

Name of University

STUDY ABROAD EMERGENCY PLAN

Office name

Date

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OPERATING PRINCIPLES

The following operating principles form the guidelines of these procedures:

- Safety is the number one concern
- Legal liability of the College (and SUNY) and its employees should be considered
- Confidentiality of information must be kept
- Predetermined procedures must be followed

SUNY [add campus name] strives to provide its students the opportunity for study abroad experiences through approved academic programs taught in international locations. Because the health and safety of study abroad participants are primary concerns, this policy has been developed to provide useful practical guidance to institutions, faculty/staff, participants, and parents/guardians/families when they are faced with an emergency abroad. These procedures are meant first and foremost to ensure the safety and well being of participants and faculty.

This document outlines the specific procedures for any emergency or crisis involving participants in SUNY [campus name]'s study abroad programs. Every effort should be made to closely tie these procedures to the existing "SUNY [campus name] Crisis Intervention Protocols" document held by the Dean of Students.

This document governs SUNY [campus name] international travel programs and exchanges, including faculty led, semester/year, and international internship programs. It outlines procedures for the College's response to emergencies that affect participants abroad, and calls for predetermined procedures to be followed.

If an emergency occurs during a program operated by another SUNY school or third party provider in which a member of the SUNY [campus name] community is participating, the program provider will manage the emergency, and the Office of International Education & Programs (IE&P) will facilitate communication with them and act in accordance with their emergency procedures.

DEFINITIONS

On-Site Leader: Designated leader of program. May be a faculty member or international office director, program coordinator, or internship supervisor. A secondary person must be assigned to replace the designated leader if necessary.

Participant: All students, faculty, and staff who are involved with a program abroad.

Procedure: A protocol that is followed when a perceived and/or real emergency happens to participants while abroad to reduce the level of risk or provide assistance for the safety of participants.

Risk: The possibility that exposure to a hazard will result in a negative consequence:

- Health: physical and psychological condition
- Safety: of an individual or group
- Security: range of conditions in a locale or region

Emergency: An emergency is any circumstance that poses a genuine risk or disturbance to the safety and well-being of program participants. Emergencies may involve single, multiple, or all program participants, and include, but are not limited to, the following types of events and incidents:

- Political or social turmoil, war, or imminent terrorist threat or attack
- Natural or man-made catastrophes
- Serious physical illness or injuries
- Pandemic outbreak
- Mental/emotional illness
- Accidents or criminal assault
- Sexual aggression, abuse, or harassment
- Missing student
- Student or staff death
- Crisis at home such as family emergency, natural catastrophes, etc.

Real and Perceived Emergency: A real or actual emergency is a situation in which there is a real, credible, direct threat to someone associated with the program. A perceived emergency is a situation in which there is no direct threat or harm to anyone associated with the program, but circumstances are perceived as threatening by students, families, university officials, or others. A perceived emergency needs to be treated seriously as it can affect people as strongly as a real emergency.

Travel Warning: Official announcement issued by the U.S. Department of State “when long term, protracted conditions that make a country dangerous or unstable lead the State Department to recommend that Americans avoid or consider the risk of travel to that country. A Travel Warning is also issued when the U.S. Government’s ability to assist American citizens is constrained due to the closure of an Embassy or Consulate because of a drawdown of staff.” *It is SUNY [campus name] policy not to plan or conduct any programs in countries with an existing Department of State Travel Warning.* In the event where a Travel Warning is issued for a country where a program is in progress, a course of action will be determined based on the nature of the warning and level of emergency. Refer to Emergency Procedures beginning on page 8.

RISK MANAGEMENT/PREVENTION

The following pre-departure and in-country preventative measures and responsibilities are designed to educate participants and mitigate risk. Please refer to the Faculty-Led Handbook and Study Abroad Handbook for more details.

OFFICE OF INTERNATIONAL EDUCATION & PROGRAMS (IE&P)

Pre-Departure

1. Provide mandatory participant general and site-specific pre-departure orientation that includes topics such as health, safety, and code of conduct, with paper/electronic versions available.
2. Make program health, safety, and security information available through the IE&P website, or direct contact with the IE&P.
3. Provide participants with emergency cards and the Study Abroad Handbook (electronic).
4. Monitor the U.S. Department of State and other official websites and receive regular updates on global situations regarding health and safety.
5. Ensure that students have enrolled in the SUNY HTH Study Abroad Insurance plan, or have proven

they possess the equivalent through a verified waiver process, for the duration of the program.

6. Provide On-Site Leader with all student and emergency information (electronic).
7. Provide On-Site Leader with assurance that all participants have been cleared judicially.
8. Provide University Police with temporary contact information for any traveling IE&P staff.

In Country

1. Monitor the U.S. Department of State and other official websites for updates on global situations regarding health and safety.
2. Maintain contact with On-Site Leader and/or students.

ON-SITE LEADER (for faculty-led programs)

Pre-Departure

1. Acknowledge receipt and review of International Emergency Plan.
2. Develop a program-specific emergency action plan. (This is a required component of the *Faculty-Led Study Abroad Course Proposal Form* which faculty must use to garner approval for their faculty-led program):
 - a. Outline the arrangements to be used for in-country travel and who will provide it.
 - b. Describe steps that will be taken to protect students in the event of civil unrest or natural disasters to which the region is prone. Please speak as well to other risks, such as communicable diseases present in the area (e.g. malaria, hepatitis, avian flu, etc.), high crime rates, unsafe local transportation students may use in their free time, etc. Discuss the safety measures that are in place for these risks.
 - c. Provide information on the resources to which the faculty member would turn for assistance if a participant were in need of medical or psychiatric care during the program. Speak to the steps that will be taken to secure medical treatment for sick students and/or possible evacuation.
 - d. With guidance from HTH Worldwide Insurance Services, identify the location of the nearest reputable medical facilities, as well as English-speaking doctors and psychologists, in the absence of campus-based support services.
3. Provide site-specific orientation sessions.
4. Provide students with his/her contact information while abroad (cell phone, email address, etc.).
5. Discuss emergency procedures with students and designate a student leader who will be briefed on emergency plan.
6. Submit emergency contact information, complete itinerary, and emergency action plan for the program to IE&P.

In Country

1. Promptly notify the College in the event of an emergency (see Emergency Procedures below). Carry a cell phone at all times, locate nearest landline phone, and research the availability of alternative communication methods.
2. Establish emergency meeting locations and other on-site emergency logistics and share with IE&P.
3. Maintain a current list of contact information for all participants, including non-program travel/activities, and share updates with IE&P.
4. Provide regular updates to IE&P.

STUDENT

Pre-Departure

1. Sign and submit SUNY Overseas Academic Programs forms: *Agreement and Release for Study Abroad*, *Student Health Information*, and *Judicial Review* to the IE&P by a designated deadline. *[link to site where the form is available]*
2. Update IE&P with any changes to family and emergency contact information, health status, or insurance coverage.
3. Attend all pre-departure orientation sessions or make other arrangements with IE&P staff.
4. Sign up with the U.S. Department of State Smart Traveler Enrollment Program (STEP).
5. Provide the IE&P with a copy of passport and flight itinerary.

In Country

1. Provide director and appropriate on-site personnel with travel plans and contact information prior to traveling independently while abroad.
2. Remain aware of health, safety, and political climate in the host country.
3. Stay in communication with a parent, friend, or other family member in home country.

International Emergency Response Team (IERT)

The International Emergency Response Team (IERT) is responsible for general oversight of emergency situations abroad and decides what actions need to be taken. Items to be considered by the IERT include:

- immediate measure(s) to secure the safety of the program participants and On-Site Leader
- identification of other issues that may be incurred as a consequence of the emergency
- appropriate steps to be taken on-site abroad and on campus
- necessary correspondence with program participants, staff members, host institutions, program providers, parents, media, and other constituencies
- lockdown plans until evacuation, if needed
- suspension or cancelation of the on-going and/or future programs

The IERT is usually composed of the following individuals. Depending on the nature of the emergency, it may include other members of the college community.

Member	Roles and Responsibilities
Dean of Students	Assist the Director of IE&P with management of the emergency. Brief senior administration about the emergency in collaboration with the Director of IE&P. Convene IERT and designate personnel to perform the tasks as appropriate.
Director, International Education & Programs (IE&P)	Coordinate the efforts to respond to an emergency. Brief IERT members as new information becomes available. Communicate with students on the affected program and their emergency contact individual(s). Serve as designated liaison/contact with HTH Worldwide and MEDEX Assist providers.
Coordinator, Student Study	Work with Director of IE&P to maintain contact and information

Abroad & Exchange	flow. Keep logs for information. Coordinate information flow with program participants.
On-Site Leader	Assist with management of the emergency. Provide a conduit for information.
Chief of University Police	Provide general safety guidance and emergency management oversight.
Media and Government Relations Manager	Distribute all SUNY [campus name] communications during emergency to media, and international communication to students, faculty and staff who are not directly affected by the crisis.
Director of Student Health (if appropriate)	Provide general health/medical guidance where necessary.
Legal Counsel	Assist the IERT with briefing of legal liability issues and provide some legal guidance as appropriate concerning the event. SUNY Legal Counsel to be included as needed.

LEVELS OF EMERGENCY

Incidents such as:

- loss of passport/petty theft
- single minor injury not requiring hospitalization
- change of transportation modes/routes in cases where transportation generally does not pose a safety risk
- significant change in itinerary when travel is not within/to an area cautioned against within U.S. State Department country-specific information, etc.

These incidents are handled on location by the On-Site Leader, who communicates the incident to the IE&P. The emergency designations below warrant campus staff involvement and activation of the International Emergency Plan.

LEVEL 1

Level 1 or non-acute emergency is an occurrence or the potential for an occurrence that requires a response beyond a routine capacity. It is a real emergency, but not acute enough to warrant convening the International Emergency Response Team.

Examples – Level 1 Emergency

See page 9 for Level 1 emergency procedures.

Single, non-life-threatening injury which requires hospitalization; change of transportation modes/routes in cases where the new mode/route may pose a safety risk; significant change in itinerary when travel is within/to an area cautioned against within U.S. State Department country-specific information, etc.

LEVEL 2

Level 2 or an acute emergency is an extraordinary event or the potential for an extraordinary event that requires a response beyond a routine capacity. It is a real emergency that warrants convening the International Emergency Response Team.

Examples – Level 2 Emergency

See page 10 for Level 2 emergency procedures

Arrest or impending arrest, multiple illnesses or injuries that require hospitalization; death; natural or man-made catastrophe; threat to public welfare including bomb threats, protests/riots, hostage situation, individual violence, violent crimes, etc.; community health issues including infectious disease outbreaks, terrorist threats or possibility of war in the proximity of the study abroad site, etc.

EMERGENCY PROCEDURES

ON-SITE RESPONSE

Immediate

If an emergency, perceived or real, is identified, the On-Site Leader should:

1. Make sure all program participants are safe; know where they are and how they can be reached. If needed, develop lockdown plans until evacuation.
2. Ensure that a participant who has been injured or requires psychiatric attention receives medical and/or mental health services.
3. Contact local law enforcement officers and/or U.S. Embassy/Consulate for advice and assistance if immediate danger exists.
4. Contact University Police at SUNY [*campus name*] (*phone number*). Be prepared to provide the following information to create an International Emergency Report (Appendix 1):
 - Your name and the program name/location
 - Contact information
 - Nature of emergency
 - What actions have been taken thus far
5. Wait for a campus or IE&P staff member to contact you for further information and instructions.

Follow-Up

After the immediate response has been taken and an International Emergency Report has been made, the On-Site Leader should:

1. Keep a chronological log of all actions and correspondences. Keep records of what happens, what actions are taken and when, who talks with whom and when, and what follow-up actions are necessary.
2. Maintain frequent communication with IE&P staff, understanding the guidelines contained within FERPA.
3. Assess the emotional and physical needs of participants and provide necessary support. Remind them of appropriate behaviors.
4. Reevaluate the planned activities for the program and make adjustments in consultation with IE&P as needed to avoid additional stress or risk to participants.

CAMPUS RESPONSE

Information Gathering and Emergency Assessment

1. University Police receives an emergency call from abroad and generates an International Emergency Report (Appendix 1).
 2. University Police contacts senior or reachable IE&P staff member, relays the International Emergency Report, and turns incident over. If IE&P staff are unreachable, University Police will continue with Incident-Specific Questions (Appendix 2).
 3. IE&P staff with the On-Site Leader, gathers as much information as is necessary to determine what risks, if any, SUNY *[campus name]* students/faculty/staff are facing. IE&P staff will determine the emergency category and proceed accordingly, as outlined below.
 4. Depending on the type of emergency, IE&P staff should contact a number of sources to assess risk, including SUNY Legal Counsel, HTH Worldwide Insurance, MEDEX Assist, Embassies/Consulates, etc.
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EMERGENCY CATEGORIES & RESPONSE

Perceived Emergency

1. Perceived emergency that has not yet created widespread or persistent rumors:
 - a. Director of IE&P diffuses the situation and reassures concerned parties—inquiries have been made, participants secure, program proceeding normally, welfare provided for participants.
 - b. Director of IE&P ensures that all appropriate members of SUNY *[campus name]* staff and faculty are informed of the situation so that all may respond in a like manner if other inquiries are received.
 - c. Parents may be given the phone number of the embassy staff/unit in charge of handling the case upon request. Caution parents not to try to travel to troubled locations.
 - d. If participants cannot be reassured that they are safe, the Dean of Students works with IE&P staff and the On-Site Leader to decide how to handle the situation, including the financial and academic implications of returning home.
2. Perceived emergency has created widespread or persistent rumors and a strong public perception of risk:
 - a. Dean of Students informs senior administration and members of the IERT.
 - b. If appropriate, the On-Site Leader and participants, as well as individuals listed as emergency contacts, are advised about the perceived emergency and the College's response.

Real Emergency

LEVEL 1 – Non-Acute

1. The Director of IE&P consults with the On-Site Leader to decide what specific measures should be taken in responding to the crisis. Any telephone conversations should be well documented.
2. Once the appropriate response strategy has been determined, the Director of IE&P, in collaboration with the Dean of Students, communicates with the On-Site Leader and affected participants. This communication contains a detailed description of the course of action they will be required to follow in responding to the crisis. The On-Site Leader sees that all program participants acknowledge receipt of this information, in writing if possible (date and signature). If written acknowledgment from participants is not possible, the On-Site Leader documents having communicated the information to participants. The On-Site Leader sends signed acknowledgements to the Director of

IE&P as is practical.

3. The Director of IE&P, in consultation with the Dean of Students, takes the following points into account in developing the written course of action:
 - a. Include a reasonable amount of detail in drafting the procedure.
 - b. Reassure participants that everything is being done to insure their safety, security, and well-being, and that SUNY [*campus name*] is counting on their cooperation in responding to the crisis.
 - c. Tell participants that while it is not possible to eliminate all risk, SUNY has had experience dealing with emergencies in the past, and that we will work with them.
 - d. As circumstance dictates, either have participants get in touch with individual(s) listed as their emergency contact or tell participants that we are in touch with their emergency contacts.
 - e. Direct participants to stay in close touch with the On-Site Leader to let him/her know of their precise whereabouts throughout the crisis, and to report any suspicious persons or packages to the On-Site Leader.
 - f. Tell participants to follow procedures in responding to the crisis, and to avoid contact with or travel to the affected area (if they are not located at this area).
 - g. Direct the On-Site Leader and participants to remove all signs or any other objects at their location(s) that would call attention to them or to the program.
 - h. Remind participants to keep a low profile, to avoid dress and behavior that will attract attention, to not use pre-labeled luggage tags, to avoid places where Americans are known to congregate, and to keep their opinions vague in the event of unrest.
 - i. Work with students (and parents, with student's permission as appropriate) to discuss alternatives including withdrawal procedures.
4. The Director of IE&P, in consultation with the Dean of Students, writes a brief and accurate description of the event and distributes it, with a copy of the written response strategy, to senior administration, including President's Council.
5. Once the description has been written and delivered to the above individuals, any media inquiries are directed to the Media and Government Relations Manager.
6. The Director of IE&P, in collaboration with the Dean of Students, the Media and Government Relations Manager, and the Study Abroad Coordinator, handles all other requests for information, including those from parents, students, and other members of the SUNY Potsdam community, as appropriate.

Level 2 – Acute

1. The Director of IE&P:
 - a. Contacts the On-Site Leader and other appropriate people abroad and in the U.S. to discuss the response to the crisis. The Director of IE&P in consultation with the Dean of Students, ensures that all appropriate steps are being taken at this point to assure the immediate safety and welfare of the participants. The Director of IE&P informs the staff abroad that the International Emergency Response Team (IERT) is being convened in order to consider what other responses will need to be made.
 - b. Reassures participants/faculty that everything is being done to insure their safety, security, and well-being, and that SUNY [*campus name*] is counting on their cooperation in responding to the crisis.
 - c. Tells participants that while it is not possible to eliminate all risks, SUNY has had experience dealing with emergencies in the past, and that we will work with them.
 - d. As circumstance dictates, either has participants get in touch with their individual(s) listed as

- emergency contacts or informs participants that the IE&P will correspond with their emergency contacts.
- e. Directs participants to stay in close touch with the On-Site Leader to let him/her know of their precise whereabouts throughout the crisis, and to report any suspicious persons or packages to the On-Site Leader.
 - f. Directs participants to follow procedures in responding to the crisis, and to avoid contact with or travel to the affected area (if they are not located at this area).
 - g. If necessary, directs the On-Site Leader and participants to remove all signs or any other objects, at the academic location or home stays that would call attention to them or to the program.
 - h. If necessary, reminds participants to keep a low profile, to avoid dress and behavior that will attract attention, to not use pre-labeled luggage tags, to avoid places where Americans are known to congregate, and to keep their opinions vague in the event of unrest.
 - i. If appropriate, the On-Site Leader provides a description of event and response strategy to the individual(s) listed as emergency contact.
2. **The Dean of Students convenes the IERT as soon as the Director of IE&P has collected enough information to write a summary of the crisis and the initial response to it.**
 3. The IERT reviews issues relating to the crisis, after which the Director of IE&P communicates with the On-Site Leader and program participants with the same guideline used for the non-acute crisis (See Level 1 – Non-Acute, numbers 2–3, above).

Issues for the IERT

- Nature and extent of crisis
- Imminent danger to participants and staff/faculty members
- Steps already taken to assure safety and well-being
- Considerations of possible steps to be taken:
 - Review summary of emergency prepared by the Director of IE&P
 - Recommendations about student behavior
 - Question of program suspension, cancellation, and/or evacuation
 - Reliability of communication with participants and staff/faculty abroad
 - Communication with emergency contacts
 - Communication with others (other SUNY campuses, family members, students, and colleagues on campus, etc.)
 - Measures to be taken with the media
 - Counseling of students on and off campus, as appropriate
 - Implications of a return to the United States
 - Refund and withdrawal policies
 - Financial impact on participants and the institution including legal liability and financial aid policies
- If evacuation is necessary, the IERT develops an evacuation plan in consultation with HTH Worldwide (evacuation insurer). The Director of IE&P sends the plan to the On-Site Leader.

Evacuation Plan Considerations

- Safety of routes and mode of transportation
- Availability of on-site resources
- Ground and air transportation to be scheduled
- Cost of evacuation

1. The Director of IE&P, in consultation with the Dean of Students, writes a brief, accurate description of the event and distributes it with the response strategy to all members of IERT.
 2. The Director of IE&P accepts requests for information from students on the program or their emergency contact individual(s). Other inquiries are referred to the Media and Government Relations Manager.
 3. If appropriate, the Director of IE&P, in consultation with the Dean of Students, provides a description of the event and response strategy to individual(s) listed as participants' emergency contacts.
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COMMUNICATION WITH OTHER CONSTITUENCIES

Media Relations

All media requests are to be directed to the Media and Government Relations Manager. In forwarding these requests, the IE&P or other departments that receive a media inquiry will make every effort to be cooperative. At the same time, let the media know that we need to avoid giving out information that might violate a student's right to privacy. While the Director of IE&P, in consultation with the Dean of Students, is the central hub of information and any information regarding the crisis must be communicated to him/her, the Media and Government Relations Manager will restrict dissemination of information to what the Dean of Students has provided. Social Networking Sites (SNS), such as Facebook and Twitter, are very popular communication vehicles used by many college students, and information can be disseminated at extremely fast pace. While they are useful tools to stay connected with students, especially in an emergency situation, the use of SNS needs to be carefully monitored in order to prevent the spread of false rumors.

Other SUNY Schools

In the event there are participants from other SUNY schools on a SUNY Potsdam study abroad program, the Director of IE&P is responsible for contacting directors at their home campuses and keeping them informed of the situation.

Emergency Contact Individual(s) in the Event Participants Cannot Be Reached

If abroad participants cannot be reached due to emergency situation, the Director of IE&P is responsible for contacting the emergency contact individual(s).

POST-EMERGENCY PROCEDURES

General administrative, academic, and financial policies and procedures are outlined in the SUNY Overseas Academic Programs **Agreement and Release for Study Abroad** form (collected from students prior to departure), the Code of Student Rights, Responsibilities and Conduct and the Undergraduate Catalog and/or Graduate Catalog at SUNY [*campus name*] as appropriate. Upon such instances as voluntary withdrawal, expulsion, temporary/indefinite suspension, or cancellation of the program, these procedures must be followed.

We gratefully acknowledge the inclusion of material adapted from these and other sources:

- SUNY Cobleskill "International Emergency Plan"
- SUNY Purchase "Study Abroad Program Emergency Response Plan"
- Ohio University "Emergency Response Guidelines and Procedures"
- University of Wisconsin Superior "Emergency Abroad Response Plan"
- OSAC Report: Best Practices for Crisis Management

Appendix 1: SUNY [campus name] Study Abroad Program Incident Report

Student and program names will be kept confidential. Use additional sheets if necessary

Today's Date: _____

Student Name: _____

Student ID# (if available): _____

Date and Time of Incident: _____

Location of Incident: _____

SUNY [campus name] Staff/Faculty Completing Report and Contact Information:

Program Name: _____

Others Involved: _____

Please check the appropriate box to indicate the nature of the incident:

Alcohol/Drugs

Theft

Assault of Student

Injury/Illness

Arrest of Student

Other, please specify:

Please describe the incident. Be as specific as possible, including all details. Use additional sheets if necessary.

Please fax to [fax number] – Office of International Education & Programs

Appendix 2: Incident Specific Questions

Contacts in country and on the SUNY [*campus name*] campus should make a careful, chronological sequence of events (in writing) leading up to, during, and after the crisis.

The following checklist should be used during conversations:

1. What event took place? Request a chronological statement of what happened from each person who was involved in or who witnessed the event.
2. What is the current physical and psychological condition of the affected participant(s) and leaders?
3. Is the LEADER in close touch now with the affected participant(s) and faculty?
4. What is the proximity of the event to all program participant(s) and faculty?
5. What is the imminent risk to participants and faculty if they remain where they are?
6. Are all program participants/faculty, whether directly involved or not, aware of the emergency?
7. How are they responding?
8. Are adequate food, water and medical attention available?
9. Is adequate and secure housing available? How long will this housing be available? What other appropriate housing options available as a backup, if needed?
10. Is safe transportation available locally and internationally (land and air)?
11. Should students/faculty be evacuated?
12. Have you confirmed the list of participants and staff?
13. Have you prepared information for notification of families? When, where, how and by whom?
14. Who will be the spokesperson to the media?
15. What information may and should be dispersed to the media?

Resource questions to use when assessing the appropriate type of crisis:

A. Incident-specific issues

1. SERIOUS ILLNESS:

Where is the victim?

What has the on-site response been?

What medical treatment has the victim received?

Can the victim be adequately treated at the current location?

Has the student's insurance been contacted?

What is the prescribed treatment?

How can the family contact the physician or hospital?

Who is the attending physician (if any)?

Does the attending physician speak English?

Is it possible to arrange contact between the host country physician treating the student and either the student's family physician or SUNY [*campus name*] physician?

What is the diagnosis? What is the prognosis?

2. SERIOUS INJURY:

Same as SERIOUS ILLNESS above, but include:

What are the details of the accident?

Are rescue operations needed? Have they been initiated?

Were there witnesses to the accident? If so, obtain signed statement from each witness.

3. DEATH OF A STUDENT OR FACULTY MEMBER:

What are the details of the cause of death?

What has the on-site response been?

Are other participants at risk (physical or psychological)?

In the case of death of a faculty leader, what arrangements have been made for the students who are still in the host country?

Has the "emergency contact person" or parent/guardian been contacted?

Has the on-site faculty program leader contacted the U.S. Embassy or Consulate?

Has the student's insurance company been contacted to arrange for repatriation of remains?

Has the "emergency contact person" or parent/guardian expressed concerns for performance of an autopsy due to religious reasons? Have these requests been made known to the medical facility or morgue overseas?

Have arrangements been made to obtain a death certificate?

Refer to the SUNY [*campus name*] "Crisis Intervention Protocols" document for information on Policy on Responding to a Student Death

4. PSYCHOLOGICAL OR PSYCHIATRIC ISSUES:

Same as SERIOUS ILLNESS above, but include:

In what way(s) is the person upset and/or behaving inappropriately?

Is the person prescribed medication(s) for emotional difficulties and/or any other medication(s)?

What has been done on site?

Are they taking the prescribed medication(s)?

Is the person a danger to self and/or others?

Was there an apparent precipitant for their distress/behavior?

Is there a history of previous counseling/therapy?

5. SEXUAL HARRASSMENT:

Does victim feel physical threat?

What action is necessary to remedy situation?

Can the situation be remedied on site?

Is counseling available? In English?

Consult the SUNY [*campus name*] "Code of Student Conduct, Rights and Responsibilities: Prohibited Conduct" or the SUNY [*campus name*] "Sexual Harassment and Other Forms of Harassment/Discrimination Policy" for faculty/staff.

6. ASSAULT OR RAPE:

Same as SERIOUS ILLNESS above, but include:

What are the major details of the incident?

Is counseling available? In English?

Has appropriate local law enforcement been notified?

Were there witnesses? If so, obtain signed statement from each witness.

Does victim want to return to the U.S.?

Clarify with the victim the degree to which he/she wishes to involve local and university police.

Are the victim and the counselor aware of these consequences?

Is the accused person a SUNY Potsdam student? A local student or resident? A tourist?

7. MISSING PERSONS:

When & where was missing person last seen or heard from?

Did the person tell anyone of plans to be absent?

Does anyone know or have an idea about where the person went?

How was the person travelling? Ex: Alone, by train.

If the person left and was expected to return at a specific time, what was the date and time of the expected return?

Are reliable search/rescue operations available on site?

Have they been initiated? Should they be initiated?

What is the student's passport number?

What is a description of the student (height, weight, eye color, hair color, hair length, gender, race and other distinguishing factors)?

Have the local missing person's officials been notified?

What is the agency and case number assigned?

Has the U. S. State Department been contacted?

Has the State Department initiated a "Welfare & Whereabouts" check? For which countries?

Who is contact at State Dept. (name, title, and phone)?

8. ARRESTS:

Has the student been detained?

What are the facts?

Have charges been filed? What are the charges?

Were there witnesses? If so, obtain signed statement from each witness.

Has the U. S. Embassy been notified? What was the Embassy's response and advice?

What agency made the arrest?

What rights have been granted?

Is the student entitled to place a phone call?

What are the names, addresses and phone numbers of the arresting authorities? What is the case number?

Does an attorney represent the student?

What is the name, address and phone number of the attorney?

9. HOSTAGE SITUATION:

Same as MISSING PERSONS above and POLITICAL EMERGENCY below, but include:

Has the U. S. Embassy been notified there?

What is the Embassy's response and advice?

Who is the contact person at the U. S. Embassy (name, title and telephone)?

Have the kidnappers made contact?

Have the kidnappers identified themselves?

Is negotiation support available on site?

Who is the contact person at the State Department in Washington (name, title, and telephone)?

10. POLITICAL EMERGENCY OR NATURAL/MAN-MADE DISASTER:

Refer to other appropriate sections, if needed.

Has the U. S. Embassy advised participants to take appropriate action?

Have all participants/leaders been made aware of these precautions, and in writing?

Are all participants/leaders following these precautions?

Has any particular group or organization been threatened?

Who or what is the target of the unrest?

What kind of military or other security or public safety personnel are present? Are they unusually visible?

Is travel in or out of the country restricted in any way?

Is the group in danger?

How is the military behaving with respect to the civilian population?

Have local authorities imposed a curfew?

Contact the U.S. Embassy to learn if airlifts are planned.

What forms of transportation are available? What would the cost be?