



EMERGENCY PLAN FOR U.S. GRANTEES

The purpose of this **Emergency Plan** is to ensure adequate preparation for grantees in the event of emergency and crisis situations and to effectively manage them.

The U.S. Department of State Bureau of Educational and Cultural Affairs, Office of Academic and Exchange Programs (ECA/A/E) has overall responsibility for the Fulbright Program worldwide under the Mutual Educational and Cultural Exchange Act of 1961 as amended (Fulbright-Hays).

In a crisis situation, Fulbright Greece consults closely with ECA/A/E Regional Fulbright Branch for Europe/Eurasia, the U.S. Embassy in Athens and the Greek Ministry of Foreign Affairs regarding any decisions concerning the safety of Fulbright participants in Greece. In consultation with the U.S. Department of State's Europe/Eurasia Regional Bureau and the U.S. Embassy Public Affairs Section, ECA/A/E will make the final determination in the event of any grantee's program suspension or reinstatement.

STATUS OF FULBRIGHTERS

While in Greece, US Fulbright grantees are in a distinct category. Although as private US citizens they do not fall under Chief of Mission (Embassy) authority, they are under US government sponsorship during their Fulbright award and the State Department has a responsibility to provide guidance for their welfare and security. US grantees are supervised by the Fulbright Foundation Greece and must abide by the Foundation's regulations, the terms and conditions of their grants, and the policies of the J. William Fulbright Foreign Scholarship Board.

Each grantee will receive a digital version of this emergency plan. Take time to review the information in this document.

The Emergency Plan includes all contacts that grantees must always refer to in case of an emergency.

The Emergency Plan outlines safety procedures for Fulbright Foundation Greece staff and for US Fulbright grantees in Greece to be applied in case of emergency.

The Emergency Plan will focus on the following situations that are relevant to Greece:

- Health problems requiring immediate attention, physical attack, sexual assaults, pickpocketing
- Protests, demonstrations and civil unrest
- Terrorist attacks and earthquakes

GENERAL SECURITY MEASURES

During the Orientation sessions in late September and February (TBC), grantees are briefed by U.S. Embassy representatives from American Citizen Services and Regional Security Office. These briefings are meant to guide grantees on how to handle a crisis situation while in Greece.

After each Orientation, Fulbright Greece will send out an official email requiring all grantees to share their primary and secondary email address, their U.S. and Greek mobile numbers, their home address in Greece, their host's contact info and a US emergency contact person.

IMPORTANT TO REMEMBER

- Please inform us of any phone number, email or other contact info changes as they occur. It is imperative that Fulbright Greece keeps its grantees contact information up-to-date.
- Grantees are required to inform Fulbright Greece via email any time they plan to travel outside Greece or will remain away from their base in Greece for more than 3 days.
- Grantees are advised that the standard means of communication may be cut off in an emergency and they should have a back-up plan. In the unlikely event that grantees need to depart Greece if a serious situation or crisis occurs, they will receive assistance to do so.
- In an emergency situation, Fulbright Greece will provide information to US Embassy and ECA/A/E, which are required to report on the status and safety of grantees within the State Department, and are also often contacted by family members regarding the safety of individual U.S. Fulbright grantees in the host country. ECA/A/E needs to be able to reach participants quickly and directly via email or phone from Washington D.C. to confirm their safety and whereabouts.
- U.S. grantees are asked to keep their family/friends back home informed (using social networking, email or telephone) while they are traveling/are away from their home base in Greece.
- U.S. grantees are strongly advised to like and follow Fulbright Greece and US Embassy social media. In an emergency, Fulbright Greece will use telephone, email, Facebook and Twitter to

communicate with grantees and families/friends of U.S. grantees to keep them informed of the emergency situation.

- U.S. grantees are expected to carry the **Emergency Contact Page** provided by Fulbright Greece with them at all times. Make a printout of this page, fold it and keep it in your wallet/purse. Make sure to also store a hard copy at home and a digital copy of this emergency plan on your tablet, smart phone and/or computer.

FULBRIGHT GREECE EMERGENCY PLAN

HEALTH PROBLEMS / SEXUAL ASSAULT

Grantees must contact Fulbright Greece as soon as possible. American Services at the U.S. Embassy should also be contacted

Grantees should seek medical assistance by calling 112, the European equivalent to 911 (English operator for fire department, police and ambulance services)

Fulbright Greece will inform the U.S. Embassy, the Department of State, IIE and CIES

Fulbright Greece and the U.S. Embassy will further assist grantee in need

PROTESTS, CONCENTRATIONS & CIVIL UNREST

Be aware that it is not uncommon for Greek citizens, and it is a right, to publicly protest about political or social issues. These protests occur mainly in large cities – particularly in Athens and Thessaloniki – but may also affect smaller towns. Fulbright Foundation Greece strongly suggests that grantees avoid these protests and do not become involved. If you encounter a protest, remain calm and move away from the protestors or enter a public establishment like a bar. Try not to provoke them in any way by taking photos, making gestures or comments. Call the American Program Coordinator at the Foundation to inform him about your current situation if you need assistance.

TERRORIST ATTACKS / EARTHQUAKES

Fulbright Greece will send out emails and text messages to all grantees asking them to confirm their status. If necessary, Fulbright Greece will make quick phone calls to all grantees in order to verify their safety. Every grantee must respond immediately. Fulbright Greece will report the results of the safety check to the U.S. Embassy, the Department of State, IIE and CIES. Fulbright Greece may also use Social Media (Facebook and Twitter) to spread important communications in case of extraordinary emergencies.

EMERGENCY PREPAREDNESS, EACH GRANTEE SHOULD

1. Know sources of information in an emergency

We strongly advise that you also save the numbers from the Emergency Contact page to your cell phone. We advise that grantees follow both Fulbright Greece and the US Embassy in Athens on Facebook and Twitter. Social media can be used to share important communications.

Fulbright Greece

Facebook - FulbrightGreece

Twitter - @FulbrightGreece

US Embassy

Facebook – USEmbassyAthens

Twitter - @USEmbassyAthens

2. Enroll to the Smart Traveler Program <https://step.state.gov/step/>

By enrolling you will be able to receive important information from the US Embassy about safety conditions in your country, helping you make informed decisions about your travel plans. You will help the U.S. Embassy contact you in an emergency, whether natural disaster, civil unrest, or family emergency. You will help family and friends get in touch with you in an emergency.

3. Know the resource Fulbright ASSIST (For Students only)

<https://us.fulbrightonline.org/current-fulbrighters/fulbright-assist-24-7-support>

Fulbright ASSIST is a benefit for all grantees in the Fulbright U.S. Student Program while they are on their grants in their host countries. Fulbright ASSIST is designed to augment the health benefits that are concurrently provided through ASPE.

Fulbright ASSIST is accessible 24 hours a day and is available to provide support to Fulbrighters in urgent and non-urgent situations. The intensive care nurses responding to grantee calls are trained to handle serious situations such as sexual assaults and mental health crises. They can also provide medical advice. In addition, ANVIL's security team is able to counsel grantees on security overseas and offer security/personal safety support

24/7 Hotline: +1-813-666-0012

Email: FulbrightASSIST@anvilgroup.com

4. Provide your updated contact information to the American Program Coordinator advisor@fulbright.gr once you receive the official email asking you to register from Fulbright Foundation Greece.

SAFETY AND SECURITY

There have been multiple **terrorist attacks** in Europe in recent years. Attackers may employ a wide variety of tactics, using conventional and non-conventional weapons and targeting both official and private interests. Extremists may target large sporting events, theaters, open markets, and aviation services.

Several major **earthquake** fault lines cross Greece and earthquakes occur. Information about **crisis preparedness** can be found on the Civil Protection web site at <http://civilprotection.gr/en>. General information about **disaster preparedness** is also available online from the [U.S. Federal Emergency Management Agency \(FEMA\)](#). Detailed information on Greece fault lines is available from the [U.S. Geological Survey \(USGS\)](#).

Politically motivated violence in Greece is most often connected to Greek internal developments or social issues. Greek authorities and foreign diplomatic facilities have found bombs outside public buildings, have received bomb threats, and have been targets of letter bombs, fire bombs and Molotov cocktails in the past several years. These attacks generally occur at night, and although they have not targeted or injured U.S. citizens, you should remain aware of your surroundings and report any suspicious activity to local authorities.

Demonstrations Even demonstrations intended to be peaceful have the potential to turn confrontational and possibly escalate into violence. You should take common sense precautions and follow news reports carefully. Security Messages for U.S. citizens pertaining to demonstration can be found on the Embassy's website.

CRIME AND TRAVELLERS' RESPONSIBILITIES: Greece has a moderate crime rate and those that occur are mostly theft and economic crimes; violent crimes are fairly rare. U.S. citizens should be aware of the following local circumstances:

- Tourists can be fined or detained for buying counterfeit goods (usually fashion accessories).
- **Travelers must purchase train, bus or metro tickets and validate them by punching them in validating machines prior to boarding** (usually near the entrance of the train or metro or on the bus). Tickets may be purchased at kiosks and train/metro stations. Failure to follow this procedure may result in a fine by an inspector on the train, bus or metro. Due to possible scams, we suggest that you do not pay the fine on the spot. Ask the inspector for the nearest office where you can pay the fine.
- **Thieves impersonate police officers.** If you are stopped by a plainclothes policeman, ask for a uniformed officer or insist on seeing an officer's identification card. Do not hand over anything and immediately report the incident to the actual police at a police station or by dialing 112 from a local landline or cell phone.
- **Do not leave bags unattended.** Most reported thefts occur at crowded tourist sites, at airports, car rental agencies, on public buses, metros and trains, and at the major railway stations. Never

leave baggage alone in a car, including in a closed trunk. For more information on trains and security, please see the Italian railway police's advice for travelers

- Be alert to criminal schemes. Organized groups of thieves and pick-pockets operate at major tourist destinations, in train stations, bars, and cafes. Some travelers have reported incidents in which criminals used drugs to assault or rob them. Thieves on motor scooters regularly snatch purses or bags off pedestrians as they ride by. Resisting these thieves can be dangerous.
- Keep your car doors locked and windows rolled up at all times to avoid carjacking and thefts while you are waiting in traffic.

Local Greek enforcement authorities are noticing an increase in the appearance of **ATM skimming devices**. Here are some helpful hints to protect against and identify skimming devices:

- Use ATMs located in well-lit public areas or secured inside a bank/business.
- Cover the keypad with one hand as you enter your PIN.
- Look for gaps, tampered appearance, or other irregularities between the metal faceplate of the ATM and the card reader.
- Closely monitor your account statements for unauthorized transactions.

See Department of State information on scams

<https://travel.state.gov/content/passports/en/emergencies/scams.html>

VICTIMS OF CRIME: U.S. citizen victims of sexual assault should seek medical attention at the nearest public hospital as soon as possible.

Report crimes by dialing emergency number 112 and contact Fulbright Greece and the U.S. Embassy

- Local authorities are responsible for investigating and prosecuting crimes.

See the webpage on help for U.S. victims of crime overseas and U.S. victim's compensation programs

<https://travel.state.gov/content/passports/en/emergencies/victims.html>

EMERGENCIES AND MEDICAL ASSISTANCE

As a general rule, emergency treatment is provided at public hospitals at the Emergency Room (ER) to patients that have been seriously injured in an accident or have been suddenly taken ill and require an urgent medical treatment. Access to this service is given to patients according to a priority order defined by the seriousness of their health condition. Emergency medical service is usually free of charge or provided upon payment of a limited fee.

Outpatient treatment and hospitalization are provided at both public and private hospitals. Public hospitals can be overcrowded in large cities. Generally, non-emergency services are subject to a fee. Private hospitals and clinics are usually less crowded than public hospitals, but generally charge considerably higher fees. The U.S. Embassy in Athens shares a list of doctors/dentists in Greece <https://gr.usembassy.gov/u-s-citizen-services/local-resources-of-u-s-citizens/doctors/>

In case you need to see a doctor, you are in need of hospitalization or need urgent care, please inform Fulbright Greece and your host institution immediately.

To call an ambulance or to receive first-aid assistance, **dial emergency number 112**; this service is free of charge and available 24 hours a day both on working days and holidays.

You will need to file a claim with Seven Corners/ASPE or your other insurance provider for reimbursement. Remember to keep copies of all bills, prescriptions, and other documents given to you at the hospital for your insurance claim.

If you use your Seven Corners/ASPE Coverage, you have to notify Seven Corners immediately to obtain either pre-certification or certification of expense reimbursement for physical and mental health care. More on ASPE coverage and how to contact them follows immediately below.

Inform the American Program Coordinator or the Executive Director as soon as possible of your hospitalization and health situation.

Accident and Sickness Program for Exchanges Seven Corners/ASPE Health Benefit Plan

As an Exchange Participant, you receive a limited health care benefit plan designed by US Department of State and administered by Seven Corners, Inc.

This plan IS NOT an insurance policy.

The ASPE is a self-funded, limited, health care benefit plan designed to pay covered medical expenses for eligible Exchange Participants. Covered medical expenses are subject to limitations, and pre-existing conditions are not covered.

The grantee is insured from the time of departure from home (in the United States) during direct travel time to the place of assignment, while participating in grant activities and while directly en route home (to the United States). Premiums will neither be paid during an extended stopover, while en route to or from place of assignment nor during a break in grant activities.

The Foundation strongly urges you to keep your U.S. health insurance coverage in effect. Many grantees continue their basic coverage while abroad. Although ASPE should be considered as a supplementary accident and sickness coverage, it can take the place of primary coverage for those who do not have additional health insurance in the U.S. You should check carefully with your insurance agent to be sure that any necessary riders for overseas coverage are included. **Please note:** Coverage is provided to grantees only.

Fulbright Greece will provide you with your health and accident benefit card upon arrival in Greece.

It is highly recommended that grantees become familiarized with policy details and locations of healthcare providers. To do so please download the ASPE Guide here <http://usdos.sevencorners.com/>

Be sure to also register with www.wellabroad.com. This site provides comprehensive information for travelers covered by Seven Corners concerning health and security worldwide. Additionally, the site contains a provider search tool that can help find nearby hospitals that should work directly with Seven Corners.

All questions regarding health and accident coverage should be directed to the provider. The Fulbright Foundation cannot offer advice on this matter.

Contact Information:

ASPE Health Benefits
P.O. Box 3724
Carmel, IN 46082-3724

Telephone: 317-818-2867 (a collect call for grantees outside of the United States) or

24/7 Hotline: 1-800-461-0430 (toll free for grantees in the United States)

E-Mail: usdosinfo@sevencorners.com

Website: <http://usdos.sevencorners.com>

EMERGENCIES DEFINED - STEPS TO BE TAKEN

PERSONAL ATTACK

If you are the victim of a violent attack, dial emergency number **112**.

If you require emergency health care, follow the information above. Once you are able to file a police report, you can do it at the local police station only. Should you need an interpreter to assist you at the police station, you may request one. Keep all documentation given to you by the police for your records.

For more information on steps to follow if victim of a crime, see the US Embassy website: <https://gr.usembassy.gov/u-s-citizen-services/victims-of-crime/>

Here are some tips to protect yourself during an attack:

If you are indoors when (an) assailant(s) threatens, close lock and/or block all doors, using heavy furniture if necessary. Stay away from the door(s) and hide in a safe place;

If you are outdoors, remain aware of your surroundings. If you sense danger, move to a place of safety as soon as you can;

If you know where the assailant is and there appears to be an escape route available to you, attempt to escape only if you can do so without putting yourself in danger.

Remain calm and call European emergency number **112**.

It is important to report as much as possible about the assailant. You should also provide information about your location, the number of assailants, nature of the attack, if any weapons were used, and if there are any injuries to yourself or others. Wait for the police to arrive and stay in a secure area.

Remain in your location until the police advise that the incident has been resolved to the point that you can leave the area (this might take a long time, so be patient and remain calm). If the police request that you to evacuate the building, follow their instructions and do not make sudden or threatening movements while evacuating.

Inform Fulbright Greece as soon as possible about your situation. We are here to assist you.

SEXUAL HARRASSMENT

Sexual harassment is any unwelcome sexual advance, request for a sexual favor, or other verbal, nonverbal, or physical conduct of a sexual nature. It may include behaviors such as: unwanted deliberate touching or pinching; unwanted sexual looks and gestures; unwanted pressure for dates; unwanted sexual teasing or jokes, inappropriate questions of a sexual nature; inappropriate discussions of a sexual nature at work; pornography in your school or office; being followed or stalked.

Please be aware that behaviors that might be construed as sexual harassment in the U.S. are not necessarily considered as such in Greece. This may be due in part to cultural differences, unfamiliarity with or confusion over cultural signs and cues, or lack of fluency in the language of communication. If someone is being persistent, be assertive and insist on being treated with respect. *Do not* sacrifice your personal safety, security or comfort zone. Set limits for what is acceptable to you and try to be consistent. Your complaint will be taken seriously; you will not be blamed or labelled as a troublemaker.

Your safety is the most important issue. Inform Fulbright Greece as soon as possible and provide as much as information as you can.

Fulbright Greece will follow up . Legal procedures will be investigated and pursued if necessary.

The situation will be discussed with the grantee, and if the grantee decides to file a police report, Fulbright Greece will take the necessary steps to assist in this.

If the grantee wants to suspend the program, the circumstances will be discussed with the U.S. Department of State, Bureau Educational and Cultural Affairs.

If the grantee wants to remain in the country, Fulbright Greece will do its best to make sure the grantee is safe and secure as possible.

Fulbright Greece, in corporation with ECA and the U.S. Embassy, will provide a professional counselor or other advisor to assist the grantee.

PHYSICAL OR SEXUAL ASSAULT

A violent attack by (an) assailant(s) such as muggings, shootings, burglaries, rape attempts or acts of terrorism, can occur without warning. The unpredictable nature of physical attacks makes precise safety planning difficult. There are, however, procedures you can follow to protect yourself.

- If you are indoors when (an) assailant(s) threatens, close lock and/or block all doors, using heavy furniture if necessary. Stay away from the door(s) and hide in a safe place.
- If the assailant(s) enters your room and then leaves, do not make your presence known, but be sure to lock or barricade the door after they exit.
- If you are outdoors, remain aware of your surroundings. If you sense danger, move to a place of safety as soon as you can.
- If you know where the assailant is and there appears to be an escape route available to you, attempt to escape only if you can do so without putting yourself in danger.
- It is important to report as much as possible about the assailant. You should also provide information about your location, the number of assailants, nature of the attack, if any weapons were used, and if there are any injuries to yourself or others.
- Wait for the police to arrive and stay in a secure area.
- Remain in your location until the police provide advise that the incident has been resolved to the point that you can leave the area (this might take a long time, so be patient and remain calm).
- If the police request that you evacuate the building, follow their instructions and do not make sudden or threatening movements while evacuating.

Inform your host institution and Fulbright American Program Coordinator about the attack and your current condition immediately.

In the case of physical or sexual assault, grantees are required to follow the action plan below for crisis response:

Make sure you have reached a safe place and you are out of danger. Call a friend to take you home or go to their place. If still in danger, call the European emergency phone number, 112, which has English-speaking operators.

Call American Citizen Services at the U.S. Embassy (**Day phone:** +30 210-7202414; **After hours phone:** +30 210-720-2490) where embassy officers will help you get in touch with the local police and get medical attention.

Go to an emergency room or arrange to see a doctor as soon as possible, but at least within 24 hours of the assault. You may have hidden injuries and may want to explore options for preventing pregnancy or sexually transmitted diseases. The Embassy, Fulbright and your local affiliation will help determine the best option for getting medical attention at your location. Even if you choose not to report the case, you should still go to the nearest hospital or clinic. Make sure you provide the hospital with your ASPE information and contact Seven Corners directly by email (usdosinfo@sevendcorners.com) or phone (+1 317-8182867, a collect call outside U.S.) as soon as possible.

Contact your local affiliation and Fulbright American Program Coordinator as soon as possible – their experience and local contacts will further help you get the most timely and adequate response.

A physical or sexual assault can be an extremely traumatic experience which can result in emotional, psychological, physical and financial after-effects. In order to prevent developing Posttraumatic Stress Disorder, also known as PTSD, we strongly recommend that you contact Fulbright ASSIST (24/7 Hotline: +1-813-666-0012) and/ or a local therapist. The U.S. Embassy and the Fulbright Foundation will direct you to further resources to help you address all of your concerns and recover as soon as possible from this experience.

PICKPOCKETS

The first rule is not to have anything more in your wallet/purse than you are willing to lose. Try to keep only what is essential: ONE credit/ATM card, ONE piece of identification, and no more than €40-50. A hair brush can be easily replaced, but something like your passport or your social security card is much more difficult and its loss can cause much grief.

Make a copy of your passport, and front and back of everything that you have in your wallet. In case something happens, you have all the numbers and contact information to cancel your cards and replace your passport.

Carry purses that zip. Carry your purse tightly under your arm and slightly in front of you. If you have the backpack-type purse, swing it around so that it is slightly in front of you as well. Men should put a wallet in a front pocket.

The places to get pick pocketed are close to major tourist sites: city center, historic monuments, trains, train stations, airports, subways and sports facilities. Most, but not all pickpockets work in groups. They are often adolescents, since it is extremely difficult for minors to go to jail here. They can be groups of young girls or boys and of all races.

If you do have your pocket picked, start yelling for the police immediately. If none respond, go to the local police station and file a complaint. Don't chase down whoever you think stole your wallet.

Remember if they work in groups, your wallet was most likely handed off before you realized it was gone. If you chase down and grab who you think is the culprit and he/she doesn't have your wallet, you could get into deep trouble, fast. Find yourself a police officer and make an immediate report.

If you lose your passport, you will need to apply for a new one through U.S. Embassy:

<https://gr.usembassy.gov/u-s-citizen-services/passports/>

You will also need to file a report at the nearest police station.

FIRE SAFETY

In case of fire, the Fire Department may be reached by calling emergency number **112**.

After arriving in Greece and moving into your apartment, locate and identify fire escape routes. Talk to your landlord about which steps to follow in case of a fire.

At your host school, university, or research lab, ask about where the closest fire escapes are in the buildings, and if there is an emergency meeting point.

WEATHER

Floods can occur in various regions in Greece. Flood effects can be local, impacting a neighborhood or community, or large affecting entire river basins and surrounding villages.

Be aware of flood hazards no matter where you live. Even very small streams, gullies, creeks, culverts, dry streambeds, or low-lying ground that appears harmless in dry weather can flood. Every country is at risk from this hazard.

Storms and very rarely tornados can create high winds, soaking rain, and flying debris. Some winter storms have extremely strong winds that can create blizzard conditions with blinding, wind driven snow, drifting, and dangerous wind chills. These intense winds can bring down trees and poles, and can also cause damage to homes and other buildings.

Snow accumulations can immobilize a region and paralyze a city.

Ice: even a small amount of ice can cause hazardous conditions for motorists and pedestrians. Especially when it starts to rain at a temperature around 0 degree Celsius.

Thank you for reading this document. It is important for your safety!