



# Civil Unrest Protocols & Evacuation Guidelines

The following document details Universidad San Francisco de Quito's (USFQ) Office of International Program's (OPI) **Civil Unrest Protocol & Evacuation Guidelines** for incidents or environments that pose increased risk concerns as a result of social or political unrest in Ecuador.

## 1 - OPERANT POLICIES & STANDARDS

### 1.1 General Policies

At all times, OPI implements and enforces the following policies with regards to students safety and risk:

- All students (including for faculty-led programs) must acquire international health insurance, with a minimum coverage of \$50,000.00 for medical emergencies.
- All students (including for faculty-led programs) submit a detailed health release form, which is used to provide support in during academic excursions and emergencies.
- All semester exchange or direct enroll students are strongly encourage to fill out their respective embassy's travel registration program (e.g., Smart Traveler Enrollment Program or STEP for US Nationals).
- All semester exchange or direct enroll students are given notarized copies of the passport, which serve as forms of valid & legal forms of ID in Ecuador.
- All semester exchange or direct enroll students receive a SIM card with 600 local minutes, 6MB of data, unlimited Whatsapp, 1,000 SMS, 50 international minutes
- All semester exchange or direct enroll students are placed in a group chat via Whatsapp, where they receive constant updates regarding health & safety recommendations.
- All students are strongly encouraged to leave contact details & travel plans with their host families (if applicable) whenever they intend to travel overnight.
- All students are required to inform OPI staff of any national or international travel plans during academic recess
- All students can check in with our Student Wellbeing Coordinator to discuss their mental health & wellbeing.
- OPI remains in constant communication with all major embassies in Quito and keep up to date with protocols & policies.
- OPI monitors all official Ecuadorean risk and response channels of communication, including ECU911, National Police, and others.



## 1.2 Host Family Accommodation

All USFQ Host Families will provide the following services in case of emergencies and need to meet the following criteria to partner with USFQ:

- Complete the USFQ Registration process.
- Provide police background checks for all members of the household.
- Attend bi-annual workshops at USFQ, where we discuss cultural differences & health & safety protocols.
- Provide initial support to students in case of medical emergencies.
- Households must possess an emergency first aid kit, fire extinguisher, and smoke detector.
- Households must store & replenish subsistence & emergency supplies for a minimum period of 1 week for the entire household (see Annex B).
- Households must have a map of the Emergency Safe Zones (Annex A) & USFQ contact information displayed at all times.

## 1.2 Independent Accommodation

In case students choose (or are allowed) to find and arrange their own accommodation, they will need to meet the following criteria and be given the following services:

- They must confirm their address and update OPI staff if there are any changes.
- They must provide OPI staff with contact details of their landlord.
- They will receive recommendations about which geographical areas are safe and which areas should be avoided.
- They will also receive a map of the Emergency Safe Zones and a comprehensive list of the subsistence & emergency supplies they should have for a minimum period of 1 week (see Annex B).

## 2 - CONTAINMENT PROTOCOL

### 2.1 Containment Measures

In the event of civil unrest, OPI will implement the following procedure to safeguard all international students' wellbeing:

1. Identify the location and status of all international students. OPI will reach out to all international students currently enrolled in the program, irrespective of where they may be currently located.
2. Regroup to Safe Zones. All students will be advised to remain or return to their host families or to travel to one of the USFQ designated Safe Zones.
3. Remain in close contact with major embassies in Quito to coordinate precautionary measures
4. Brief & update students & partner universities about the current state of affairs.



## 2.2 Voluntary Evacuation

OPI would coordinate and facilitate, to the extent that is it possible, the voluntary withdrawal of students from USFQ due to civil unrest. Possible mitigation strategies include, but are not limited to: coordinating with professors so that students can complete their coursework remotely, facilitate and guide students through the academic and administrative process of withdrawing from a course after the deadline has passed, among others. Other mitigating actions are possible on a case by case basis. Any evacuation would be done in conjunction with and with the approval of the students' host university.

## 2.3 Possible Scenarios

Possible state of affairs at this stage may include but are not limited to:

- Disruption of classes.
- Disruption of transportation services.
- Disruption of basic services (electricity, water, etc.)

## 3 - EVACUATION PROTOCOL

### 3.1 Evacuation Steps

In the event that civil unrest causes international embassies increase the travel restriction alerts to Ecuador such as **Level 4 – Do Not Travel** from the US State Department (or its equivalent from other countries), OPI will initiate the following evacuation protocol:

1. Identify the location and status of all international students. OPI will reach out to all international students currently enrolled in the program, irrespective of where they may be currently located.
2. Regroup to Safe Zones. All students will be advised to remain or return to their host families or to travel to one of the USFQ designated Safe Zones.
3. Remain in close contact with major embassies in Quito to coordinate precautionary measures
4. Brief & update students & partner universities about the current state of affairs.
5. **Evacuate students in coordination with and with the APPROVAL of host universities**
  - a. These evacuations will be carried out in different ways, depending on the situations described below.
  - b. USFQ has identified a number of **Emergency Safe Zones** (safe zones, pick up zones, etc.) used for evacuation. Please consult Annex A for more information.

### 3.2 Evacuation via land

In the event that roads are operational, OPI will evacuate students in the following ways:

- A. Coordinate with host families to drop off students at the airport, according to their travel plans.
- B. Organize transportation to the airport from various designated pick up locations (see Annex A).



### **3.3 Evacuation via air**

In the event of road closure, OPI can evacuate students to the nearest airport via helicopter. Evacuation via helicopter would need to be coordinated and approved by the students' host university. Available helicopters can carry a maximum of 2-3 people, depending on the aircraft that is available at the time. The fees per hour range from \$2,000.00-3,000.00USD and all flights must consider the round trip time/cost of returning the helicopter to the airbase. Flight times between Quito & Guayaquil (maximum duration of flight under this scenario) is around 2 hours; accordingly, the average flight time of an evacuation would be 4-5 hours and would incur a total cost of \$8,000.00-\$15,000.00USD.

### **3.4 Mandatory Evacuation**

OPI would coordinate and facilitate, to the extent that is it possible, the voluntary withdrawal of students from USFQ due to civil unrest. Possible mitigation strategies include, but are not limited to: coordinating with professors so that students can complete their coursework remotely, facilitate and guide students through the academic and administrative process of withdrawing from a course after the deadline has passed, among others. Other mitigating actions are possible on a case by case basis. Any evacuation would be done in conjunction with and with the approval of the students' host university.

### **3.5 Possible Scenarios**

Possible state of affairs at this stage may include but are not limited to:

- Disruption of classes.
- Disruption of transportation services.
- Disruption of basic services (electricity, water, etc.)
- Disruption of medical services.
- Disruption of food services & provisions.
- Implementation of curfews and other measures of intervention from law enforcement.

## **4 - Protocol & Evacuation for Galápagos**

In case civil unrest persists, transportation of food, gasoline, and other crucial supplies will affect Galápagos. In case shortages occur, students would be evacuated to the mainland or be returned to their home countries, as coordinated with their home institutions.

## **5 – Academic Remediation Measures & Student Support Services**

To the extent that this is possible, USFQ would facilitate students' academic commitments during this time. Possible mitigation strategies include, but are not limited to: coordinating with professors so that students can complete their coursework remotely, facilitate and guide students through the academic and administrative process of



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withdrawing from a course after the deadline has passed, among others. OPI would also facilitate conversation sessions, counseling services, and other support services. Other mitigating actions or support services can be considered on a case by case basis.

If you have any questions regarding the protocol or guidelines laid out here, or if you have any further questions regarding risk management at USFQ, please feel free to contact us at [opi@usfq.edu.ec](mailto:opi@usfq.edu.ec).

Updated October 2019



## ANNEX A - Emergency Safe Zones

QR Code:



URL Link:

<https://www.google.com/maps/d/viewer?mid=1DvrxOzWo0s6S5caqVJ1m88uyUdOcPqLN&ll=-1.0703638432294789%2C-83.56783535&z=6>

Emergency Safe Zone list:



Finlandia Hotel



Cumbaya Hotel



Heliport ECU-911



Heliport



Paseo San Francisco



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Stadium "Santa Inés"



HOSPITAL DE LOS VALLES



Fuerzas Armadas Hospital



Tambillo Heliport



International Airport José Joaquín de Olmedo



International Airport Cotopaxi



Airport Nueva Loja



International Airport Eloy Alfaro



Heliport Specialty Hospital Teodoro Maldonado Carbo



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Airport Francisco de Orellana



New Hospital "Francisco de Orellana"



SIME Medical System USFQ



SIME-Medical System USFQ



SIME Medical System USFQ



Hospital Metropolitano



High School Menor San Francisco de Quito



Internacional Airport "Mariscal Sucre"



Airport Seymour





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San Francisco de Quito University



Stadium "Olimpico Atahualpa"



Bus Station Rio Coca

## ANNEX B – Emergency Subsistence Supplies

Each household should have the following non-perishable, high protein food items in enough quantities to supply the entire household (including the host student) for a minimum duration of 1 week:

- Potable water (enough for consumption and cooking)
- Canned goods, at least two of the following options:
  - Tuna
  - Beans
  - Soup
- Other non-perishable food items, at least three of the following options:
  - Peanut butter
  - Beans
  - Granola
  - Rice
  - Noodles/pasta
- Emergency medical kit
- Flashlight
- Extra batteries
- Copies of personal documents & contact information, including information from host student

All supplies must be replenished before their expiry date and meet the following conditions & recommendations:

- items must be kept in cool, dry spaces
- avoid eating food from expired, opened, or damaged containers



## **ANNEX C - General Medical Centers Available Per Region**

### **Galápagos**

Hospital Oskar Jandl – San Cristóbal, Galápagos

Type: Level 1 – Public Hospital

A: 39XW+X3 Puerto Baquerizo Moreno, San Cristóbal, Galápagos

T: (+593) 05252 0332

### **Coast**

OMNIHOSPITAL - GUAYAQUIL

Type: Private

A: Av. Juan Tanca Marengo, Calle 13E NE, Guayaquil

T: (+593) 0210 9000 EXT 7001

CLINICA KENNEDY - GUAYAQUIL

Type: Private

A: Calle Crotos y Av. Rodolfo Baquerizo Nazur, Alborada, Guayaquil

T: 1800 KENNEDY (5366 339)

### **Andes**

HOSPITAL DE LOS VALLES - QUITO

Type: Private

A: Av. Interoceánica km 12.5 y Av. Florencia, Cumbayá, Quito

T: (+593) 02351 7961

HOSPITAL METROPOLITANO - QUITO

Type: Private

A: Av. Mariana de Jesús s/n, Quito 170129

T: (+593) 02399 8000

### **Amazon**

HOSPITAL GENERAL FRANCISCO DE ORELLANA

Type: Level 2 – General Hospital

A: Barrio Moretal entre Araza Y Palmito

T: 06286 1831