

**MANAGING REAL AND PERCEIVED EMERGENCIES ABROAD
INDIANA UNIVERSITY OVERSEAS STUDY**

June 2014

Keep in hard copy near main telephones:

This document outlines procedures for dealing with possible emergency scenarios that may arise in the course of study abroad programs. It also identifies the roles played by the Office of International Affairs as the first point of contact for IUPUI programs and that of IU-Bloomington as backup in its capacity as operative safety and risk managers for the IU system.

In an emergency, **any staff member taking the first notification phone call** will:

1. Write down:

- **Caller's name, and phone/e-mail contact info**
- **Title of the program involved**
- **Location of emergency**
- **A few key details**

2. Refer the caller immediately to Stephanie Leslie (317-278-0716). If she is not available the call should then go to Zach Vavra (317-278-2097). If he is not available then seek out Sara Allaei (317-274-3261) or the most senior person present for handling of further communication.

DO NOT HANG UP UNTIL YOU HAVE CONFIRMED THAT THE CALLER HAS CONNECTED WITH A LIVE PERSON.

3. Immediately take information collected in #1 to the person who is fielding the phone call.

4. *If no one is present in this capacity* – or immediately so – the staff member will:

- proceed to the relevant question lists outlined here,
- obtain information in detail,
- promise contact within 30 minutes,
- will then contact on an emergency basis one of the following as the first point of contact:

Study Abroad Emergency Cell Phone - 317-409-2925

Name	Stephanie Leslie	Sara Allaei	Gil Latz	Zach Vavra
Office	317-278-0716	317-274-3261	317-278-1265	317-278-2097

- subject to the directives received from either of these individuals: contact and dispatch information to:
 - a. Kathy Sideli – Bloomington, on behalf of the IU system (812) 855-1139
 - b. Joe Scodro, Chief Legal Counsel, IUPUI 317 274-7460
 - c. HTH Insurance – emergencies 800-257-4823 or
general inquiries - 610-254-8741
 - d. IU Communications – Margie Smith-Simmons - (317) 274-5434
smithsim@iu.edu
 - e. Any other person nominated by these people in the manner directed.
- If you are not able to reach the IUPUI emergency contacts listed above contact one

of the following as the second point of contact:

Emergency Contacts:

IU Bloomington -Overseas Study Emergency Cell Phone: 812-327-9058

Overseas Study, Main Office: 812-855-9304

Kathleen Sideli: Susan Carty
812-855-9304 (office) 812-855-9305 (office)

IUPUI Police – 317-274-7911

The IUPUI Police have after hours contact information for many staff members in the Office of International Affairs.

Quick reference: Guide to Information Collection

Operating Principles

Safety #1 Priority

Think Minimize Liability

Caution/Restraint in Decision-Making & Language Chosen

Confidentiality

Checklists for guiding conversations:

1. Questions to be asked in all situations

A. Related to the situation p. 3

B. Important general contact numbers and information p. 4

2. Incident-specific questions

Death

- Participant p. 6
- Program leader: p. 7

Participant:

- **Ill/sick (serious):** p. 8
- **Injury (serious):** p. 9
- **assault or rape:** p. 10
- **missing:** p. 11
- **arrested:** p. 12
- **taken hostage:** p. 13

Political emergency p. 14

Natural or man-made disaster p. 14

***** Front Line Staff Do NOT Complete the Steps Outlined in pages 15-22 of this Document. It is for informational purposes only. *****

1. Questions to be asked in all situations

A. Related to Situation

- Is the Program Director or other on-site staff member in close contact now with all affected participants?

- What are the current physical and psychological conditions of affected participant(s)?

- What is the proximity of the event(s) to all program participants?

- What is the imminent risk to participant(s) if they remain where they are?

- Are all program participants, whether directly involved or not, aware of the emergency? How are they responding to the emergency?

- Are adequate food, water and medical attention available?

- Is adequate and secure housing available? How long will this housing be available? What other appropriate housing options are available as a backup, if needed?

- Should students be evacuated?

B. Important general contact numbers and information:

Does the Program Director and/or other on-site staff members have the telephone numbers of the participants involved?

Fax and/or e-mail numbers?

Is a telephone tree among program participants established?
(If not, it should be at this time, with instructions to students to call the Program Director or the next level of students if their immediate contact cannot be reached)

For our records, record the information below for the attending physician(s), clinic(s) and/or other health professionals involved:

the names

Addresses

Telephone

Fax

E-mail

What are the name and contact numbers of the person, if any, who is providing translation services in this crisis?

Record the following for the appropriate officials at the U.S. Embassy

Names and titles

Addresses

Telephone

Fax

E-mail

Continued on Next Page

Record the following for the appropriate officials at the State Department in Washington, D.C

Names and titles

Addresses

Telephone

Fax

E-mail

Record the following for the local law enforcement or public security officials involved.

Names and titles

Addresses

Telephone

Fax

E-mail

Do these people speak English?

2. Incident-specific questions:

If there is a death of a program participant:

- What were the circumstances surrounding the death?

- Was there police involvement?
 - If yes, what is the case number?

- Has the US Embassy or Consulate in the country been notified?

- Are the next of kin aware of the death? **OIA will consult with the Dean of Students and the OVST as appropriate on the next of kin notification.**

- Have the other participants been informed of the death?

- Have arrangements been made for the repatriation of remains?

- Have arrangements been made for an on-site memorial service?

- Have arrangements been made for counseling for program participants and host families, if necessary?

If there is a death of a Program Leader:

- What were the circumstances surrounding the death?

- Was there police involvement?
 - If yes, what is the case number?

- Has the US Embassy or Consulate in the country been notified?

- Are the next of kin aware of the death? **OIA will consult with the OVST on next of kin notification.**

- Have the program participants been informed of the death?

- Is there another faculty/staff member that can take over leadership of the group?

- Do participants need to return to the US?

- Have arrangements been made for the repatriation of remains?

- Have arrangements been made for an on-site memorial service?

- Have arrangements been made for counseling for program participants, if necessary?

If a participant(s) has fallen seriously ill:

- What medical treatment has the student received?

- What is the diagnosis, the prescribed treatment and the prognosis?

- Does the attending physician speak English?

- Are other participants at risk from this illness?

- Does the participant have the necessary financial resources to pay for bills or will the program cover these expenses to be reimbursed by the participant later?

- Is medical evacuation a desirable and viable action?

- If so, has the insurance provider been contacted to determine coverage?
 - Does the student have HTH insurance? Should HTH be contacted to arrange for director billing to the hospital or clinic or to discuss coverage levels or medical evacuation?
 - If the student doesn't have HTH, do they have IU's Aetna student plan? Do they have insurance provided through a program provider? Has the insurance been contacted?

If a participant has been seriously injured:

- What are the details of the accident?

- What has the on-site response been?

- Does the attending physician speak English?

- Where has the participant been taken?

- What is the diagnosis, the prescribed treatment and the prognosis?

- Is medical evacuation a desirable and viable action?

- If so, has the insurance provider been contacted to determine coverage?
 - Does the student have HTH insurance? Should HTH be contacted to arrange for director billing to the hospital or clinic or to discuss coverage levels or medical evacuation?

 - If the student doesn't have HTH, do they have IU's Aetna student plan? Do they have insurance provided through a program provider? Has the insurance been contacted?

If a participant has been assaulted or raped:

- What are the details of the incident?

- What has the on-site response been?

- Where has the participant been taken?

- If a rape or sexual assault, is counseling available and is it in English?

- Has appropriate local law enforcement been notified?

- Is the alleged perpetrator a member of the group? If so, what measures are in place to protect both the victim and alleged perpetrator?

- What is the medical diagnosis, the prescribed treatment and the prognosis?

- Is the participant interested in returning to the U.S.? If so, inform the student what the likely academic and financial consequences will be.

- Are there other offices on campus that should be notified or involved in this case?
 - Julie Lash from Counseling and Psychological Services (317-752-3455) and Brian Tomlinson (betomlin@iupui.edu - 317-274-4431) should be contacted.
 - Has the student received the sexual assault victim brochure?

UNIVERSITY DISCIPLINARY PROCESS

The university disciplinary process will include a prompt, fair and impartial investigation and resolution process. Investigators and hearing board members are trained annually on the issues related to domestic violence, dating violence, sexual assault and stalking, and taught how to conduct an investigation and hearing process that protects the safety of the victim and promotes accountability. These processes provides that:

- The accuser and the accused each have the opportunity to be advised by a personal advisor of their choice, at their expense, at any stage of the process and to be accompanied by that advisor at any meeting or hearing.
- The accuser and the accused will be notified simultaneously in writing of the outcome and results of any disciplinary proceedings.
- The accuser and the accused each have the right to appeal the outcome of the hearing and will be notified simultaneously in writing of the final outcome after the appeal is resolved.

Additional information on internal disciplinary processes and procedures can be found at:

- <http://studentaffairs.iupui.edu/student-rights/student-code/index.shtml>
- <http://www.iupui.edu/code/code/index.shtml>
- <http://www.indiana.edu/%20ofirm/policy.shtml>
- <http://www.iupui.edu/~ceo/policy/IUPUIInvestigativeOperatingProcedures.pdf>

SANCTIONS OR PROTECTIVE MEASURES

The University may impose sanctions on the accused and/or provide the accuser protective measures following a final determination on university disciplinary procedures of rape, acquaintance rape, domestic violence, dating violence, sexual assault, and stalking include:

- Protective measures for a victim include changes in academic, working, or living situations, counseling, and an order of no contact.
- Possible sanctions include suspension or expulsion from the university along with educational outcomes.
- Employees may be subject to discipline, up to and including termination of employment.

Sexual assault, domestic violence, dating violence, and stalking may be found to be criminal acts which may also subject the perpetrator to criminal and civil penalties under federal and state law.

Rights and Options

Indiana University does not tolerate sexual assault, dating violence, domestic violence or stalking. If you find yourself in one of these situations:

Find a safe place

Consider reporting the incident *

There are several reporting options including reporting to campus or local law enforcement, going through the student conduct system, and/or filing a Title IX complaint.

Campus authorities will assist in notifying law enforcement if requested. Law enforcement involvement can also be declined.

Preserve evidence of the incident(s)

It is important to preserve evidence as it may be necessary in providing proof of criminal domestic violence, dating violence, sexual assault or stalking, or in obtaining a protection order.

Get medical attention*

Medical attention should be sought as soon as possible. This is necessary to mitigate the risk of sexually transmitted diseases or pregnancy and to determine the existence or extent of, and to treat, any physical injury. Additionally, forensic evidence can be collected if criminal action is desired or may be desired in the future.

Get counseling support *

Counseling is recommended during this difficult time. Whether services are sought on campus or in the community, remember that self-care is an important part in coping with the event.

**Please refer to the Resources section of this brochure for resources and contact information. The resources listed are only a subset of what is available on campus and in the local campus community. Additional and/or more convenient resources may be available in your local community.*

Client Name: _____
 Date/Time: _____ Reference #: _____
 Contacts: _____

Name:	Phone #

Summary: Anticipated Actions / Expectations

Do you request:	Yes	No	Undecided
Full Police Investigation for Criminal Prosecution			
No Additional Police Investigation			
Office of Student Conduct Investigation			
Title IX Investigation/ Office of Equal Opportunity			


*Office of Student Conduct and Title IX investigations are done concurrently when the circumstances qualify as both.

The University will work with individuals to protect their personally identifiable information, as much as possible, and to the extent allowed by law. If you do not want to pursue action within the university system, or the criminal justice system, you may still choose to make a report without identifying yourself. Once a reported incident is disclosed to the university, the information will be used to determine whether there is a pattern of crime with regard to a particular location, method, or assault, and alert the university community to potential dangers. Reports may be counted and disclosed in the annual crime statistics and the daily crime log, in which personally identifying information will not be used. We recommend you express your desires regarding confidentiality and privacy with each of the respective offices and entities you speak to.

Client: _____ Date: _____
 IU Rep: _____ Date: _____

Note: You are encouraged to initiate follow up contact within one week with the organization to whom you have reported this crime.

INDIANA UNIVERSITY
 PURDUE UNIVERSITY
 INDIANAPOLIS



IUPUI

**SEXUAL ASSAULT,
 RELATIONSHIP VIOLENCE
 AND STALKING: RIGHTS,
 OPTIONS AND
 RESOURCES**

For Emergencies Dial 9-1-1

RESOURCES

MEDICAL SERVICES

Options for local hospital or health services

Centers of Hope (locations closest to campus are listed, however additional centers exists in most Indianapolis hospitals)

- Eskenazi Health
720 Eskenazi Avenue (near Ball Residence)
317-630-6180
- IU Health Methodist Hospital
1701 N Senate
317-953-3394

IUPUI Student Health (students only)

The IUPUI Student Health Center offers services for general medical needs, such as annual exams, birth control, acute illnesses and injuries in two locations.

- Campus Center Student Health
Campus Center, Suite 213
420 University Blvd
317-274-2274
- Campus Health
Coleman Hall, Room 100
1140 West Michigan Street
317-274-8214 Phone

COUNSELING SERVICES

IU Employee Assistance Program provides professional and confidential counseling to full-time employees, medical residents, and graduate appointees and their household members.
888-234-8327

IUPUI Counseling & Psychological Services (CAPS) provides professional psychological services for IUPUI students at minimal charge.

- 719 Indiana Avenue, Walker Plaza 220
317-274-8248
<http://caps.iupui.edu>

Crisis & Suicide Hotline 317-251-7575

Community Health Network Behavioral Care Services
<http://www.community.com/behavioralcare>

REPORTING SERVICES

Law Enforcement

Indiana University Police Department (IUPD)

- Responds to incidents on campus
911 or 317-274-7911

Indianapolis Metropolitan Police Department

- Responds to incidents in the Indianapolis metropolitan area.
911 or 317-327-3811

IUPUI Office of Student Conduct

The IUPUI disciplinary process is a fair and informal educational process designed to promote a safe educational environment and develop students who are productive members of both the local and global communities. Reports of student misconduct can be made by calling 317-274-4431.

Title IX/IUPUI Office of Equal Opportunity

Under Title IX of the Education Amendments of 1972, sexual violence is considered a form of sexual discrimination. You may file a Title IX sex discrimination complaint using one of the resources below:

University Title IX Coordinator: 812-855-7539

- Julie Knost, Office of Affirmative Action & Equal Opportunity

For Faculty, Staff and Visitors: 317-274-2306

- Kim Kirkland, Director, Office of Equal Opportunity
- Jason Spratt, Dean of Students

CAMPUS RESOURCES

Student Advocate

The IUPUI Student Advocate assists students in connecting with campus and community resources that may be helpful in managing challenges related to academic, non-academic, and life experiences. The Student Advocate works with all students, including victims of sexual assault, domestic violence, dating violence, or stalking. The Student Advocate will provide resources and support you in exercising your rights to changes in academic, living, transportation, and/or working situations, if so requested and if such accommodations are reasonably available. This assistance will be provided independently of your decision to report or not report the crime to law enforcement or the university disciplinary process.

Your privacy will be protected to the extent possible. For more information contact:

- 317-274-4431

IUPUI Office of Equal Opportunity

Options for and assistance in changing academic, living, transportation, and/or working situations, may be requested. Requests will be reviewed and you be granted if such accommodations are reasonably available, regardless of whether the incident is reported to the campus police, local law enforcement or through an internal reporting process. Other advocate services may also be available. For more information contact:

- 317-274-2306

Sexual Assault Prevention, Intervention, and Response Team (SAPIR)

The task force coordinates sexual assault primary prevention and education efforts for IUPUI students, faculty and staff.

- <http://sapir.iupui.edu>

COMMUNITY RESOURCES

Protection Orders

IU will recognize all valid orders of protection, no contact orders, restraining orders, or similar lawful orders. If you have a valid order, please inform the Office of Equal Opportunity (employees) or the Dean of Students (students) and IUPD to receive appropriate accommodations. If you need to file a Petition for an Order of Protection in Indianapolis you can do so at Marion Superior Criminal Court 21. To learn more about protection orders or to get assistance with filing, contact the Indiana Coalition Against Domestic Violence (ICADV) hotline at 1.800.332.7385

- Marion Superior Criminal Court 21
Basement, Center Tower, Room G108
200 East Washing Street
317-274-2490
- <http://www.indy.gov/eGov/County/Pros/FAQ/Protect/1/Pages/home.aspx>

Legal Assistance

The Protective Order Pro Bono Project

The Protective Order Pro Bono Project can assist victims in filing protective orders, developing safety plans, obtaining legal assistance, and accessing community resources. Advocates can be contacted at the

- City-County Building
200 East Washington Street, Room G-90
317-327-6999

Alleged victims of domestic and family violence are provided the additional rights under Indiana IC-35-40-5, if they choose to proceed with criminal prosecution:

Victim Rights

- You have the right to be:
 - treated with fairness, dignity and respect; and
 - free from intimidation, harassment and abuse;
- You have the right to be informed, upon request, when a person who is:
 - accused of committing, or
 - convicted of committing, a crime perpetrated directly against you is released from custody or has escaped.
- You have the right to confer with a representative of the prosecuting attorney's office:
 - after a crime allegedly committed has been charged;
 - before the trial of a crime allegedly committed; and
 - before any disposition of a criminal case.

This right does not include the authority to direct the prosecution of a criminal case.

- You have the right to have your safety considered when decisions are made concerning pre-trial release from custody of a person accused of committing a crime against you.
- You have the right to be heard at any proceeding involving sentencing, a post-conviction release decision, or a pre-conviction release decision under a forensic diversion program.
- If the accused criminal is convicted, you have the right to make a written or oral statement to be used in a pre-sentence report
 - You have a right to read a Victim's Pre-sentence Report
 - You have a right to respond to the material included in the pre-sentence report.
- You have a right to pursue restitution and other civil remedies against the perpetrator.
- You have a right to pursue information, upon request, about the disposition of a case, the conviction or sentence on a case, and release of a perpetrator from custody.
- You have a right to be informed of your constitutional and statutory rights.

If you wish to exercise these rights, you must provide a current address and telephone number. If you fail to keep the Marion County Prosecutor's Office updated on any changes to your address and phone number, the Marion County Prosecutor's Office may withdraw your request for notice.

If charges are filed in your case, it is likely that the Judge will have a hearing on the defendant's bond within days of the arrest. It is important to stay in contact with the prosecutor's office to determine when this hearing, and other hearings will be held.

Office may withdraw your request for notice. If charges are filed in your case, it is likely that the Judge will have a hearing on the defendant's bond within days of the arrest. It is important to stay in contact with the prosecutor's office to determine when this hearing, and other hearings will be held.

Form Date: 3/24/2014

If a participant is missing:

- When was he or she last seen?

- Does anyone have any idea about where they might have gone?

- If they had left and were expected to return at a specific time, when was the date and time of the expected return?

- Did the participant tell anyone of plans to be absent?

- Are search and rescue operations available on site and are these reliable?

- Have they already been initiated? If not, should they be?

- If other students are enlisted to search, have they been briefed adequately on what to do if they find the missing student or the various scenarios they may encounter?

- If you have determined that the student is truly likely to be missing, proceed with the following questions:
 - Has the US Embassy been contacted?

 - Have the local missing persons officials been notified?

 - What is the case number?

If a student has been arrested:

- Has he or she been detained?

- Has the U.S. Embassy been notified?

- What has their response been? What is their advice?

- What agency made the arrest and filed the charges?

- What are the names, addresses and phone numbers of arresting authorities?

- What is the case number?

- What rights have been granted?

- Is he/she entitled to place a phone call?

- Is appropriate legal counsel available?

If a student has been taken hostage:

- Has the U.S. Embassy been notified?

- What is the Embassy's advice?

- Have the kidnappers made contact?

- Is negotiation support available on site?

- Who are the contact people at the Embassy, and at the State Department in Washington, D.C and what are their titles and contact numbers?

If the emergency is political in nature or if a natural or man-made disaster has occurred:

- Has the U.S. Embassy advised participants to take any actions?
- Have all participants been made aware of these precautions, and in writing?
- Are all participants following these precautions?
- Have local authorities imposed a curfew?
- Is travel in or out of the country being restricted in any way?
- Is the group in danger?
- Who or what is the target of any unrest?
- Has any particular group or organization been threatened?
- What kind of military or other security or public safety personnel are present?
- Are they unusually visible?
- How are they behaving with respect to the civilian population?
- Is evacuation a desirable and viable action?

Overview

The Office of Overseas Study at Indiana University (IU) is charged with the responsibility of coordinating the management of emergencies affecting participants in all IU-approved study abroad programs. In the case of campus- or school-specific IU programs, that responsibility is shared with the Office of International Affairs at IUPUI.

Assuring the safety and well-being of students, faculty and staff who are participating in IU programs abroad is of the highest importance, and all reasonable actions will be taken to accomplish this.

While acknowledging that no single plan can address all contingencies, the Office of Overseas Study (OVST) recognizes the importance of establishing, in advance, policies and procedures that are designed to safeguard the safety and well-being of study abroad participants and to limit IU's legal liability. These policies and procedures, described in detail below, will serve to guide IU's response to crises affecting participants abroad.

We should draw a distinction between "real" and "perceived" emergencies. Real emergencies are those that pose a genuine and sometimes immediate risk to, or that have already disturbed, the safety and well-being of participants. These include such occurrences as coups and other civil disturbances; natural and man-made disasters; incarcerations; serious physical or emotional illness; accidents; physical assaults; disappearances or kidnappings; and terrorist threats and attacks.

Perceived emergencies are those which pose no significant risks to the safety and well-being of participants, but which are seen as threatening by family members in the U.S. or by others, including, at times, students and colleagues at the home university. Perceptions of threat can arise out of a number of situations, including the sensationalized reporting of an event abroad; the distortion of information provided by a participant in a telephone call, e-mail message, fax or letter home; or simply out of the nervousness of a family member or student with little or no international experience. Such perceptions will sometimes affect family members and others in the U.S. more strongly than will real emergencies, and need to be treated seriously.

By closely following the procedures outlined below, the staff of OIA will be able to gather information that will allow them to respond appropriately to real emergencies, or to place a perceived emergency in its proper context, and thereby reassure family members and others in the U.S. Other units at IU with responsibility for campus- or school-specific programs are expected to follow the same procedures and to consult with OIA as appropriate.

After working hours, on weekends and holidays, a call to the Study Abroad Emergency Phone (317-409-2925) will reach the staff member who is on call for emergencies. To be prepared to answer calls in such cases, all staff who will handle emergency phone calls should have updated copies of the following at home : (1) access to the university directories, (2) phone numbers for OIA staff and (3) these procedures.

Operating Principles

In managing emergencies, real or perceived, OIA will be guided in its decision-making, before, during and after a crisis, by the following operating principles:

1. All responses to a crisis will be governed by the highest concern for the safety and well-being of students, faculty and staff participating in any IUPUI-sponsored study abroad program as well as IU students participating in external programs.
2. OIA will exercise caution and restraint in deciding when, and with whom, information about an emergency should be shared, and will operate according to the procedures outlined below in deciding how information should be shared. We will, from the outset, however, contact IU's Director of News and Media or his/her designate and the Vice-Chancellor for Student Life to coordinate responses and resources.
3. All reasonable and prudent measures will be taken to limit IU's legal liabilities.
4. OIA will respond to emergencies by closely following the procedures outlined below, except when otherwise directed by circumstances or agencies outside IU's control.

Procedures

When an emergency, real or perceived, is reported, OIA will follow specific, pre-determined procedures in managing the emergency, in the order that they appear in this text.

PHASE I: An emergency is reported to the Office of International Affairs

A. Whoever learns of an emergency involving an IU student, faculty or staff member on an IU-sponsored study abroad program should immediately contact OIA. If any IUPUI faculty or staff member learns of a crisis on an IUPUI study abroad program s/he should, in turn, inform OIA.

Every effort should be made to reach OIA by telephone, rather than by e-mail or fax. OIA will coordinate IU's response to the crisis until it has passed.

Contact numbers:

Study Abroad Emergency Cell Phone - 317-409-2925

IUPUI Study Abroad, Main Office: (317) 274-2081 Fax: (317) 278-2213

Stephanie Leslie Sara Allaei Zach Vavra
Office: 317-278-0716 Office: 317-274-3261 Office: 317-278-2097

IU Overseas Study (Bloomington) Emergency Cell Phone: (812) 327-9058

*****FRONT LINE STAFF DO NOT COMPLETE THE REST OF THE PHASES*****

PHASE II: OIA determines whether the emergency is real or perceived

A. OIA will gather as much information as is necessary to determine what risks, if any, study abroad participants are facing. In assessing these risks, appropriate people and organizations will be contacted, by telephone if at all possible.

B. In assessing whether the emergency is real or perceived, the appropriate staff member of OIA will contact a number of sources for detailed and accurate information.

The following people and organizations may be contacted (the OIA staff member determining the status of the crisis will check off these contacts if and as they are made):

- First and foremost, the IU Program Director or local coordinator abroad, the co-sponsored program administrator or the individual in charge of a non-IU program.
- The U.S. State Department Desk Officer of the country affected (call 202-647-4000 for specific contact information or see the Department of State Web page: www.state.gov).

It may be useful to contact the following organizations as well:

- Study Abroad and International Program Offices of other universities and colleges with programs in the same city or country.
- The U.S. State Department's Citizens Emergency Center, which deals with serious illness, death, financial crisis due to theft, or arrest (call 202-647-5225).
- The U.S. Embassy in the appropriate country (see the Department of State web page for contact information).
- For civil disturbances, coups, natural disasters, etc., the U.S. State Department sometimes creates special Task Forces to monitor them; for background information on such crises, call the State Department's Operations Center at 202-647-0900.
- For information concerning a terrorist threat or action, call the State Department's Counterterrorist Office at 202-647-9892.
- For security information and assessments via the Office of Intelligence and Threat call the OSAC Electronic Bulletin Board: 202-663-0787 (8:00 a.m.-5:00 p.m. EST).
- Local safety/crime agencies in the host country (discuss with on-site contacts or the US Embassy in host country before proceeding).
- In a crisis that is more general than IU-specific, it will be useful to stay in touch with NAFSA's SECUSS-L network (care should be exercised in doing so, in order to avoid contributing to the propagation of a rumor). The Health and Safety Subcommittee for NAFSA's Education Abroad Knowledge Community,

may organize an operations center for the dissemination of information.

- Large program providers may also have useful information, because of their extensive international networks: CIEE: (212) 822-2600; IES: (312) 944-1750 or (800) 995-2300.

C. Reporting and Recording Procedures: The OVST staff member will:

- ask for information about a number of issues, and
- will **take careful notes of sufficient detail** so as to be able to write a **chronological sequence of events** leading up to, during and after the emergency.
- The circumstances **may require a designated observer be appointed** charged with providing written details of the event as it unfolds.

PHASE III. OIA determines that the emergency is perceived rather than real and not widespread

It is important, at this stage, to control the dissemination of information, which must be shared responsibly, on a need-to-know basis. OVST will need to decide to respond at this point in one of two ways:

Response Scenario A: appropriate when the perceived emergency has not yet created widespread or persistent rumors

1. OIA will take appropriate steps to defuse the situation and reassure concerned parties.
2. In most cases, OIA will need to do no more at this point than reassure the concerned parent, student or other individual who has contacted OIA as the result of media coverage or rumor. The OIA staff member who calls back the party registering the concern in the first place should tell him or her that appropriate inquiries have been made, that we are confident program participants are secure, that the program is proceeding normally, and that the participants' welfare is being provided for, as before.
3. The IU Communications Director and the Office staff of OIA's Study Abroad Office will be informed of what has occurred, and what the concerned parties have been told; it is important that all members of the staff be able to provide the same information in case other inquiries are received. OIA staff will also be told to whom they should direct all media inquiries.
4. Parents who request it can be given the telephone number of the appropriate Embassy abroad. However, embassies will not appreciate receiving calls from overwrought individuals, especially when there is no emergency.
5. The staff member handling the emergency should prepare a simple statement, check it with the OIA Associate Vice-President and/or the Associate Vice-President of Overseas Study if possible, and provide it to all other OIA staff who might answer calls. All calls on the matter should be forwarded to the Director of Study

Abroad or other staff member who is handling the emergency if s/he is not available.

Response Scenario B: When a rumor is widespread and unusually persistent, and growing numbers of individuals, on or off campus, believe that an emergency really has occurred, or that participants are at risk

1. OIA will write a brief and accurate description of the perceived emergency, and will then communicate it to, and speak individually with:

- a. the IU Communications Director
- b. the Vice President of International Programs or his/her representative
- c. the Associate Vice President for Overseas Study
- c. the Vice Chancellor for Student Life
- d. the Dean of Students or his/her representative
- e. the appropriate representative of the unit sponsoring the program
- f. all members of the OIA staff
- g. University Counsel (as appropriate)

2. If OIA deems it appropriate, the person(s) listed as emergency contacts of program participants will receive accurate information about the perceived emergency, and about IU's response. The information will be substantively the same as that contained in the description distributed to the individuals in #1 above.

PHASE IV. OIA determines that the emergency is real

Response Scenario A: the emergency is real and could affect the entire program

1. OIA will consult with the Program Director or other staff members on site and in the U.S., and with the IU Communications Director of News & Media, in order to decide what specific measures should be taken in responding to the crisis, and whether or not a crisis management team should be convened. It may be necessary to send a representative from IU to assist with managing the crisis on the ground.

2. Once the appropriate response strategy has been determined, OIA will communicate directly, preferably by telephone, with the Program Director or other staff members and the affected students; this communication will contain a detailed description of the course of action recommended in responding to the crisis.

Students will be provided with verbal or written instructions as appropriate to the situation. If the matter is sufficiently serious, the Program Director or local coordinator will confirm that all program participants acknowledge receipt of this information in writing and fax or scan and email this signed acknowledgement to the Director of Study Abroad as soon as feasible.

3. OIA will take into account the following points in developing the written course of action:

- a. include a reasonable amount of detail in drafting the procedures;
- b. reassure participants that steps are being taken to ensure their security and well-being, and that their cooperation is important in responding to the crisis;
- c. tell participants that while it is not possible to eliminate all risk, we have had experience dealing with emergencies in the past, and that we will work with them in order to respond effectively;
- d. tell participants if we have communicated with their emergency contacts;
- e. direct participants to stay in close touch with the Program Director or local coordinator, to let him or her know of their precise whereabouts throughout the crisis, and to report any suspicious persons or packages or contacts;
- f. if they haven't already done so, tell the participants to register with the U.S. Embassy or the nearest Consulate, and to maintain contact with them throughout the crisis;
- g. tell participants to exercise common sense in responding to the crisis, and to avoid contact with or travel to the affected area (if they are not located at this area);
- h. if appropriate, direct the Program Director or local coordinator and participants to remove all signs or any other objects at the academic center or at their home stays, that would call attention to them or to the program;
- i. tell participants to keep a low profile, to avoid dress and behavior which will attract attention, to avoid using luggage tags, and to avoid places where Americans are known to congregate.

4. If the situation is sufficiently serious to warrant it, the Director of OIA will write a brief and accurate description of the event, and will then distribute it, with a copy of the written response strategy, to the following people:

- a. the IU Communications Director of News & Media or his/her representative
- b. the IU Vice President of International Affairs or his/her representative
- c. the Associate Vice President for Overseas Study
- d. the Vice President for Student Life
- e. the appropriate representative of the unit sponsoring the program
- f. all members of the OIA staff
- g. The Dean of Students or his/her representative
- h. University Counsel (as appropriate)

The Director will communicate when they can expect to receive another update from OIA.

5. Once the description has been emailed to the above individuals, OIA staff will direct all media requests for information to the IU Communications Director of News & Media or his/her representative in the Office of Communications and Marketing. In handling these requests, OIA staff will make every effort to appear cooperative, while at the same time letting the media know that OIA needs to avoid

giving out information that might violate a student's right to confidentiality and that only the IU Office of Communications may respond to them directly.

6. The IU Office of Communications will provide no more information to the media than that contained in the Director's description; that Office should also coordinate and arrange with the Associate Vice President for International Affairs and/or the Director all press requests for interviews.

7. The Study Abroad Director should handle all requests for information, including those from parents, students and other members of the IU community.

8. Depending on circumstances, the Study Abroad Director will communicate with the emergency contacts of program participants (as indicated on their application forms) in order to provide accurate information about the emergency, and about IU's response. The information communicated will be substantively the same as that contained in the description distributed to the individuals in #4 above.

9. OIA will convene daily meetings to update those individuals who need to know the status of the crisis. They will be scheduled at consistent times each day so that individuals can attend as they need updated information and their schedule allows.

10. Responding to a serious crisis can take a toll on those involved. OIA will seek guidance from Counseling and Psychological Services on providing support to responders.

Response Scenario B: the emergency is real, and particular to one or more individual students

1. OIA will contact the Program Director or local coordinator, the IU Communications Director of News and Media, and other appropriate people abroad and in the U.S. in order to discuss with them the response to the crisis. OIA will be sure that all appropriate steps are being taken at this point to assure the immediate safety and welfare of participants, and will tell the student that their family/emergency contacts will be informed.

2. The Director will make these contacts, provide support to the family or other emergency contact persons, and work with them to determine a plan of action. The Director will communicate when they can expect to receive another update from OIA.

3. It may be necessary to send a representative from IU to assist with managing the crisis on the ground.

4. OIA will convene daily meetings to update those individuals who need to know the status of the crisis. They will be scheduled at consistent times each day so that individuals can attend as they need updated information and their schedule allows.

5. Responding to a serious crisis can take a toll on those involved. OIA will seek guidance from Counseling and Psychological Services on providing support to responders.

A special case: the death of a program participant

A. OIA will ask the Program Director or local coordinator at the site to:

- fax complete details about the circumstances surrounding the death
- confirm that the US Embassy or nearest Consulate in the country has been informed
- arrange for repatriation of remains, following any police or immigration procedures that need to be observed. All students have repatriation as part of the HTH insurance coverage with the program which should be explained to government officials who normally handle repatriation for American citizens abroad.
- inform all students in the program about the death. (OIA will inform students on its other programs since many of the students abroad concurrently know each other but not until the repatriation procedure is in place and the family has been notified) OIA will make every effort to ensure that the program director and/or school staff receive the information of the death before the broader campus community learns of the death. Counseling and Psychological Services will be asked to provide support to students and to prepare faculty/staff to handle upset students and colleagues.
- arrange a memorial service on site (as appropriate).
- arrange counseling as necessary for program students and host families
- work with university officials to determine that if the cause of the death is infectious, how others students and their parents should be notified of any potential public health threat.

B. OIA will consult with the Dean of Students and Vice-President for Student Life regarding notification of next of kin. However, in most cases, if the police or embassy is called in, the next of kin are contacted by these professionals.

C. The Director will write a summary of the circumstances surrounding the death of the participant, and will notify all appropriate officials of the university.

D. OIA will convene daily meetings to update those individuals who need to know the status of the crisis. They will be scheduled at consistent times each day so that individuals can attend as they need updated information and their schedule allows

E. OIA should:

- Inform the Dean of Students/Registrar/Bursar of the student death so that the student's status is changed in all active databases to avoid sending any bills or mailings to the deceased or to the parents of the deceased
- send condolences (a card, flowers or make a donation, according to family

wishes)

- attend the memorial or funeral service, with the family's permission
- check into fees and refund possibilities for unfinished academic term time/housing
- Inform all affected individuals of the IUPUI Day of Remembrance which will remember the loss of the faculty/staff/student.

F. Responding to a serious crisis can take a toll on those involved. OIA will seek guidance from Counseling and Psychological Services on providing support to responders.

**This document is adapted from similar guidelines developed by Michigan State University, the University of Wisconsin, Madison and the Institute for Study Abroad at Butler University.*

***OIA in this document refers to IUPUI's Office of International Affairs. OVST in this document refers to the Office of Overseas Study in Bloomington.*