

**Francis Marion University
International Crisis
Management Protocols
(ICMP)**



**International Programs
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I. INTRODUCTION AND PURPOSE

Francis Marion University (FM) strongly encourages and supports its students, faculty and staff to participate in education abroad experiences and activities. Additionally, the University promotes the development of opportunities for international teaching, study, and research. FM, therefore, endeavors to balance the value of participation in international activities against potential risks and crises that may develop. The health and safety of FM personnel and participants abroad are of primary concern to the University and its overseas partners. Senior administrators, education abroad administrators, education abroad Program Leaders, and host institution representatives abroad **realize the importance** of monitoring local and national conditions affecting participant health and safety and providing relevant information to program participants. At the same time, participants themselves are responsible for becoming familiar with all materials provided and for following health and safety guidelines prescribed by FM and host institutions.

One of the most important components of any crisis planning process is an emphasis on crisis avoidance and prevention. Many crises affecting U.S. participants overseas arise from lack of preparation, misconduct, or carelessness. Other problems occur when participants are victimized by social, political, or natural circumstances beyond their control. Avoidance and prevention of crises are best accomplished through a pro-active approach by establishing effective crisis management protocols. The FM International Crisis Management Protocols (FM-ICMP) outlines health and safety protocols for all education abroad programs sponsored or sanctioned by the University. While each crisis is unique, there are guidelines that, if followed and adapted to the situation, can assist the FM community in reducing or eliminating any negative results of the crisis. Therefore, the purpose of the FM-ICMP is to outline areas of responsibility and provide guidelines and checklists on procedures to follow in the event of an emergency involving Francis Marion participants and personnel while traveling abroad for purposes of study, service-learning activities, internships, research, or any other University business.

FM-ICMP describes the organization, staff, and coordination necessary to reduce risks to FM personnel and participants in education abroad programs. FM-ICMP recognizes the University's responsibilities and recommends actions to be taken in response to a crisis, ways to mitigate damage, and measures to resume program activities as soon as possible. The FM-ICMP also establishes the concepts and policies for the integration of resources of various units at the University to address the crisis.

II. PRINCIPLES UNDERLYING FM-ICMP

FM-ICMP follows the *Health and Safety Guidelines for Study Abroad* recommended by NAFSA: Association of International Educators, and practices the following:

- Monitors U.S. Department of State *Travel Warning and Advisories* regarding the health and safety conditions at FM-sponsored or sanctioned education abroad program sites and in other programs in which FM participants are enrolled.
- Monitors incidences around the world that may impact the health and safety of FM participants abroad through daily Overseas Security Advisory Council (OSAC) Reports and HTH Worldwide Daily Risk Briefings.

- Will not send participants to locations abroad with political unrest, the threat of terrorism, and/or war or where a U.S. Department of State travel warning is in effect. (In rare cases, an exception may be granted. See the section of the FM-ICMP entitled “**V. PLANNING TRAVEL ABROAD: TRAVEL ADVISORIES AND TRAVEL WARNINGS.**”
- Provides health and safety information to enable participants to make informed decisions concerning education abroad opportunities.
- Provides orientation to faculty, Program Leaders, and participants, including information on how to deal with health and safety issues, potential risks, and appropriate FM-ICMP.
- Requires all education abroad participants to obtain an international health insurance policy that covers political, security, and natural disaster emergency evacuation and repatriation. All education abroad participants and FM personnel traveling on university business are required to carry sufficient medical insurance for illness or accidental injury occurring while overseas. See International Student Identity Cards for students and faculty/teachers (<https://www.isic.org/get-your-card/>).
- Conducts appropriate inquiries regarding available medical services at the education abroad sites and provides information to help participants obtain the services they may need.
- Communicates applicable codes of conduct and the consequences of non-compliance to participants and takes appropriate action when participants violate codes of conduct.
- Consistent with all applicable laws, maintains good communication with all stakeholders who need to be informed in cases of serious health problems, injury, or other significant health and safety incidents.
- Requires all education abroad participants to attend a pre-departure orientation to educate students about health and safety issues while abroad.
- Requires all education abroad participants to participate in on-site orientation sessions in the host countries prior to beginning their experience abroad — these sessions provide valuable information on local health services and safety issues, relevant legal issues, and guidelines for dealing with emergencies and natural disasters such as tropical storms, floods, and earthquakes.
- Provides emergency action protocol enabling Program Leaders abroad to contact the FM Campus Police on a 24-hour basis.
- Coordinates the on-campus action of the FM International Crisis Response Team (FM-ICRT) in case of a crisis abroad involving education abroad participants.

III. DEFINING AN INTERNATIONAL CRISIS OR EMERGENCY

A crisis is a serious situation or occurrence that happens unexpectedly, demands immediate action and can often be minimized with good planning. In FM-ICMP, a distinction is made

between real crises and perceived crises.

A. Real Crises

A real crisis or emergency poses immediate threats to FM participants, faculty, and staff at locations abroad. Examples of real crises and emergencies while abroad include the following:

- Death of a participant or faculty/staff member.
 - Terroristic threats and/or actions.
 - Serious injury or illness that requires hospitalization or makes it impossible for the participant or faculty/staff member to continue the program.
 - Health epidemics (e.g., Severe Acute Respiratory Syndrome [SARS], Ebola, etc.).
 - Emotional or psychological condition requiring removal from the situation or professional attention.
 - Being accused of a crime.
 - Being a victim of a serious crime (e.g., physical assault or rape).
 - A situation—either in the U.S. or at a program site abroad—that causes serious concern, i.e., a political uprising (violent civil disorder or military action), a natural disaster, an act of war, or other event causing or threatening harm to program participants or faculty/staff member.
 - Sudden evacuation of a participant or faculty/staff member in response to an emergency situation in the U.S.
 - U.S. State Department’s travel warning issued specific to a country, region, or worldwide.
- The Provost, or his/her designee, will determine whether there is an actual threat for FM participants and faculty/staff. The decision on the course of action to be taken is reached after consultation with host institutions and colleagues overseas, academic Program Leaders, administrative officers at FM, and any other person or agency with appropriate information and judgment useful to the decision-making process. The U.S. Department of State regularly provides useful and appropriate guidance, especially its posted travel advisories and other sources of global intelligence. Additionally, the Overseas Security Advisory Council (OSAC) and HTH Worldwide provide useful daily reports on global security issues and concerns. The U.S. Centers for Disease Control and Prevention (CDC), its national counterparts in other countries, and the World Health Organization (WHO) provide useful and appropriate information for health-related crises.

B. Perceived Crises

Perceived crises or emergencies result from events that do not pose immediate threats to the health or safety of program participants or faculty/staff, but which may be viewed as such by family and friends in the U.S. or the media. The Provost, or his/her designee, will rely on the judgment of the program leader and/or host institution representative in making the final decision on the course of action to be pursued in cases of perceived emergencies.

Both real and perceived crises share three common aspects in that they:

- Can result in disruption or early termination of the education abroad program;
- Usually cause significant emotional stress to the individuals involved, resulting in predictable cognitive, physical, and behavioral reactions; and
- Can be managed.

C. Importance of the Participants' Selection and Orientation in Crisis Management

The process of managing a potential crisis begins with the approval of an education abroad program proposed by a participant and FM faculty/staff, and the selection of program participants. Program Leaders and host institution representatives must be informed of their roles and responsibilities. Education abroad staff at FM or Program Leaders are responsible for providing thorough pre-departure and on-site orientations. The orientations must include information on safety, health, legal, environmental, political, cultural, and religious conditions in the host country, potential health and safety risks, and appropriate emergency response measures.

The following are steps Program Leaders must take to be proactive in this regard:

- consider the health and safety issues of each proposed program activity in the initial risk assessment stage of a new program proposal;
- consider health and safety issues when evaluating the appropriateness of an individual's participation in the program;
- communicate applicable codes of conduct and the consequences of non-compliance to all participants;
- during the participants' screening process, consider factors, such as disciplinary history, that may impact the safety and health of the individual or group;
- provide information for participants regarding when and where FM's responsibility ends and the aspects of participants' abroad experiences that are beyond FM's control, (i.e., FM cannot guarantee or assure the safety of participants or eliminate all risks from the education abroad environment); and
- inform all participants of sexual assault and harassment policies, including counseling and medical services, procedure for reporting, the handling of disciplinary actions, and options for changing living arrangements after an alleged sexual offense has occurred.

Crisis management is the process of preparing for, mitigating, responding to, and recovering from a crisis situation. Preparation, communication, and certain administrative procedures are essential in managing a crisis. Crisis responses occur both abroad and on the FM campus.

IV. FM-ICMP

FM-ICMP provides a framework for contingency planning and defines the communication network to be used in a crisis situation. It will be reviewed and updated regularly and made available to all education abroad Program Leaders, host institution representatives, FM International Crisis Response Team

members (FM-ICRT), the International Studies programs liaisons and members, and the Provost, or his/her designee.

A. FM International Crisis Response Team (FM-ICRT)

The FM President has charged the FM Provost with the responsibility of coordinating all of the management of crises affecting participants in all education abroad programs sponsored or sanctioned by the University. The Provost is assisted in this role by the FM-ICRT. FM-ICRT addresses serious issues involving FM participants, faculty, and staff abroad. In the event of a crisis or emergency, the Provost may mobilize the FM-ICRT, in part or whole, to assess, respond, and manage the crisis or emergency. The Provost, or his/her designees, will inform and update the President on all matters involving international crisis situations.

The FM-ICRT is comprised of permanent and temporary members depending on the nature of the emergency or crisis.

Permanent Team members or their designees include:

1. Provost, or his/her designee,
 - a. Provost (Chair designee)
 - b. Associate Provosts
 - c. Director of International Programs (or his/her designee)
2. General Counsel
3. University Chief of Police
4. Vice President of Administration

Temporary Team members or their designees may include:

- Executive Director of Public Affairs
- Coordinator of International Programs
- College Dean(s) representing program participants
- Department Chair(s) representing program participants
- Relevant Study Abroad Liaison or University Program Leader

If the Provost believes that activation of the Permanent Team members, in part or whole, is necessary in response to a crisis or perceived crisis, he/she will notify FM-ICRT members through personal mobile devices. The initial message will include a time and location of the initial meeting. Notifications that do not require the entire FM-ICRT to be activated will be handled on an individual basis by the Provost or his/her designee.

The responsibilities of the FM-ICRT include the following:

- addressing immediate action necessary to maintain the safety and health of program participants, faculty, and staff;

- addressing health, safety, academic concerns, financial aid, public relations, and legal liability issues;
- identifying additional appropriate steps to take abroad (e.g., addressing student reactions, creating a written action plan, and sending FM faculty/staff to program site);
- developing and helping with an evacuation plan should one become necessary;
- preparing a list of persons to be alerted;
- developing communication protocols to be utilized by all personnel involved;
- developing a daily communication plan; and
- after the crisis, assessing the effectiveness of the crisis preparedness procedures and revising as appropriate.

B. Communication

At the heart of any crisis management protocol is the procedure by which key individuals and offices are notified of the likelihood of occurrence or presence of a crisis situation. Effective communication is critical to the FM-ICMP. The FM-ICMP outlines the communication system and procedures to be followed in a crisis situation.

1. Emergency Calls From Abroad to FM

The person calling from abroad to FM to report a crisis or an emergency (program leader, program participant, or host institution representative) should only have to dial one number (see Page 3). The caller must provide the Director with appropriate details of the crisis situation following the guidelines provided in the International Incident Report Form. Upon receiving the information, the Director will immediately contact the Provost, or his/her designee.

2. Information to the Media and Public

During a crisis situation, FM will assume responsibility for dealing with the media. Media professionals elicit information in the most trying of situations, especially during a crisis. Information might be sensationalized and broadcast, often before family members or FM University leaders have been informed. Inconsistent or premature responses to media representatives may produce unnecessary anxiety and fear for concerned parties, which may complicate an already difficult situation. For these reasons, all media relations will be coordinated and conducted by the Provost, or his/her designee. The Provost will authorize a statement(s) for release to appropriate media services (depending upon the scope of the crisis) and set up a system to respond to public inquiries. The Executive Director of Public Affairs or his/her designee, or designated FM-ICMP members, are the only University official spokesperson authorized to speak to the media on behalf of FM during a crisis situation. This will ensure that the information provided to the media and general public is accurate, consistent, and non-inflammatory.

If an FM participant is involved in an emergency situation, a program leader and/or host institution representative must never provide the name of the participant to the media. The Provost, or his/her designee, will confer with the Executive Director of Public Affairs for all media releases.

3. Communication with Emergency Contacts

Participants **MUST** be briefed prior to departure to meet situations that may arise. It is also incumbent participants in a crisis to determine clear and accurate information in their communication with emergency contacts (family or friends) when a crisis or an emergency occurs. The goal of this communication is to alleviate anxiety and discourage fear with clear and accurate information on the wellbeing of the participants.

4. Notification of Next of Kin in Case of Death Abroad

In the event of a death abroad of an FM participant, the Provost, or his/her designee, (**not the program leader or host institution representative**) will be designated to appropriately and promptly notify the next of kin. It is the responsibility of the program leader or representatives of the host institution to immediately notify the Provost, or his/her designee, first and then the U.S. Embassy or Consulate of the participant's death. In the event of death of a U.S. citizen abroad, appropriate U.S. Embassy officials will take charge. In most cases, the next of kin are contacted directly by representatives of the U.S. Embassy abroad. This, however, may take place after the Provost, or his/her designee, has already notified the next of kin.

C. Evacuation

In some cases (e.g., a serious civil disturbance, terrorist attack, or a naturally-occurring disaster), it may be necessary to evacuate participants from the program site or host country. As a crisis situation unfolds, the program leader or host institution representative, together with the Provost, or his/her designee, will assess the nature and extent of the emergency and evaluate the danger to participants, including:

- The incident's proximity to the program site; its impact on the availability of housing, food, water, and medical supplies; the protection of law and order; the intensity of military presence in the program area; and, if political, the target of the unrest.
- Consultations with U.S. Embassy or Consulate personnel concerning the feasibility of continuing program activities and the ability of participants and faculty/staff to relocate the program to a different site.
- Consultations with OSAC (Overseas Security Advisories Council) and its local experts in the country concerning local crisis or security concerns on the ground.
- It may be necessary to consult with insurance carriers for the necessity of evacuation and possible emergency evacuation routes and action plans.

1. Criteria/Factors for Suspending or Cancelling a Program

FM-ICMP will consider the following factors in making a decision to suspend or cancel an education abroad program:

- partner institution or program leader's recommendation of suspension or cancellation;
- travel warning and/or specific directive by the U.S. Department of State and/or U.S. Embassy;
- travel warning and/or specific directive by the World Health Organization and/or the U.S. Center for Disease Control;
- outbreak of hostilities between the U.S. and the host country;

- terrorist activities and/or a declaration of martial law in the program host city or country;
- civil unrest or violence that affects participant safety and security;
- declaration of war by a third country against the host country of the program;
- protracted or indefinite closure of the host university;
- inability of the program leader to organize and carry out the academic program at the host location or alternative location; or
- prolonged disruption of public utilities and/or services at the host institution, site, or country.

2. Evacuation Procedures

Should evacuation be deemed necessary to ensure the safety and well-being of program participants, the following procedures will be followed:

- The Provost, or his/her designee, will contact the U.S. Department of State's Office of American Citizens Services and Crisis Management (US & Canada 1-888-407-4747; Overseas +1-202-501-4444) and with Overseas Security Advisory Council (+1-571-345-2223) to discuss the need for evacuation and any measures that the U.S. is taking to evacuate its citizens from the host country.
- The Provost, or his/her designee, will develop an evacuation plan, including transportation modes and travel routes, determination of the cost of the evacuation, and the possibility of reducing the level of danger by dispersing participants in small groups to reconvene later in another location.
- The program leader or host institution representative will share information with the U.S. Embassy or Consulate about FM's evacuation plan.
- The program leader or host institution representative will assess and mitigate participants' concerns by doing the following:
 - Recommend appropriate participant behavior (e.g., keep a low profile, blend in with the local population, etc.).
 - Review the course of action with program participants. If a participant refuses to comply with the evacuation procedure, he/she will be required to sign a release form. In rare circumstances a participant may be forced to evacuate.
 - Depending on the crisis, it may be necessary to remove public signs that indicate U.S. affiliation. Cancel public activities or large group functions that could draw attention to the program participants.
 - After the participants have been evacuated to safety, the Provost, or his/her designee, will make academic and financial arrangements appropriate to the program at the time of its termination.

V. PLANNING TRAVEL ABROAD

All FM education abroad programs must adhere to and implement the procedures outlined below in planning for travels abroad.

A. Travel Advisories and Travel Warnings

Education abroad staff, Program Leaders, and university personnel traveling abroad must regularly review the U.S. Department of State's travel advisories and travel warnings both when planning education abroad programs and prior to traveling abroad. See travel.state.gov (which includes safety and security information specific to countries). **Travel is prohibited to countries on the U.S.**

Department of State's Warning List. (<https://travel.state.gov/content/passports/en/alertswarnings.html>)

B. Travel and Transportation

Participants on independent study, internship, service learning, research, direct enrollment, or exchange programs abroad must provide complete health information, travel, insurance, emergency contact information, and signed release forms for their files maintained in the International Programs files at FM. For faculty-led programs, information on travel methods and routes must be as specific as possible (by bus, train, air, sea, private, and/or commercial). Program Leaders must present and prioritize alternative methods of travel and routes in the event that the usual route is no longer safe or feasible. Maps must be available demarcating participant and faculty/staff sites, meeting points, and pick-up points, and maps should include estimated travel time under normal circumstances. In airports, airplanes, trains, and train stations, participants must engage in appropriate conduct. All education abroad participants must:

- Maintain a low profile, blend in with the population, not wear clothing with identifying information, and avoid ostentatious display of wealth.
- Never accept anything from a stranger (“**accept nothing from anyone**” is a good rule of thumb).
- Never mention that they are traveling alone or give out personal information.
- Never agree to watch someone else's bags regardless of how innocent the request may sound.
- Never allow strangers to handle their bags.
- Understand the city's geography and avoid high-crime areas or areas affected by protests/riots.
- Always carry some form of communication equipment such as cellphone pre-programmed with numbers that would be useful in an emergency situation.
- Avoid disputes, demonstrations, political rallies and commotions on the street.
- Ignore verbal 'baits' from passers-by — do not get into an argument — and avoid eye contact with strangers.
- Keep their luggage with them at all times — once they have checked in, make sure no one gets near their carry-on luggage.
- Report any unattended baggage immediately to authorities.

- Comply immediately with security instructions from airport, airline, train, or train station personnel.

- Be patient, cooperative, and answer questions truthfully when asked by appropriate immigration/security personnel representing airports, airlines, trains, or train stations. Searches of luggage ensure the safety of all (including the FM participants) aboard an airplane, train, or in a public place.

- Memorize important phrases in the local language.

- Enter any busy public place and call for help if they suspect that they are being followed.

C. Health Care Issues

- The program leader and/or participants must consult the State.gov website well before the date of travel abroad to receive health-related information or vaccinations recommended for the country where the participants are going.

- All participants in education abroad programs and other students traveling on University approved programs are responsible for acquiring their own health care insurance and making sure that they have received required immunizations prior to departure. They must check the Center for Disease Control (CDC) website at wwwnc.cdc.gov/travel.

D. Emergencies:

- Program Leaders must develop an emergency notification plan with contact information and details on how to access emergency funds as well as an emergency evacuation plan.

- All participants must supply the name and telephone numbers of emergency contact persons. Copies of the master list should be left with the Director of International Programs.

- International Programs will work with Program Leaders to make certain that information is available on conduct issues that may impact the safety and health of the individual student or the group.

- Program Leaders must make sure that all participants have signed the *Faculty-Led Education Abroad Program Participant Agreement*, available from International Programs.

E. Faculty/Staff Pre-Departure Orientation

Prior to the travel, the education abroad staff must conduct a pre-departure orientation for faculty/staff. The orientation must address the following issues:

- The need to develop a detailed itinerary that specifies course activities and activities that are outside the scope of course work.

- Cultural and safety issues.

- Roles of faculty and staff while abroad.

- Duties of program leader and foreign national staff, if any.

- Travel procedures and processes.

- Reporting incidents, including serious injuries, crimes, medical problems, and others.
- The need to provide periodic updates to International Programs

F. Participant Pre-Departure Orientation

Education abroad staff or Program Leaders must conduct participant pre-departure orientations. The orientation must address the health and safety issues below:

1. Emergencies

- Education abroad staff or Program Leaders shall be responsible for obtaining information about and advising participants on how to seek help in emergency situations, including medical care, housing, food, and law enforcement assistance.
- Remind participants of the aid available from the U.S. Embassy or Consulate and how to contact them. One of the responsibilities of the U.S. Embassy diplomatic corps is tending to the needs of U.S. nationals. Program Leaders **MUST** advise all participants to enroll in the **Smart Traveler Enrollment Program (STEP)**, a free service that to allow U.S. citizens and nationals traveling abroad to enroll their travel abroad with the nearest U.S. Embassy or Consulate. The enrollment allows U.S. citizens to record information about their upcoming travels abroad that the U.S. Department of State can use to assist them in case of an emergency. Registration can be done online at: step.state.gov/step/
- Students on semester/year or private provider programs assume the responsibility of registering themselves. Instruction on how to do so is provided during pre-departure briefing.

2. Personal Safety

- Encourage a “buddy system” and advise participants that they must not travel alone, especially at night.
- Avoid crowds, protest groups, volatile situations, and known dangerous places.
- Lock doors and windows of rooms, especially at night or when not in the room.
- Never share any personal information with strangers.
- Remind participants to be inconspicuous by keeping a low profile and to not draw attention to nationality or wealth.
- Advise participants of any planned activities in the program that may require physical exertion.

3. Behavior

- Discuss code of conduct and expectations.
- Provide information on counseling and support programs available in host country.
- Discourage abuse of alcohol or illegal use of drugs and discuss consequences of such behavior.
- Educate participants as to cultural differences including local laws pertaining to illegal drug and

alcohol use.

- **Participants must be informed that *FMU does not provide attorneys.***
- Emphasize proper use of medications (both prescribed and over-the-counter).

4. Vehicle Use While Abroad

Participants on FM sponsored or sanctioned education abroad programs *are strongly advised against renting or driving vehicles while in foreign countries.* Driving or renting motor vehicles and motor bikes exposes participants to a variety of risks beyond United States laws.

Participants on education abroad programs who decide to drive are urged to carefully review the Road Safety section of the U.S. Department of State's Country Specific Information (travel.state.gov/content/passports/english/country.html), which is available for every country in the world. The Road Safety section is intended to provide U.S. citizens with an overview of road conditions in a particular country. Participants may also want to review the U.S. Department of State's Bilateral Relations Fact Sheets (www.state.gov/r/pa/ei/bgn/) for any country in which they intend to drive or travel by road as a passenger. Also, participants are urged to check the website of the U.S. embassy or consulate in the countries they will be visiting to learn about local requirements for driver's licenses, road permits, and auto insurance. It is important to understand the rules and laws of the road in other countries, as they can differ significantly from those in the United States. Participants should know that they will be responsible for obtaining adequate insurance to cover risks of liabilities, as well as costs of litigation and other expenses that may be incurred as a result of accidents or infraction of local laws in the host country.

In situations where the program leader decides to contract the services of a local transportation company, he/she must check to make certain that the company has sufficient liability insurance.

5. Early Termination of Travel

- Program Leaders must remind participants of FM travel cancellation and refund policies that may be available from the purchase of their ISIC Card.
- Program Leaders must remind participants of the process and criteria for an individual participant's termination from the program.
- Program Leaders must be clear that travel costs not included in program costs are the Participants' responsibility.

G. Communications While Abroad

- Program Leaders must direct participants to communicate and check in with their parents/families from time to time.
- Program Leaders must maintain weekly or biweekly communication (depending on the length of the program) with appropriate staff persons in International Programs.
- Program Leaders and participants must check the U.S. Department of State website and news websites (international, national and local) for periodic updates on travel advisories during their trip.

H. Participant Agreement

- All participants must sign a Participant Agreement which clearly outlines expected participant conduct, the consequences for non-compliance, and the responsibility assumed for personal activities, including the driving of a motor vehicle abroad.
- Participants who elect to organize their own independent travels before and/or after the official FM program dates must complete and sign an Assumption of Risk Indemnity.
- Program Leaders must require students to read the Student Handbook at:
www.fmarion.edu/students/handbook

I. Location and Inspection of Host Country

- Conduct inquiry of the health and safety risks of the local environment of the program, including program sponsored accommodations, events, transportation, excursions and other activities on an ongoing basis and share information with participants.
- Education abroad participants must not reside adjacent to U.S. government offices or facilities abroad (e.g., embassies) since official buildings are potential targets for terrorist activities.

APPENDICES

GENERAL CHECKLIST FOR RESPONDING TO CRISES OR EMERGENCIES ABROAD

In this section, the FM-ICMP provides a checklist that Program Leaders, representatives of host institutions abroad, or students on education abroad programs can follow when responding to crises or emergencies while abroad, as appropriate in the circumstances:

_____ Assess the extent of the emergency or crisis and obtain as many details as possible (e.g., determine who, what, when, where, how, and why), assist the participant(s) in finding appropriate care, ensure that all participants involved are safe, and begin writing a log of the crisis or emergency situation.

_____ As soon as possible, contact appropriate local authorities in the host country (police or medical personnel) and/or the FM International Programs (IP) Director to brief him/her on nature of the emergency or crisis and the condition of the participant(s).

_____ Explain to the other program participants that the injured person(s) are being cared for and caution them about speculative communication. Advise them to wait until reliable information is available before contacting others about the incident.

_____ Depending on the nature of the crisis or emergency, the FM IP Director contacts the Provost, or his/her designee, and the participant's designated "Emergency Contact" may require notification.

_____ If appropriate, the Provost, or his/her designee, will direct all facets of crisis management and response including contacting members of the FM-ICRT.

_____ **In case the program leader or host institution representative is contacted by a representative of the media:** If an FM participant is involved, **do not** give the name of the participant or speak on behalf of FM without following the checklist below:

_____ Contact the IP Director. The Provost, or his/her designee, will develop responses to media inquiries and make these available to you as necessary.

_____ Also, please see the section of the FM-ICMP entitled "Communication: Information to the Media and Public" on page 11 ff.

RESPONSES TO SPECIFIC CRISES OR EMERGENCIES ABROAD

In this section, the FM-ICMP provides an outline of how FM would respond to specific crises or emergencies abroad. The emergencies are organized into six categories: (1) health emergencies, (2) legal emergencies, (3) missing program participant, (4) political and natural disaster

emergencies, (5) death of a program participant or faculty, and (6) death of program participant's family member.

A. Health Emergencies

1. Serious Injury or Illness

Typical problems would include, but are not limited to, auto accidents, recreation injury, serious illness, drug overdose, and loss of consciousness. Upon receiving the first report of a serious injury or illness, the program leader or host institution representative must request detailed information on the following questions:

- What happened?
- Who is involved?
- Where is the participant now?
- Does the participant need immediate medical attention? Are rescue operations needed?
- Has anyone called for help? If not, get help! If so, who has been called?
- If help has arrived, what is being done?
- What medical treatment has the participant received?
- Were there witnesses (in case of accident, assault, other crimes)?
- If there were witnesses, please obtain contact information.

In the event of a serious injury or illness, the program leader or host institution representative must utilize the checklist below, as appropriate in the circumstances:

_____ Assist the participant in finding appropriate medical care in a hospital/clinic that has been identified as competent. Assess the extent and severity of the injury/illness, usually by talking with the physician treating the participant. Keep a log that will include notes regarding the circumstances leading up to the injury/illness, the outcome of any discussions with the attending physician, notes from conversations with others who were present when the injury/illness took place, and the course of the medical treatment as it progresses.

_____ Contact the FM IP Director and brief him/her on the participant's condition. Be certain that the participant's privacy is maintained at all times. The FM IP Director will contact the Provost, or his/her designee.

_____ Explain to the other participants that the injured person is being cared for and caution them about speculative communication. Advise them to wait until reliable information is available before contacting others about the incident.

_____ Depending on the severity of the injury/illness, the Provost, or his/her designee, may contact the participant's designated "Emergency Contact."

_____ Continue to receive updates from the attending physician monitoring the emergency situation as it develops and brief the FM IP Director. In some cases, the participant may need to be evacuated in order to receive appropriate medical treatment. All students have insurance to cover medical evacuation through their ISIC Student travel Card. <https://www.isic.org/>

_____ The Provost, or his/her designee, may deem it necessary to inform other campus officials or to activate FM –ICRT members according to their duties.

_____ If the seriously injured party is an employee (faculty, staff, or paid student), the Provost, or his/her designee, will notify the Vice President of Administration.

_____ If appropriate, the FM ICRT will develop a communication document to be utilized by all personnel involved, and the FM's Executive Director of Public Affairs issues press releases and updates to inform the media and the FM community.

_____ Provide appropriate information and reassurances to other FM study abroad program participants.

_____ In the unfortunate case of the death of a participant, the protocol for "Death of a Participant or Faculty" is activated (see page 33ff).

2. Psychiatric Problems: Disruptive Behavior, Psychotic Behavior, Suicide Attempt

Conduct or a condition that may indicate psychiatric problems may include, but are not limited to, the following situations: (1) a participant exhibiting severe disruptive behavior; (2) a participant is creating disturbances or is a danger to self or others; (3) a participant has made a suicide attempt or threat or has spoken with someone about a plan to do so; (4) a participant is severely disruptive due to alcohol or drug use; (5) a participant exhibiting unusual conduct (e.g., oddly disruptive or antagonistic acts, self-injury, or talking to self); (6) a participant exhibiting a precipitous decline in functioning (e.g., academic, social, or hygienic); (7) a participant exhibiting excessive energy, agitation, or extremely elevated moods; (8) a participant exhibiting extreme anxiety in the form of worry or panic; (9) a participant has odd thought patterns (e.g., delusions, paranoia, disorientation, rambling or nonsensical speech); or (10) a participant has an extreme loss of weight.

In the event of such conduct or condition, the program leader or host institution representative must utilize the checklist below as appropriate in the circumstances:

_____ Gather information on the behavior exhibited and the history of the problem. Begin a written log of this information and continue keeping a log as the crisis develops.

_____ Assess the extent of the emergency.

_____ Assess whether or not the participant will voluntarily seek help.

A. If the participant **will voluntarily seek help**, the program leader or host institution representative must:

_____ contact the FM IP Director Programs or his/her designee. The FM IP Director will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken according to FM-ICMP and will contact the appropriate departments and personnel to best address the situation. (see "Emergency Contact Information" on page 36).

Additionally, the FM Provost, or his/her designee:

_____ May arrange to have the participant seen by a counseling professional immediately. Have the participant escorted to the designated location of the appointment, preferably with one or two interested and supportive persons.

_____ May arrange and carry out hospitalization.

_____ Will arrange to notify his/her designated "Emergency Contact" and other involved parties on a need-to-know basis. ***Program Leaders or host institution representatives must understand that when the***

participant's behavior is a danger to him/herself, the consent is not necessary and notification of FM Provost, or his/her designee, and the participant's designated "Emergency Contact" is mandatory.

_____ In the absence of consent, the program leader or host institution representative will work with available information from non-privileged sources in planning follow-up support. He/she will also

_____ Prepare to assist and support other involved persons using available resources.

_____ If the participant's behavior remains a serious impediment to the educational process or a threat to safety, contact the FM IP Director or his/her designee. FM IP Director will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken and will contact the appropriate departments and personnel to best address the situation.

B. If the participant **will not voluntarily seek help** but **does not appear to be dangerous** to self and/or others, the program leader or host institution representative must follow the checklist below, as appropriate in the circumstances:

_____ Determine who can be called upon to persuade the participant to seek help (e.g., friend, significant other, roommate, or therapist) and work with those people to persuade the participant to obtain treatment.

_____ Continue to encourage the participant to seek treatment.

_____ As soon as the participant is stable and is in treatment, contact the FM IP Director or his/her designee. The FM IP Director will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken according to FM-ICMP and will contact the appropriate departments and personnel to best address the situation. (see "Emergency Contact Information" on page 36).

_____ Establish behavioral limits and carry them out to the extent that the participant will cooperate.

_____ If the participant is breaking the law (e.g., vandalism, destruction of property) and continues to refuse to seek help, contact the FM IP Director or his/her designee. FM IP Director will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken according to FM-ICMP and will contact the appropriate departments and personnel to best address the situation.

_____ If disruptive behavior continues, notify and brief and contact the FM IP Director. The Director of International Programs will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken according to FM-ICMP and will contact the appropriate departments and personnel to best address the situation.

C. If the participant **will not voluntarily seek help** and **appears to be dangerous** to self and/or others, the program leader or host institution representative must follow the checklist below, as appropriate in the circumstances:

_____ Identify a means of providing immediate help (e.g., local police or other local emergency personnel in the host-country) and make contact with those emergency personnel to receive and carry out those instructions.

_____ Contact FM IP Director or his/her designee and brief him/her regarding the details of the situation (see “Emergency Contact Information” on page 36). The FM IP Director will contact the FM Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken according, and will contact the appropriate departments and personnel to best address the situation.

_____ If directed by the Provost, or his/her designee, and if such procedures exist in the host country, petition to have the participant involuntarily committed to the hospital to obtain treatment.

Program Leaders or representatives of the host institution must not hesitate to use the police in the host country, if necessary. In most circumstances, however, arrangements will be made to have the student sent back to the United States for hospitalization.

3. Potentially Serious Mental Health Problems

Indicators of potentially serious mental health problems may include, but are not limited to, the following: (1) participant is missing class or scheduled program activities, (2) participant asks to take less than a full academic program, (3) participant withdraws from friends and favorite activities, or (4) participant’s host family reports unusual behavior. Causes for these problems are many, but may include clinical depression, eating disorder, or alcoholism. In the event of such conduct, the program leader or host institution representative must follow the checklist below, as appropriate in the circumstances:

_____ Gather and maintain detailed information about the situation and contact the FM IP Director or his/her designee. The FM IP Director will contact the FM Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken according to FM-ICMP and will contact the appropriate departments and personnel to best address the situation. (see “Emergency Contact Information” on page 36).

_____ Inform the FM IP Director of any changes in the participant’s behavior.

4. Infectious Disease or Outbreak of an Epidemic among Program Participants

The most common infectious diseases include pneumonia, tuberculosis, diarrheal diseases, malaria, measles, and cholera. Transmission of an infectious disease may occur through several pathways, including through contact with infected individuals, by water, food, skin contact, body fluids, or airborne inhalation. Most recent outbreaks include Ebola, Severe Acute Respiratory Syndrome (SARS), Avian Influenza, Zika virus, and the H1N1 virus of the swine origin. Program Leaders may wish to consult the Centers for Disease Control website for the latest information. (<http://www.cdc.gov/>)

In the event of infectious disease or outbreak of an epidemic among program participants, the program leader or host institution representative must follow the checklist below, as appropriate in the circumstances:

_____ Determine the urgency of the situation in consultation with the FM IP Director. The FM IP Director will contact the FM Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken according to FM-ICMP and will contact the appropriate departments and personnel to best address the situation.

_____ The FM Provost, or his/her designee, will contact each participant’s designated “Emergency Contact” to inform them of the situation and the FM response to it.

_____ Obtain information from the U.S. Embassy or Consulate regarding the potential health threat,

existence of local medical facilities, local resources, and medical advice as to how to deal with symptoms until medical help is obtained.

_____ Secure medical services immediately for program participants who may have been infected.

_____ The FM Provost, or his/her designee, may activate the FM-ICRT which considers developing an evacuation plan, if deemed appropriate and necessary.

_____ If appropriate, the FM ICRT will develop a communication document to be utilized by all personnel involved, and the FM's Executive Director of Public Affairs issues press releases and updates to inform the media and the FM community.

_____ Provide updates on a frequent basis to the FM IP Director or his/her designee. FM IP Director will contact the FM Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken according to FM-ICMP and will contact the appropriate departments and personnel to best address the situation.

_____ The FM Provost, or his/her designee, will Provide updates to "Emergency Contacts" as appropriate.

B. Legal Emergencies

1. Crime against a Participant (Excluding Sexual Assault)

Crime against a participant, other than sexual assault, may involve a robbery, an assault, or a fight. In the event of a crime against a participant, the program leader or host institution representative must follow the checklist below, as appropriate in the circumstances:

_____ Ensure that the participant involved is safe.

_____ Attend to the immediate physical and emotional needs of the participant(s) and call emergency medical personnel, if necessary.

_____ Contact local host country police and contact the FM IP Director or his/her designee. The FM IP Director will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken according to FM-ICMP and will contact the appropriate departments and personnel to best address the situation.

_____ Speak with the person who reported the crime. Identify as many of the key persons involved and facts as possible. Determine identity and present location of the victim(s) and perpetrator(s). Keep a written log of all obtained facts.

_____ Contact the FM IP Director or his/her designee. FM IP Director will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken according to FM-ICMP and will contact the appropriate departments and personnel to best address the situation.

_____ For serious injury, see protocol for Serious Injury or Illness not leading to immediate death of a participant (page 20ff).

_____ When a victim exhibits fear/fright or shock, activate protocol for psychiatric emergencies (page 21ff).

_____ The FM Provost, or his/her designee, will contact the participant's designated "Emergency Contact" to inform them of the situation.

_____ Brief the FM IP Director on at least a daily basis until the crisis has subsided.

_____ Inform the FM IP Director of any media inquiries.

_____ **In case the program leader or host institution representative is contacted by a representative of the media:** If an FM participant is the victim, **do not** give the name of the participant or speak on behalf of FM without following the checklist below:

_____ Contact the FM IP Director or his/her designee. The Director of International Programs will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken according to FM-ICMP and will contact the appropriate departments and personnel to best address the situation.

_____ Also, please see the section of the FM-ICMP entitled "Communication: Information to the Media and Public" on page 11ff.

2. Sexual Assault

In the case of sexual assault, a participant may be a victim of rape, attempted rape, or other violent or non-violent sexual assault. In the event of a sexual assault, the program leader or host institution representative must follow the checklist below, as appropriate in the circumstances:

_____ Get the victim to a safe place.

_____ Contact local host country police and the FM IP Director of International Programs.

_____ Take notes of the crime including the identity and location of the victim.

_____ Ask the victim whether he/she wishes to involve local or US authorities (i.e., local host country police and/or The FM Provost, or his/her designee,).

_____ Discern any obvious physical and emotional disturbance.

_____ If the victim consents, take the victim to a hospital/clinic which has been identified as competent for urgent care.

_____ If there are signs of obvious emotional disturbance, ask the victim for consent to arrange a consult with a psychologist/psychiatrist as soon as possible.

_____ Contact the FM IP Director or his/her designee. The IP Director will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken and will contact the appropriate departments and personnel to best address the situation.

_____ Begin a written log and update it as the crisis unfolds.

_____ Provide regular briefings to the FM IP Director or his/her designee.

_____ **In case the program leader or host institution representative is contacted by a representative of the media:** If an FM participant is the victim, **do not** give the name of the participant or speak on behalf of FM without following the checklist below:

_____ Contact the FM IP Director or his/her designee. The IP Director will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken according to FM-ICMP and will contact the appropriate departments and personnel to best address the situation.

_____ Also, please see the section of the FM-ICMP entitled “Communication: Information to the Media and Public” on page 11ff.

If the victim declines assistance, the program leader or host institution representative will follow the steps below, as appropriate in the circumstances:

_____ Escort/transport victim home or to a designated location.

_____ Inform victim that he/she will be contacted later to determine if assistance is desired.

_____ Provide victim with numbers of hospital/clinic, psychologist/psychiatrist, and any other rape crisis resources that may exist, as well as a law enforcement authority.

_____ Contact the FM IP Director or his/her designee. The IP Director will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken and will contact the appropriate departments and personnel to best address the situation.

_____ Begin a written log with clear notation of the circumstances surrounding the offer of assistance and the victim’s refusal to accept such assistance. Update the log as the crisis unfolds.

_____ Provide regular briefings to the FM IP Director.

_____ **In case the program leader or host institution representative is contacted by a representative of the media:** If an FM participant is the victim, **do not** give the name of the participant or speak on behalf of FM without following the checklist below:

_____ Contact the FM IP Director or his/her designee. The IP Director will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken according to FM-ICMP and will contact the appropriate departments and personnel to best address the situation.

_____ Also, please see the section of the FM-ICMP entitled “Communication: Information to the Media and Public” on page 11ff.

3. Harassment

Harassment is defined as unwelcome or unsolicited speech or conduct based on race, sex, creed, religion, national origin, age, color, sexual orientation, or disability that creates a hostile learning, living, or work environment, or that occurs in circumstances involving *quid pro quo*. Harassment based upon race, color, religion, creed, sex, national origin, age, or disability is a form of discrimination in violation

of U.S. federal and state law, as well as FM University policy. According to federal, state and local laws, FM prohibit harassment on the basis of sexual orientation. Retaliation against any person opposing or complaining of harassment is also prohibited misconduct.

Harassment can be manifested in severe and pervasive conduct including the following:

- An instructor or program leader uses derogatory terms that stereotype people on the basis of their religion, disability, sexual orientation, or national origin.
- An instructor or program leader makes sexual comments or asks questions of a sexual nature which interfere with a participant's work or make him or her uncomfortable.
- A fellow participant, instructor, or program leader continually tells racist or homophobic jokes, or uses demeaning slang words for people, or for groups of people, based on their race, religion, national origin, or sexual orientation that makes a participant's learning environment uncomfortable.
- An instructor or program leader imposes his or her religious beliefs on a participant.

For Program Participants: A participant experiencing harassment must follow the checklist below, as appropriate in the circumstances:

_____ The participant must document the incident(s) thoroughly and keep detailed notes on the discussion with the alleged perpetrator and subsequent events.

Contact the FM IP Director or his/her designee. The Director of International Programs will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken and will contact the appropriate departments and personnel to best address the situation.

_____ If the perpetrator's behavior does not stop, he or she must report this behavior to the program leader who will contact the FM IP Director or his/her designee. The Director of International Programs will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken and will contact the appropriate departments and personnel to best address the situation.

For Program Leaders: Once a participant has reported a harassment case, the program leader must follow the checklist below, as appropriate in the circumstances:

_____ If any participant expresses a concern or complaint about harassment, take it seriously and conduct an appropriate investigation, with guidance from the FM Provost, or his/her designee.

_____ Assist the participant to effectively handle the situation and bring it to a satisfactory resolution.

_____ Conduct an investigation with the goal of determining whether the alleged behavior occurred and whether it constituted sexual harassment.

_____ If so, meet with the individual whose behavior is alleged to be offensive or unwelcome and discuss the situation to make it clear that the behavior is offensive or unwelcome and must cease immediately.

_____ Take appropriate measures to ensure that the participant making the complaint and those supplying collaborative information are protected from retaliation.

_____ If the alleged perpetrator is an FM employee or student, Contact the FM IP Director or his/her designee. The Director of International Programs will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken and will contact the appropriate departments and personnel to best address the situation.

_____ Based on the outcome of the investigation, the Provost, or his/her designee, in consultation with the program leader and FM General Counsel will determine what additional action to take is necessary.

For students on semester/year or private provider programs: the host institution representative must follow as much of the above checklist as possible, then refer the student to the the FM IP Director or his/her designee. The Director of International Programs will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken according to FM-ICMP and will contact the appropriate departments and personnel to best address the situation.

4. Crime Committed by a Program Participant

A program participant could be arrested for any crime (e.g., theft, assault, or drug possession). In the event of a crime committed by a program participant, the program leader or host institution representative must follow the checklist below, as appropriate in the circumstances:

_____ Assess the situation quickly by obtaining as many details as possible (i.e., determine who, what, when, where, how, and why) and begin writing a log of the crisis situation. Add to this log as the crisis develops.

_____ Contact the U.S. Embassy Consular Officer immediately and ask for guidance on what legal assistance is available for the participant and provide this information to the participant. Consular officials cannot get involved in legal/judicial process, cannot get the participants out of jail, and cannot demand any treatment better than the other prisoners.

_____ Contact the FM IP Director or his/her designee. The IP Director will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken and will contact the appropriate departments and personnel to best address the situation.

_____ The FM Provost, or his/her designee, may activate the FM International Crisis Response Team, which will serve as a resource and provide appropriate recommendations for continuing action to resolve the situation.

_____ If permitted, visit the participant where he/she is being held and explain the legal procedures of the host country (as best as the program leader or host institution representative understands them) and remain in close contact with the U.S. Embassy Officer assigned to the participant.

_____ Provide regular updates (on a daily basis) to the FM IP Director.

_____ **In case the program leader or host institution representative is contacted by a representative of the media, do not** give the name of the participant or speak on behalf of FM

without following the checklist below:

_____ Contact the FM IP Director or his/her designee. The Director of International Programs will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken and will contact the appropriate departments and personnel to best address the situation.

_____ Also, please see the section of the FM-ICMP entitled “Communication: Information to the Media and Public” on page 11ff.

C. Missing Program Participant

A participant may be reported missing by roommate(s), other program participants, host family, or professor(s). In the event of a missing program participant, the program leader or host institution representative must follow the checklist below, as appropriate in the circumstances:

_____ Notify the local host country police authorities. Ask them to check hospital and city records for information concerning the missing participant. Find out how long a person must be missing before a report can be filed and what the procedure is for filling out a missing persons report. Contact the host university student health service (if applicable). Contact the host university psychiatric services (if applicable) in case the student has been admitted to their facilities. Begin writing a log of information supplied and actions taken. This log must be updated as the crisis progresses.

_____ Contact the FM IP Director or his/her designee. The Director of International Programs will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken and will contact the appropriate departments and personnel to best address the situation.

_____ The FM Provost, or his/her designee, will contact the participant’s designated “Emergency Contact” to inform them of the situation.

_____ If the participant lives in a building on-campus, the program leader or host institution representative must notify that building’s responsible person. That person must contact the participant’s roommate and friends in the immediate vicinity of the participant’s room and report any findings. The leader will then relay all information to the FM IP Director or his/her designee.

_____ If the participant lives off-campus, the program leader or host institution representative must talk with the participant’s roommate or host family and neighbors. Ask them to contact the program leader or host institution representative immediately if the participant returns. If the participant lives alone, the program leader or host institution representative must ask the landlord to accompany him or her to the apartment of the missing participant to look for information that may indicate the whereabouts of the participant. If the landlord refuses, the program leader or host institution representative must ask the local police to investigate.

_____ Contact the participant’s professors and classmates to determine when the participant was last seen. Gather information on any unusual behavior that may have been exhibited.

_____ If the participant has not been located within the required amount of time (according to the host country laws), the program leader or host institution representative must file a report with the local police in the host country.

_____ If applicable, the program leader or host institution representative will work with the FM IP Director or his/her designee. The Director of International Programs will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken and will contact the appropriate departments and personnel to best address the situation.

_____ The program leader or host institution representative and the FM IP Director his/her designee will provide appropriate information and reassurances to other FM study abroad program participants.

_____ Once the participant has been located, the program leader or host institution representative must inform appropriate persons on-site and contact the Contact the FM IP Director or his/her designee. The Director of International Programs will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken and will contact the appropriate departments and personnel to best address the situation.

_____ **In case the program leader or host institution representative is contacted by a representative of the media, do not** give the name of the participant or speak on behalf of FM without following these steps:

_____ Contact the FM IP Director or his/her designee. Contact the FM IP Director or his/her designee. The IP Director will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken and will contact the appropriate departments and personnel to best address the situation.

_____ Also, please see the section of the FM-ICMP entitled “Communication: Information to the Media and Public” on page 11ff.

D. Political and Natural Disaster Emergencies

Typical political unrest may include overthrow of the host country government by the military, violence again U.S. citizens, terrorist acts, severe rioting, or civil unrest. Natural disaster emergencies may be created by events such as earthquakes, typhoons, floods, or tsunamis. In the event of political and natural disaster emergencies, the program leader or host institution representative follow the checklist below, as appropriate in the circumstances:

_____ Contact all participants to make sure that they are accounted for and are safe. If a participant has been injured, have his/her physical injuries attended to (see “**Serious Injury or Illness**” on page 20). Caution participants about speculative communication and advise them to wait until clear information is available before contacting home.

_____ Contact the U.S. Embassy or other official government agency and ask for advice and assistance. If the U.S. Embassy is closed, determine the location from which the Embassy is operating (e.g., other embassy within the country, U.S. Embassy in a neighboring country). Gather information or advice regarding: the target of unrest and possible danger to U.S. citizens; minimizing danger to participants; the probable impact of the event on availability of food, water, and medical supplies; the intensity of the emergency or political unrest; the presence of emergency or military personnel; the feasibility of continuing the program; and any other information that may aid in the follow-up actions or decisions. Gather as much information as possible. Begin a written log. Continue to update this log as the emergency progresses.

_____ Contact the FM IP Director or his/her designee. The Director of International Programs will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken and will contact the appropriate departments and personnel to best address the situation.

- Contact the U.S. Department of State's Citizen Emergency Center (1-888-407-4747 Toll free from U.S. and Canada; From Overseas +1 (202) 501-4444 for suggestions and assistance and access <http://state.gov> for updates.
- Contact the U.S. Embassy in the host country.
- Contact U.S. study abroad offices at other institutions that have programs in the region to develop a common plan of action. He/she will continue to be in contact with these offices as the situation develops.

_____ The FM Provost, or his/her designee, may activate the FM International Crisis Response Team to consider the following actions:

- Immediate measures needed to ensure the health and safety of participants and faculty/staff.
- Notification of the "Emergency Contacts" for all participants and providing them with regular updates.
- Additional issues regarding health, safety, academics, financial aid, public relations, and legal liability.
- Appropriate actions to be taken overseas, including dealing with participants' initial concerns and recommendations regarding appropriate participants' behavior.
- Development of an evacuation plan, if deemed appropriate. The plan would take into consideration the relative safety of various modes of transportation and travel routes, the costs of evacuation and means for meeting these costs, the possibility of splitting up the participants into smaller groups and having them reconvene later in a different location, and resources available in the host country.
- Development of guidelines to be utilized when speaking to the media or other individuals about the crisis in order to prevent unnecessary concern and to promote consistency and accuracy in responses. The Provost, or his/her designee, will speak to the media.
- Preparation of a list of people to be alerted once the crisis management plan is in place. This list will include the parents and families of participants abroad, the FM Office of the President, University community, FM Board of Trustees, state officials and legislators, and the media.
- Development of a plan for daily communication with key people and organizations. The FM Provost, or his/her designee, will serve as the link with the program leader. The program leader and other designated key people will be contacted on a daily basis until the crisis is resolved.

_____ The FM IP Director or his/her designee will maintain a written log of all events, and he/she will write a final report after the crisis ends.

_____ The FM Provost, or his/her designee, will brief the program leader concerning the plan of action developed by the FM-ICRT. The FM Provost, or his/her designee, and the program leader will work together to determine an appropriate course of action and means of disseminating information to program participants.

_____ Utilize available resources to carry out the plan of action decided upon in conjunction with the FM-ICRT.

_____ Once the crisis has ended, the FM-ICRT works with the program leader to assess the impact of the event and provide any follow-up that may be needed.

E. Death of a Program Participant or University Personnel

Death of a program participant or university personnel may result from various causes such as a fatal accident or illness, suicide, or homicide. In the event of the death of a program participant, the program leader or host institution representative must follow the checklist below, as appropriate in the circumstances:

_____ Verify the identity of the participant or university personnel and gather as much information about the circumstances surrounding the death as possible. The program leader or host institution representative must begin a written log and update the log as the crisis progresses.

_____ Contact the FM IP Director of International Programs or his/her designee and the U.S. Embassy or Consulate as soon as is appropriate and brief them on the death of a program participant (see “Emergency Contact Numbers” on page 36).

_____ The FM IP Director will contact the FM Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken will contact the appropriate departments and personnel to best address the situation including: a university official traveling to the program site to care for other students and to address their needs. If necessary and appropriate, FM may send a team of professionals to the host country to provide the necessary support to program participants.

_____ The FM Provost, or his/her designee, will notify the participant’s designated “Emergency Contact” responding to non-medical questions and referring medical questions to the host country medical authorities, and offers other appropriate support.

_____ The FM Provost, or his/her designee, will host institution representatives in assisting the family with logistical arrangements (e.g., transportation arrangements, accommodations, and arranging for a meeting with the physicians).

_____ The FM Provost, or his/her designee, may activate the FM-ICRT to coordinate a plan for managing the situation. The FM-ICRT may construct a network to offer appropriate support to all involved parties, such as close friends, roommates or housemates, the host family, other FM program participants, and the person directly involved in discovering the death.

_____ Once the network is in place, the program leader or host institution representative informs the participant’s roommate(s) or housemates and close friends, as well as other FM study

abroad program participants.

_____ The FM-ICRT notifies the FM University leaders and all appropriate offices of the death. The FM-ICRT makes sure that all the appropriate paperwork is completed. The FM Provost, or his/her designee, follows-up to ensure that all appropriate contacts have been made and develops a communication message to be sent to the campus community and the media.

_____ **In case the program leader or host institution representative is contacted by a representative of the media, do not** give the name of the participant or speak on behalf of FM without following the checklist below, as appropriate in the circumstances:

_____ Contact the FM IP Director or his/her designee. The IP Director will contact the Provost, or his/her designee, and report on the situation. The FM Provost, or his/her designee, will determine the actions to be taken and will contact the appropriate departments and personnel to best address the situation.

F. Death of Program Participant's Family Member

It is possible that death may occur in the participant's family while he or she is abroad. Should a participant's family member die, the program leader or host institution representative must follow the checklist below:

_____ Write down who is providing the information about the death in the participant's family (name, relationship to the participant, and where and how they can be reached).

_____ Write down information concerning what happened to the family member, such as where and when the death took place.

_____ Review the situation with the participant as is deemed appropriate.

_____ If appropriate, secure counseling services from the host site, assist the affected participant and all other program participants and determine if any other support is required.

_____ If directed by Provost, or his/her designee, assist the participant in returning home for the funeral and review any financial support issues with the participant and the FM IP Director. Does the participant need immediate financial support? The Provost, or his/her designee, will work with the program leader or host institution representative to book flights for the affected participant to return to the U.S.

_____ Review the participant's status in the program prior to departure and following his or her return, as well as contact the host university.

_____ The FM Provost, or his/her designee, will confirm that the participant returned home and sends card and flowers/donation to family as appropriate.

_____ The FM Provost, or his/her designee, and host institution representative coordinate the return of the participant to study abroad location if it is deemed appropriate.

_____ The FM Provost, or his/her designee, will work with the Registrar's Office, academic department, Office of Student Accounts, and Dean of Students to determine academic and fee details for the participant involved.

INTERNATIONAL INCIDENT REPORT FORM

(Intended for Program Leaders—Those Traveling with Participants Abroad)

This report is to be completed when an incident occurs with any international travel/study program participant. This report is to be forwarded immediately to the FM IP Director. Also immediately call the FM IP Director or his/her designee to report this incident.

Date: _____

Time: _____

Reported by (FM employee's name): _____

Type of incident:

Emergency

Non-emergency

Other (please specify): _____

Date/time of incident: _____

Contact person providing report: _____

Contact phone number(s): _____

Affected participant is a:

Student

Faculty

Staff

Other (please specify): _____

Name(s) of the participant(s) involved in the incident (FMU ID# or passport #, if available)

Title of the education abroad program

Incident description

Serious injury or illness

Rape or assault

Missing participant or kidnapping

Arrest or incarceration

Hostage situation

Political unrest (situation)

Man-made or natural disaster

Death of a participant

Violation of FM policies

Other (please specify): _____

Program location (city and country)

Program's travel dates

Describe the incident

Summarize condition of affected participant(s) (e.g., the physical and psychological condition of affected participants, imminent dangers or risks, proximity of event to affected participants, adequacy of food, housing, medical attention).

Summarize any action taken (e.g., response taken by any local authorities, medical attention provided, plans for evacuation, plans in the event situation gets worse).

Received by (name of OIED staff): _____

Date/time received: _____

Copies sent to: _____

You may add additional sheets to this form to explain more fully the incident.