



**Study Away
(Study Abroad &
Domestic Study)
Safety and Emergency / Crisis
Response Plan for Trip Leaders
and Staff Support**

PURPOSE

This document provides guidelines for Salt Lake Community College (SLCC) students, faculty, and staff who participate in Study Away (study abroad and domestic study) in case of an emergency.

EMERGENCY/CRISIS RESPONSE PLAN FOR STUDY ABROAD

Safety for SLCC faculty, staff, and students is a priority, and adequate planning and preparation are required to keep people safe. Despite all precautions, unforeseen risks do occur. While the *SLCC Emergency/Crisis Response Plan* is comprehensive, it is also expected to be flexible and pragmatic. The plan offers step-by-step details on how to respond to a situation, but situations rarely go as planned. Trip leaders need to use good judgment and communicate the: who, what, where, when, why, and how. It is also important for the program leader to document all actions and communication along the way.

LEVELS OF EMERGENCIES ON STUDY AWAY TRIPS

The following is a list of examples for Level 1, Level 2, and Level 3 emergencies.

Level 1	Level 2	Level 3
Lost documents/money/flight	Alcohol/drug abuse (depending on severity)	Death
Lost participant	Arrest/criminal charges	Epidemic outbreak
Minor accident/injury/illness	Assault (sexual/other)	Hostage situation
Petty theft	Family emergency	Kidnapping
Road accident (depending on severity)	Injury/illness - serious	Natural/human disaster
Student discipline	Medical evacuation	Terrorism
Travel delay	Political/civil unrest	Socio-political (riot, coup, terrorist attack)

EMERGENCY RESPONSE TEAM

The *Emergency Response Team* will be the first responders to assist you. This team is a decision-making group made up of individuals who will review a crisis to determine the next steps for any SLCC representative or group traveling overseas. If parents or family members need to be contacted, someone from the Engaged Learning Office (ELO) or their designate will handle that responsibility. The members of the *Emergency Response Team* are:

Director of Engaged Learning: Lucy Smith 801-957-4688 or cell 801-274-0546

Associate Provost of Learning Advancement: Dr. David Hubert 801-957-4280 or cell 801-824-4048

Executive Director of Public Safety: Shane Crabtree 801-957-4571

Manager, Emergency Response: John Flynt 801-957-4963

Risk Management: 801-957-4533

Dean of Students: 801-957-5027. **Online reporting forms:** <http://www.slcc.edu/deanofstudents/forms.aspx>

Program Leader's Associate Dean and/or Director:

Other emergency numbers:

SLCC Dispatch 801-957-3800

Before You Go...

- Read this emergency plan in its entirety and ensure you have access to it throughout the program. You will receive a hard copy and need to download it on your phone as well.
- Clearly communicate all activities that take place on the program, whether as part of the learning or free time. The College can be held liable if some aspect of the program is not disclosed in advance to students.
- Encourage students to have access to emergency funds prior to departure.
- Encourage students to learn some phrases in the target language (if applicable) to make getting around easier.
- Discourage students from bringing a lot of cash or jewelry.
- Inform all participants about health, safety, emergency preparation, and cross-cultural issues that could affect them. Document all orientation sessions and the content covered.
- Identify a peer group leader in advance if something happens to you. They can assist with program implementation and should be advised on how to respond to an emergency abroad.
- Be conscientious about planning any high-risk activities for your program, such as scuba diving, white-water rafting, mountain hiking, bungee jumping, attending activities with large crowds of people, etc. Unsupervised swimming is also a risky activity.

MEDICAL/TRIP INSURANCE & EMERGENCY ASSISTANCE

For international trips, leaders receive medical/trip insurance. Some domestic trips will also have this. The plans offer coverage for emergency and medical services which may include: medical expenses and evacuation, repatriation, team assist, baggage loss, emergency medical reunion, trip interruption, and security evacuation.

Each student will receive an email notifying them of their enrollment which will include a copy of the insurance card. All students should familiarize themselves with their insurance card and take note of their ID number, policy number, emergency contact phone numbers and your Team Assist ID #.

For **EMERGENCY** medical referrals, evacuation, repatriation, or other services please call:

(855) 951-2326 (Inside the USA)

+1 (443) 470-3043 (Outside the USA Call Collect)

Email: MEDASSIST-USA@AXA-ASSISTANCE.US

CLAIMS PROCEDURE

In the event covered loss occurs or you receive medical treatment, please submit an itemized bill, along with the amount paid (in U.S. dollars) to the claims company listed below within 90 days of the covered loss or treatment or as soon as reasonably possible. We suggest that you keep a copy of the information you submit for your records. Submit claims to:

Cultural Insurance Services International

1 High Ridge Park,
Stamford, CT 06905

email

claimhelp@mycisi.com

phone: 1-800-303-8120

In the event of an emergency, YOU MUST CONTACT THEM IMMEDIATELY to create a case for you. They can let you know if it merits them knowing right away or if it is something that can wait until your return to the US.

PRESCRIPTION MEDICATION

All prescription medication should be transported in its original bottle with your name on it. If possible, take the original prescription with you; this will allow you to refill your prescription if you lose your medication while abroad.

INTERNATIONAL TRAVEL WARNING PROCEDURE

If a *reconsider travel* or *do not travel* warning is issued by the U.S. Department of State, the *Emergency Response Team* will review the warning to determine if the program can run or should be postponed, redirected, or cancelled. If a travel warning is issued when the program is already in the country, the *Emergency Response Team* will review the warning to determine if the program can continue or be cancelled.

WORLD NEWS MONITORING

When traveling overseas, it is important to stay current on world news, and especially news in the host country.

TRAVELERS' CHECKLIST

Every study away program has a roster with personal contact information, passport numbers or I.D. information, insurance info, and emergency contact information for each traveler. Trip leaders receive a copy of the roster, and a copy is kept on file in the ELO.

EMERGENCY CONTACT INFORMATION FORM

An *Emergency Contact Information Form* was created for study away programs prior to departure.

This form contains the international cell phone numbers, consulate or embassy contact information, and emergency contact information. All participants should always keep a copy of the Emergency Contact Information with them.

On-site Guidelines

UPON YOUR ARRIVAL TO THE LOCATION

Contact the ELO to let us know you arrived safely.

IN-COUNTRY EMERGENCY PLANNING MEETING

Upon arrival, it is important to hold an emergency planning meeting. During this session, introduce students to their surroundings and remind them to always let someone know where they are and not to go out alone. Review the following safety guidelines (this list is not all inclusive, including other items as needed):

- Note the direction of the cars and remind students that not all countries yield to pedestrians.
- Always use the buddy system (2+). Be sure that students always tell you where they will be and at what time they are to return.
- NEVER get in a car with strangers.
- Tell students that if they become lost, they should only ask for directions from someone in authority. Tell them to look confident, like they know where they are going. If they are followed, they should get to a populated area and call for help.
- If students are threatened, tell them to attract attention, try to get away, and call for help. If someone demands money, just hand it over.
- Beware of pickpockets in large crowds and on public transportation. Often, thieves will have accomplices who will jostle you, ask for directions, point to something on your clothes, or distract you.
- Avoid large crowds and gatherings (i.e., demonstrations).
- Do not tell strangers where you are staying.
- For international travel, know how to recognize law enforcement and review important host country laws pertaining to alcohol, drugs, dress, appropriate behavior in public, etc. Penalties may be significantly stricter than in the United States.

QUICK REFERENCE CONTACT CARD

When you get to your destination(s), be sure that students write and/or take a picture of the names, addresses, and phone numbers of their accommodations. They should always keep this with them, it will come in handy if they get lost! Students should always carry insurance cards.

Pcard

Use this card for pre-approved, trip-related expenses and/or for emergencies. You must keep

track of all purchases on the card, the purpose of the purchases, and receipts.

Allowed emergency situations for using the card:

- Serious circumstance where a student was robbed or lost all money and cannot get money or have any sent.
- Postponement of travel plans due to an unforeseen event or major emergency

Here are some FAQs for International Travel from the US Department of State website regarding emergency response (for international travel only):

◆ ***All trip participants are enrolled in the Smart Traveler Enrollment Program (STEP).*** Also be sure to monitor the travel.state.gov website for updates, as this is the primary tool to disseminate important information during a crisis. Their Facebook and Twitter accounts are also good sources of information. Rest assured that in case of a crisis, they will make use of all available modes of communication to keep U.S. citizens informed, including the internet, social media, TV, and radio.

◆ ***If I do not hear from the embassy, can I call them?***

Often our embassies and consulates abroad cannot handle the huge volume of calls that follow a major crisis. They encourage you to contact them using the Task Force Alert special e-mail addresses established for public inquiries during a crisis, or our U.S.-based telephone number at 1-888-407-4747 (from overseas +1-202-501-4444).

◆ ***What if I do not have access to e-mail or phone?***

We know that the internet and cell phone service is sometimes interrupted during a crisis. Landline phones might also be affected. In such cases, local television and radio will be used to broadcast emergency information and may also use a system of pre-designated U.S. citizen “wardens” to pass on information to other U.S. citizens in your area. You are also encouraged to reach out to family and friends outside the affected area to obtain information and relay messages to and from the task force handling the crisis at the Department of State. Do not underestimate the power of social media – regularly updating your status through social media sites is an effective way to let your loved ones know how you are doing.

CULTURE IN CRISIS MANAGEMENT

For international travel, it is important to note that it is essential to understand that culture is a component of crisis management. In times of emotional and physical distress, culture plays a key role in how people respond the way they do. Not only should program leaders understand the culture of the host country, but they should also be familiar with the cultural backgrounds of their students as well. You may have an Asian student traveling on a Study Abroad program to Costa Rica, or a Latin American student participating in a program in Japan. What will be the cultural adjustments these students need to make once in the host country? Are you prepared to understand and deal with these challenges? While this type of preparation falls outside of the scope of this plan, it is important that the program leader has cross-cultural training as part of their preparation to effectively deal with any situation that may arise.

LANGUAGE BARRIERS

If you are in a crisis and have difficulty communicating with local authorities, contact your tour operator or in-country host to see if they can be of assistance. You may also want to contact the U.S. consular or embassy office to see if they can provide you with a translator.

GENERAL NOTES

KEEP YOUR COOL

As the program leader, it is important that you remain cool and collected. Sometimes the disorientation that accompanies a crisis can render people unable to think straight or take immediate action. Students will look to you for help, so this is where your leadership is critical. After the first shocking moments of an emergency or crisis, you need to be prepared to take quick, culturally sensitive, and appropriate steps to deal with the situation. In the event of an emergency or crisis, first verify the *Quick Reference Emergency Response Procedures*, organized by emergency type, to find out exactly what actions you should take. While we cannot foresee every emergency or crisis for every country setting, we have provided you with information on many different scenarios to help you be prepared to respond appropriately. We have assembled teams of individuals to help deal with the situation at hand.

GROUP SEPARATION IN A CRISIS

All students should know the designated meeting spot in the event of a crisis, as this should be discussed at your emergency planning meeting. The primary meeting spot should be your hotel or accommodation. If students are spread out, then select a spot that everyone can easily get to. If people cannot get to their hotel or accommodation location, then the secondary meeting spot should be a location that you have already designated. In a worst-case scenario, students should meet at the closest U.S. consular office or embassy or policy department.

COMMUNICATING WITH FAMILY, FRIENDS, OR THE MEDIA

◆ *Q. What is my first communication priority in a crisis?*

Every crisis is different, but the most serious should trigger communications with members of the Emergency Response Team. For an individual incident, if possible, discuss with the student if they want the program leader to contact their family back home. It is best if the student makes the call to their family. If the student is not composed enough to have a conversation with their family, it suffices for them to simply say, "I'm OK – here is my program leader to provide you with details." Then the program leader should get on the phone to provide more information.

◆ *Q. Do I have to talk to reporters?*

You are *not* required to respond to reporters. You may decline by saying something like: "***I am sorry. I am not prepared to speak to reporters at this time. I would rather wait until I have all the information. Please know that my priority is the safety and well-being of each of our students.***" You are strongly encouraged not to say, "no comment," as it seems evasive and as if you are hiding something. **The SLCC public relations department will perform all official communications on behalf of the College. Please call 801-957-5099.**

RIGHT TO PRIVACY

We comply with all applicable state and federal laws pertaining to the privacy of certain information relating to students. This includes, but is not limited to, the Family Educational Rights and Privacy Act (FERPA), which protects the privacy of certain education records directly related to a student.

Additionally, the federal Health Insurance Portability and Accountability Act (HIPPA), protects the privacy of health-related information of individuals, including students. The program leader should also understand that these rights, as they pertain to a student's medical records, belong to the student and in most circumstances, can only be waived by the student's authorization. If somebody contacts you regarding the status of a student, be sure to review the release of information. If the student is unable to give this consent, only give information to the individuals listed on the release of info document. For any questions regarding student records or privacy rights, please consult the ELO.

STUDENTS AND MONEY

Students should bring enough money with them prior to travel. If a student needs emergency funds because they lost all their money or were robbed, ask the student to contact a family member back home for a credit card or to wire funds. Alternatively, you can provide them with enough for essentials (if feasible). Be sure to inform the ELO of the situation and keep all receipts.

STUDENTS NOT ABLE TO RETURN HOME

If a student is not able to return home because of a medical situation or some other reason, the program leader should stay behind to accompany the student home. If an extended stay is required, then a plan will be worked out with the *Emergency Response Team* in conjunction with the student's family to get the program leader back home and ensure someone is sent to remain with the student. The insurance policy includes coverage for transporting ill travelers back home, or to arrange for a family member to travel to the ill traveler if deemed necessary by physicians.

EMERGENCY CONTACTS

In the event of an emergency, someone from the *Emergency Response Team* will contact all the individuals listed as emergency contacts for both the program leaders and the students on the *Traveler's Emergency Contact*.

PROGRAM CANCELLATION

If, after deliberation, the decision is made by the Emergency Response Team to continue a program during a crisis, this information will be shared with the program leader, students, and family members. Unless the U.S. State Department or U.S. Authority has directly ordered an evacuation of the area, the safest course of action is to stay put. In other circumstances, it may be better to cancel a program and take a financial loss than to continue to risk problems later. If a program is cancelled, there are two items that will need to be addressed:

1. Provisions will have to be made to complete the academic work that has been interrupted back at home.
2. Insurance claims will need to be filled out to address any financial loss.

WHEN YOU RETURN

It is important that you check in with the ELO when you return to the US so that we know you arrived safely. Contact us by phone at 801-957-4688, email at engagedlearning@slcc.edu or cell 801-274-0546.

INSURANCE CLAIMS

Remember to file claims if you had an emergency abroad that required the use of the insurance.

EMERGENCY/CRISIS RESPONSE DEBRIEFING

If the *Emergency Response Team* is activated, a debriefing meeting will be held after the event when participants are back in the United States. During this debriefing meeting, all aspects of the situation will be reviewed to ensure that protocols were followed and any recommendations for improvement to these protocols will be documented. Be sure to document all actions and communications that happened in the event of an emergency and bring that documentation with you to the debriefing meeting.

Quick Reference Emergency Response Procedures

GENERAL PROTOCOL:

In the event of a serious situation, remember to contact the following people and be sure to maintain a written log of all communication and actions:

- **Emergency Response Team**
 - They will determine if/when emergency contacts should be notified.
- **Contact local authorities as needed**
- **U.S. Consular or Embassy Office as needed**
- **Cultural Insurance Services International (CISI) at 1-800 303-8120**
- **Maintain written documentation of all actions and communications.**

Lost Travel Documents (Level 1)

If someone on the trip loses their ticket, passport, or visa, you need to:

1. Contact the ELO since they have additional copies or look in your trip SharePoint folder.
2. Contact the U.S. consular for lost passports or visas if necessary.
3. Contact the airlines for lost tickets.
4. Find out if the student has the funds needed to replace the document. If not, have the student contact their emergency contact for funds.
5. If the student will miss his or her return flight to the U.S., a trip lead should stay behind.

Lost Participant (Level 1)

If a student cannot be located, but you have not reached the conclusion that they have disappeared or been kidnapped, do the following:

1. Contact the Emergency Response Team
 - a. They will determine if/when emergency contacts should be notified.
2. Gather all specific information of the situation: name, date, time, place, incident summary, witnesses, etc. Try to find out if the student has any known social problems such as drinking, drugs, gambling, sexual behavior patterns, etc. from program participants.
3. Contact the local police for assistance. Get a translator if needed.
4. Visit the places that the student was last seen, last class attended, last person visited, last purchase, etc.

5. Only after you have exhausted all possibilities and you think that this may be a serious situation, then follow the **General Protocol** instructions. Do NOT contact the individual's family. This will be done by someone from the *Emergency Response Team*.

Student/Faculty/Staff Illness or Injury (Level 1)

1. You can simply deal with the situation and/or contact the ELO for minor injuries/illness. Contact the Emergency Response Team for critical situations
 - a. The Emergency Response Team will determine if/when emergency contacts should be notified.
2. Contact the local authorities for emergency assistance (hospital, fire, police). Be sure to get a translator if needed.
3. Contact Insurance Providers to ask about the next steps. Be sure to get pre-payment authorization for medical treatment or evacuation if applicable.
4. Ensure that the student receives necessary medical care or hospitalization. One trip leader accompanies the student, and one stays with the group unless other arrangements are made.
5. Be sure to document the situation if the ill traveler refuses medical attention.

Theft (Level 1)

If a program participant has been the victim of theft:

1. You can simply deal with the situation or contact the ELO for minor theft. Contact the Emergency Response Team for critical situations.
 - a. They will determine if/when emergency contacts should be notified.
2. Contact the local authorities for police assistance and file an official report. Keep a copy of the report filed. Be sure to get a translator if needed.
3. Have the student make a list with the items and value for the insurance company.

Road Accidents (Level 1)

Traffic accidents can be a major cause of injury on study abroad trips. It is extremely important that you hire safe and reliable drivers, if applicable. Be sure that all program participants wear seatbelts if they are available.

1. You can simply deal with the situation and/or contact the ELO for minor accidents. Contact the Emergency Response Team for critical situations.
 - a. They will determine if/when emergency contacts should be notified.
2. Contact the local authorities for emergency assistance (hospital, fire, police). Be sure to get a translator if

needed.

3. Try to get students to a safe place until alternative transportation arrangements have been made.
4. Ensure that the necessary medical care is given to students or hospitalization is provided.

Student Discipline (Level 1)

When traveling the SLCC code still applies: [Code of Conduct \(slcc.edu\)](http://slcc.edu)

Students who break the rules may be issued a warning letter and/or returned home at their own cost, depending upon the severity of the situation. Students may face a disciplinary hearing when they return to campus.

ALCOHOL POLICY

The college's policy is no alcohol during program time. If you find students are drinking during the program, issue them a warning letter unless foreign laws have been broken (property destroyed, sexual harassment, fighting, etc.). In a severe situation, you may need to send a student home.

SENDING STUDENTS HOME

While travelling, SLCC has the right to enforce its standards of conduct. Should a participant fail to comply, they may be sent home at his or her own expense. Please note that this should be reserved for very serious infractions and only done with the approval of the Emergency Response Team. Students will have to reimburse the College for all expenses due to policy infractions. The student's academic record will be put on hold until the balance is paid in full.

Travel Delays/Interruptions (Level 1)

You may have a situation that will hinder you from getting to your next destination or returning to the U.S. on time. In this situation, you should:

1. Deal with the situation and/or contact the ELO for minor issues. Contact the Emergency Response Team for major problems.
 - a. They will determine if/when emergency contacts should be notified.
2. Contact the airlines to inquire about alternative travel arrangements and costs.
3. Talk to students about the options. Determine who has funds to pay for transportation and who will need funds.
4. If approved, make the alternative travel arrangements to get to your destination.
Keep a copy of all receipts to submit an insurance claim when you return to the U.S.

Alcohol and/or Drug Abuse (Level 2)

Students taking prescription medication should have a bottle with their name on it. They should

also carry a physical prescription if possible.

In the event you learn that a student is drinking alcohol or taking drugs:

1. You can simply deal with the situation and/or contact the ELO for minor issues. Contact the Emergency Response Team for major problems.
 - a. They will determine if/when emergency contacts should be notified.
2. Talk to the student involved.
3. If you are certain that he or she was drinking but there was no related incident to the drinking, issue a signed written warning explaining that he or she may be sent home if it happens again.
4. If the student was using drugs or the use of alcohol results in harm to themselves, harm to another person, property damage, or fighting, contact the *Emergency Response Team* to potentially send the student home.
5. If the student does not have the funds to purchase the return airline ticket, check with the ELO to see if the ticket can be purchased for the student. The student will have to refund the College for the cost of the ticket upon their return.
6. Accompany the students to the airport and ensure that they get on the plane. One trip lead accompanies the student, and one stays with group.
7. Talk to the group about the individual no longer being part of the program and respecting this individual's right to privacy.

Arrest (Level 2)

Unfortunately, when an alleged crime occurs abroad, it is important to remember that everyone is subject to the laws of the respective location. Our Study Abroad participants may not be entitled to the same rights that one would normally have in the U.S. If arrested abroad, a citizen must go through the foreign legal process for being charged or indicted, prosecuted, possibly convicted and sentenced, and for any appeal processes. Within this framework, U.S. consular officers provide a wide variety of services to U.S. citizens arrested abroad and their families. As a rule, consular officers may not reveal information regarding an individual American's location, welfare, intentions, or problems to anyone, including family members and Congressional representatives without the expressed consent of that individual. Although sympathetic to the distress this can cause concerned families, consular officers must comply with the provisions of the Privacy Act.

1. Contact the Emergency Response Team
 - a. They will determine when emergency contacts should be notified.
2. Gather all specific information of the arrest: name, date, time, and place of arrest, charges,

incident summary, witnesses, where they are being held, how to contact them, legal rights, and the amount of any fine or bail money required.

3. Contact the U.S. consular office and request the assistance of the State Department as needed.
4. Accompany the student to the jail and have the other leader take over unless other arrangements are made.
5. Contact the student's emergency contact to request additional funds if necessary.
6. Talk to the group about this individual's right to privacy and responding to the media back home.

Assault - Physical or Sexual Assault (Level 2)

If a program participant is the perpetrator of the assault and has been arrested, see the **Arrest** instructions. If they have not been arrested, you may need to send the student home. The *Emergency Response Team* will give you guidance.

If a program participant has been the victim of an assault by someone in the host culture*:

1. Contact the Emergency Response Team
 - a. They will determine if/when emergency contacts should be notified.
2. Clarify with the student the degree to which they want to involve the local authorities. If permission is given, contact the local authorities for emergency assistance (hospital, police). Be sure to get a translator if needed.
3. If the student wants to, accompany them to the hospital and one trip lead stays with the group unless other arrangements are made.
4. Gather and report all details related to the incident.

*If the assault is conducted on a program participant by another program participant, do NOT contact foreign authorities. Contact the *Emergency Response Team* for the next steps.

Crisis/Family Emergency Back in the United States (Level 2)

There may be a situation that occurs in the United States that may interrupt your program. You could learn about this situation via the media, local sources, or friends and family from back home. In the most serious situations, the *Emergency Response Team* will determine whether the program must be cancelled.

- Contact the *Emergency Response Team* to find out the details of the situation.

Medical Evacuation (Level 2)

If a participant is seriously ill or suffers a serious injury and must be evacuated:

1. Contact the Emergency Response Team
 - a. They will determine if/when emergency contacts should be notified.
2. Contact the local authorities for emergency assistance (hospital, fire, police). Be sure to get a translator if needed.
3. Gather all specific information of the situation: name, date, time, and place of incident, summary, witnesses, where the individual is being held, and contact information.
4. If the faculty leader requires a medical evacuation, the other trip leader should go with the injured student and the second leader stays with the group unless other arrangements are made.
5. Contact CISI to ask them to evaluate the situation and inquire about next steps. Be sure to get pre-payment authorization and information on evacuation expenses.
6. Contact the U.S. consular office and request the assistance of the State Department as needed.

Death or Serious Illness of a Student or Faculty/Staff Member (Level 3)

1. Contact the Emergency Response Team
 - a. They will determine if/when emergency contacts should be notified.
2. Contact the local authorities for emergency assistance (hospital, fire, police). Be sure to get a translator if needed. Contact the police if this is a result of a crime.
3. Gather all specific information of the situation: name, date, time, and place of incident, summary, witnesses, where the body is being held (if applicable), and contact information.
4. One other trip leader should accompany the body and the second leader stays with the group unless other arrangements are made.
5. Contact the insurance provider to ask them to evaluate the situation and inquire about the next steps. Be sure to get pre-payment authorization and information on repatriation expenses.
6. Contact the U.S. consular office and request the assistance of the State Department as needed.
7. Do NOT contact the individual's family. This will be done by someone from the *Emergency Response Team*.
8. Talk to the group about this individual's right to privacy and responding to the media back home.
9. It is important that nobody communicates with the family of the deceased until they have been officially notified by the College.

Epidemic Outbreak, Hostage Situation, Kidnapping, Natural

Disaster, Political or Civil Unrest, Terrorism (Level 3)

In this situation, the faculty leader may learn about such a situation from the media or from people back home. Family members will want to know the safety and health status of students and if they will be able to return to the U.S. if needed or as scheduled.

1. Contact the Emergency Response Team
 - a. They will determine if/when emergency contacts should be notified.
2. Gather as much information as you can about the situation and enlist the aid of a translator if needed.
3. Be sure to keep students at home base and away from any possible danger.
4. Determine supplies you may need and should try to obtain: flashlight, batteries, portable battery-operated radio, Ziploc bags for documents, first aid kit, essential medications, emergency food and water, manual can opener, cash and credit cards, sturdy shoes, and a camera.
5. Do not move seriously injured persons unless they are in immediate danger of further injury. Call the authorities and try to keep the students calm. Follow the instructions on the **Student Illness/Injury** page.
6. Take photos of the damage for insurance claims if possible.

Online Reporting forms (incidents, student misconduct, student concerns, sexual misconduct)

Dean of Students online reporting forms: <http://www.slcc.edu/deanofstudents/forms.aspx>

Incident Report Form: <http://sasbot.slcc.edu/webforms/riskmanagement/incidentreport/incidentform.aspx>

Credits:

Palm Beach State College, retrieved from:
<https://www.palmbeachstate.edu/InternationalEd/documents/EMERGENCYResponsePlan.pdf> on 4/4/2019

Updated: 4/2022