

[Name of University]

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*Study Abroad  
Emergency  
Response Plan*

*[date]*

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## STUDY ABROAD EMERGENCY RESPONSE PLAN

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# STUDY ABROAD EMERGENCY RESPONSE PLAN

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## **OPENING STATEMENT**

The Center for International Programs (CIP) at SUNY *[campus name]* is responsible for the management of the Emergency Response Plan (ERP) for participants in SUNY *[campus name]* study abroad, exchange, and other international education programs. SUNY *[campus name]* students also have the option of participating in overseas academic programs administered by other SUNY campuses. This Emergency Response Plan will apply to any student on a SUNY *[campus name]*-administered study abroad program regardless of the student's home campus.

SUNY *[campus name]* students on non-*[campus name]* study abroad programs are covered under the administering campus' Emergency Response Plan.

### **Purpose**

The Center for International Programs at SUNY *[campus name]* strives to provide a safe and healthy educational experience for participants in our programs. These guidelines, procedures, and protocols are critical to effectively managing emergencies, real or perceived, while students and faculty are abroad.

It is important to note that if the laws, rules, regulations, and/or procedures of the host country or institution are different from any of the guidelines found in this ERP, the host country protocol will prevail in the case of emergencies and supersede the guidelines contained in this document.

### **Operating Principle**

The highest priority for the Center for International Programs at SUNY *[campus name]* is the safety and well-being of all participants. We will use all reasonable measures for responding to an emergency, whether real or perceived, as defined in the plan.

### **Plan Activation**

The CIP at SUNY *[campus name]* will handle emergencies according to the guidelines listed below, except when dictated by circumstances emanating from agencies outside the control of SUNY *[campus name]*, e.g., the U.S. Department of State or the Centers for Disease Control.

## **DEFINITIONS FOR USERS**

**CIP:** The Center for International Programs

**CIP Staff:** Designated on-campus administrative staff in the CIP and designated on-campus Emergency Response Staff at SUNY *[campus name]* (see First Responder Contact Information).

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

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**Faculty Director:** SUNY [*campus name*] faculty member appointed as the institutional representative whose function is to oversee and direct the day-to-day operation of a designated SUNY [*campus name*]-sponsored study abroad program.

**Overseas Staff:** Individuals such as a resident director or international office staff who act as an institutional liaison in multifaceted ways to operate programs, including duties such as participant placement in dormitories or local housing, cultural excursions, host family recruitment, crisis intervention and/or other duties related to on-going logistics of participant needs in host country.

**Host Institution:** Overseas organization that assists [*campus name*] with the on-site delivery of programs.

**Partner Institution:** Higher education institution overseas with which SUNY [*campus name*] has a signed Memorandum of Understanding (MOU) or Exchange Student Agreement to oversee students of SUNY [*campus name*] study abroad programs either as exchange, individual, or group program participants.

**Procedure:** A protocol that is followed when an emergency, whether real or perceived, happens to participants while abroad to reduce the level of risk or provide assistance for the safety of participants.

**Mental illnesses** are medical conditions that disrupt a person's thinking, feeling, mood, ability to relate to others and daily functioning....mental illnesses are medical conditions that often result in a diminished capacity for coping with the ordinary demands of life, as defined by NAMI (National Alliance on Mental Illness).

**Real Emergencies** are those situations that pose a genuine and sometimes immediate risk to, or have already disturbed, the safety and well-being of study abroad program participants. Emergencies include those situations involving a single program participant, multiple program participants, or all program participants.

*These include but are not limited to the following specific situations:*

- Major Alert Category: Situations affecting multiple participants or entire program
  - Political/civil unrest
  - Terrorist activity or threat
  - Natural or human disaster (e.g. earthquake, flood, hurricane, fire, or nuclear incident)
- Death
- Serious physical illness/injury
- Serious mental illness(including attempted suicide, mental health issues)
- Assault (physical/sexual)
- Missing participant(s)
- Arrest
- Incapacitated Program Faculty/Resident Director(s)
- Major accidents, involving transportation or equipment

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**Perceived Emergencies** are situations that are not life-threatening, although it does cause concern, stress, and inconvenience in the life of the program participants, multiple program participants, or all program participants.

Do note that, in some cases, particularly those involving substance abuse, it is possible for a perceived emergency to become a life-threatening real emergency.

*Some examples of perceived emergencies include:*

- Lost/Stolen passport
- Problems with travel documents, such as visas
- Pick-pocketing/robbery/burglary
- Sickness
- Non-compliance issues that do not result in harm to self or others but may include behavior that could jeopardize the reputation of the program and/or that of SUNY [*campus name*]
- Alcohol/Drug Abuse
- Judiciary/Violations of Campus Regulations Infractions
- Transportation delays and strikes

### **Determination whether or not the reported incident is an emergency**

The CIP staff member responding to the emergency at SUNY [*campus name*] will begin management of the incident. Through consultation with the on-site person reporting the emergency, the CIP staff member will make an assessment of the situation, based on all the available information. The definition of the emergency as “real” or “perceived” will guide in this decision.

### **RESPONSIBILITIES PRIOR TO DEPARTURE**

#### **The Center for International Programs will:**

- Provide mandatory pre-departure orientation that includes topics such as: Expectations; Cultural Adjustment; Academic Adjustment; Budgeting; Health, Safety and the Law Abroad; Insurance; and Emergencies Abroad.
- Provide students with additional study abroad information through their application in the ‘Learning Content’ section. This information includes mandatory readings, on-line cultural training through *What’s Up With Culture?* and assessments based on the readings.
- Provide participants with emergency cards and relevant emergency numbers
- Provide faculty leaders with training in emergency protocols prior to departure.
- Provide faculty leaders with student passport copies, relevant health information and emergency contacts
- Provide Faculty Leaders with health and emergency insurance coverage while abroad.

#### **Faculty Leader, Resident Director and Partner/Host Institution will:**

- Submit on-site emergency contact information, complete itinerary, and Emergency Action Plan for the program to the CIP.
- Register on-line through the Smart Traveler Enrollment Program using the US State Department website and submit the confirmation page (Faculty Leader only).

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- Provide a copy of their passport, emergency contact information and relevant health information to the CIP (Faculty Leader only).

### **Each Student Participant will:**

- Submit all Questionnaires, Material, and Signature documents.
- Complete the Learning Content and Assessment.
- Register on-line through the Smart Traveler Enrollment Program using the US State Department website and submit the confirmation page

## **RESPONSIBILITIES DURING OPERATION OF PROGRAM**

### **The Center for International Programs will:**

- Maintain contact with faculty leaders/resident directors and students while abroad
- Maintain contact with host/partner institutions abroad
- Maintain contact on-campus Emergency Response Staff, as needed
- Maintain contact with home campus representative of non-SUNY [*campus name*] students

### **Faculty Leader, Resident Director and Partner/Host Institution will:**

- Provide site-specific orientation sessions to students.
- Inform student participants of on-site emergency contact
- Discuss emergency procedures with students (e.g., what happens if director is incapacitated).
- Provide regular updates to the CIP, including written incident reports.
- Implement on-site emergency action plan developed for program, as necessary.

### **Each Student Participant will:**

- Provide faculty leader/resident director and/or host/partner institution and the CIP with their contact information while in the host country
- Comply with SUNY [*campus name*] Regulations, Policies, and Procedures while in the program
- Remain aware of health, safety, and political climate in the host country
- Stay in communication with someone (CIP staff, overseas staff, parent, family member and/or friend) in home country and inform them of your independent travel plans.

## **RESPONSIBILITIES FOR PROGRAM MANAGEMENT**

### **The CIP Staff will:**

- Maintain the CIP website with updated information
- Monitor the US Department of State and the Overseas Consular Service's websites on the world situations regarding health and safety
- Monitor the Overseas Security Advisory Council's daily security news and digest
- Monitor announcements on SAFETI listserv, SECUSS-L listserv and the HTH Alerts listserv
- Maintain contact with host/partner institutions and service providers abroad

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### **REAL EMERGENCY PROTOCOL**

For Center for International Program Staff Managing Situation from SUNY [*campus name*] Campus

*In the case of a defined REAL emergency, the CIP staff member who receives the call should contact the Dean of the CIP immediately. If the Dean is unavailable, the next person on the protocol list should be contacted.*

From this point forward, the CIP staff member who began management of the emergency is no longer managing the situation. Management of the emergency is now under the Dean or designated staff member of the CIP.

#### **If the emergency affects all participants:**

1. The Dean of the CIP will consult with on-site personnel abroad and other contacts as appropriate to decide what action will be taken in response to the emergency.
2. The Dean of the CIP will notify the necessary administrative positions using the SUNY [*campus name*] Office Contact list. *These positions will be contacted unless, in the reasonable judgment of the Dean, the emergency situation dictates that action be taken immediately without notifying or convening the above persons.*
3. The Dean of the CIP will communicate with the program advisor, faculty/resident director and partner/host institutions abroad. This communication will include a description of the course of action to be followed in responding to the program emergency. If possible, participants will be provided with verbal and written instructions appropriate to the situation. The Dean of the CIP may request that the program advisor, faculty/resident director, or partner/host institution abroad have all program participants acknowledge receipt of any written instructions and send the signed acknowledgement to the Dean of the CIP.
4. The Dean of the CIP will communicate the event and the response strategy to all pertinent parties.
5. Through further consultation with the appropriate administrative offices, the SUNY [*campus name*] crisis response protocol might be implemented.
6. All media inquiries to the CIP will be referred to the Director of Communication and Marketing (OCM) at SUNY [*campus name*].
7. The Dean of the CIP will brief all CIP staff, related SUNY [*campus name*] offices, and appropriate offices of guest students from any participating SUNY institution at the next opportunity within regular office hours.

#### **If the emergency is particular to an individual participant:**

1. The Dean of the CIP will discuss with on-site personnel how the situation will be handled. The participant will be made aware that the family/emergency contact(s) they provided may be notified.
2. The Dean of the CIP or VP for Student Affairs will notify the family/emergency contact(s), as appropriate. The CIP will share information and the response plan with the emergency contacts.
3. If the situation warrants, the procedures applicable to an entire program may be followed.

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### **Response in specific case: the death of a participant, steps taken in accordance with Student Affairs and the Public Affairs Plan.**

1. The Dean of the CIP will contact the VP of Student Affairs.
2. Notification of the participant's family/emergency contact is handled by the VP for Student Affairs and the University Police. In the case of a faculty member's death, notification is handled by the appropriate Dean and the University Police.
3. The Dean of the CIP will communicate with on-site personnel regarding how the situations will be handled.
4. If the situation warrants, the procedures applicable to an entire program (as in A above) may be followed.

### **If the incident has resulted in widespread rumors:**

1. The Dean of the CIP will contact the faculty program director and/or partner institution abroad to clarify details of the situation.
2. The Dean of the CIP with assistance from OCM will write a brief statement describing the situation.
3. The written statement will be distributed to the President, the Provost, the VP for Student Affairs, the VP for Administration, and other pertinent parties.
4. Through consultation with the VP for Student Affairs, the SUNY Emergency Response procedure may be implemented.
5. All media inquiries will be referred to Public Affairs.
6. The Dean of the CIP and staff members will brief all CIP staff and appropriate SUNY *[campus name]* offices at the next opportunity within regular office hours.

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### **SUNY [campus name] CAMPUS OFFICE CONTACT LIST**

<b>Position</b>	<b>Name</b>	<b>Office Number</b>	<b>Cell Number</b>	<b>Home Number</b>
<b>Provost</b>				
<b>Chief of Staff</b>	t			
<b>VP of Student Affairs</b>				
<b>Dean of Students</b>				
<b>Director of Communication and Marketing (OCM)</b>				
<b>University Police</b>				
<b>Counseling Center</b>				

#### **MAKING AN INTERNATIONAL CALL FROM THE US:**

Dialing from SUNY [contact name] to another country:

9-011 + country code + area code + local number (If dialing from off-campus, start with 011)

See [www.countrycallingcodes.com](http://www.countrycallingcodes.com)

#### **HOST COUNTRY PROTOCOL NOTIFICATION**

In addition, the resident director and host/partner institution must be notified of any changes made to the program or its participants as a result of the emergency situation.

(See Program Emergency Contact List)

#### **NON-SUNY [campus name] PARTICIPANT PROTOCOL NOTIFICATION**

**IMPORTANT NOTE:** If the participant is a non-SUNY [campus name} student, the home campus study abroad officer should be contacted.

(See SUNY Emergency Contact List)

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### **PERCEIVED EMERGENCY PROTOCOL**

#### For CIP Staff Managing Situation

A perceived emergency is a situation that is not life-threatening, though it does cause concern, stress, and inconvenience in the life of the program participant, multiple program participants, or all program participants.

The CIP staff member who accepts the call will contact the Study Abroad Advisor who manages the program. The designated CIP Study Abroad Advisor will take over management of the incident will continue to manage the situation until it is resolved. The Dean and other key staff at the CIP should be notified at the next available opportunity during regular office hours, but immediate notification within 24 hours does not need to be made.

If the incident is not an emergency, but requires advice and management:

1. The designated CIP staff member in charge who began management of the incident will continue to manage the situation by staying in contact with the faculty leader, resident director and/or host/partner institution, making appropriate referrals, and gathering information helpful to the situation at hand.
2. During regular office hours, appropriate CIP resources may be contacted for consultation or direct involvement.

#### **Protocol for Staff Members**

1. Fill out an INCOMING EMERGENCY RESPONSE INCIDENT FORM
2. Ensure that the participant understands the laws and procedures for dealing with property crimes in the host country and how they may vary from those in the USA. Consult local resources if necessary.
3. Assist the participant in reporting the crime to local authorities and (if passport, green card, or other documents stolen) to the US embassy or consulate and/or home country embassy/consulate if the participants is not a US citizen.
4. After the student has contacted CIP inquire if they have contacted emergency contact to report situation.
5. If the incident took place in host university-owned residence or on campus, notify host institution authorities.
6. Provide information and reassurance to other program participants, as appropriate.
7. Follow-up with the student as needed.

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### **CIP EMERGENCY CELL PHONE PROTOCOL**

For CIP staff managing situation after business hours or while not in the office

There are 3 CIP emergency cell phones that appointed advisors will carry and answer 24/7. Please refer to the EMERGENCY CALL RESPONSE KIT for managing an emergency calls after hours.

Participants in programs abroad will be provided with information about what is a real emergency and what is a perceived emergency. They will also be provided with all of the CIP emergency numbers. All of this information is available on the CIP website.

### **CIP Emergency Numbers:**

Code to US from host country + US Country Code + Number

<b>Name</b>	<b>Position</b>	<b>Emergency Number</b>
	Study Abroad Advisor	
	Study Abroad Advisor	
	Study Abroad Director	

### **ALTERNATE NUMBERS:**

In the event that the Emergency Cell Phone Number is inaccessible, participants should contact the following:

During office hours: CIP Front Desk	
After office hours: University Police	

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### **EMERGENCY RESOURCES**

**US State Department:** [www.state.gov](http://www.state.gov)

US State Department (Main Line): 1 – 202 – 647 – 4000

The US State Department Overseas Citizen Services:

- Toll-free in the US, 1 – 888 – 407 – 4747
- If call from outside the US, call 1 – 202 – 502 – 4444

US State Department Operations Center Office of Crisis Management: 1 – 202 – 647 – 0900

US State Department Counter-Terrorist Office: 1 – 202 – 647 – 9892

**Time Converter:** <http://www.timeanddate.com/worldclock/>

**SAFETI Consortium:** <http://globaled.us/safeti/consortium.asp>

SUNY [campus name] is a member of the SAFETI Consortium (Safety Abroad First-Education Travel Information). This clearinghouse project develops and disseminates resources to support study abroad program development and implementation, emphasizing issues of health and safety. It is a part of the Center for Global Education.

### **INSURANCE INFORMATION**

**Emergency Insurance Carrier:** [www.medexassist.com](http://www.medexassist.com)

[insurance] Assistance Corporation: Comprehensive program to provide you with worldwide 24/7 emergency medical and security assistance when you are 100 or more miles away from your home or college campus.

- 1-800-537-2029
- 1-410-453-6330

Reference [insurance] Assistance: **Group ID Number** [   ]

**HTH Worldwide:** <https://www.hthstudents.com/>

Physicians and prescription drugs worldwide, see Certificate of Coverage for details: [www.haylor.com/student](http://www.haylor.com/student) (Click on the International Student Health Insurance Icon)

- 1-866-281-1688
- 1-610-254-8771

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### EMERGENCY CALL RESPONSE KIT: INCOMING EMERGENCY CALL PROTOCOL

When an emergency call comes into the office or one of the emergency cell phones is it important to remain calm, gather as much information as possible and follow the steps below.

➤ **STEP ONE: Gathering Information**

- Complete the INCOMING EMERGENCY RESPONSE INCIDENT FORM
- **DO NOT** place the caller on hold until you have completed the form

➤ **STEP TWO: Determine type of emergency**

<b>REAL (life-threatening)</b>	<b>PERCEIVED (non-life-threatening)</b>
<ul style="list-style-type: none"><li>• Crisis Emergencies<ul style="list-style-type: none"><li>- Political/civil unrest</li><li>- Terrorist Activity or Threat</li><li>- Natural or human disaster (e.g. earthquake, flood, hurricane, fire or nuclear incident)</li></ul></li><li>• Death</li><li>• Serious physical illness/injury</li><li>• Serious mental illness</li><li>• Sexual/physical Assault</li><li>• Missing participant(s)</li><li>• Arrest</li><li>• Incapacitated program faculty/resident director</li></ul>	<ul style="list-style-type: none"><li>• Lost/stolen passport</li><li>• Problems with travel documents, such as visas</li><li>• Pick-pocketing/robbery/burglary</li><li>• Sickness</li><li>• Alcohol/drug abuse</li><li>• Judiciary/violation of campus regulations/infractions</li><li>• Transportation delays/strikes</li><li>• Non-compliance issues that may include behavior that could jeopardize the reputation of the program and/or that of SUNY [<i>campus name</i>].</li></ul>

➤ **STEP THREE: Transferring the call**

- **Real Emergency** calls will be transferred to the Dean; if the Dean is not available the call will be transferred to the Study Abroad Director. If neither is available contact a CIP first responder, start at the top of the list and work your way down.
- **Perceived Emergencies** will be transferred to the participant's study abroad advisor; if they are unavailable the call will be transferred to the Study Abroad Director. If neither is available contact a CIP first responder, start at the top of the list and work your way down.

➤ **STEP FOUR: What happens if you cannot reach anyone at all?**

**Script:** "Only the Dean or his designee may officially respond to your inquiry. I will relay all this information and the Dean or his designee will be in touch with you as soon as possible."

- Complete the Incoming Emergency Response Incident Form below
- Keep trying to contact a CIP First Responder until you reach one

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### **EMERGENCY CALL RESPONSE KIT:** **INCOMING EMERGENCY CALL INCIDENT FORM**

Name of person taking call: \_\_\_\_\_  
Date: \_\_\_\_\_ Time: \_\_\_\_\_

**Script:** “I’m sorry that I cannot reach \_\_\_\_\_. I’ll have to write down any important information about the incident which I can get from you right now. We will call you back as soon as we can.”

1. What is the caller’s name? \_\_\_\_\_
2. What is your telephone number and how long will you be at this number?  
\_\_\_\_\_
3. Where are you? \_\_\_\_\_
4. **If call is on behalf of another person**
  - a. Who is the call about? \_\_\_\_\_
  - b. Where is he/she? \_\_\_\_\_
  - c. What is your relationship? \_\_\_\_\_
  - d. How can that person be contacted? \_\_\_\_\_
5. What is the problem? (ask them to provide as many details as possible)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
6. City and Country of Program abroad: \_\_\_\_\_
7. Is the affected person(s) safe at the moment? \_\_\_\_\_
8. What is the current physical and psychological condition of the affected person(s)  
\_\_\_\_\_  
\_\_\_\_\_
9. When caller will call us back if disconnected (indicate a specific time for both time zones):  
\_\_\_\_\_
10. Is the program faculty/resident director aware of the incident? \_\_\_\_\_
11. Have the local authorities been contacted? \_\_\_\_\_

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<b>EMERGENCY CALL RESPONSE KIT: CIP FIRST RESPONDER CONTACT LIST</b>					
POSITION	NAME	OFFICE #	CELL #	HOME #	Emergency #
Dean/ Director					
Study Abroad Director					
Study Abroad Advisor					
Study Abroad Advisor					
Associate Dean of CIP					
Marketing Asst					
Asst to the Dean					
<b>Other Emergency Numbers</b>					
<b>University Police</b>					
<b>Evacuation Insurance</b>					
<b>HTH Insurance</b>		1-610-254-8771			
<b>Counseling Center</b>					

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### **REAL EMERGENCIES PROTOCOLS:**

#### **MAJOR CRISIS (HUMAN OR NATURAL DISASTER)**

1. What happened? Provide as much detail as possible
2. Are all students accounted for?

**If this is a faculty led program: Is the faculty member with the group? If not is their location known?**

- a. Does anyone need medical attention?
  - b. What is the proximity of the event(s) to program participants?
  - c. Are the students in a safe location or did they need to be moved?
    - i. Is travel in or out of the region/country being restricted?
      1. Should participants be moved within the country?
      2. To a neighboring country?
      3. To the US?
  - d. Is adequate and secure housing available?
    - i. For how long?
    - ii. What housing options are available as a back-up?
    - iii. Are adequate supplies and/or resources available (food, water, medical attention)?
3. Have the following parties been contacted?
    - a. Partner/host institution
    - b. Local Authorities
      - i. Have they issued a curfew?
    - c. US Embassy/State Department
      - i. Advised any action for program participants?
      - ii. Are participants aware of this advice, provided by faculty or resident director, in writing if possible?
      - iii. Are all participants following the advised precautions?
  4. Have participants been in contact with friends or family back home?

**If this is a terrorist attack:**

5. Who or what is the target of unrest?
6. Has any particular nationality, group race or organization been threatened?
7. What kind of military, security, or public safety personnel are present?
  - a. How are they behaving with respect to the civilian population?

#### **Follow-Up Steps:**

1. Contact *[insurance]* Assistance Corporation by telephone to begin case file and consultation in the event that medical evacuation may be necessary telephone: *[number]* or (from US) *[number]*. If later deemed unnecessary, it can be cancelled. *[insurance]* Assistance Corporation will coordinate communications with staff, the participant's family, and treating physicians and hospitals at the participant's current and final locations, as needed and instructed.
2. Continue communication with the group and monitor the situation

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### **PARTICIPANT FATALITY**

1. Name of deceased?
2. When and where did it occur?
3. How did it happen?
4. Have the participant's emergency contacts been notified?
  - a. **If not, please do not contact them. (Refer to Real Emergency Protocol)**
5. Have local authorities or medical personnel been involved at this point?
6. Notify host institution authorities.
7. What is the physical and emotional status of the rest of the group?

### **Follow-Up Steps:**

1. Contact *[insurance]* Assistance Corporation by telephone to begin case file and consultation in the event that medical evacuation may be necessary telephone: *[number]* or (from US) *[number]*. If later deemed unnecessary, it can be cancelled. *[insurance]* Assistance Corporation will coordinate communications with staff, the participant's family, and treating physicians and hospitals at the participant's current and final locations, as needed and instructed.
2. Arrange for counseling services to be available and/or accessible to students on program as soon as possible. It may be necessary to provide counseling services to students on campus at SUNY *[campus name]* as well as those at the study abroad site.

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### **SERIOUS PHYSICAL ILLNESS OR INJURY, ASSAULT (PHYSICAL OR SEXUAL)**

1. Name of Participant?
  2. Is the participant conscious?
  3. What is the current mental and physical condition of the participant?
  4. Where has the participant been taken and by whom?
  5. What medical treatment has been received?
    - a. Assist participant in locating medical care, if not already done.
  6. What is the contact information for any attending physician (name, telephone, e-mail)?
  7. Does the attending physician speak English?
    - a. If not, what language? How is communication with the participant being facilitated?
  8. Was there a pre-existing condition that was treated by a physician in the US?
  9. What is the diagnosis?
  10. What is the prescribed treatment?
  11. What is the prognosis?
  12. **If the physical injury is the result of an assault (physical or sexual):**
    - a. If rape, have tests been conducted (STDs, AIDS, pregnancy, DNA)?
    - b. Has local law enforcement been notified?
    - c. Has the US Embassy been contacted?
    - d. Does the victim indicate a desire to pursue legal action against the perpetrator? Is this a legal option?
    - e. Is counseling available? In English?
  13. Are other participants at risk? Is quarantine necessary?
  14. Is the faculty leader/resident director or host/partner institution aware of the situation?
- If the person in question the Faculty Leader or Resident Director asks the following:**
- a. Will the Program Director be able to continue for the duration of the program?
  - b. Is the emergency action plan, drafted by the Program Director, in place?
  - c. Is a secondary Program Director/Group Leader or other emergency liaison now managing the on-site situation and the other program participants? If so, who is this person and what is their contact information?
15. Does the participant want to return to the US?
  16. What are the consequences of returning to the US and is the participant aware of them?
  17. If participant gives consent, arrange to notify his/her family or emergency contact. (Note that notification of family or emergency contact may be obligatory in some countries.)
  18. Is airlift or medical evacuation a desirable and viable action?

### **Other Considerations**

Provide support to the participant and try to clarify the extent to which the student wishes to involve or not involve local authorities (university, local police, etc.) If the participants wishes to make a police report, provide support and assistance as necessary.

### **The following considerations pertain to sexual assault cases:**

- Ensure that the participant understands the laws and procedures for dealing with sexual assault in the host country and how they may vary from those in the US. Consult local resources if necessary.

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- Encourage the participant to visit a rape crisis center, if available locally. If the participant agrees, escort him/her or arrange for transportation.
- If no rape crisis center is available, encourage the participant to seek counseling of some kind and him/her in obtaining counseling services. If no counselor specializing in this area is available locally, you may be able to obtain referrals through *[insurance]* Assistance Corporation, or to arrange counseling by telephone or email from the participant's home campus rape crisis services.

### **If participant declines assistance**

- Please note that national or regional laws may prevail which mandate that the participant be taken to a facility which provides assistance. Escort or arrange for transport of the participant to his/her residence or other safe location (friends' residence, etc.)
- Let participant know that you will contact him/her later to see if assistance is needed.
- Ensure that the participant has contact information for local hospital, counseling, rape crisis resources (as available), and law enforcement.

### **Follow-Up Steps:**

1. Contact *[insurance]* Assistance Corporation by telephone to begin case file and consultation in the event that medical evacuation may be necessary telephone: *[number]* or (from US) *[number]*. If later deemed unnecessary, it can be cancelled. *[insurance]* Assistance Corporation will coordinate communications with staff, the participant's family, and treating physicians and hospitals at the participant's current and final locations, as needed and instructed.
2. If needed, arrange for emergency loan to cover student health costs. Contact the Dean of International Programs within 24 hours to notify/ask any questions.
3. Monitor the participant's treatment, in consultation with treating physician, and update relevant parties as needed.
4. Depending on the type of program and extent of injury/illness, notify the participant's academic advisor or departmental faculty, as applicable, in order to make necessary academic arrangements to complete the course of study.
5. If injury or illness took place in host university-owned residence or on campus, notify host institution authorities and, as applicable, make necessary academic arrangements to complete the course of study.
6. If medical evacuation is necessary, arrange for packing and shipping of the participant's belongings to the home address in consultation with the family and/or participant.

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### **SERIOUS MENTAL ILLNESS**

1. Name of Participant?
2. What is the current mental and physical condition of the participant?
3. Is the program faculty/resident director at the partner institution aware of the situation?
4. Where has the participant been taken and by whom?
5. What medical treatment has been received?
  - a. Assist participant in locating medical care, if not already done.
6. Does the attending physician speak English? If not, what language?
  - a. How is communication with the participant being facilitated?
  - b. What is the contact information for any attending physician (name, address, telephone, fax, e-mail)?
7. Was there a pre-existing condition that was treated by a physician in the US?
8. What is the diagnosis?
9. What is the prescribed treatment?
10. What is the prognosis?
11. Are other participants at risk?
12. Does the participant want to return to the US?
13. What are the consequences of returning to the US?
  - a. Is the participant aware of these consequences?
14. Have emergency contacts been notified?
15. Is airlift or medical evacuation a desirable and viable action?

### **Follow-Up Steps:**

1. Contact *[insurance]* Assistance Corporation by telephone to begin case file and consultation in the event that medical evacuation may be necessary telephone: *[number]* or (from US) *[number]*. If later deemed unnecessary, it can be cancelled. *[insurance]* Assistance Corporation will coordinate communications with staff, the participant's family, and treating physicians and hospitals at the participant's current and final locations, as needed and instructed.
2. If needed, arrange for emergency loan to cover student health costs.
3. Monitor the participant's treatment, in consultation with treating physician, and update relevant parties as needed.
4. Notify the following parties if necessary:
  - a. SUNY *[campus name]* Psychological Counseling Center: *[phone number]*
  - b. Host institution
  - c. Brief other students in the program as appropriate and as given consent by the student who is ill. (Arrange for access to counseling services if needed for friends/roommates/other participants.)
  - d. The participant's academic department(s)/professor(s), as applicable, to make necessary academic arrangements to complete the course of study.

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### **Trouble-Shooting Steps:**

#### **If participant will not agree to seek help and appears to be a danger to self or others:**

- Maintain direct contact with student and continue to encourage them to seek help.
- Assess who might be called upon to persuade the student to seek help (family member, friend, roommate, and therapist) and work with them, maintaining student's confidentiality to the extent possible given that safety is the primary concern.
- Consult local resources (psychiatric services, drug counseling services, authorities, local or campus police, etc.) regarding involuntary commitment options, if any. *According to the laws of the country the student may be involuntarily committed to a hospital or other institution.*
- If (in consultation with Dean of the CIP) the decision is made to involuntarily withdraw/dismiss student from program, give the participant written notification of that withdrawal/dismissal, fixing, in that notice, a date certain when that dismissal is to occur.

#### **If participant will not agree to seek help and does not appear to be a danger to self or others:**

- Maintain direct contact with student and continue to encourage them to seek help. Monitor the situation carefully and frequently.
- Assess who might be called upon to persuade the student to seek help (family member, friend, roommate, and therapist) and work with them, maintaining student's confidentiality to the extent possible given that safety is the primary concern.
- Establish behavioral limits and enforce them to the extent possible.
- If disruptive and/or potentially dangerous behavior persists and/or appears to be increasing see the section above titled "If student will not agree to seek help and appears to be a danger to self or others".

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### **MISSING PARTICIPANT**

1. Name of participant?
2. When was the participant last seen?
3. By whom was the participant last seen?
4. Does anyone have information regarding the participant's whereabouts?
5. Have you attempted to contact the participant?
6. If the participant left and was expected to return, what were the date and time of the expected return?
7. Was anyone seen with the participant?
8. Was there anything suspicious about the situation?
  - a. Do you think this is a possible kidnapping?
9. Have local authorities been notified?
  - a. Is there a case number?
  - b. Are search and rescue services available on-site?
10. Has the US Embassy been contacted?
  - a. What has their response been?
  - b. What is their advice?
  - c. Remain in contact with the US Embassy officer assigned to the participant and monitor the situation.
11. Have emergency contacts been notified?

### **Follow-Up Steps:**

1. Provide information and reassurance to other program participants as appropriate.
2. When the participant is located, notify all involved on-site as well as the Dean of the CIP.
3. If the participant is injured, physically or mentally ill see the appropriate section of this protocol for additional steps.
4. Contact *[insurance]* Assistance Corporation by telephone to begin case file and consultation in the event that medical evacuation may be necessary telephone: *[number]* or (from US) *[number]*. If later deemed unnecessary, it can be cancelled. *[insurance]* Assistance Corporation will coordinate communications with staff, the participant's family, and treating physicians and hospitals at the participant's current and final locations, as needed and instructed..

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### **ARREST**

1. Name of participant?
2. Has the participant been detained?
3. What agency made the arrest (names, addresses, and telephone numbers)?
  - a. Is there a case number?
4. What are the charges?
5. What rights have been granted?
  - a. Is the participant entitled to place a telephone call?
  - b. Is there a presumption of innocence until proven guilty?
  - c. Is bail available?
  - d. Is legal counsel available?
    - i. Request names of lawyers who can assist the participant
6. Who has been in contact with the participant?
7. Has the US Embassy been notified?
  - a. What has their response been?
  - b. What is their advice?
  - c. Remain in contact with the US Embassy officer assigned to the participant and monitor the situation.
  - d. *If the participant is not a US citizen or permanent resident, contact embassy of citizenship regarding legal assistance option.*

### **Follow-Up Steps:**

1. Have someone (partner university, site director, faculty leader) visit the participant as soon as possible, provide him or her with legal contacts, and explain any legal procedures, especially those that may be different from those in the US.

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