Emergency Response Protocol for International Education Programs

Sponsored by the University of Oklahoma

The Office of Education Abroad (EA) is charged with the responsibility of coordinating the management of emergency services for participants in OU sanctioned, credit-bearing study abroad programs. No single plan can meet the needs of all contingencies. EA recognizes the importance of establishing, in advance, policies and procedures designed to safeguard the safety and welfare of participants and the University. The following policies 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 the same policies and practices of this emergency response protocol through their college-level coordinator. All emergencies on programs not directly administered by the Office of Education Abroad should be brought to their attention immediately.

A. Role of the Office of Education Abroad

The staff of the EA will coordinate the University’s response to a real or perceived crisis, of both an individual or group nature. Once the Director of Education Abroad is informed of the situation, a crisis coordinator will 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.

Please try to speak to staff members in the following order at the direct lines listed below.

B. EA Staff Members

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Work Phone</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistant Director</td>
<td>Alice Kloker</td>
<td>(405) 325-1693</td>
<td><a href="mailto:kloker@ou.edu">kloker@ou.edu</a></td>
</tr>
<tr>
<td>Study Abroad Adviser</td>
<td>Kye LeBoeuf</td>
<td>(405) 325-1693</td>
<td><a href="mailto:kyeleboeuf@ou.edu">kyeleboeuf@ou.edu</a></td>
</tr>
<tr>
<td>Study Abroad Adviser</td>
<td>Kristian Savic</td>
<td>(405) 325-1693</td>
<td><a href="mailto:ksavic@ou.edu">ksavic@ou.edu</a></td>
</tr>
</tbody>
</table>

IPC Contacts

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Work Phone</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vice Provost for International Programs</td>
<td>Zach Messitte</td>
<td>(405) 325-1396</td>
<td><a href="mailto:zpmessitte@ou.edu">zpmessitte@ou.edu</a></td>
</tr>
<tr>
<td>Associate Director of International Programs</td>
<td>Suzette Grillot</td>
<td>(405) 325-6003</td>
<td><a href="mailto:sgrillot@ou.edu">sgrillot@ou.edu</a></td>
</tr>
</tbody>
</table>
Contact with the staff during non-business hours should be made through the Public Safety Office at OU. They will always have the contact information for the EA staff.

Public Safety Emergency Number: (405) 325-1911
Public Safety Non-Emergency Number: (405) 325-2864

Public Safety will accept collect calls only for genuine emergencies. They will then contact an EA staff member, starting with the first person on the list.

C. General Guidelines for Emergencies Abroad for Program Directors

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 as calm as possible while obtaining any emergency care for affected participants as soon as possible. Do your best to diffuse any growing anxieties that may be occurring among participants.

2. Immediately contact a member of the EA staff (in order shown in section B.) and inform him/her in a detailed way about the situation. Daytime phone is (405) 325-1693; call collect if necessary. 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. Prior to departure, leaders should discuss with a member of EA the host countries’ political and legal climates to get baseline understanding of what events require Embassy or Consular attention. If the situation warrants, notify the local U.S. Embassy or Consulate about the emergency and follow their procedures and advise. If there is continuing risk to the welfare of program participants (for example, during a terrorist threat), ask the appropriate Embassy or Consulate Officer to advise you on a regular basis about the evolution of the situation and about recommended behaviors for participants.

4. For medical emergencies, all students participating on sanctioned OU study abroad programs who have registered in the OU risk management software will be in possession of full insurance through MEDEX Assist. If there is a medical crisis please refer to the OU Education Abroad website, MEDEX Assist international website and immediately contact the Education Abroad Office.

5. Benefits for medical emergencies involving OU faculty and staff are provided by ACE USA International Advantage. OU’s Plan number is 01 SP 585. For personal or travel medical assistance call collect: 1 (202) 659-7777 or 1 (800) 766-8206. For non-emergencies or control risk group security service call +44 207 942 9818 or email <www.CR24@control-risks.cim>. When you call Worldwide Assistance, please be prepared with the following information:
6. If the situation warrants and if you and the Embassy or Consulate staff believe that it is appropriate, notify the local police about the situation. Then follow through with the procedures the police may require of you or the participant(s).

7. 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.

8. 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.

9. 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. Again, please reference the MEDEX Assist International coverage, as security evacuation is a covered component and immediately contact the Office of Education Abroad.

10. In the event that you are unable to call out of the country or otherwise unable to reach EA officials in the early phases of an emergency, proceed as best you can to secure the safety and well-being of participants following the advice of in-country parent, university and/or local officials and U.S. Embassy or Consular officers. Then contact an EA staff member (in order shown in section B) as soon as possible, i.e. during a natural disaster, such as an earthquake, all communication systems may be rendered inoperable.

11. Upon resolution and closure of the crisis, submit an incident report to the 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 and
10) directives or counsel received and from which entities.

D. Possible Responses to Emergencies Abroad for Program Directors

Emergencies could include, but are not limited to, serious illness or injury of a participant, mental health crises, assault or rape of a participant, missing persons, a participant being taken hostage/kidnapped, arrest, death of a program participant(s), general student misconduct, political crises, natural or man-made disasters, terrorist threat, and students charged with criminal behavior and serious alcohol/substance abuse.

The following steps to be used at the discretion of the program director, should serve as guidelines of courses of action taken in the event of one of these or other emergencies:

- Assist the participant in obtaining appropriate medical attention.
- Contact EA staff (in order described under B) or if program managed independently contact departmental staff.
- Through the EA office, MEDEX Assist International should be contacted for insurance purposes
- If the emergency involves an OU faculty or staff member that may require medical evacuation or repatriation of remains call: 1 (202) 659-7777 or 1 (800) 766-8206.
- Listen carefully to the affected student(s) and, when appropriate, take into account their desires when making decisions.
- Notify the nearest U.S. Embassy or Consulate and/or seek their advice.
- Notify local law enforcement.
- Seek counseling for affected participant(s); they may require on-going therapy.
- Seek information from other participants, host families and local friends of students.
- Keep program participants updated on the situation to the level that is appropriate.

Information that you may want/need to obtain:

- Name, address and phone numbers of attending physician(s)s and medical facilities
- The nature of medical treatment and/or counseling already given
- Diagnosis, prescribed treatment and prognosis
- Risk to other participants
- Details of any accident/incident including the name and contact information for any involved parties
- Information on situation from any other participants in your group.
• Recommendations of the U.S. Embassy or Consulate
• Recommendation of local law enforcement and other agencies
• Participant interest in returning to the U.S.
• Academic and financial consequences of returning home.
• Contact information for local friends and/or host family that may have knowledge about the situation.
• Police contact information, case numbers, officers involved, charges made against a participant.
• The reaction of other study abroad program directors in the area of the situation
• The recommendations to citizens of the host country made by host country government.

F. Campus Resources

The following are some campus contacts that have proven to be useful in the event of an emergency or other problem abroad. However, in most situations, crisis response should be coordinated through the Office of Education Abroad as described in Section B. If you cannot reach a contact directly, please call Public Safety.

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Work Phone</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Safety</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chief of Police</td>
<td>Liz Woollen</td>
<td>(405) 325-2864</td>
<td><a href="mailto:woollen@oupd.ou.edu">woollen@oupd.ou.edu</a></td>
</tr>
<tr>
<td>Counseling Services:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Director</td>
<td>William Wayne</td>
<td>(405) 325-2700</td>
<td><a href="mailto:wwayne@ou.edu">wwayne@ou.edu</a></td>
</tr>
<tr>
<td>Psychologist</td>
<td>Herb Spencer</td>
<td>(405) 325-2911</td>
<td><a href="mailto:hspencer@ou.edu">hspencer@ou.edu</a></td>
</tr>
<tr>
<td>Legal Affairs</td>
<td>Steve Ashmore</td>
<td>(405) 325-4124</td>
<td><a href="mailto:sashmore@ou.edu">sashmore@ou.edu</a></td>
</tr>
<tr>
<td>Risk Management</td>
<td>Mike Montgomery</td>
<td>(405) 325-5145</td>
<td><a href="mailto:mike@ou.edu">mike@ou.edu</a></td>
</tr>
<tr>
<td>Women’s Outreach</td>
<td>Kathy Moxley</td>
<td>(405) 325-4929</td>
<td><a href="mailto:kathy.moxley@ou.edu">kathy.moxley@ou.edu</a></td>
</tr>
<tr>
<td>Vice-President University Outreach</td>
<td>James Pappas</td>
<td>(405) 325-6361</td>
<td><a href="mailto:jpappas@ou.edu">jpappas@ou.edu</a></td>
</tr>
<tr>
<td>Office of the Provost &amp; SR. VP</td>
<td>Nancy Mergler</td>
<td>(405) 325-3221</td>
<td><a href="mailto:nmerger@ou.edu">nmerger@ou.edu</a></td>
</tr>
<tr>
<td>Vice President for Student Affairs</td>
<td>Clarke Stroud</td>
<td>(405) 325-3161</td>
<td><a href="mailto:cstroud@ou.edu">cstroud@ou.edu</a></td>
</tr>
<tr>
<td>President’s Hot Line</td>
<td>Jay Doyle</td>
<td>(405) 325-3916</td>
<td><a href="mailto:jdoyle@ou.edu">jdoyle@ou.edu</a></td>
</tr>
<tr>
<td>Vice Provost of International Programs</td>
<td>Zach Messitte</td>
<td>(405) 325-1396</td>
<td><a href="mailto:zpmessitte@ou.edu">zpmessitte@ou.edu</a></td>
</tr>
</tbody>
</table>