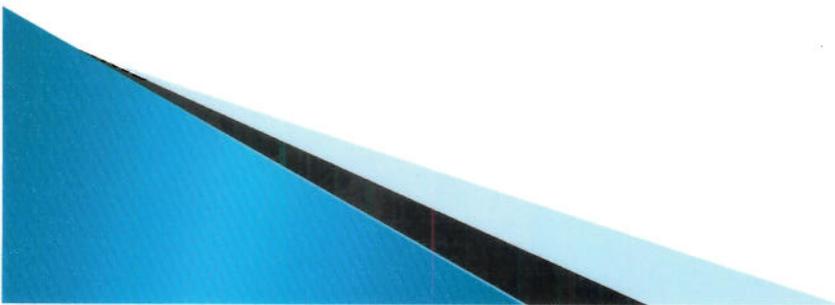




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***Proactive Safety,  
Emergency and  
Evacuation Protocols***  
***for***  
***Pondicherry University (Pondicherry, India)***  
***Study Abroad Program***  
***May 13<sup>th</sup> – June 4<sup>th</sup> , 2011***



## Proactive Safety, Emergency and Evacuation Protocols

*In order to ensure the best learning experience and to ensure individual and group safety, everyone is expected to practice flexibility, common sense, respect, appreciation of diversity*



## Safety Dos and Don'ts in India

- ▶ Never go out alone. Please tell co-leaders where you will be
- ▶ Be the best possible representative of your college and country
- ▶ Drunken, disorderly or disrespectful conduct will not be tolerated. Alcohol and substance abuse of any form is totally unacceptable in this program and will be dealt with swiftly.
- ▶ Student participants in the program are to be aware that the professors/leaders of this program are accomplished professionals. They are outstanding resources who are eager to help students have a full and rewarding study abroad experience. On the other hand, they are not service personnel or hired servants. They are to be treated with courtesy and respect.





## Safety (cont'd) Dos and Don'ts in India

- ▶ Don't eat fresh fruit and vegetables that you cannot peel
- ▶ Eat only hot cooked meals
- ▶ No salads or juices
- ▶ Don't drink the water. Drink only mineral water...even for brushing teeth
- ▶ Do bring and take malaria pills



## Safety (cont'd) Dos and Don'ts in India

- ▶ Men and women do not touch. Do not offer to shake the hand of a person of the opposite sex unless they offer first
  - ▶ "Namaste" is a traditional greeting in India & is used to show respect and "Vanakkam" is the traditional greeting in South India
- Put your hands together, palms touching and fingers pointed upward and make a slight bow





## Safety (cont'd)

### Dos and Don'ts in India

- ▶ Don't use your left hand  
The left hand is considered unclean, therefore avoid giving or receiving anything with your left hand and never use it to eat
- ▶ Please address others as 'Mr.', 'Mrs.', or 'Miss' or use their professional title
- ▶ Most toilets in rural areas are squat style. Western style toilets in public areas may not be as clean as you are used to, so do carry toilet paper
- ▶ Do not encourage beggars by giving money or more beggars will follow you



## Emergency Protocols

In case of any emergency, call one of the program leaders.

In case of a medical emergency, use common sense and if necessary go directly to the nearest clinic or hospital and then call one of the program leaders.

During your orientation of Pondicherry University, you will be shown the exact location of the university clinic which is open 24 hours a day and has an ambulance that transports to the nearby hospitals.

**Pondicherry University Clinic**  
On Campus facility – open 24 hours





## Evacuation Protocols (cont'd)

- ▶ **Emergency Services (US Consulate in Chennai)**  
<http://chennai.usconsulate.gov/medical.htm>
- ▶ In case of emergency involving an American citizen, please call the 24-hour operator at (+91-44) 2857-4000 and ask for American Citizen Services. If you are calling from within India, but outside Chennai, first dial 044-. If you are calling from the United States, first dial 011-91-44-.
- ▶ To contact the Indian police, simply dial 100.
- ▶ The American Citizen Services Unit at the U.S. Consulate in Chennai can assist when a U.S. citizen in India is arrested, missing, is a victim of violent crime, becomes ill or dies, or when there is otherwise a need for immediate help. They can assist with information on local resources and by contacting family members in the United States apprised of the circumstances, so that they can make necessary decisions and provide financial and logistical support.
- ▶ They can only replace lost and stolen passports during normal office hours.



## Evacuation Protocols (cont'd)

### To Contact the U.S. Embassy and the American Center in NEW DELHI

1. U.S. Embassy  
Shantipath, Chanakyapuri  
New Delhi - 110021  
Tel: 011-2419-8000  
Fax: +91-11-2419-0017
  2. American Center  
24, Kasturba Gandhi Marg  
New Delhi - 110001  
Tel: 011-2347-2000
- ▶ Dialing Instructions: Any 8-digit (landline) telephone number listed herein for a hospital or doctor located in Delhi can be reached from the United States by first dialing 011-91-11-. For any number listed herein that is outside of Delhi, begin by dialing 011-91- and omit the 0 (or in the case of Gurgaon or Noida, omit the 95 at the beginning of the number). To contact any mobile phone listed herein (i.e., any 10-digit number beginning with "9"), begin by dialing 011-91-

