

## WHAT IS AN EMERGENCY AND WHEN TO CONTACT THE ISP

ISP should be contacted immediately if there is an emergency. If the emergency requires a 911 call, that call should be made first and an ISP staff member should be the next call. ISP staff can be reached at the office during the day or on their cell phones after hours.

**Go over emergency procedures with your student – including when and how to call 911 and where to find numbers for police and fire. These should be kept in an accessible location or added into their phones.**

When to contact the ISP if something goes wrong		
PRIORITY LEVEL	EXAMPLE	TIMING
High	Fatality, police involvement, accidents	Immediately
Medium	Parties, drugs, alcohol, extreme curfew lateness	Next business day
Low	Academics and attendance	Within current business week
Low	Mediation and moves	Within current business week
Low	Everyday life questions, general inquiries, travel letters, visas, medical insurance, etc.	During business hours: (8:30 a.m. to 4:30 p.m.) Phone: 204.257.7827

If you need to talk to the ISP Homestay Coordinator we ask you to please place your call during regular business hours (8:30 a.m. to 4:30 p.m., Monday to Friday). When calling us, please leave a message, speaking clearly.

Give your full name, the date and time that you are calling and a brief description of the subject of your call. You should also include the name and school of your student.

Always leave the phone numbers that you may be reached at and the times when you will be available. Say the phone number clearly and say it twice.

**Please note:** If your call is urgent, please indicate this when you leave your message or contact an ISP staff member on their cell phones.