

**Guidelines for Responding to**

**Emergencies Abroad**

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## **INTRODUCTION**

This guide offers information to Faculty Directors (i.e., faculty or staff travel leaders) and participants to assist in responding to an emergency during a Western Faculty-Led Global Learning Program. While it is impossible to plan for all contingencies, this information may help Faculty Directors respond in a way to assist in the safety and well-being of themselves and program participants.

## **PROGRAM SAFETY & EMERGENCY CONTACTS**

Any travel, whether domestic or international, carries risk; that is simply the nature of being in an unfamiliar location. For faculty-led Global Learning Programs, these risks are increased a bit more because participants do not have as much time in their host country to familiarize themselves with local laws, customs, and safety precautions. In addition, a greater percentage of faculty led programs (versus traditional semester length programs) occur in less developed countries where increased incidents of personal crime, crime against tourists, and socio-economic or political instability may all be issues. Regardless of the location, participants should take basic, common-sense precautions for themselves and their possessions.

**Some safety tips that you should consider for your group include:**

* Require all participants to travel in groups of two or more
* Require all participants carry a functioning cell phone
* Institute a program curfew
* Discuss and make sure students are aware of local laws and precautions they should take, including local drug policies
* High risk activities such as renting a car, motorcycle, or scooter are not permitted on Faculty-Led Global Learning Programs
* Stay informed about events in your host country and/or region
* Maintain a low profile
* Avoid any and all street demonstrations, even if they appear peaceful
* Avoid known hotspots, including high profile businesses owned by or catering to international travelers

**When to Contact WWU:**

You should notify **Director of Education Abroad (EdAbroad)**, or **University Police** during evenings and weekends, as soon as possible if any of the following occur:

* A participant is hospitalized, even if they are released after a brief period
* You have had to use or a considering a behavior contract with a participant
* If you are considering expelling a participant from your program, or a participant has expressed an interest in returning home early.
* If you experience Health Emergencies, Legal Emergencies, Missing Participant, Death of Participant, and Political Emergencies, Natural Disasters, and Infectious Disease Outbreak as described in this guide.

The Director of Education Abroad (EdAbroad) and Vice President for Enrollment and Student Services will likely spearhead the University response to your emergency. A response team may be assembled, or the President may decide to declare an emergency under the University’s Emergency Management Plan.

## **EMERGENCY CONTACT INFORMATION:**

| **Contact in the US** | **Name** | **Phone** | **Email** |
| --- | --- | --- | --- |
| CISI and On Call International | Study Abroad Health Insurance Provider  Policy Number: **EQX2024006** | 1-877-714-8179 (in U.S.)  +1-603-952-2660 (outside U.S., collect calls accepted) | [mail@OnCallinternational.com](mailto:mail@OnCallinternational.com) |
| Education Abroad Emergency Contact | Ashley Hollenbeck | Office: +1-360-650-7970;  After Hours: +1-503-926-2666 | [Ashley.Hollenbeck@wwu.edu](mailto:Ashley.Hollenbeck@wwu.edu) |
| Institute for Global Engagement Executive Director, secondary Emergency Contact | Ryan Larsen | Office: +1-360-650-7970;  After Hours: +1-702-541-1981 | [Ryan.Larsen@wwu.edu](mailto:Ryan.Larsen@wwu.edu) |
| Education Abroad | All Staff | Office: +1 (360) 650-3298 | [EdAbroad@wwu.edu](mailto:EdAbroad@wwu.edu) |
| VP for Enrollment and Student Services | Melynda Huskey | Office: +1-360-650-3839  After Hours: +1-360-650-3911 | [Melynda.Huskey@wwu.edu](mailto:Melynda.Huskey@wwu.edu) |
| WWU Chief of Police | Katy Potts | Office: +1-360-650-3999  Emergency: +1-360-650-3911 | [kpotts@wwu.edu](mailto:kpotts@wwu.edu) |
| WWU Student Health Center | Dr. Schneider,  Dr. Hansen | Office: +1-360-650-7328  Office: +1-360-650-3400  On Call: +1-360-966-1777 | [tom.schneider@wwu.edu](mailto:tom.schneider@wwu.edu); [David.Hansen@wwu.edu](mailto:David.Hansen@wwu.edu) |
| WWU Counseling and Wellness Center Director | <https://cwc.wwu.edu/crisis-support> | | |
| US State Department – Overseas Citizens Services  List of U.S. Embassies and Consulates around the world: [www.usembassy.gov](http://www.usembassy.gov) | From within the U.S. 1-888-407-4747  From outside the U.S. 1-202-501-4444  Operates a 24-hour Duty Officer Program | | |

**For after-hours emergencies, Saturdays, Sundays, and Holidays, if you are not able to contact anyone above: Contact WWU Police at +1-360-650-3911. In response, WWU Police will contact the EdAbroad Director and VP for Enrollment and Student Services.** The WWU Police Department receives calls twenty-four hours per day, seven days per week.

# **GENERAL GUIDELINES FOR FACULTY LEADERS**

1. **Pre-Departure Orientation.** All study abroad students are required to participate in Pre-Departure Orientation facilitated by Education Abroad. You are also encouraged to include pre-departure orientation specific to your destination prior to departure. Topics may include but are not limited to:
   * Student code of conduct & expectations for students on the program
     + You may consider creating a set of guiding principles to manage expectations and student behavior during the program. This should include use of technology, your expectations around student conduct in their free time, how students will engage with local partners/community members, and overall, how they will represent themselves and WWU abroad.
     + Students should understand that by choosing to study abroad on a GLP, they are taking a class in the field instead of a classroom. Parents, friends, partners, etc., **are not permitted** to participate in any part of the GLP. Instead, participants should travel after the program with loved ones.
   * Common safety, security, and health information related to your destination
     + Information about foreseeable risks and discuss methods for minimizing risks and maximizing safety
     + We encourage you to create and discuss an alcohol policy with students and ensure they know local laws around drugs, including prescription medication
     + Cultural and societal norms both to navigate local life, but also as it is related to safety and security
     + Travel and arrival logistics
     + Sexual harassment, non-discrimination, and Title 9

Please note, if you work with a reputable Study Abroad Provider – they will create a pre-departure orientation specific to your program and location that is in alignment with best practices in Global Education.

1. **Contact the nearest U.S. Embassy or Consulate.** Although program participants have been registered online with the State Department’s [**Smart Traveler Enrollment Program (STEP)**](https://step.state.gov/step/), it may also be helpful to:
   * Keep the U.S. Embassy or Consulate phone numbers easily accessible.
   * If any participants in your group are from countries outside the U.S., obtain contact information for their embassies or consulates in your host country and assist those participants in registering with them.
   * Verify reliability of local law enforcement agencies and emergency medical services.
2. **Local Emergency Services.** Establish contact and/or know how to contact law enforcement agencies and emergency medical services having jurisdiction over your location. Determine your host

country’s 911 equivalent. If possible, point out police stations, hospitals, and clinics in the area to participants and inform them of local procedures for reporting any incidents.

1. **Create a way to communicate with students throughout the program.** Make sure that each participant can always reach you during the program. You can use whatever platform works best for your students and your program. Some examples include: WhatsApp, Facebook Messenger, WeChat, etc. In addition, make sure each participant saves important phone numbers and addresses they may need on their cell phone. These may include:
   * Local emergency numbers or the equivalent of 911
   * The address of your hotel or lodging and how to get transportation in case they get lost
   * Phone numbers of local contacts, etc.
2. **Be available in an emergency.**
   * Make sure the participants know how to reach you 24 hours a day in case of emergency (e.g., physical location, telephone, and cell phone).
   * Establish a procedure for contacting participants in case of emergency. Keep up-to-date contact information on each participant and know where a participant can be reached at all times.
3. **Keep a copy of this *Emergency Response Guide* with you.** Also, include the following participant information with it. *Note: This information must be kept in a secure place to avoid the possibility of identity theft.*
   * Study Abroad Health Insurance Roster or ID Cards (CISI and/or the ID Card given to you by your provider)
   * Passport/Visa photcopies
   * Photographs (if not on passport)
   * Flight itineraries and travel agent contact information
4. **Consider the possibility for evacuation.** The need to evacuate may come in different ways, so keep the following in mind:
   * If you are not working with a reputable study abroad provider that can assist with risk management, identify an in-country travel agency that you would trust in case the participants need to be evacuated for any reason.
   * A participant’s Study Abroad Health Plan Provider On Call International: 1-877-714-8179 (toll-free), 1-603-952-2660 (collect), E-mail: [mail@OnCallinternational.com](mailto:mail@OnCallinternational.com). (CISI/ On Call International Pol# EQX2024006) may provide:
     + Medical evacuation in the case of the participant’s serious physical or mental injury or illness.
     + Security evacuation in the case of political unrest, expulsion from a country or natural disasters.
   * When evacuation from a country is officially recommended, the U.S. Embassy or Consulate will work with the host government, other countries, and other U.S. government agencies to arrange chartered or non-commercial transportation for U.S. citizens seeking to depart a country.
5. **CPR/First Aid.** Faculty Director should have current CPR/First Aid training as prescribed by state law. Identify others in your program that are or should be trained, too. Wilderness First Responder or Wilderness First Aid certifications are recommended for all programs that do not have easy access to a full-service hospital.
6. ***Consent to Emergency Treatment* is provided.** Western requires that all participants sign a *Consent to Emergency Treatment* provision giving the Faculty Director permission to make medical decisions on behalf of the participant, if it becomes necessary.
7. **Enjoy your travels knowing you are prepared!**

NOTES:

# **EMERGENCY GUIDELINES**

The following guidelines apply to *Health Emergencies, Legal Emergencies, Missing Participant, Death of Participant, and Political Emergencies, Natural Disasters, and Infectious Disease Outbreak.* Obviously, adjustments may need to be made to accommodate a particular situation. The steps are generally listed in order of priority.

## **Section 1: ALL EMERGENCIES**

1. **Always attend to the immediate needs of the affected participant(s) first**.
2. **Notify the Director of Education Abroad (EdAbroad), or University Police during evenings and weekends of the situation.**
   * The Director of Education Abroad (EdAbroad) and Vice President for Enrollment and Student Services will likely spearhead the University response to your emergency. A response team may be assembled, or the President may decide to declare an emergency under the *University’s Emergency Management Plan*.
   * Provide a briefing and offer periodic updates as the situation evolves.
   * Describe your plan of action and discuss the specific issues for the emergency that may need to be addressed by them.
   * Ask that the affected participant(s) designated emergency contacts (e.g., family or parents) be notified to aid in activating the participant’s personal support network.
3. **Contact the nearest U.S. Embassy or Consulate.** You should have contact information in your *Emergency Contact Information Form.* Or you may call **Overseas Citizens Services** while abroad at 1-202-501-4444 (from the U.S. at 1-888-407-4747).
4. **Contact the participant’s Study Abroad Health Plan Provider.** In all cases involving physical or mental injury or illness, be certain to contact the participant’s Study Abroad Health Plan Provider (e.g., CISI) for instructions on evaluation, treatment, and possible medical evacuation. Have the participant’s insurance ID card or number ready when you contact them.

**EMERGENCY 24-HOUR MEDICAL & TRAVEL ASSISTANCE:**

**On Call International, WWU’s CISI Policy Number: EQX2024006**

7 days a week/24 hour a day

1-877-714-8179 (toll-free)

1-603-952-2660 (collect)

[mail@OnCallinternational.com](mailto:mail@OnCallinternational.com)

<https://www.oncallinternational.com/about/contact>

**CISI Administration:**

1-800-303-8120 (toll free within US)

1-203-399-5130 (collect outside US)

[claimhelp@culturalinsurance.com](mailto:claimhelp@culturalinsurance.com)

**Material Fulfillment and Enrollments:** 1-203-399-5134

[enrollments@culturalinsurance.com](mailto:enrollments@culturalinsurance.com)

Show the medical ID card to the medical services provider and ask whether they will bill directly. If not, participants must be prepared to pay for the services when received and then seek reimbursement from their Study Abroad Health Plan Provider upon their return. Students should also establish a contingency plan for financial emergencies.

1. **Media inquiries.** If contacted by members of the media, please refer them to the Office of University Communications at 360-650-3350. They will respond to media inquiries and coordinate with you, if necessary. Please also notify the Director of Education Abroad.
2. **Keep a written log.** Keep a written log of all events concerning the situation.

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## **Section 2: HEALTH EMERGENCIES**

### **Serious Accident or Illness**

(Not leading to immediate death of participant)

**Possible situation:** Auto accident, Recreational injury, Serious illness, Drug or alcohol overdose, Loss of consciousness

* 1. **Attend to the immediate needs of the participant(s):**
     + Administer CPR/First Aid if you are trained or attempt to identify a qualified person on site who can.
     + Call host country’s 911 equivalent or immediately take or arrange to transport injured or ill participant to the nearest hospital or clinic without delay.
     + Contact the participant’s Study Abroad Health Plan Provider On Call International: 1-877-714-8179 (toll-free), 1-603-952-2660 (collect), E-mail: [mail@OnCallinternational.com](mailto:mail@OnCallinternational.com). (CISI/ On Call International Pol# EQX2024006).
     + Keep in mind that the nearest U.S. Embassy or Consulate may be able to help with identifying a reliable healthcare provider. Call the local phone number or call **Overseas Citizens Services** while abroad at 1-202-501-4444.
     + Consider seeking consultation with Western’s Student Health Center 360-650-3400 for ways to handle the situation.
     + Assess availability of participant’s personal support network (e.g., family, friends, study abroad companions, etc.). Provide support to the family and, if they request it, help facilitate their plans to assist.
  2. **Follow guidelines under Section 1 – ALL EMERGENCIES (page 6)**
  3. **Other guidance:**
     + Obtain briefings from attending healthcare professionals and pass along to your primary emergency contact at Western.
     + Keep in mind that the participant may need to be medically evacuated to their home country to receive appropriate medical treatment. This should be coordinated with the participant’s Study Abroad Health Plan Provider On Call International: 1-877-714-8179 (toll-free), 1-603-952-2660 (collect), E-mail: [mail@OnCallinternational.com](mailto:mail@OnCallinternational.com). (CISI/ On Call International Pol# EQX2024006) and, if appropriate, the nearest U.S. Embassy or Consulate at the local phone number or call **Overseas Citizens Services** while abroad at 1- 202-501-4444.
     + Consult with your primary emergency contact at Western and U.S. Embassy or Consulate, as appropriate, if the injury or illness is due to the participant’s own illegal or irresponsible behavior.

### **Mental Health Emergency**

(Disruptive and/or Psychotic Behavior, Suicide Attempt, etc.)

**Possible situation:** Severe disruptive behavior that appears to be mental health related, Severe emotional disturbances, including danger to self or others, Suicide attempts or threats, Severe disruptive behavior due to drug or alcohol use or abuse Eating disorders

* 1. **Attend to the immediate needs of the participant:**
     + Assess the extent or severity of the situation.
     + Participant’s life is in danger or is endangering others - Take steps to mitigate risks and call host country’s 911 equivalent or immediately take or arrange to transport the affected participant to the nearest hospital or clinic without delay.
     + Participant’s life is NOT in danger - Arrange to have the participant seen by a reliable healthcare provider as soon as possible. Have the participant escorted to the designated location of the appointment, preferably by you, or one or two interested and supportive participants.
     + Contact the participant’s Study Abroad Health Plan Provider On Call International: 1-877-714-8179 (toll-free), 1-603-952-2660 (collect), E-mail: [mail@OnCallinternational.com](mailto:mail@OnCallinternational.com). (CISI/ On Call International Pol# EQX2024006).
     + Keep in mind that the nearest U.S. Embassy or Consulate may be able to help with identifying a reliable healthcare provider. Call the local phone number or call **Overseas Citizens Services** while abroad at 1-202-501-4444.
     + Seek consultation with your primary emergency contact at Western, or Western’s Counseling Center 360-650-3164 or Student Health Center 360-650-3400, for ways to handle the situation.
     + Assess availability of participant’s personal support network (e.g., family, friends, study abroad companions, etc.). Provide support to the family and, if they request it, help facilitate their plans to assist.
  2. **Follow guidelines under Section 1 – ALL EMERGENCIES (page 6)**
  3. **Other guidance:**
     + **Refusing help.** The participant may or may not voluntarily seek help. If there is a concern about a participant’s physical or mental health, the Faculty Director should arrange to have the participant evaluated so the actual level of risk or severity of mental health condition can be determined by a health-care professional.
     + **Involuntary hospitalization.** The Faculty Director should consult with her/his primary emergency contact at Western, or Western’s Counseling and Wellness Center 360-650-3164 or Student Health Center 360-650-3400, during regular business hours, or University Police during evenings and weekends, to determine whether involuntary hospitalization should be considered. In certain circumstances, arrangements will be made to have the participant sent back to the U.S. for hospitalization. The participant’s Study Abroad Health Plan Provider On Call International: 1-877-714-8179 (toll-free), 1-603-952-2660 (collect), E-mail: [mail@OnCallinternational.com](mailto:mail@OnCallinternational.com). (CISI/ On Call International Pol# EQX2024006) should be consulted and assistance from the nearest U.S. Embassy or Consulate should be sought at the local phone number or call **Overseas Citizens Services** while abroad at 1-202-501-4444.
     + **Negative impact on program.** Establish behavioral limits and seek cooperation from the participant. If the participant’s behavior remains a serious impediment to the educational process or a threat to safety, the Faculty Director should consult with her/his primary emergency contact at Western during regular business hours, or University Police during evenings and weekends, to determine what measures and actions may be necessary, including possible dismissal from the program and return home. Also refer to the *Code of Conduct* .
     + **Medical evacuation.** In some cases, a participant may need to be medically evacuated to the participant’s home country in order to receive appropriate treatment. The participant’s Study Abroad Health Plan Provider On Call International: 1-877-714-8179 (toll-free), 1-603-952-2660 (collect), E-mail: [mail@OnCallinternational.com](mailto:mail@OnCallinternational.com). (CISI/ On Call International Pol# EQX2024006) should make arrangements and provide insurance to cover the costs. Also, assistance from the nearest U.S. Embassy or Consulate may be available by calling the local phone number or call **Overseas Citizens Services** while abroad at 1-202-501-4444.
     + **Illegal behavior.** If the participant is breaking the law (i.e., vandalism, destruction of property, harassment, etc.) and refuses to seek help, then the Faculty Director should consult with her/his primary emergency contact at Western during regular business hours, or University Police during evenings and weekends, to determine what measures and actions are appropriate or necessary. Refer to the *Code of Conduct* and determine whether the participant is exhibiting *unacceptable behavior*, which is call for dismissal from the program without refund, return transportation at the participant’s

expense, and the participant’s enrolling institution informed of the dismissal. If the participant is arrested, see “Crimes Committed by a Participant” under Section 3 – LEGAL EMERGENCIES (page 12) as well.

### **Potential Mental Health Problems**

(Depression, anxiety, etc.)

**Possible situation:** Participant is missing class, Participant withdraws from friends and favorite activities, Participant’s friends report unusual or avoidant behavior, Participant is abusing drugs or alcohol, Participant is having difficulty adjusting to the host culture

* 1. **Attend to the immediate needs of the participant:**

In consultation with participant’s Study Abroad Health Plan Provider On Call International: 1-877-714-8179 (toll-free), 1-603-952-2660 (collect), E-mail: [mail@OnCallinternational.com](mailto:mail@OnCallinternational.com). (CISI/ On Call International Pol# EQX2024006), contact a local hospital or mental health clinic to discuss the participant’s behavior and an appropriate course of action.

* 1. **Follow guidelines under Section 1 – ALL EMERGENCIES (page 6)**
  2. **Other guidance:**
     + Seek consultation with your primary emergency contact at Western, or perhaps request assistance from Western’s Counseling and Wellness Center 360-650-3164 or Student Health Center 360-650-3400, for ways to handle the situation.
     + Assess availability of participant’s personal support network (e.g., family, friends, study abroad companions, etc.). Provide support to the family and, if they request it, help facilitate their plans to assist.

NOTES:

## **Section 3: LEGAL EMERGENCIES**

Participants are told that they must obey local laws and are subject to laws of each host country. All participants have signed a *Code of Conduct* to which the participant has agreed to comply with laws. Participants should be informed that the U.S. Embassy or Consulate cannot get them out of jail if they commit a crime abroad, and that all an embassy can do is to try to ensure that their human rights are not violated.

### **A. Crimes Against a Participant**

(Not including Sexual Assault)

**Possible situation:** A participant is a victim of a robbery, an assault, or a fight

* 1. **Attend to the immediate needs of the participant:**
     + Assess the extent or severity of the situation and ensure that the physical and emotional needs of the participant are being attended to.
     + If the Participant is seriously injured or life is in danger, call host country’s 911 equivalent or immediately take or arrange to transport the affected participant to the nearest hospital or clinic without delay.
     + Contact the participant’s Study Abroad Health Plan Provider On Call International: 1-877-714-8179 (toll-free), 1-603-952-2660 (collect), E-mail: [mail@OnCallinternational.com](mailto:mail@OnCallinternational.com). (CISI/ On Call International Pol# EQX2024006).
     + See guidance for “Serious Accident or Illness” under Section 2 – HEALTH EMERGENCIES (page 8).
  2. **Contact the nearest U.S. Embassy or Consulate:**
     + Call the local phone number or call **Overseas Citizens Services** while abroad at 1-202-501- 4444.
     + Consular officers will work with the participant and help them with the local police and medical systems.
     + Overseas Citizens Services will stay in touch with family members in the United States and help provide U.S.-based resources for the participant when possible.
     + Consular officers may be able to offer referrals to reliable legal assistance.
     + Verify reliability of local law enforcement agencies.
  3. **Contact the local law enforcement agency having jurisdiction over your location.** Notify University Police as soon as practicable.
  4. **Follow guidelines under Section 1 – ALL EMERGENCIES (page 6)**
  5. **Other guidance:**
     + Gather information about the crime from other participants.

### **Crimes Against a Participant: Sexual Assault**

**Possible situation:** Rape, attempted rape or other violent sexual assault.

* 1. **Attend to the immediate needs of the participant:**
     + Seek to assist and care for the participant. Assess the extent or severity of the situation.
     + **If participant appears to be seriously injured:**

Administer CPR/First Aid if you are trained or attempt to identify a qualified person on site who can. Call host country’s 911 equivalent or immediately take or arrange to transport the affected participant to the nearest hospital or clinic without delay, if it safe to do so. See guidance for “Serious Accident or Illness” under Section 2 – HEALTH EMERGENCIES (page 8).

* + - **If participant does NOT appear to be seriously injured:   
        
      If participant ACCEPTS assistance -**

1. Clarify with the participant the degree to which participant wishes to involve the authorities.
2. With participant’s consent, contact the nearest U.S. Embassy or Consulate:
   * Call the local phone number or call **Overseas Citizens Services** while abroad at 1- 202-501-4444.
   * Consular officers will work with the participant and help them with the local police and medical systems.
   * Office of Overseas Citizens Services will stay in touch with family members in the United States and help provide U.S.-based resources for the participant when possible.
   * Consular officers may be able to offer recommendations to reliable legal assistance.
   * Verify reliability of local law enforcement agencies.
3. With participant’s consent, contact the local law enforcement agency having jurisdiction over your location. Notify University Police as soon as practicable.
4. With participant’s consent, contact Western’s Survivor Advocacy Services at 360-650-3700. 24-hour help is available.
5. With the participant’s consent, have participant transported to the nearest hospital or clinic. Be certain to consult with the Study Abroad Health Plan Provider On Call International: 1-877-714-8179 (toll-free), 1-603-952-2660 (collect), E-mail: [mail@OnCallinternational.com](mailto:mail@OnCallinternational.com). (CISI/ On Call International Pol# EQX2024006). See guidance for “Serious Accident or Illness” under Section 2 – HEALTH EMERGENCIES (page 8).
6. If signs of obvious emotional disturbance emerge, follow the guidance for “Mental Health Emergencies” under in Section 2 – HEALTH EMERGENCIES (page 8).
7. Inform the participant of the laws and procedures for dealing with sexual assault in host country. If legal assistance is needed, contact the nearest U.S. Embassy or Consulate by calling the local phone number or call **Overseas Citizens Services** while abroad at 1-202-501-4444.

**If the participant DECLINES assistance -**

1. Escort the participant to their residence or to a designated location.
2. Inform participant that they will be contacted later to determine if assistance is needed.
3. Encourage participant to contact Study Abroad Health Plan Provider On Call International: 1-877-714-8179 (toll-free), 1-603-952-2660 (collect), E-mail: [mail@OnCallinternational.com](mailto:mail@OnCallinternational.com). (CISI/ On Call International Pol# EQX2024006) for advice.
4. Encourage participant to visit the nearest hospital or clinic immediately for an examination and treatment of possible sexually transmitted diseases. Also, encourage an examination for internal injuries of which participant is not aware. Be certain to consult with the Study Abroad Health Plan Provider On Call International: 1-877-714-8179 (toll-free), 1-603-952-2660 (collect), E-mail: [mail@OnCallinternational.com](mailto:mail@OnCallinternational.com). (CISI/ On Call International Pol# EQX2024006). See guidance for “Serious Accident or Illness” under Section 2 – HEALTH EMERGENCIES (page 8).
5. Provide participant with phone number of Survivor Advocacy Services 360-650-3164 or any other rape crisis resources that may be available.
6. Provide participant with contact information for legal assistance, as recommended by the U.S. Embassy or Consulate, and law enforcement agency having jurisdiction over your location after verified reliable by U.S. Embassy or Consulate. Notify University Police as soon as practicable.
7. Contact participant’s Study Abroad Health Plan Provider On Call International: 1-877-714-8179 (toll-free), 1-603-952-2660 (collect), E-mail: [mail@OnCallinternational.com](mailto:mail@OnCallinternational.com). (CISI/ On Call International Pol# EQX2024006) on your own and follow their advice. Brief them of the situation and inform them that the participant has declined assistance, but that the participant may be contacting them. They may suggest that you contact a local mental health professional.

**2**. **Follow guidelines under Section 1 – ALL EMERGENCIES (page 6)**

**3. Other guidance:**

The following information may be used as guidelines for accomplishing steps listed above. This text is written as if one is actually talking to a person who has been raped.

1. “This may not be a time to be alone. You deserve and may need emotional support. You deserve to get that support now, no matter when the rape occurred.”
2. “Do you think you may need medical attention? We can go to the hospital or clinic to be examined immediately and treated for possible sexually transmitted diseases. You may have internal injuries of which you are not aware.”
3. “You have a right to report the attack to local police and other appropriate officials. Often, it feels easier to have someone accompany you when you speak with the authorities.”
4. “Would you be interested in getting help and support, such as professional counseling? You have been through a trauma, and you deserve to get the help you need to deal with the event and your feelings. Many people who do get counseling can start healing from their experience faster and with fewer lasting effects than those who do not get help.”
5. “Do not blame yourself. You did not ask to be assaulted and you are not responsible for the behavior of a rapist. It is not your fault.”
6. “The following resources are available to you, and there are people here to help…” List specific resources indicated above; be sure to include the participant’s Study Abroad Health Plan Provider On Call International: 1-877-714-8179 (toll-free), 1-603-952-2660 (collect), E-mail: [mail@OnCallinternational.com](mailto:mail@OnCallinternational.com). (CISI/ On Call International Pol# EQX2024006) and local legal assistance providers.

### **C. Crimes Committed by the Participant**

**Possible situation:** Arrest for theft, assault, or drug possession

* 1. **Attend to the immediate needs of the participant:** Quickly assess the situation by obtaining as many details as possible. Determine who, where, when, what, how and why.
  2. **Contact the nearest U.S. Embassy or Consulate:**
     + Call the local phone number or call **Overseas Citizens Services** while abroad at 1-202-501- 4444.
     + While in a foreign country, a U.S. citizen is subject to that country's laws and regulations which sometimes differ significantly from those in the United States and may not afford the protections available to the individual under U.S. law.
     + The U.S. Embassy or Consulate works with prison officials to ensure treatment consistent with internationally recognized standards of human rights and to ensure that U.S. citizens are afforded due process under local laws.
     + Consular officers can offer referrals to reliable legal assistance, which should be provided by the Faculty Director to the participant.

**3. Follow guidelines under Section 1 – ALL EMERGENCIES (page 6)**

**4. Other guidance:**

* + The Faculty Director may visit the participant wherever they are being held, reassure the participant, and try to explain the legal procedures of the host country. The Faculty Director may also be in close contact with the Consular Officer assigned to the participant.
  + The Faculty Director should review *Code of Conduct* and determine course of action, including possible dismissal from the program and, if possible, return home at participant’s expense.

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## **Section 4: MISSING PARTICIPANT**

**Possible situation:** A participant is reported missing by another program participant such as a student, faculty, staff or program host.

1. Verify, to the extent possible, that the participant is actually missing.
2. **Contact the nearest U.S. Embassy or Consulate:** Call the local phone number or call **Overseas Citizens Services** while abroad at 1-202-501-4444. They check with local authorities in the foreign country to see if there is any report of a U.S. citizen hospitalized, arrested, or otherwise unable to communicate with those looking for them. Depending on the circumstances, consular officers may personally search hotels, airports, hospitals, or even prisons. Inquire about the reliability of local law enforcement agencies.
3. **Notify the law enforcement agency having jurisdiction over your location:** File a report when required. Ask local police to check hospital admissions and city records for possible information. Contact University Police for assistance, if necessary, otherwise advise University Police as soon as practicable.
4. **Follow guidelines under Section 1 – ALL EMERGENCIES (page 6)**
5. **Other guidance:**
   * Contact the participant’s roommate and friends in the immediate vicinity of the participant’s room and report any findings to law enforcement agency having jurisdiction over your location.
   * Contact the participant’s professors to determine when and where the participant was last seen or heard from.
   * Gather information on any unusual behavior that may have been exhibited.
   * Provide appropriate information and reassurances to other Western program participants.
   * If circumstances warrant, a participant who has simply failed to report their whereabouts should be disciplined accordingly.
   * If the participant is not found, then this matter becomes jurisdiction of the U.S. Embassy or Consulate, and such protocol should be followed.

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## **Section 5: DEATH OF A PARTICIPANT**

**Possible situation:** Fatal accident or illness, homicide, suicide

1. Make arrangements to verify the identity of the participant.
2. **Contact the nearest U.S. Embassy or Consulate:** Call the local phone number or call **Overseas Citizens Services** while abroad at 1-202-501-4444. They provide services for the deceased and their family and issue a foreign death certificate.
3. **Follow guidelines under Section 1 – ALL EMERGENCIES (page 6)**
4. Contact the participant’s Study Abroad Health Plan Provider On Call International: 1-877-714-8179 (toll-free), 1-603-952-2660 (collect), E-mail: [mail@OnCallinternational.com](mailto:mail@OnCallinternational.com). (CISI/ On Call International Pol# EQX2024006) regarding repatriation of remains to the U.S. and other possible benefits under the plan.

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## **Section 6: POLITICAL EMERGENCIES, NATURAL DISASTERS OR INFECTIOUS DISEASE OUTBREAK**

Effective communication among program participants is critical during a catastrophic event. Many of the things that were accomplished during preparation for the program, such as registration of participants with State Department’s [**Smart Traveler Enrollment Program (STEP)**,](https://step.state.gov/step/) dissemination of emergency contact information, etc. will help facilitate effective communication.

**Possible situation:** Terrorist Attack, Coup d’état, Civil Unrest, Revolution, Severe Rioting, Earthquake/Tsunami, Floods, Typhoon, etc.

* 1. **Attend to the immediate needs of the participants:**

Contact all participants to make sure that they are accounted for and are safe. If a participant is injured or ill seek guidance under “Serious Accident or Illness” under Section 2 – HEALTH EMERGENCIES (page 8)

* 1. **Contact the nearest U.S. Embassy or Consulate:**
     + Seek advice and assistance from the nearest U.S. Embassy or Consulate. Call the local phone number or call **Overseas Citizens Services** while abroad at 1-202-501-4444. Consular officers are available for emergency assistance 24 hours a day, 7 days a week.
     + Program participants should be registered with the State Department’s [**Smart Traveler Enrollment Program (STEP)**](https://step.state.gov/step/) and will be notified, or their designated emergency contact, of developments and other valuable information.
     + Monitor the [State Department website](https://travel.state.gov/content/passports/en/emergencies.html) for updates, as this is the primary tool to disseminate important information to U.S. citizens during a crisis. Also, its [Facebook](http://www.facebook.com/travelgov) and [Twitter](http://www.twitter.com/travelgov) accounts are good sources of information.
     + But know that the State Department will make use of all available modes of communication to keep U.S citizens informed, including the internet, social media, TV, and radio. If all available modes of communication fail, the State Department will use a system of pre-designated U.S. citizen “wardens” to pass on information to other U.S. citizens in the area.
     + During a major crisis overseas, a **Task Force Alert** may be issued. It is a free service that allows U.S. citizens to enter information about themselves or their U.S. citizen friends and loved ones into a database that is used to provide emergency consular assistance to U.S. citizens during a crisis.

**3. Follow guidelines under Section 1 – ALL EMERGENCIES (page 6)**

**4. Other guidance:**

* Caution participants about speculative communication and advise them to wait until official information is available.
* Gather information regarding:

1. The nature and severity of the event
2. Possible dangers to participants, including U.S. citizens
3. Official advice regarding minimizing danger to participants
4. The probable impact of the event on availability of food, water, and medical supplies
5. The presence of emergency or military personnel and health care services personnel
6. The feasibility of continuing classes

* U.S. study abroad offices at other institutions that have programs in the region may develop a common plan of action. The Faculty Director may be notified by the Director of EdAbroad if this is the case. The Faculty Director should keep the list of these programs with this Emergency Response Guide.
* The following items should be considered:

1. Review and implement possible measures to help ensure the health and safety of the participants and of the Faculty Director.
2. Consider additional issues regarding academics, financial aid, public relations, and legal liability.
3. If applicable, create an evacuation plan. This plan should take into consideration:
   * Advice from the U.S. Embassy or Consulate.
   * The relative safety and availability of various modes of transportation and travel routes.
   * Sheltering-in-place may be the safest thing to do until the host country’s damaged transportation infrastructure is restored.
   * The costs of evacuation and the means for meeting these costs. See item 8 under the GENERAL GUIDELINES (page 3) for possible funding methods.
   * The possibility of splitting up the participants into smaller groups to help with logistics and having them reconvene later in a different location.
4. Develop a plan for daily communication with program stakeholders, including Western officials and the parents and families of participants abroad.

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## **Section 7: HOW U.S. CONSULS HELP AMERICANS ABROAD**

The State Department's Office of American Citizen Services and Crisis Management (ACS) supports the work of our overseas embassies and consulates in providing emergency services to Americans traveling or living abroad. ACS also assists in non-emergency matters of birth, identity, passport, citizenship, registration, judicial assistance, and estates. ACS can facilitate the transfer of funds overseas to assist U.S. citizens in need, repatriate the remains of loved ones who have died overseas, assist victims of crime, and help U.S. citizens who are detained in foreign prisons.

ACS also administers a repatriation loan program to bring home destitute Americans and operates a 24- hour Duty Officer Program and Crisis Response Teams who work on task forces convened to deal with natural or man-made disasters.

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| **OVERSEAS CITIZEN SERVICES: Call 1-888-407-4747 (from overseas 1-202-501-4444)** |

* **Nearest U.S. Embassy or Consulate:** Consular officers are available for emergency assistance 24/7. Contact information for U.S. Embassies and Consulates overseas can be found at <http://www.usembassy.gov/>
* **Visit State Department Website:** [http://travel.state.gov](http://travel.state.gov/) Click on *Emergencies Abroad*

**ASSISTANCE FOR EMERGENCIES AND CRISES**

* Death or Injury of an American citizen abroad
* Returning Remains of Deceased American Citizen *(additional ph. 202-647-5225 or 5226)*
* Arrest/incarceration/detention of an American citizen abroad
* Victims of crime abroad
* American citizens missing abroad
* Abduction of a child abroad
* Locating U.S. citizens abroad in the event of an emergency
* Medical emergencies involving U.S. citizens abroad

**OTHER ASSISTANCE**

* Lost/Stolen U.S. Passports Abroad
* Financial Assistance for U.S. Citizens Abroad

**WHAT CONSULAR OFFICERS CANNOT DO**

Consular officers cannot act as travel agents, banks, lawyers, investigators, or law enforcement officers. Please do not expect them to find you employment, get you residence or driving permits, act as interpreters, search for missing luggage, handle your mail or messages\*, or settle disputes with hotel managers. They can, however, tell you how to get help on these and other matters.

\*If you need to pick up mail or messages while traveling, some banks and international credit card companies handle mail for customers at their overseas branches. General Delivery (Poste Restante) services at post offices in most countries will hold mail for you.