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## EMERGENCY RESPONSE PLAN

International Education programs carry with it a unique set of risks. The international education program leader and assistants are responsible for responding appropriately and immediately to any incident. The emergency response plan outlines the procedures for handling crisis situations abroad. The program leader should document all actions and keep all information related to a student or incident confidential.

### **Critical Incident**

A critical incident is any traumatic event, or the threat of such, that causes which causes extreme stress, fear, or injury to Columbia State study abroad students, faculty, and/or staff. A critical incident may include but not be limited to the following:

- Medical emergency
- Missing person
- Misconduct
- Arrest
- Assault or rape
- Harassment
- Natural or man-made disaster
- Civil disorder, act of terrorism
- Death

### **Procedures**

1. Report the incident.

If a critical incident occurs, the international education program leader should contact the Director of International Education, the Associate Vice President for Student Services, or the Executive Vice President-Provost at the first available opportunity. For the purposes of this policy, the aforementioned will be referred to as "Columbia State administrators." If necessary, the Student Assistance Team will be called upon to respond to all ramifications of the incident.

2. Gather information and assess the risks.

The Associate Vice President for Students, along with the program leader, will gather necessary information to determine what risks Columbia State students and employees are facing. Sources to contact may include the following:

- a. The Columbia State program leader
- b. The Director of International Education
- c. The U.S. State Department Desk Officer of the country affected:  
[http://www.state.gov/www/regions/country\\_offices.html](http://www.state.gov/www/regions/country_offices.html)

- d. The U.S. State Department Office of Overseas Citizens Services at 1.202.501.4444 or 1.888.407.4747. Office hours are 8:00 a.m. to 8:00 p.m.ET, Monday through Friday. During after-hours, weekends, and holidays, call 1.202.647.4000 and ask to speak to the OCS duty officer.  
[http://www.usahajjmission.com/oversea\\_citizen\\_services.html](http://www.usahajjmission.com/oversea_citizen_services.html)
  - e. Local safety and crime agencies in the host country.
3. Take appropriate actions. The international education program leader should follow the protocol for incident-specific issues:

**Medical Emergencies**

- a. Take the person to the hospital or clinic, verify the nature of the issue with a doctor and find out the prognosis, inform health care personnel about existing medical conditions, and assist with medical paperwork.
- b. Obtain the needed medical help.
- c. Contact Columbia State administrators, describe the nature of the medical emergency, and keep in regular contact until the crisis has ended.
- d. If the student is able to communicate, help him/her to call the emergency contact. If the student is unable, obtain his/her permission prior to the international education program leader's making the call.

**Missing Person**

- a. Question friends and peers of the missing person to determine his/her whereabouts or when and where he/she was last seen or heard from.
- b. Notify the American Embassy, local police, and Columbia State. Columbia State administrators will notify the missing person's emergency contact.
- c. Contact the authorities daily, and inform Columbia State administrators of any new developments.

**Misconduct**

- a. Misconduct includes, but is not limited to, the offenses listed in the Student Disciplinary Policy Part 2.Disciplinary Offenses.
- b. Gather the facts.
- c. Follow the procedures related to misconduct in the Student Handbook. The international education program leader may impose sanctions.
- d. If the sanction is dismissal from the international education program, the decision should be made in consultation with the Columbia State administrators.
- e. Make arrangements for dismissed student to return to the U.S.
- f. If the international education program leader or assistants engage in misconduct, their behavior should be reported to the Columbia State administrators.

**Arrest**

- a. Contact local law enforcement agency.
- b. Visit participant in jail and ascertain the facts:
  1. How is the participant?
  2. What happened?
  3. What are the charges?
  4. Who were the arresting authorities?
  5. Who were the witnesses?
  6. What rights have been granted?
  7. Is the student able to make a phone call? If the participant cannot place a call? The study abroad leader will call the emergency contact after receiving permission from the participant.
  8. Contact the U.S. Embassy or Consulate.
  9. Apprise Columbia State administrators of any new developments.

**Assault or Rape**

- a. Follow medical emergencies protocol.
- b. Contact local law enforcement agency to report the incident.
- c. If there were witnesses, obtain signed statement from each.
- d. Find out if the victim wants to return to the U.S.
- e. Apprise Columbia State administrators of any new developments.

**Harassment**

- a. If a participant is harassed by another Columbia State international education program participant or leader, all matters involving allegations of impermissible discrimination, harassment or retaliation will be governed by the procedures outlined in the Tennessee Board of Regents Guideline P-080 Subject: Discrimination and Harassment-Complaint and Investigation Procedure.
- b. If a participant is harassed by a local student or resident or a tourist, report it to the local law enforcement agency.
- c. Communicate with Columbia State administrators.
- d. Help victim find counseling if necessary.
- e. Assist participant in returning to the U.S. if requested or needed.

**Robbery**

- a. Contact local law enforcement agency to report the incident.
- b. Assist participant in contacting U.S. Embassy or Consulate to replace passport.
- c. Assist participant in obtaining funds to replace stolen money.
- d. Communicate with Columbia State administrators.
- e. Have student to call emergency contact.

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**Natural or Man-made Disaster, Civil Disorder, Act of Terrorism**

- a. Attend to the safety of all participants.
- b. At the earliest opportunity, communicate with Columbia State administrators to report the incident, the safety and state of health of participants, the group's location and plans, and facts of the crisis.
- c. Contact the U.S. Embassy or Consulate. If public communications systems fail, diplomatic channels are alternative ways to get information to Columbia State administrators.
- d. Follow the advice of the U.S. Embassy or Consulate, local police, and Student Assistance Team.
- e. Know the evacuation procedures to follow in case departure becomes necessary.
- f. Discuss the plans with the group members.
- i. If some students decide to return to the U.S., assist them in making appropriate arrangements.

**Death**

- a. Record the identity of the person giving the information.
  - b. Determine the cause of death and the facts surrounding it.
    1. Illness, accident, murder, etc.
    2. Time and place of incident
    3. Time and place of death
    4. Others involved
  - c. Contact Columbia State administrators immediately. Administrators will inform the participant's family personally.
  - d. Notify the U.S. Embassy or Consulate.
  - e. Identify the participant's religion. If Catholic, have last rights administered. If Jewish, contact a local Rabbi. For those of other religions, inquire of family's wishes.
  - f. Talk to the other participants and keep them counseled and informed.
  - g. Columbia State administrator will assist the international education program leader in making arrangements for the repatriation of the remains.
  - h. Collect the participant's belongings, make inventory, and ship to the Associate Vice President for Student Services, who will forward to the participant's family.
4. Record the events before, during, and after the incident.

Keep detailed records of the incident. Complete the Report of Incident/Disciplinary Action Form (Appendix J). Use the following questions as a framework for building a comprehensive report:

- a. What occurrence took place?
- b. Secure a signed statement of what happened from each person who was involved or who witnessed the event.
- c. Is the international education program leader in contact with the affected participant(s)?

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- d. Describe the current physical and psychological condition of the affected participant(s).
  - e. What medical treatment did the participant receive? What was the diagnosis? Prognosis? Treatment? Who was the attending physician? How can the family contact the physician and/or the hospital?
  - f. Are all program participants aware of the incident?
  - g. How are they responding?
  - h. What is the risk to participants if they remain where they are?
  - i. Are adequate food, water, shelter, and medical services available?
  - j. Is safe transportation available locally and internationally, by land and air?
  - k. Are all participants accounted for?
  - l. Whom did you contact? When?
  - m. What were the results of each of the contacts?
5. Follow-up
- a. Columbia State administrators will apprise the international education program leader of what information may be released to the media.
  - b. The Office of Marketing and Public Relations will release statements to the U.S. media as needed.
  - c. Columbia State administrators will stay in touch with families as necessary.
  - d. Student Assistance Committee will recommend options for sharing with program participants.
6. After-Action Review

Upon return to the U.S. and to Columbia State, the international education program leader and assistants will need to schedule a meeting with the Director of International Education and their Dean to review the incident(s). The goal is to review the processes and responses to crisis as part of the continuous improvement plan.