



**3. Response scenario when the perceived emergency has not yet created widespread or persistent rumors:**

The DSAG or her/his representative will take appropriate steps to defuse the situation and reassure concerned parties.

- a. In most cases, the DSAG will need to do no more at this point than reassure the concerned parent, student or other individual who has contacted IPS or other University entities as the result of media coverage or rumor. The IPS staff member who calls back the party who registered the concern in the first place should tell him or her that appropriate inquiries have been made, *that the University is confident that program participants are secure, that the program is proceeding normally, and that the participants' welfare is being provided for, as before.* Note, perceptions or rumors can only be defused by facts. Using the term "confident" without explaining how this assessment was made is misleading and can cause greater harm if the situation turns for the worse.
- b. The DSAG will make sure that all appropriate administrative staff at the University are aware of what has occurred, and what the concerned parties have been told; it is important that all relevant staff members at the University be able to provide the same information in case other inquiries are received.
- c. Parents who request it can be given the telephone number of the appropriate Embassy abroad. However, this information should not be offered to them as a matter of course: U.S. Embassies abroad will not appreciate receiving calls from overwrought individuals, especially when there is no emergency. It is helpful to remind distraught parents about the difference in time; especially in the early reporting of an emergency before it has been determined if an emergency is real.
- d. The Office of Public Relations, in cooperation with the DSAG, should prepare a simple statement and provide it to administrative offices at the University. All calls from students or parents on the matter should be forwarded to the DSAG if he/she is available. Calls from the media or the general public should be directed to Public Relations.

**4. Response scenario when a rumor is widespread and growing numbers of individuals believe that an emergency really has occurred, or students abroad are at risk:**

The DSAG will write a very brief and accurate description of the perceived emergency, and confer with the Chair of the Critical Incident Response Team (CIRT), currently the Vice President for Student Affairs. The CIRT will undertake the necessary immediate communication, with some or all of the following:

- The APCE
- The Provost/Academic Vice President (AVP)
- The University President
- The University Counsel
- Assoc. Vice President, Alumni & Public Relations (AVPAPR)
- Director, Public Safety

**5. Response scenario when the emergency is determined to be real and universal:**

- a. If the initial report was made to an office other than IPS, DSAG will be informed immediately. If the DSAG is not available, the APCE should be contacted.
- b. The University's Critical Incident Response Team (CIRT) joined by the DSAG and/or the APCE should be engaged to coordinate the University's response.
- c. The DSAG will consult with the primary local staff or contact and other appropriate people abroad and in the U.S. in order to decide what specific measures should be taken in responding to the crisis.
- d. Once the appropriate response strategy has been determined the DSAG will send a fax or otherwise communicate with the primary local contact and the affected students; this communication will contain a detailed description of the course of action to be followed in responding to the crisis. Students will be provided with verbal or written instructions as is appropriate to the situation.
- e. In conjunction with the CIRT, the DSAG will take into account the following points in developing the written course of action:
  1. Include a reasonable amount of detail in drafting the procedures;
  2. Reassure students that everything is being done to assure their security and well being, and that the University is counting on their cooperation in responding to the crisis;
  3. Inform students that while it is not possible to eliminate all risk, the University has experience in dealing with emergencies and will work with them to aid in the resolution of the emergency;
  4. Inform students that the University is in contact with their emergency contacts (usually parents) if such contact has been made;
  5. Direct students to stay in close touch with the primary local contact. Remind them to use the University 800 number if necessary cannot reach their local contact;
  6. Request that students register with the U.S. Embassy or the nearest Consulate, and to maintain contact with them throughout the crisis (provide contact numbers if necessary);
  7. Request that students keep a low profile, to avoid dress and behavior, which will attract attention, to avoid using luggage tags, and to avoid places where Americans are known to congregate.

- f. If the event is of sufficient seriousness to warrant it, the DSAG will work with the AVPAPR to write a brief and accurate description of the event. All media inquiries are to be directed to Public Relations. The Critical Incident Response Team will also develop a written strategy, consulting with relevant administrative offices as necessary and will then distribute the document to the following as necessary or needed:
  - APCE
  - Provost/Academic Vice President (AVP)
  - University President
- g. The Office of Public Relations, with assistance from the DSAG, will develop a strategy to handle all requests for information, including those coming in from parents, students or other members of the University community.
- h. Depending on circumstances, the DSAG will contact the emergency contact(s) of the student(s) (as indicated on the study abroad application form) in order to provide accurate information about the emergency, and about the University's response. The information contained will be substantively the same as that contained in the description distributed to the individuals in #4 above.

**6. Response Scenario when the emergency is real and particular to an individual student.**

The DSAG will contact the appropriate offices/officials abroad and in the U.S. in order to discuss the handling of the situation. The DSAG will be sure that all appropriate steps are taken at this point to assure the immediate safety and welfare of the participant.

- a. The DSAG will inform the student (directly or through a local contact) that a family/emergency contact will be notified unless the student has already done so if the emergency is sufficiently serious to warrant the contact.
- b. The DSAG will contact the student's family/emergency contact as listed on the study abroad application.
- c. The DSAG will provide information to the family as they decide how the situation should be handled.
- d. The DSAG will facilitate the family's plan to the extent possible. In the event that the family needs to obtain passports, the family can contact the State Department Citizen's Emergency Center (contact information is listed at the end of this document) and ask for the appropriate duty officer.
- e. The University's response should follow the Critical Incident Response Team protocol for "Injury to Student or Employee" or, if applicable) "Transportation Accident." If the emergency is real and medical in nature, the DSAG will work closely with the official University study abroad insurance provider to facilitate resolution of the emergency. The official provider is HM Life Insurance Company (also known as HTH) and is located in Radnor, Pennsylvania. The Certificate of Coverage is attached to this document. As an HTH customer, the global emergency assistance number may be called, 24 hours a day, 365 days a year. Inside the US: 1.800.257.4823 and outside the US: 1 +1.610.254.8771 (collect).

**7. Student(s) require(s) medical evacuation:**

The DSAG, if notified that a student requires emergency medical evacuation, will work with the family and university/study program abroad to facilitate the evacuation. The (HTH) emergency operator will be contacted at the following number(s), 24 hours a day, 365 days a year. HTH must be contacted in advance for emergency medical evacuation.

Inside the US, call 1.800.257.4823

Outside the US, call +1.610.254.8771 (collect)

**8. Response in a Special Case: Death of a Program Participant:**

- a. The DSAG will request that the local contact at the site send IPS a fax, immediately, with complete details regarding the circumstances surrounding the death, confirmation that the nearest U.S. Consulate or Embassy in the country has been contacted, and detailed information regarding burial or repatriation of remains, including any police or immigration procedures that need to be observed. The DSAG will inform the on site staff that the participant's family may be calling him or her once they've been informed of the death.
- b. The DSAG will consult with appropriate University officials regarding notification of next of kin.
- c. The DSAG will contact HTH (insurance provider) to facilitate repatriation of student remains. As an HTH customer, the global emergency assistance number may be called, 24 hours a day, 365 days a year.

Inside the US: 1.800.257.4823

Outside the US : +1.610.254.8771 (collect)

- d. The University's response should follow the Critical Incident Response Team protocol for "Death of a Member of The University of Scranton Community."

**Emergency Response Procedures**

**1. Upon receiving a call a report of a real or perceived emergency, the initial and subsequent responders will:**

A. Begin a log of all calls and activities pertaining to the incident

B. Get the following information from the on-site personnel:

- Name of caller
- Identity of individual(s) involved, if applicable
- Brief description of accident, illness or emergency
- Location of caller – address, city, country
- Location of accident or emergency
- Phone and fax number where caller can be reached
- Verify calls have been placed to appropriate emergency response services, and will be placed to U.S. Embassy/Consulate if situation warrants
- Information, if any, that has been released to the media

**2. If the real or perceived emergency resulted from a natural disaster, an act of terrorism, or an act of war, detailed answers to the following questions should be sought:**

- What was the target of unrest, if event was political?
- What is the intensity of the emergency or political unrest?
- Are there military or emergency personnel at the site of the emergency?

- What is the advice of the nearest U.S. Embassy/Consulate?
  - What impact, if any, did emergency have on availability of food, water, and medical supplies?
  - How able are our students and staff to travel?
  - Is continuation of classes feasible?
3. If a participant(s) has fallen seriously ill:
- What medical treatment has the student received?
  - Does the attending physician speak English? If not, has a translator or English speaking physician been located?
  - What is the diagnosis?
  - The prescribed treatment? The prognosis?
  - Are other students at risk from this illness?
  - Is airlift a desirable and viable action?
4. If a participant has been seriously injured:
- What are the details of the accident?
  - What has the on-site response been?
  - Does the attending physician speak English? If not, has a translator or English speaking physician been located?
  - Where has the participant been taken? Who is the hospital contact and what is their telephone number?
  - What is the diagnosis? The prescribed treatment? The prognosis?
  - Is airlift a desirable and viable action?
5. If a participant has been assaulted or raped:
- What are the details of the incident?
  - What has the on-site response been?
  - Where has the participant been taken?
  - If a sexual assault, is counseling available? Is the counseling available in English or has an English speaking counselor been located?
  - Has the closest U.S. consulate or embassy been contacted for advice regarding reporting the incident?
  - Has appropriate local law enforcement been notified?
  - What medical treatment has the student received?
  - Does the attending physician speak English? If not, has a translator or English speaking physician been located?
  - What is the medical diagnosis? The prescribed treatment? The prognosis?
  - Is the victim hospitalized? Who is the hospital contact person and what is their telephone number?
  - Is the participant interested in returning to the U.S.? If so, what will the likely academic/ financial consequences be?
  - Are the participant and the counselor aware of these consequences?
6. If a participant is missing:
- When was the student last seen?
  - Does anyone have any idea about where they might have gone?
  - If the student left and was expected to return at a specific time, what was the date and time of the expected return?
  - Did the student tell anyone of plans to be absent?

- Have local law enforcement officials been notified? If so, what is their contact information? Has the U.S. Embassy/Consulate been contacted?

7. If a student has been arrested:

- Has he or she been detained?
- Has the U.S. Embassy/Consulate been notified?
- What has their response been? What is their advice?
- What agency made the arrest and filed the charges?
- What are the names, addresses and phone numbers of arresting authorities?
- What is the case number?
- What rights have been granted? Is he/she entitled to place a phone call?
- Is appropriate legal counsel available?

8. If a student has been taken hostage:

- Has the U.S. Embassy/Consulate been notified?
- What is the Embassy/Consulate's advice?
- Have the kidnappers made contact?
- Is negotiation support available on site?
- Who is the contact person at the Embassy/Consulate, and at the State Department in Washington, D.C.?
- What are their titles and contact numbers?

9. If the emergency is political in nature, or if a natural or man-made disaster has occurred:

- Has the U.S. Embassy/Consulate advised participants to take appropriate action?
- Have all participants been made aware of these precautions, and in writing?
- Are all participants following these precautions?
- Have local authorities imposed a curfew?
- Is travel in or out of the country being restricted in any way?
- Who or what is the target of any unrest?
- Has any particular group or organization been threatened?
- What kind of military or other security or public safety personnel are present?
- Are they unusually visible?
- How are they behaving with respect to the civilian population?
- Is airlift a desirable and viable action?

**General duties of DSAG and other University officers:**

- Address immediate actions necessary to maintain security and health of students abroad
- Address other issues of health, safety, academic concerns, financial aid, public relations and legal liability
- Identify appropriate steps to take abroad (addressing student reactions, creating written action plan, sending family members/University staff/faculty/counselors to program site etc.)
- Develop an evacuation plan (should one become necessary) that is communicated electronically to students abroad. The evacuation plan is developed following U.S. State Department recommendations and guidelines
- Developing a communication document to be utilized by all personnel involved
- Assessing the impact of the event once ended and document all actions taken in written report

**Follow-up procedures to be coordinated by the IPS:**

- Obtain written accounts of incident, where feasible, from all witnesses and affected students.
- Prepare a detailed factual report, including preliminary recommendations without judgments, analysis or conclusions.
- Submit the report to the CIRT.
- Convene follow-up meeting of all University officers involved in emergency response to discuss:
  - a.. distribution of report.
  - b. the need, if any, for further in-house or external review or investigation.
  - c. review adequacy of emergency plans and procedures.

**Rules governing all University offices on releasing information to the media:**

- The AVPAPR or his/her designee will be the official University spokesperson to the media.
- No one, including the designated spokesperson, should release any of the following without first consulting legal counsel:
  - a. Information assessing responsibility for an accident, or criticizing conduct, policy or equipment
  - b. Information regarding nature of illness or injury prior to diagnosis by a medical doctor
  - c. Names of victims prior to notification of next of kin
  - d. Estimates of property damage

**Resources that may be used in the event of an emergency involving a University student abroad:**

- If the student is participating in a study abroad program sponsored by another American University or study abroad program provider, the emergency number for the particular organization.
- The emergency number of the university abroad.
- The U.S. State Department's Citizens Emergency Center, in cases of serious illness, death, financial crisis due to theft, or arrest:
  - call (202) 647-5225 8:15 a.m.-5:00 p.m. M-F and 9:00 a.m.-3:00 p.m. Saturdays;
  - after hours, call (202) 647-5226;
  - after 10 p.m., call (202) 647-1512, and ask for the Citizen Emergency Center Duty Officer.
- U.S. State Department Task Force to assist U.S. citizens is operational 24 hours a day. The toll free number is 1-888-407-4747. Callers who are unable to use 800 numbers, such as those calling from overseas, can call the Task Force at 1-317-472-2328.
- The U.S. Embassy in the appropriate country (check the State Department web page for contact information-<http://travel.state.gov>)
- The U.S. State Department Desk Officer of the country affected (calls 202/647-4000 or 202/663-0533 for the specific contact information or check the state department web page [www.state.gov](http://www.state.gov)) or a consular official at the U.S. Embassy or Consulate nearest to the program site.
- For long-standing crises, the U.S. State Department sometimes creates special Task Forces to monitor them; for background information on such crises, call the State Department's Operations Center, Office of Crisis Management at (202) 647-0900.
- For information concerning a terrorist threat or action, call the State Department's counter terrorist office at (202) 647-9892.
- Local safety/crime agencies in the host country. Discuss with on-site contact and U.S. Embassy in host country before proceeding.
- Other U.S. universities and colleges with programs in the same city or country.

