Emergency Response Protocol for International Education Programs
Sponsored by the University of Oklahoma

The safety and well-being of students, faculty and staff who are involved with or participating in OU study abroad programs is of the highest importance, and all reasonable actions will be taken to manage risks and response to emergencies while acknowledging that no single plan can address all contingencies.

The following procedures shall serve as guidelines for the University’s response to crises affecting participants abroad. Faculty or units that manage education abroad programs independently of the EA Office will follow this emergency response protocol. All emergencies on all OU study abroad programs should immediately be brought to the attention of EA.

Role of the Office of Education Abroad

The Office of Education Abroad (EA) is charged with the responsibility of coordinating the management of real or perceived emergencies involving students, faculty and staff participating on OU sanctioned, credit-bearing study abroad programs. A study abroad 24/7 Emergency Assistance Line will be monitored by the Director of International Logistics and Risk Management. Once the Director of International Logistics and Risk Management is informed of the situation, a crisis coordinator may be assigned who will regularly update the Director and other relevant parties about the evolving situation. It is preferable that communication with the EA staff be conducted by telephone call, but if not possible, communication can be via fax or e-mail.

Emergencies Abroad

Medical Assistance
In the event of a medical emergency, students should go immediately to the nearest physician or hospital and then contact OU’s study abroad 24/7 Emergency Assistance Line or FrontierMEDEX’s Emergency Response Center for additional assistance.

OU’s Study Abroad 24/7 Emergency Assistance Line: +001 (405) 630-5392
FrontierMEDEX 24/7 Emergency Response Center: +001 (410) 453-6330 (this number may be reached via a collect call from an international location)

If you are not able to place a phone call, please email helpabroad@ou.edu.

Security Assistance
In the event that a student has been a victim of crime, harassment, discrimination, terrorism, natural disaster, etc. students (or their companions) should notify the local faculty leaders, on-site staff and/or resident directors as well as OU’s Director of International Logistics and Risk Management at (405) 630-5392.
General Guidelines for Emergencies Abroad for Faculty Leaders

1. The first priority is to do whatever is necessary and reasonable to ensure and safeguard the safety and well-being of program participants. Remain calm while obtaining any emergency care for affected participants. Do your best to diffuse any growing anxieties that may be occurring among participants. If at all possible, remain with the affected participant or participants.

2. Immediately contact the Director of International Logistics and Risk Management at (405) 630-5392. If no one can be reached at that number, please call the Public Safety emergency number: (405) 325-1911 or non-emergency number (405) 325-2864 as appropriate. Make every effort to reach the EA staff by telephone, rather than e-mail or fax. There are many issues to discuss during a crisis. All other steps as advised by a staff member of EA should be followed.

3. If the situation warrants, notify the local police about the situation. Then follow through with the procedures the police may require of you or the participant(s).

4. Keep an EA staff member informed on a regular basis, through telephone, fax, and/or e-mail messages, about the evolution of the emergency and/or crisis.

5. Once EA is informed of the emergency and consults with you and other appropriate persons, you may be sent a written course of action/response plan that you and the participants will be expected to follow.

6. During a political crisis, social unrest, or some other emergency or crisis in which foreigners in general or U.S. citizens in particular may be at risk, give instructions to participants to avoid demonstrations, confrontations, or situations where they could be in danger. They should avoid behavior that could call attention to themselves or identify them as Americans (such as speaking in English); and also avoid places where foreigners, Americans, or American military are known to meet. Instruct them to remove signs, avoid using luggage tags, and clothing that might identify them as Americans.

7. Upon resolution and closure of the crisis, submit an incident report to EA.

The Incident Report will include:

1) Person/unit in charge
2) Location of emergency/crisis
3) Detailed description of incident
4) Participants involved
5) Staff involved in the emergency response
6) Steps taken to respond to crisis
7) Recommendations for a future program in the same location
8) Summary of participants’ evaluation of program
9) General comments regarding the particular incident
10) Directives or counsel received and from which entities
Campus Resources

The following are some campus contacts that may be useful in case of an emergency or other problem abroad:

**OU’s Study Abroad 24/7 Emergency Assistance Line:** +001 (405) 630-5392
**FrontierMEDEX 24/7 Emergency Response Center:** +001 (410) 453-6330

If you are not able to place a phone call, please email helpabroad@ou.edu

## Education Abroad Contacts

**Nancy Connally**
Director of International Logistics and Risk Management  
Email: nconnally@ou.edu  
Work Phone: (405) 325-1622  
Cell Phone: (405) 630-5392

**Laura Brunson**
Director of Education Abroad  
Email: lbrunson@ou.edu  
Work Phone: (405) 325-3352

**Kristian Savic,** Assistant Director of Education Abroad  
Email: ksvic@ou.edu  
Work Phone: (405) 325-3519

**Shanna Vincent,** Senior Study Abroad Adviser  
Email: shanna.vincent@ou.edu  
Work Phone: (405) 325-1808

**Loy Macari,** Study Abroad Adviser  
Email: lmacari@ou.edu  
Work Phone: (405) 325-1815

**Alex Spellis,** Study Abroad Adviser  
Email: aspellis@ou.edu  
Work Phone: (405) 325-3591

**Bridgitte Castorino,** Study Abroad Adviser  
Email: bridgitte@ou.edu  
Work Phone: (405) 325-1736

**Nick Aguilera,** Study Abroad Adviser  
Email: nick@ou.edu  
Work Phone: (405) 325-1080

## Education Abroad

**Main Line:** 405-325-1693

## OU Help Line Contacts

<table>
<thead>
<tr>
<th>Contact</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>OUPD emergency number</td>
<td>(405) 325-1911</td>
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<tr>
<td>OU Women’s Outreach Center</td>
<td>(405) 325-4929</td>
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<tr>
<td>OUPD non-emergency number</td>
<td>(405) 325-2864</td>
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<tr>
<td>University Counseling Center</td>
<td>(405) 325-2911</td>
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<tr>
<td>OUPD Business/info number</td>
<td>(405) 325-1717</td>
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<tr>
<td>OU Counseling Psychology Clinic</td>
<td>(405) 325-2914</td>
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<tr>
<td>Alcohol and Hazing Hotline</td>
<td>(405) 325-5000</td>
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<tr>
<td>OU Sexual Assault Response Team</td>
<td>(405) 615-0013</td>
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<tr>
<td>Disability Resource Center</td>
<td>(405) 325-3852</td>
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<tr>
<td>Student Affairs</td>
<td>(405) 325-3161</td>
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<tr>
<td>Number Nyne Crisis Line</td>
<td>(405) 325-NYNE</td>
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<tr>
<td>Sexual Misconduct Office</td>
<td>(405) 325-2215</td>
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