**Emergency Response Guidelines and Procedures for OHIO Programs**  
Education Abroad  
Ohio University

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Emergency Response Guidelines and Procedures for OHIO Programs
Education Abroad
Ohio University

Introduction, Definitions, and Operating principles

Introduction:
The Office of Education Abroad (OEA) strives to provide a safe, educational experience for participants on our study abroad and exchange programs. These guidelines and procedures are a critical tool in effectively mitigating emergencies, real or perceived, before they can occur and managing them while students and faculty are abroad.

Definitions:
Participant -- All students, faculty, and staff who are involved with a program abroad.
Risk -- The possibility that exposure to a hazard will result in a negative consequence (NAFSA’s guide to Education Abroad for Advisers and Administrators, 2005).
Risk includes:
  - Health - physical and psychological condition
  - Safety - of an individual or group
  - Security - range of conditions in a locale or region
Procedure -- A protocol that is followed when a perceived and/or real emergency happens to participants while abroad to reduce the level of risk or provide assistance for the safety of participants.

Operating Principles:

- The highest priority for Ohio University and the OEA is the safety of all participants. We will use all reasonable measures for responding to an emergency (real or perceived).
- The OEA will handle emergencies according to the guidelines listed below, except when dictated by circumstances or agencies outside of the University's control.

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Risk Management Responsibilities

Prior to Departure

Office of Education Abroad

- Provide mandatory orientation that includes topics such as health, safety, and the Student Code of Conduct.
- Provide faculty director training.
- Provide participants with emergency cards and proof of study abroad health insurance.
- Monitor the U.S. Department of State’s website and the Overseas Consular Services’ website and review regular updates on world situations regarding health and safety from the Overseas Security Advisory Council (OSAC) and International SOS.
- Enroll students in mandatory study abroad health insurance plan for duration of program.
- Provide health and security information and access to additional services from International SOS.

Faculty Director

- Attend faculty director training.
- Sign up for International SOS email alerts for host location(s).
- Develop an emergency action plan.
- Provide site-specific orientation sessions.
- Inform student participants of his/her contact information while abroad.
- Discuss emergency procedures with students (e.g. if director is incapacitated).
- Submit emergency contact information, complete itinerary, and emergency action plan for the program to the OEA.

University Study Abroad Risk Assessment Committee

- Establish criteria for risk assessment in relation to study abroad.
- Approve study abroad risk assessment policies and procedures.
- Ensure compliance with study abroad risk assessment policies and procedures.
- Monitor ongoing security concerns related to study abroad sites.
- Review and assess whether risks related to proposed travel are acceptable to participants and to the institution.
- Provide recommendations to the Vice Provost for Global Affairs on the advisability of proposed study abroad travel.

Student

- Attend all required orientation sessions offered by OEA and faculty director.
- Review information available from US Department of State, International SOS and Centers for Disease Control.
- Update the OEA on any changes to:
  - Family and emergency contact information
  - Health history
- Provide the OEA the following information:
  - Copy of passport
  - Flight itinerary
  - Verification of embassy registration
  - Study abroad health insurance enrollment
  - International SOS agreement

During Operation of Program Abroad

Office of Education Abroad

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Monitor the U.S. Department of State’s website and the Overseas Consular Services’ website and review regular updates on world situations regarding health and safety from the Overseas Security Advisory Council (OSAC) and International SOS.

Maintain contact with faculty director and/or students.

**Faculty Director**

- Review security protocol with participants during the program.
- Provide regular updates to the OEA.
- Maintain a current list of contact information for all participants and share all updates with the OEA.

**Student**

- Provide director and appropriate on-site personnel with travel plans and contact information prior to traveling independently while abroad.
- Provide director and the OEA with contact information in host country.
- Remain aware of health, safety, and political climate in the host country.
- Stay in communication with a parent, friend, or other family member while in home country.

**Determining whether or not the reported incident is an emergency**

The OEA staff member who begins management of the incident will make an assessment of the situation based on all the available information. The definition of an emergency as set forth below will guide in this decision.

**Emergency – if the situation is an emergency, follow protocol on pages 5-6 and answer appropriate questions (pages 10-16).**

Emergencies are those situations that pose a genuine and sometimes immediate risk to, or have already disturbed, the safety and well-being of study abroad program participants. Emergencies include those situations involving a single program participant, multiple program participants, or all program participants. *These include:*

- Situations affecting multiple participants or entire program
  - Political/civil unrest
  - Terrorist activity or threat
  - Natural or human disaster (earthquake, flood, hurricane, fire, nuclear incident)
- Death
- Serious illness or injury (including attempted suicide, mental health issues)
- Assault (physical/sexual)
- Missing participant(s)
- Arrest
- Incapacitated Program Director(s)

**Perceived Emergency – if the situation is a perceived emergency, follow protocol outline on page 7. Question on pages 10-16 may be useful in determining action.**

A perceived emergency is a situation that is not life threatening, though it does cause concern, stress, and inconvenience in the life of the program participant, multiple program participants, or all program participants. *Some examples include:*

- Stolen passport
- Pickpocketing
- Sickness
- Non-compliance issues that do not result in harm to self or others
- Intoxication

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Emergency Protocol

During Office Hours: The OEA staff member who began management of the emergency will contact the director of the OEA immediately. If the director is not available, the associate director or other advising staff member will be contacted.

After Office Hours: Call OEA Answering Service: 740-566-4267
OUPD: 740-593-1911

From this point forward, management of the emergency is now under the direction of the director, associate director, or a program coordinator of the OEA.

If the emergency affects all participants:

1. The OEA will consult with on-site personnel and other contacts as appropriate to decide what action will be taken in response to the emergency.

2. The OEA will communicate with:
   - Dean of Students
   - Vice Provost for Global Affairs
   - Communications & Marketing
   - Dean of affected participant(s) college

   These will be contacted unless, in the reasonable judgment of the OEA director or other staff managing the situation, the emergency situation dictates that action be taken immediately. Other on-campus resources that may be consulted include Legal Affairs, Study Abroad Risk Assessment Committee, Counseling and Psychological Services, the President’s Office, and the university risk manager.

3. The OEA will communicate with the on-site director or staff. This communication will include a description of the course of action to be followed in responding to the program emergency. If possible, participants will be provided with verbal and written instructions appropriate to the situation. The OEA may request that the on-site director or staff have all program participants acknowledge receipt of any written instructions and fax or email the signed acknowledgements to the OEA.

4. The OEA will communicate the event and response strategy to all pertinent parties.

5. Through further consultation with the Dean of Students, the OHIO crisis response protocol might be implemented.

6. All media inquires to the OEA will be referred to Communications & Marketing.

7. The Director of the OEA will brief all OEA staff and related university offices at the next opportunity within regular office hours.

If the emergency is particular to an individual participant:

1. The Director of the OEA will discuss with on-site personnel how the situation will be handled. The participant will be made aware that the family/emergency contact(s) they provided may be notified.

2. The OEA or Dean of Students will notify the family/emergency contact(s), as appropriate. The OEA will share information and the response plan with the emergency contacts.

3. If the situation warrants, the procedures applicable to an entire program may be followed.

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Response in a specific case: the death of a participant

1. The OEA will contact the Dean of Students.

2. Notification of the participant’s family/emergency contact is handled by the Dean of Students Office and the OUPD. In the case of a faculty member’s death, notification is handled by the appropriate dean and the OUPD.

3. The OEA will communicate with on-site personnel regarding how the situation will be handled.

4. If the situation warrants, the procedures applicable to an entire program may be followed.

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**Perceived Emergency Protocol**

A non-emergency is a situation that is not life threatening, though it does cause concern, stress, and inconvenience in the life of the program participant, multiple program participants, or all program participants.

The OEA staff member who began management of the incident will continue to manage the situation. The Director, Associate director, and program point person of the OEA should be notified at the next available opportunity during regular office hours, but immediate notification within 24 hours does not need to be made.

**If the incident is not an emergency, but requires advice and management:**

1. The OEA staff member who began management of the incident will continue to manage the situation by staying in contact with the on-site director or staff, making appropriate referrals, and gathering information helpful to the situation at hand.
2. During regular office hours, appropriate OHIO resources may be contacted for consultation or direct involvement.
Protocol if the incident has resulted in widespread rumors

1. The OEA director will contact the program director to clarify details of the situation.
2. The OEA director with assistance from Communications & Marketing will write a brief statement describing the situation.
3. The written statement will be distributed to pertinent parties.
4. Through consultation with the on-call staff in the Office of the Dean of Students, the OHIO Crisis Response procedure may be implemented.
5. All media inquiries will be referred to Communications and Marketing.
6. The OEA director and staff member will brief all OEA staff and appropriate university offices at the next opportunity within regular office hours.

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Emergency Response Procedures – Incoming Call

During Operation of Program Abroad (Emergency Response)

Incoming Call

Receiving a call about an emergency incident

This form is to be used upon receipt of an incoming call reported as an emergency.

Date: ________________________________
Time: ________________________________
Name of person receiving the call: ________________________________

Ask following questions and document the responses:

1. Name of caller and program:
   ________________________________

2. Telephone number where caller can be reached:
   (Country code) (City code) _______ _______ - __________________________

3. How long caller will be at this number: ________________________________

4. When caller will call us back if disconnected (indicate a specific time for both
time zones): ________________________________

5. Reason for the call?
   ________________________________

6. Is the affected person(s) safe at the moment?
   ________________________________

7. What is the current physical and/or psychological condition of the affected person(s)
   ________________________________

8. Location of caller (country, city): ________________________________

   ________________________________

10. What is the current location of the director or other staff member? (If caller is other
    than the director or staff member). Is the director aware of the incident?
    ________________________________

Keep the call live on the line. DO NOT place on HOLD. Find the most senior OEA advising
staff member present in the office and give him/her this form so they can complete the questions:

1. Catherine Marshall, Director
2. Lori Lammert, Associate Director
3. Keely Davin, Program Coordinator
4. Cherita King, Program coordinator
5. Kirsten Dabelko, Program Coordinator

If none of the above are present, gather as much information on the incident as possible, using the
questions on pages 10-16 as appropriate. Then call the emergency OEA number to contact the director.

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Questions - Emergencies affecting multiple participants or entire program

For widespread emergencies affecting or potentially affecting all program participants (political/civil unrest, terrorist activity or threat, natural or human disaster such as earthquake, flood, hurricane, fire, or nuclear incident).

1. What is the proximity of the event(s) to program participants?
2. Is the group presently in danger?
3. Is there imminent risk to participants if they remain where they are?
4. Are all program participants, and faculty director aware of the emergency? If so, how are participants responding to the emergency?
5. Are adequate supplies and/or resources available (food, water, medical attention)?
6. Is adequate and secure housing available? For how long? What housing options are available as a back-up?
7. If you have an on-site provider, how are they responding?
8. Has the U.S. Embassy been contacted and advised any action for program participants? Are participants aware of this advice; If yes, was the notification in writing?
9. Are all participants following the advised precautions?
10. Have local authorities issued a curfew?
11. Is travel in or out of the region/country being restricted? Should participants be moved within the country? To a neighboring country? To the U.S.?
12. Who or what is the target of any unrest?
13. Has any particular group or organization been threatened?
14. What kind of military, security, or public safety personnel are present? How are they behaving with respect to the civilian population?
15. Have participants been in contact with friends, family back home?

Proceed with emergency response protocol.

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Questions - Death

- Name of deceased?

- When?

- Where did it occur?

- How did it happen?

- Have the emergency contacts been notified?  
  *If not, please do not contact; the OUPD will handle this.*

- Have local authorities or medical personnel been involved at this point?

- What is the physical and emotional status of the rest of the group?

- Is immediate counseling needed? available?

Proceed with emergency response protocol.

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Questions - Serious illness or injury

- Is the participant conscious?
- What is the current mental and physical condition of the participant?
- Has International SOS’s emergency assistance center been notified (call collect at 1-215-942-8478)?
- What medical treatment has been received?
- Where has the participant been taken and by whom?
- Is the director aware of the situation?
- Does the attending physician speak English? If not, what language? How is communication with the participant being facilitated?
- What is the diagnosis?
- Was there a pre-existing condition that was treated by a physician in the U.S.?
- What is the prescribed treatment?
- What is the prognosis?
- Are other participants at risk?
- Does the participant want to return to the U.S.?
- What are the consequences of returning to the U.S.?
- Is the participant aware of these consequences?
- Is airlift a desirable and viable action? Is quarantine necessary?
- What is the contact information for any attending physician (name, address, telephone, fax, e-mail)?
- Have emergency contacts been notified?

Proceed with emergency response protocol.

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Questions - Assault (Physical/Sexual)

- Is the participant conscious?
- What is the current mental and physical condition of the participant?
- What has the on-site response been?
- Where has the participant been taken and by whom?
- Is counseling available? In English?
- Has local law enforcement been notified?
- Has the U.S. Embassy been contacted?
- Has the participant been taken to a physician? (Also refer to Serious illness or injury questions)
- If the assault was sexual, have tests been conducted (STDs, AIDS, pregnancy, DNA)?
- What is the medical diagnosis?
- What is the prescribed treatment?
- What is the prognosis?
- Does the victim indicate a desire to pursue legal action against the perpetrator? Is this a legal option?
- Does the participant want to return to the U.S.?
- What are the consequences of returning to the U.S.?
- Is the participant aware of these consequences?
- Does participant want family and/or emergency contacts notified? If so, who will make these contacts?

Proceed with emergency response protocol.

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Questions - Missing Participant

- When was the participant last seen?
- Does anyone have information regarding the participant’s whereabouts?
- How have you attempted to contact the participant?
- If the participant left and was expected to return, what were the date and time of the expected return?
- Was anyone last seen with the participant?
- Was there anything suspicious about the situation?
- Do you think this is a possible kidnapping?
- Are search and rescue services available on-site?
- Have local authorities been notified? Is there a case number?
- Has the U.S. Embassy been contacted?
- Have emergency contacts been notified?

Proceed with emergency response protocol.

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Questions - Arrest

- Has the participant been detained?
- Has the U.S. Embassy been notified? What has their response been? What is their advice?
- What agency made the arrest (names, addresses, telephone numbers)? Is there a case number?
- What are the charges?
- What rights have been granted?
- Is the participant entitled to place a telephone call?
- Is there a presumption of innocence until proven guilty?
- Is bail available?
- Is legal counsel available?
- Who has been in contact with the participant?
- Who has been contacted about the arrest?

Proceed with emergency response protocol.

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Questions - Incapacitated Program Director

- Is a secondary Program Director/Group Leader or other emergency liaison now managing the on-site situation and the other program participants? If so, who is this person and what is their contact information?

- What is the condition of the Program Director?

- Will the Program Director will be able to return to his/her duties for the duration of the program?

- Is the emergency action plan, drafted by the director, in place?

- Based on the type of emergency, also refer to the appropriate specific incident question list. (See page 1 for table of contents).

Proceed with emergency response protocol.

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Appendix 1
Ohio University Resources

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Both numbers are answered 24 hours. Please contact OEA first when possible; they will consult other resources as appropriate. In event that an OEA staff member is temporarily unavailable, call OUPD.

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<th>Legal Affairs</th>
<th>Counseling and Psychological Services</th>
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<tr>
<td>Tel: 740-593-2626 Fax: 593-0200</td>
<td>Tel: 740-593-1616* Fax: 740-593-0091</td>
</tr>
<tr>
<td>Student Health Services</td>
<td>*24-hour line</td>
</tr>
<tr>
<td>Tel: 740-593-1660 Fax: 593-0179</td>
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<td>Emergency Programs</td>
<td>Community Standards and Student</td>
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<tr>
<td>(Vice President for Finance &amp; Administration)</td>
<td>Responsibility</td>
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<tr>
<td>Tel: 740 593-9532</td>
<td>Tel: 740-593-2629 Fax: 740-593-4613</td>
</tr>
<tr>
<td>Dean of Students</td>
<td>Survivor Advocacy Program</td>
</tr>
<tr>
<td>Tel: 740-593-1800 Fax: 740-593-0223</td>
<td>Tel: 740-593-9625</td>
</tr>
<tr>
<td>Disability Services</td>
<td>President, Office of the</td>
</tr>
<tr>
<td>Tel: 740-593-2620 Fax: 740-593-0790</td>
<td>Tel: 593-1804 Fax: 593-9196</td>
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Outside Resources

To gather additional information on a reported incident, the following people and organizations may be contacted:

Centers for Disease Control (www.cdc.gov) or 1-800-311-3435 or 404-639-3311.

Education Abroad Knowledge Communities: (http://nafsa.org/knowledge_community_network.sec)

International SOS Alarm Center: 215-942-8226 (Philadelphia)
+65.6338.7800 (Singapore)
+44.20.8762.8008 (London)
+61.2.9372.2468 (Sydney)
*Refer to Ohio University member ID: 11BCAS000010


U.S. Embassy or Consulate nearest the program site (www.travel.state.gov – country-specific information available at http://www.travel.state.gov/travel/travel_1744.html)

U.S. State Department’s Counter-Terrorist Office 202-647-9892. For information concerning a terrorist threat or action.


The U.S. State Department Overseas Citizen Services toll-free in the U.S., 1-888-407-4747. If calling from outside the U.S., call (202) 501-4444.

Key web sources of information

U. S. State Department  www.travel.state.gov
U. S. Centers for Disease Control  www.cdc.gov
World Health Organization  www.who.org
International SOS (member 11BCAS000010)  www.internationalsos.com

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