



## Crisis Management Procedures for Study Abroad Programs

### *Each Study Abroad Faculty Member should:*

- Have a way of reaching a U.S. Embassy or Consulate in case their assistance is needed.
- Have the U.S. Embassy/Consulate telephone number ON HAND and the name of a contact person there.
- Be aware of where to secure medical attention for illnesses and have information available for contacting local hospitals in the event of an emergency.
- Contact APSU as soon as possible after a serious incident has occurred.

### **APSU Campus Police ([www.apsu.edu/police](http://www.apsu.edu/police))**

Office: (931) 221-7786 Email: [apsupolice@apsu.edu](mailto:apsupolice@apsu.edu)

Fax: (931) 221-7493

Incident Report Form:

[https://www.apsu.edu/police/pdf\\_documents/CSA.pdf](https://www.apsu.edu/police/pdf_documents/CSA.pdf)

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### **EMERGENCY PROCEDURES:**

- In the event of a life-threatening emergency, the Study Abroad Coordinator/Faculty Member must first take whatever action is necessary to ensure the student's safety.
- During an emergency, the Study Abroad Coordinator/Faculty Member must establish a means of constant telephone communication with a contact person at APSU.
- In all emergencies, either the participant or the participant's emergency contact person should, if at all possible, authorize any action to be taken, whether that be transportation, an operation, or legal action. If the individual is incapacitated and authorization from the emergency contact person is not possible, it may be necessary for the APSU personnel listed above in consultation with the contact person at APSU to make a decision in order that the best interests of the individual are served.
- The Study Abroad Coordinator/Faculty Member should contact the participant's emergency contact person him/herself or ask the APSU contact person do so.
- The Study Abroad Coordinator/Faculty Member must ensure that written documents, such as police reports and/or doctor's reports, are secured and a written log maintained for all incidents.
- In the event of an incident such as rape, assault, police arrest or death, all of the above procedures must be followed.

### **ADDITIONAL ACTION PLANS FOR THE FOLLOWING:**

#### **In case of natural disaster/civil unrest/terrorism:**

- Begin an event log: gather background information and report crisis developments and responses. Maintain a detailed log of actions taken.
- Contact all students to determine the needs of each individual.
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- Determine local emergency plan (listen to news, meet at contingency location and seek advice from host institution, and call U.S. and relevant embassies).
- Monitor the U.S. Embassy and State Department home pages for current information. (<http://travel.state.gov/travel>)
- Seek guidance/advice from travel insurance agency to get assistance on evacuation decisions.
- Identify student responsibilities and provide them with descriptions of specific emergency evacuation conditions and plans.
- Communicate specific instructions to students and staff (in writing where appropriate).
- Coordinate in-country transport of students and their belongings where conditions permit such travel.
- Arrange lodging and/or support services at pre-disembarkation points.
- Coordinate travel arrangements to safe haven countries/regions with U.S. Embassy.
- Limit movement of personnel to essential travel associated with the emergency.
- Emphasize the importance of staying in familiar territory during an emergency.
- Refer media inquiries to the University Public Relations department (Bill Persinger -- persingerb@apsu.edu).

### **In case of mental health issues:**

- Begin an event log: gather background information and report crisis developments and responses. Focus on behavior; do not add personal comments.
- Ensure student is monitored and not left alone.
- Get advice on appropriate medical treatment through consultation with APSU counseling department or other mental health professional and/or local hospital or licensed psychologist.
- Obtain consent of family if necessary.
- If student will not voluntarily talk to you (and does NOT appear to be an immediate threat to self or others), clearly state behavioral expectations to the student, keep a log of all communications with student and related incidents, and continue encouragement to seek assistance.
- If disruptive behavior persists, contact the Office of International Education for consultation on student dismissal.

### **In case of rape or assault:**

- Meet with the student to get initial information and be accompanied by a witness if at all possible.
- Urge the student NOT to bathe until physical evidence can be gathered by medical personnel.
- If the student wishes to file charges with the authorities, assist her/him in contacting those authorities.
- Urge the student to get counseling, either locally or through APSU Counseling Services by phone.
- Offer to help the student contact family members.
- Always have a witness at all meetings, and ask that witness to keep a written record of conversations.

### **In case of a missing student:**

- Collect information from all available sources—other participants, faculty, etc.
- Contact the authorities toward the end of the day on which the student was officially expected to return, and follow their policies and procedures for missing persons.
- At the same time, report to APSU, which will in turn inform the emergency contact.

### **In case of police arrest:**

- Assist the student in the process of securing legal counsel. APSU, however, cannot provide any funds for legal counsel.
- Advise the nearest consulate of the situation.



### **In case of student death:**

- Begin an event log: gather background information and report crisis developments and responses.
- Confirm status through local agency (police, hospital, and consulate).
- Seek assistance from U.S. Embassy/Consulate and travel insurance company to arrange repatriation of remains.
- Complete forms for an interim death certificate.
- Request names of funeral homes in both the host country and US that facilitate international repatriation.
- Coordinate the repatriation of remains and serve as the centralized contact person.
- Collect deceased's personal belongings and return to the U.S.
- Contact APSU Counseling Services to determine counseling needs of other students and program faculty.
- Refer all media inquiries to University Public Relations department.

### **APSU International Policy 2:017:**

*“Cancellation of an academic program abroad may occur for reasons such as an outbreak of infectious disease, a natural disaster, or a political disturbance. Cancellation of a program may also occur due to other emergency and/or non-emergency situations. APSU reserves the right to cancel a program at any time if conditions warrant such a decision. If the US Department of State issues a travel warning or an evacuation of US citizens in the host country, APSU shall work with the local US Embassy to organize evacuation of students on the affected program. In the event of a program cancellation, the university shall notify students of a plan of action.”*