



**PROCEDURE FOR SEEKING ASSISTANCE:
PRIOR TO AND DURING INTERNATIONAL TRAVEL
ON ABET BUSINESS**

ABET

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I. Introduction

The intent of this procedure document is to provide guidelines to ABET volunteers and staff traveling on ABET business outside the U.S. Support and assistance is provided by ABET Headquarters and Global Rescue LLC, the worldwide emergency response services provider. Global Rescue has its own resource network including medical, security, and field teams, and provides advisory, travel security monitoring, and emergency evacuation services.

I.A. For Travelers: Useful Information provided by ABET

- I.A.1. Country Reports – prepared by Global Rescue, and provided by ABET HQ (<http://www.abet.org/travel-reimbursement/international-travel/resources-for-visits-outside-the-u-s/>)
- I.A.2. Country Risk Rating Definitions – provided by Global Rescue (<http://www.abet.org/travel-reimbursement/international-travel/resources-for-visits-outside-the-u-s/>)
- I.A.3. Travel Security Awareness Manual – prepared by Global Rescue (<http://www.abet.org/travel-reimbursement/international-travel/resources-for-visits-outside-the-u-s/>)
- I.A.4. [Country Specific Information](#), [International Travel Information](#), [Travel Warnings and Alerts](#), [Personal Safety](#), [Traveler's Checklist](#), [Smart Traveler Enrollment Program](#) -- provided by the U.S. Department of State (<http://www.state.gov/travel/>)
- I.A.5. Country information/The World Factbook – provided by the U.S. Central Intelligence Agency (CIA) (<https://www.cia.gov/library/publications/the-world-factbook/>)
- I.A.6. Travelers' Health Information by Country – provided by the Center for Disease Control and Prevention (CDC) (<http://wwwnc.cdc.gov/travel/destinations/list.htm>)

I.B. For Travelers: ABET Guidelines and Resources

- I.B.1. Training required for ABET Team Chairs and Program Evaluators:
 - I.B.1. (a). Training for Accreditation Visits outside the U.S. (<http://www.abet.org/training-for-visits-outside-us/>)
- I.B.2. Documents that are posted on the ABET secure website (My ABET):
 - I.B.2. (a). ABET Procedure for Seeking Assistance Prior to and During International Travel, including emergency contact information. (<http://www.abet.org/travel-reimbursement/international-travel/resources-for-visits-outside-the-u-s/>)
 - I.B.2. (b). Information on travel insurance and assistance. (<http://www.abet.org/travel-reimbursement/travel-insurance-and-assistance/>)



I.B.2. (c). Pre-visit Preparation Checklists for Visits outside the U.S.
(<http://www.abet.org/travel-reimbursement/international-travel/resources-for-visits-outside-the-u-s/>)

I.C. For ABET Headquarters: Services used by ABET to Monitor Travel Conditions

- I.C.1. Global Rescue's Global Travel Intelligence and Tracking System (GRID) – ABET HQ personnel will monitor current conditions for travelers' visit locations.
- I.C.2. Overseas Security Advisory Council (OSAC) Morning Newsletter and Afternoon Digest -- OSAC is a federal advisory committee with a U.S. government charter as well as U.S. Department of State and Bureau of Diplomatic Security. OSAC provides the latest travel conditions via a daily e-news sent to ABET subscribers.
- I.C.3. CDC Weekly News on Travelers' Health Information.

I.D. ABET Primary Contacts and Their Responsibilities

- **General inquiries:**

Jane Emmet, Director for Accreditation Operations
Direct: +1 (410) 347-7736
Mobile: +1 (443) 280-3665
E-mail: jemmet@abet.org

Sherri Hersh, Manager for International Accreditation
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- **Travel booking related inquiries:**

Ellen Stokes, Manager for Accreditation
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- **Emergency issues during on-site visits:**

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And

Joe Sussman, Chief Accreditation Officer, Chief Information Officer

Direct: +1 (410) 347-7703

Mobile: +1 (443) 255-5839

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- **Insurance or legal issues:**

Jessica Silwick, Chief Financial/Operating Officer

Direct: + 1 (410) 843-7173

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- **Media inquiries:**

Charles Hickman, Managing Director for Constituent Relations

Direct: +1 (410) 347-7715

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Danielle Baron, Senior Director for Global Communications and Marketing

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All designated staff members will provide timely assistance. **In the absence of primary contacts, team chairs or individual travelers should feel free to reach out to any of the above staff members.**



II. Pre-Visit Preparation

Pre-visit preparation begins shortly after Requests for Evaluation are officially accepted by ABET's four accreditation commissions, and team chairs are assigned. ABET publishes the information (listed in I.A. above) and ABET guidelines/resources (listed in I.B. above) that enables volunteers and staff to prepare for potential health, safety, and security issues associated with international travel. During this time, ABET staff monitors travel conditions for each ABET business travel location through subscription-provided updates (listed in I.C. above). Additionally, assessments and advisories on events which may impact ABET travelers' security/safety are provided by Global Rescue.

II.A. May Through December: Actions Required for ABET Travellers

- II.A.1. Travellers should review documents/information listed in I.A. and I.B. prior to or at the time of accepting assignments for travel outside the U.S. to develop and maintain travel security awareness for their particular visit.
- II.A.2. Travellers should register travel plans with the U.S. State Department, Smart Traveller Enrollment Program (STEP), at <https://step.state.gov/step/>.
- II.A.3. Travellers should print out [Global Rescue Membership Card](#) on ABET's secure website (My ABET under Travel Information) and contact information for designated ABET staff at <http://www.abet.org/travel-reimbursement/abet-hq-contacts/>. Please be sure to check the outgoing dialling codes (<http://www.countrycallingcodes.com/>) for countries where you will visit.
- II.A.4. Prior to travel to visit sites, teams should develop specific contingency plans which address issues such as designating back-up team chairs, response to travel delays or emergencies, and other relevant potentialities.
- II.A.5. Team chairs or backup team chairs should be *primary* team contacts for emergencies and non-emergencies alike at all times.
- II.A.6. Team chairs should forward updates and recommendations to program evaluators, if any, and provide feedback to Manager for International Accreditation (primary contact) and/or Director for Accreditation Operations (see I.D. for contact information).
- II.A.7. Program Evaluators should forward any concerns regarding travel conditions in assigned travel destinations to team chairs. Team chairs should then forward any concerns to ABET Headquarters' on behalf of the team.
- II.A.8. Team chairs should ensure host organizations/institutions located outside the U.S. provide adequate ground support as required. Ground support includes the following, but is not limited to:
 - II.A.8. (a). airport pick-up and escort;



- II.A.8. (b). daily ground transportation between the visit location and the hotel, restaurants and other locations;
 - II.A.8. (c). lodging; and
 - II.A.8. (d). any necessary activity or action that can increase the level of the review team's safety.
- II.A.9. Individual travelers that are not part of any accreditation review teams outside the U.S. should arrange adequate ground support from the host organization.

II.B. August through December: Monitoring Process for Visits Outside the U.S. (at least four weeks prior to departure)

ABET accreditation visits typically are scheduled between September and December. In addition to general monitoring mentioned above, ABET consults with Global Rescue prior to scheduled on-site reviews for visit locations outside the U.S. to assess the current health and security status of given locations by following the guidelines listed below:

- II.B.1. ABET contacts Global Rescue at least **four** weeks prior to given scheduled visits outside the U.S. to determine current travel conditions and risk ratings (see II.B.2. below).
- II.B.2. Global Rescue classifies risk level into one of four categories (using their internal Country Risk Rating Definitions tool):
 - II.B.2. (a). Low risk = green;
 - II.B.2. (b). Moderate risk = yellow;
 - II.B.2. (c). High risk = orange;
 - II.B.2. (d). Extreme risk; red.

Definitions of the four risk ratings are detailed in document I.A.2.

- II.B.3. ABET proceeds with scheduled visits with a risk level of moderate or low.
- II.B.4. When ABET is informed of risk that is rated trending from moderate to high, high, or extreme, ABET will arrange teleconferences with Global Rescue and the following senior management will participate in the decision making process.
 - II.B.4. (a). Executive Director
 - II.B.4. (b). Chief Accreditation Officer
 - II.B.4. (c). Director for Accreditation Operations
 - II.B.4. (d). Chief Financial/Operational Officer
- II.B.5. The senior management may recommend one of three options to the applicable commission leadership for consideration:
 - II.B.5. (a). Proceed after being informed of risk (see II.B.8.),
 - II.B.5. (b). Postpone after being informed of risk (see II.B.9.(a).), and
 - II.B.5. (c). Cancel after being informed of risk (see II.B.9.(b).).



- II.B.6. The final decision will rest with ABET Executive Director in consultation with Chief Accreditation Officer (II.B.4. (b).), Director for Accreditation Operations (II.B.4. (c).), and Chief Financial/Operational Officer (II.B.4. (d).).
- II.B.7. ABET Chief Accreditation Officer will arrange advisory teleconferences with Global Rescue as needed throughout the decision making process. Team chairs, program evaluators, Executive Committee members, and relevant ABET staff may be invited on a case-by-case basis.
- II.B.8. When scheduled visits are approved to proceed (refer to **II.B.5.(a).**):
- II.B.8.(a). Accreditation staff will notify team chairs of the decision.
 - II.B.8.(b). Team chairs will continue to be the point of contact with visit institutions and proceed with scheduled reviews.
 - II.B.8.(c). ABET will request an assessment from Global Rescue **one week** prior to scheduled visits. If the risk assessment increases, ABET Senior Management will review available options as described in **II.B.5.(a).**
- II.B.9. When scheduled visits are postponed or canceled (refer to **II.B.5.(b).**):
- II.B.9.(a). When scheduled visits are postponed by a few months within the same review cycle:
 - II.B.9.(a).(1). Accreditation staff will notify team chairs (and societies as needed) of the visit postponement.
 - II.B.9.(a).(2). Team chairs will continue to be the point of contact with visit institutions, notify institutions of the postponement, and re-schedule an on-site review.
 - II.B.9.(a).(3). ABET will request an assessment from Global Rescue **four weeks** prior to new visit dates and follow the four weeks out monitoring process from **II.B.2.** through **II.B.9.**
 - II.B.9.(a).(4). If institutions request to re-schedule an on-site review in the subsequent review cycle, ABET will follow the steps in **II.B.9.(b).** below.
 - II.B.9.(b). When scheduled visits are cancelled from the current review cycle or/and postponed to the subsequent review cycle (refer to **II.B.5.(c).**):
 - II.B.9.(b).(1). Accreditation staff will notify team chairs and societies of the visit cancellation or postponement.
 - II.B.9.(b).(2). The applicable commission leadership in consultation with the team chair will determine any adjustments of the review, accreditation status, and other matters associated with the accreditation review.
 - II.B.9.(b).(3). Director for Accreditation Operations will advise institutions of the commission leadership's decisions and instructions.



III. On-Site Visits

On-site visits are typically scheduled between September and December. ABET HQ will continually monitor travel conditions and collaborate with Global Rescue for any necessary assistance. . In the case of an emergency, ABET HQ will take necessary measures and engage assistance from U.S. State Department, Embassy, or Consulate as appropriate. ABET HQ will maintain open communication with all stakeholders and keep them informed of any significant health and safety incidents.

III.A. General Communication Protocol during On-Site Visits by ABET Volunteers:

- III.A.1. All inquiries from volunteers should be directed to designated ABET staff (listed in **I.D.** above before and during scheduled on-site visits. In the case of a life-threatening event, requests for an emergency evacuation should be directed to Global Rescue at 1 (617) 459-4200 with a message forwarded to ABET HQ.
- III.A.2. ABET team chairs or back-up team chairs should be the primary team contacts at all times.
- III.A.3. All travelers should ensure that their contact information is loaded into the U.S. State Department's [Smart Traveler Enrollment Program \(STEP\)](#) *before and during* travel. The U.S. State Department frequently sends out updated information during crisis situations.
- III.A.4. All travelers should practice travel security precautions (**I.A.3.** Travel Security Awareness Manual), maintain a low profile, and carry important contact numbers during travel at all times.

III.B. Seeking Immediate Assistance for Non-Life-Threatening Events:

- III.B.1. In the event of being stranded in a travel location due to airport closure or flight cancellation caused by inclement weather, natural or man-made disaster:
 - III.B.1.(a). Contact the ABET Travel agent directly for changes of flights and keep ABETHQ informed as to changes of travel dates and the team's well-being.
 - III.B.1.(b). Use discretion when seeking assistance for accommodation or ground transportation in the event of flight cancellation or airport closure.
- III.B.2. In the event of non-urgent sickness or injury during on-site visits:



- III.B.2.(a). Seek local assistance immediately (through the visit institution is preferred).
- III.B.2.(b). Notify ABET HQ of requested support.
- III.B.3. In the event that an evacuation warning is released by the visit country's government or the U.S. government due to a sudden natural disaster, political conflict/war, or other sudden outbreak:
 - III.B.3.(a). Notify ABET HQ of the team's location, contact information, well-being, and requested support. ABET will work with Global Rescue and/or the U.S. Embassy or Consulates for any necessary extraction support.
 - III.B.3.(b). Contact the local U.S. Embassy or Consulate (<http://www.usembassy.gov>) for evacuation assistance in the event that all outgoing communication from the visit country to the U.S. is interrupted.
 - III.B.3.(c). Access public media (television or radio) in the event that Internet, cell phones, or local telephones are affected and interrupted during a crisis. The U.S. State Department uses local television and radio to broadcast emergency information.
 - III.B.3.(d). Contact family and friends outside the affected area to obtain information and relay messages to and from the U.S. State Department and ABET.
- III.B.4. In the event of loss of passports or important documents:
 - III.B.4.(a). Contact the local U.S. Embassy or Consulate for assistance. Contact information for U.S. Embassies and Consulates overseas can be found at <http://www.usembassy.gov>.
 - III.B.4.(b). Notify ABET HQ.
- III.B.5. In the event of becoming a victim of crime overseas:
 - III.B.5.(a). Contact the nearest U.S. Embassy or Consulate for assistance (<http://www.usembassy.gov>).
 - III.B.5.(b). Notify ABET HQ.

III.C. Requesting an Emergency Evacuation for Life Threatening Events:

Contact Global Rescue directly by calling **1 (617) 459-4200**. Team chairs or back-up team chairs should notify ABET on behalf of the patient/victim. It is



imperative that you check the outgoing dialing codes (<http://www.countrycallingcodes.com/>) for countries where you will be visiting.

III.D. When an on-site visit is interrupted or incomplete:

- III.D.1. The accreditation department leadership will inform the commission leadership as to the nature of interruption.
- III.D.2. The commission leadership, in consultation with the team chair, will determine subsequent steps required for the institution and accreditation status for program(s).
- III.D.3. The accreditation department leadership will notify the institution as to the commission's decision, and courtesy copy the team chair.
- III.D.4. If rescheduling an on-site visit is required, please follow guidelines in section **II.B.9**.