

CEA CAPA Health & Safety

You're All SET!

S
Support

CEA CAPA is committed to delivering high-quality health and safety support. From individualized advising, robust international insurance to swift emergency response, we have you and your students covered.

E
Expertise

With over 30 years of experience, CEA CAPA understands the evolving needs of students, support networks, and institutions. Our practices are built on real-world experience, comprehensive risk management, emergency training, and reliable partnerships. We put our expertise to work every day to enhance student safety and use our knowledge to advance the field of education abroad.

T
Trust

Our dedicated Health & Safety Team takes a personal and compassionate approach when it comes to your students. Collaboration and communication with you are top priorities. You can trust us to manage student concerns abroad so you don't have to!

Health and Safety Team



Eryn Kudzinski

Vice President of Health, Safety,
Security and Risk Management



Hannah Sutton

Health and Safety Manager



Maggie Ovian

Health and Safety Manager



Nancy Tumbarell

Health and Safety Advisor

Personalized Health & Wellness Advising

- ▶ Reviews of self-disclosed health information before departure to offer tailored guidance based on individual needs.
- ▶ Available for advising calls to discuss specific health & wellness questions and services abroad.

Robust International Student Insurance Plan

- ▶ Specially designed insurance plan that includes generous coverage for physical and mental health concerns, emergency medical and security evacuations, travel benefits and more.
- ▶ Online portal available for students to download their insurance card, reimbursement claim form, and find health providers worldwide.

Engaging Materials and Webinars

- ▶ Comprehensive and relevant information available to students via the online portal to help students prepare for their health & safety abroad.
- ▶ Mandatory modules to test participant understanding on important health and safety topics.
- ▶ Know Before They Go webinar (each term) and email series specially designed for support networks to answer common questions about health care, emergency response, insurance, and more.

24/7 Emergency Line & Response

- ▶ Emergency phone number managed 24/7 by on-site staff in every program location.
- ▶ Support networks and home institutions can report emergencies to CEA CAPA via the 24/7 emergency line in the U.S.
- ▶ Established protocols to prepare for and respond to concerns and emergencies that affect program participants and locations.

Dedicated Student Support in Every Location

- ▶ Experienced onsite teams in all program locations, trained in student support, emergency assistance, and crisis response.
- ▶ Mandatory health and safety orientation at the beginning of the program and resources available at CEA CAPA centers, offices, and partner institutions abroad.
- ▶ Partnership with an emergency assistance provider that offers support during medical or security events, including lost/stolen document replacement, assistance finding medical facilities, and medical monitoring during hospitalization.

Collaborative Communication

- ▶ Continual communication between CEA CAPA onsite teams and the U.S.-based Health & Safety team when issues occur abroad.
- ▶ Timely reporting of onsite Health & Safety emergencies and elevated concerns to the student(s)' home institution(s).
- ▶ Individualized meetings with institutional partners to discuss H&S practices at CEA CAPA and how we can collaborate together.

Crisis Management Team

- ▶ Pan-organizational team comprised of proficient senior leadership dedicated to responding quickly and efficiently in the event of a crisis situation.
- ▶ Guided by best practices outlined in emergency and crisis response framework.
- ▶ Detailed crisis communication plan to guide communication with students and emergency contacts.

Global Network and Resources

- ▶ Onsite teams work with reliable local networks in health care, safety, housing, governmental agencies, and study abroad community.
- ▶ Members of PULSE, OSAC ASC, Forum on Education Abroad, Diversity Abroad and NAFSA.