

Emergency/Crisis Response

What constitutes an emergency:

An emergency is any circumstance that poses a genuine risk to, or that has already disturbed the safety and well-being of program participants. Emergencies will include, though not be confined to, the following types of events and incidents:

1. Any situation where the health and/or safety of the participant and/or group is immediately jeopardized;
2. Criminal assaults against program participants;
3. Sexual assault or rape;
4. Serious illness, physical or emotional, injury or death;
5. Hospitalization for any reason;
6. Psychological emergency;
7. Disappearance or kidnapping of a participant;
8. Arrest, incarceration, or deportation;
9. Terrorist threat or attack;
10. Local political crisis;
11. Pandemic;
12. Natural disasters;
13. Serious Code of Conduct Violations.

Faculty Director Emergency/Crisis Priorities

- **Account for all students, staff, and faculty,**
- **Address immediate health/safety concerns,**
- **Contact SCSU Education Abroad on-duty staff by calling Public Safety,**
- **Document situation or incident,**
- **Update SCSU Education Abroad staff.**

Education Abroad Emergency/Crisis Priorities

- Account for all students, staff, and faculty on-site
- Respond to concerned callers
- Pull together the Crisis Response Team
- Provide SCSU administration with regular updates
- Assess safety of location for continued program presence
- Communicate assessment to faculty/students
- Inform University Communications for media notification if necessary

General guidelines:

The incident will be managed by a combination of people depending on the program in which the incident occurs. The possible parties include the Faculty Director on the program, the Academic Director and/or the Resident Coordinator on the England program, the international office on the host campus, the program provider in the US and abroad, and the Education Abroad Director in the US and others on the SCSU campus in conjunction with the Crisis Management Team if necessary.

- Chronological logs should be kept in a crisis – outline what steps were taken, when then occurred (time/date) and with whom staff members talked and what follow-up actions were taken.
- Use the checklist as a guide, but keep record of the entire incident including the nature of the incident, what occurred, who was involved participants and those helping in the incident.
- Confidentiality and FERPA must be maintained.
- Parental contact:
 - Faculty directors should not make direct, initial contact with family members without the student's permission.
 - The student should communicate with his/her parents/family members about a critical incident.
 - Parents/immediate family will be contacted without student permission under the following conditions:
 - The student is unable to speak for himself/herself;
 - The student has been missing for more than 24 hours;
 - The student is perceived to be a danger to himself/herself or others; and/or
 - When a significant health, safety or security incident affecting the entire program has occurred abroad, or to provide information or updates.

Student Death/Repatriation:

- Faculty director needs to account for other students on program and ask them not to talk about the incident or post on social media until family can be notified.
- The Director of Education Abroad will be informed immediately.
- Faculty director needs to contact American Embassy immediately.
- Director of Education Abroad will contact American Embassy, if not already done by faculty director.
- Director of Education Abroad will contact Vice President for Student Affairs.
- Faculty director can ask some students to assist by document situation surrounding incident.
- University protocol for student death will be followed.

Medical Emergencies/Hospitalizations:

- The Director of Education Abroad will be informed of all student/staff admitted to hospital.
- The main consideration is support for the student/staff and others that may be affected.
- The situation will be assessed for how involved the US side needs to be involved, and who will handle on overseas side.
- If staff/faculty member is hospitalized who will be directed to be in charge of program? Staff from US may need to fly to location to assist.
- Education Abroad staff will contact insurance company and SCSU campus Medical Director as needed dependent upon the situation.
- It would be expected that either the faculty director or the host institution will deal with specifics of the students, liaising with doctors and lecturers (if needed).

Psychological Emergencies:

- If possible and appropriate, Director of Education Abroad will be informed of all situations regarding mental health issues while abroad.
- Director of Counseling and Psychological Services will be consulted for next steps.
- Appropriate campus administration will be informed. Student right to privacy will be respected.
- The main consideration is support for the student/staff and others that may be affected.

- It would be expected that either the faculty director or the host institution will deal with specifics of the students, liaising with doctors and lecturers (if needed).

Political Unrest:

- Director of Education Abroad will attempt to contact faculty director and/or host institution to determine severity of situation and to locate all participants.
- Contact American Embassy for updated information (find information on web). If warning/alert a determination of evacuation will need to be made.
- Director of Education Abroad will attempt to contact MN institutions with programs in the same country to determine their course of action and combine resources if applicable.
- Email to all participants will be sent with instructions with a copy to the host institution/faculty director.

Crime/Arrests:

- American Embassy will be consulted.
- Appropriate SCSU administration will be consulted including university legal.

Natural Disaster:

- Director of Education Abroad will attempt to contact faculty director and/or host institution to determine severity of situation and to locate all participants.
- Contact American Embassy for updated information (find information on web). If warning/alert a determination of evacuation will need to be made.
- Director of Education Abroad will attempt to contact MN institutions with programs in the same country to determine their course of action and combine resources if applicable.
- Email to all participants will be sent with instructions with a copy to the host institution/faculty director.

Evacuation (due to National Disaster/Terrorism/War/Political Emergency/Pandemic):

- In the event of a crisis needing evacuation, whatever measures are necessary to ensure the safety of all students in conjunction with the various government, education, health and travel professionals/authorities.
- Director of Education Abroad will attempt to contact all host institution contacts via email and/or phone to discuss severity of situation and their next course of action.
- Director of Education Abroad will contact other universities in MN or surrounding area with programs in the same country to find out their course of action and to combine resources if appropriate.
- Determination on whether evacuation is back to the U.S. or to a third country will depend on situation and decision will be made in conjunction with appropriate SCSU administration and host institution (if applicable).