Taxi: 2645-7171 (central dispatch in Santa Elena)

3.2.5 Contact information for medical facilities

- **Emergencias Monteverde**: 2645-7778 (private clinic in Santa Elena, 24 hours)
- **Clínica Santa Elena**: 2645-5076 (Emergency hours: Daily from 7:00 AM to 7:00 PM)
- **Emergencias 2000**: 2645-6555, 8860-6494, or 8930-2000 (Private clinic in Santa Elena, 24 hours)
- **Puntarenas Hospital** (Hospital Monseñor Sanabria): 2663-0033 x2023 (Drive time: ~1.5 hours)
- **Clínica Bíblica, San José**: 2522-1000 (Drive time from UGACR: ~3 hours)
- **Hospital Cima, San José**: 2208-1000 (Drive time from UGACR: ~3 hours)
- **Clínica Católica, San José**: 2246-3000 (Drive time from UGACR: ~3 hours)
- **Hospital Clínica San Rafael Arcángel, Liberia**: 2666-1717 (Drive time from UGACR: ~3 hours; Drive time from Guanacaste beaches: ~1-3 hours)

3.2.6 Other important phone numbers
3.2.6.1 **General emergency number:** 911
3.2.6.2 Police Station in Santa Elena: 2645-7074
3.2.6.3 Fire department in Santa Elena: 2645-7512
3.2.6.4 Dr. Quint Newcomer, UGA CR Director: (dialing direct from Costa Rica to the United States) 001-706-410-0978 (cell in USA, 24 hours) or 8707-1489 (cell in Costa Rica)

4. **SEXUAL ASSAULT**

4.1 In the case of an incidence of sexual assault, all UGA Faculty and Staff are considered mandatory reporters as defined by the UGA Equal Opportunity Office and UGA’s Non-Discrimination and Anti-Harassment Policies. UGACR campus administration will follow the protocols set forth by the University of Georgia and the Costa Rican government:

4.1.1 UGA: “Protocol to Assist Survivors of Relationship or Sexual Violence,” [UGA Relationship & Sexual Violence Prevention Resources](#), and [UGA Relationship Violence, Stalking & Sexual Assault Prevention](#) guideline for Faculty and Staff
4.1.2 Costa Rica: “Protocolo interinstitucional de atención integral a víctimas de violación sexual en edad joven y adulta (primeras 72 horas de ocurrido el evento)”

4.2 **Procedures for administrators**

4.2.1 Immediately inform UGACR’s higher administration in Athens, Georgia, about the situation.
4.2.2 Follow established protocols in close coordination with higher UGACR administration in Athens, Georgia.
4.2.3 File online UGA [Incident Report](#).

5. **NATURAL DISASTERS**

Natural disasters include, but are not limited to: earthquake, landslides, tree falls, flooding, hurricanes, tornados, and forest fires.

**Emergency Assembly Points**

The campus has four Emergency Assembly Points. They are marked with signs, in the following locations:

- Ecolodge San Luis Cabinas: Parking lot
- Main Campus: Soccer field; front lawn in front of Student Union
- Botanical Garden: Front lawn of Paul A. Gross Faculty Residence

5.1 **Earthquakes**

5.1.1 **During an earthquake:**

5.1.1.1 CALMLY proceed to the nearest Emergency Assembly Point.
5.1.1.2 If it is not possible to proceed to an Emergency Assembly Point and you are inside a building: seek cover under a sturdy table or door frame, away from windows and objects that may fall on you.

5.1.1.3 If it is not possible to proceed to an Emergency Assembly Point and you are on forest trails, in the farming area, or elsewhere outside on the UGA Costa Rica property: proceed to an open pasture or the most open area possible, away from trees and buildings.

5.1.1.4 Make sure you are in a secure area, away from potential danger.

5.1.1.5 Once you are safe, help others if it is possible to do so without getting hurt yourself.

5.1.2 After the earthquake:

5.1.2.1 Assess the area around you to make sure there are no immediate threats.

5.1.2.2 When it is safe, proceed to the Emergency Assembly Point in front of the Student Union, and await further instruction from the campus administration.

5.1.3 Procedures for administrators

5.1.3.1 Establish the chain of command and the Emergency Response Team (ERT)

5.1.3.2 Equip your team with 2-way radios, flashlights and batteries.

5.1.3.3 Contact local Emergency authorities to report about the natural disaster and receive more information. Stay in close contact with the authorities.

5.1.3.4 Account for all campus visitors and staff.

5.1.3.5 Inventory and prioritize number of patients with first aid needs.

5.1.3.6 Inventory and prioritize number of patients with advanced aid needs.

5.1.3.7 Follow the medical emergencies procedures for injured patients.

5.1.3.8 Facilitate communication and comfort for non-injured guests and staff.

5.1.3.9 As soon as possible once steps 5.1.3.1 – 5.1.3.9 have been completed, inform UGACR’s higher administration in Athens, Georgia, about the situation.

5.1.3.10 Submit an on-line UGA Incident Report.

5.2 Landslides, Tree Falls, and Forest Fires

5.2.1 In the event of a landslide, tree fall, or forest fire:

5.2.1.1 Quickly (but calmly) get away from the area of the landslide or tree fall.

5.2.1.2 Assess the area around you to make sure there are no immediate threats and help others without exposing yourself to risk.

5.2.1.3 When it is safe, proceed to the nearest Emergency Assembly Point if necessary.

5.2.1.4 Inform the nearest campus staff member immediately about the event/situation.

5.2.1.5 Await further instruction from the campus administration.

5.2.2 Procedures for administrators

5.2.2.1 Establish the chain of command and the Emergency Response Team (ERT)

5.2.2.2 Equip your team with 2-way radios, flashlights and batteries.
5.2.2.3 Contact local Emergency authorities to report about the natural disaster and receive more information. Stay in close contact with the authorities.
5.2.2.4 Account for all campus visitors and staff.
5.2.2.5 Inventory and prioritize number of patients with first aid needs.
5.2.2.6 Inventory and prioritize number of patients with advanced aid needs.
5.2.2.7 Follow the medical emergencies procedures for injured patients.
5.2.2.8 Facilitate communication and comfort for non-injured guests and staff.
5.2.2.9 As soon as possible once steps 5.2.2.1 – 5.2.2.8 have been completed, inform UGACR’s higher administration in Athens, Georgia, about the situation.

5.3 Flooding, Hurricanes, Tornados

5.3.1 In the event of a flood, hurricane or tornado:

5.3.1.1 Stay indoors if appropriate and safe.
5.3.1.2 Remain calm and await instructions from campus administration.

5.3.2 Procedures for administrators

5.3.2.1 Establish the chain of command and the Emergency Response Team (ERT)
5.3.2.2 Equip your team with 2-way radios, flashlights and batteries.
5.3.2.3 Contact local Emergency authorities to report about the natural disaster and receive more information. Stay in close contact with the authorities.
5.3.2.4 Account for all campus visitors and staff.
5.3.2.5 Inventory and prioritize number of patients with first aid needs.
5.3.2.6 Inventory and prioritize number of patients with advanced aid needs.
5.3.2.7 Follow the medical emergencies procedures for injured patients.
5.3.2.8 Facilitate communication and comfort for non-injured guests and staff.
5.3.2.9 As soon as possible once steps 5.3.2.1 – 5.3.2.8 have been completed, inform UGACR’s higher administration in Athens, Georgia, about the situation.

6. FIRE

6.1 In the event of fire:

6.1.1 Immediately inform the nearest campus staff member.
6.1.2 If the fire is small and manageable, use a fire extinguisher to put it out.
6.1.3 If the fire is not manageable or you feel that you will be putting yourself in danger, do NOT try to put it out yourself.

6.2 During the fire:

6.2.1 Remain calm.
6.2.2 If you are in a building that is on fire, exit the building and proceed to the nearest Emergency Assembly Point.
6.2.3 Stay away from the fire itself, and help others stay safe as well.
6.2.4 Do not interfere with firefighting personnel’s efforts.
6.2.5 If you or your clothing catches on fire: Stop, Drop, and Roll.
6.3 After the fire:

6.3.1 Await instructions from campus administration.

6.4 Procedures for administrators

6.4.1 Establish the chain of command and the Emergency Response Team (ERT)
6.4.2 Equip your team with 2-way radios, flashlights and batteries.
6.4.3 Contact local Emergency authorities to report about the natural disaster and receive more information. Stay in close contact with the authorities.
6.4.4 Account for all campus visitors and staff.
6.4.5 Inventory and prioritize number of patients with first aid needs.
6.4.6 Inventory and prioritize number of patients with advanced aid needs.
6.4.7 Follow the medical emergencies procedures for injured patients.
6.4.8 Facilitate communication and comfort for non-injured guests and staff.
6.4.9 As soon as possible once steps 6.4.1 – 6.4.8 have been completed, inform UGACR’s higher administration in Athens, Georgia, about the situation.
6.4.10 Submit an on-line UGA Incident Report.

7. CRIME, TERRORISM, OR THREATS OF TERRORISM

In the event of violent crime or terrorism, UGA Costa Rica campus administration will provide instructions about how to proceed.

7.1 UGA Costa Rica campus administration should notify the United States Embassy in Costa Rica and the UGA Costa Rica Athens Office administration as soon as possible.

8. INSTRUCTIONS FOR EMERGENCY RADIO USE

The emergency radio has two dials on the top and a “talk button” on the side (see diagram below).

Note that the radio works better from certain locations. If you are in the Cabinas, you will need to walk up to the flat parking lot area in order to get good reception.

8.1 To use the radio:

8.1.1 Make sure Dial #1 is turned to Channel 1. If the radio is not on Channel 1, turn Dial #2 until it is lined up with the number “1”.
8.1.2 Turn on the radio by turning Dial #2 clockwise until it “clicks.” It should make a “beeping” sound when you first turn it on.
8.1.3 Increase the volume. Continue turning Dial #2 clockwise to increase the volume.
8.1.4 Speak into the radio. Press and hold the Talk Button while you are talking.
   - You must continue to hold the button during the entire time you are talking.
   - When you are finished talking, release the button.
8.1.5 Listen for the other person to respond.
8.1.6 When you are finished using the radio, turn it off by turning Dial #2 counter-clockwise until it clicks. Return the radio to its cradle to charge.
If you do not receive a response or if you suspect that the radio is not working:

- **Make sure the radio is turned on.** To turn the radio on, turn Dial #2 clockwise. When you press the “talk button,” a red light next to Dial #2 should turn on.

- **Make sure the volume is turned up.** To increase volume, turn Dial #2 clockwise.

- **Make sure that you have released the “talk button.”** If you are pressing down the button, the other person will not be able to respond.

- **Try a moving to a different location.** If you are in the Cabinas, you will need to walk up to the flat parking lot area in order to get good reception.

- **Repeat your call.**
EMERGENCY LEVELS AND RESPONSE

University of Georgia Office of International Education

LOW

A one time event with limited duration or limited impact beyond those involved. Can be resolved with existing resources or limited outside help.

- Theft / Loss: passport, iPod, luggage
- Illness: minor cuts, flu, diarrhea, seasick
- Student family emergency back home
- Transportation: missed flight, stranded bus
- Minimal property damage
- One time discipline issues: inappropriate behavior of student or faculty / alcohol abuse, etc.
- Unaccounted for participant (several hours)

1. Faculty must immediately respond to the situation
2. Document the Incident - within 24 hours at oie.uga.edu/incidentreport

MEDIUM

Situations include more serious incident and events which may cause alarm to stakeholders or impact the university. Faculty and staff are beyond resources on site.

- Illnesses: Physical or emotional condition that requires extensive professional medical treatment
- Hospitalization / Quarantine
- Mugging / Robbery
- Civil unrest in neighboring country escalated
- Closure or delay at airport
- Pandemic outbreak in neighboring country / region
- Severe weather
- Issues of inappropriate behavior, harassment or intimidation
- Repeated discipline issues of faculty or student
- Unaccounted for participant (12+ hours)

1. Ensure participant safety
2. Notify external entities
3. Call UGA Police Department at (706-542-2200)
4. Document the Incident - within 24 hours at oie.uga.edu/incidentreport

HIGH

Significant threat to faculty, staff, students or community. Unable to manage the situation and need full support from the university. Faculty and staff are beyond resources on site.

- Legal action: Arrest or detainment of faculty or student
- Life-threatening injury or other medical emergency
- Death
- Physical / Sexual assault
- Natural / Human disasters
- Political / Civil unrest in country
- Terrorist threat / Attack
- Illicit drug use of faculty/staff/student
- Entire group delayed / Stranded outside of the program location for 1 or more days (includes arrival / return dates)
- Unaccounted for participant (24+ hours) or longer