

**UNIVERSITY OF WISCONSIN-STEVENSON POINT
INTERNATIONAL PROGRAMS**



**EMERGENCY MANAGEMENT PLAN
FOR STUDY ABROAD**

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**Prepared by:
Eric Yonke, International Programs Director**

**Maintained by:
UWSP International Programs Office
108 Collins Classroom Center
Stevens Point, WI 54481
(715) 346-2717**

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Preface

This document outlines the steps that UWSP program leaders abroad and UWSP staff in Stevens Point will follow in an international emergency. This document describes how such crises are to be managed through the use of the UWSP Emergency Response Team. The steps include the handling of an emergency situation on-site, the communication of critical information during an event, and the essential recovery and reporting steps to occur after an event.

UW System has established policy guidelines for the development and operation of educational programs abroad (ACIS 7.1-2). This emergency response plan follows those guidelines to safeguard the safety and well-being of study abroad participants and to clarify the University's legal liability. Also, because study abroad programs operate under the auspices of the whole University, this document also refers to the UWSP "Emergency Management Plan." The reader is urged to consult the University plan in conjunction with this document: www4.uwsp.edu/ehs/emp/.

What Constitutes An Emergency? Definitions and Types

The UWSP Emergency Management Plan provides specific definitions of a "crisis," an "emergency" and "emergency personnel," as well as a categorized chart showing types of emergencies:

Crisis: Critical or unstable situation that is a significant threat to the university (people, operations, property, welfare, reputation, etc.) and will require extraordinary response. A major emergency may result in a crisis. However, crises may also result from controversial or problematic issues.

Emergency: Any unplanned incident that has the potential to affect personal health or safety, property damage, or to disrupt normal university operations. Examples might include severe weather, civil disturbances, power outage, a building fire or chemical spill. Outside emergency services will probably be required, as well as major efforts from campus support services. Major policy considerations and decisions will usually be required from the University administration during times of crises.

Emergency Personnel: Trained and authorized personnel responding to an emergency call and having authority over operations. This may include, but is not limited to: Fire Department, Paramedics, Police, Sheriff, UWSP Protective Services, FEMA, FBI, etc. (3-4)

For the purposes of study abroad, further distinctions are necessary especially 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 events such as the violent overthrow of a government (*coup d'état*) or other civil disturbances; terrorist threats and attacks; natural and human-made disasters; incarcerations; serious physical or mental illness; accidents; physical assaults; and disappearances or kidnapping.

“Perceived emergencies” are events that 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 from a variety of sources including sensationalized media reports of an event abroad; the distortion of information provided by a participant in a telephone call, e-mail message or social media posting; 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. strongly and need to be treated seriously. (See Diane Smell, "Coping with Perceived Emergencies" (1989).)

Perceived Emergencies:

“Perceived emergencies” are events that 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.

By closely following the procedures outlined below, the International Programs staff will be able to gather information that will allow leaders and groups 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 UWSP units that manage overseas programs are encouraged to follow these same procedures and to consult with the UWSP Emergency Response Team as appropriate.

Information for Program Leaders

Who Do Leaders Call First?

In an emergency, the first step is always to get immediate help. Program leaders need to carry *at all times* the names and contact information for on-site support staff, which can be individuals from the partner university, guides or tour companies, or personnel at the group’s hotel/hostel. UWSP International Programs staff and the CISI travel/health insurance contacts are also available for assistance, but typically cannot respond as quickly as local personnel.

Emergency Contacts & Phone Numbers

List Your On-Site Support Staff Contact Information: _____

I.P. Director: Eric Yonke office: (715) 346-3693/2717 cell: (715) 630-8839	Associate Director: Mark Koepke office: (715) 346-3757/2717 cell: (715) 252-1415
Office Manager: Linda Garski office: (715) 346-2382/2717 home: (715) 592-4430	

CISI Emergency Assistance: The program travel/health insurance through CISI provides some of the best, immediate emergency help. Please refer to the back of your CISI Medical ID Card or Policy Brochure in order to contact the appropriate Emergency Assistance provider.

Real Emergencies: Scenarios and Steps for Program Leaders

	Step One	Step Two	Step Three
If a participant has fallen seriously ill or is injured,	Secure local medical assistance and notify local police (if appropriate).	Contact I.P. & CISI Emergency Assistance (on I.D. Card).	Communicate health information from local healthcare providers to I.P.
If a participant has been assaulted,	Notify local police and secure local medical & counseling assistance.	Contact I.P. & CISI Emergency Assistance (on I.D. Card).	Communicate with nearest U.S. embassy/consulate.
If a participant is missing,	<p>If less than 24 hours: Meet with all participants to gather information; enlist help of appropriate hotel/restaurant/ bar staff.</p> <p>After 24 hours: Contact local police and nearest U.S. embassy/consulate; Contact I.P. & CISI Emergency Assistance (on I.D. Card)</p>		
If a participant has been arrested or is a victim of a robbery,	Contact local police and nearest U.S. embassy/ consulate	Contact I.P. & CISI Emergency Assistance (on I.D. Card)	
If a participant has been taken hostage,	Contact local police and nearest U.S. embassy/ consulate	Contact I.P. & CISI Emergency Assistance (on I.D. Card)	
If a participant loses her passport,	Contact nearest U.S. embassy/ consulate and – if appropriate – local police	Contact I.P. & CISI Emergency Assistance (on I.D. Card)	Assist with passport replacement process; bring photocopy of passport to consular services

Contacting Local Police and the Nearest Embassy/Consulate

Given the high potential for miscommunication, we recommend utilizing on-site support persons to initiate contact with local police unless circumstances make this impossible or impractical. Along with local contacts information, leaders should also have embassy and consulate addresses and phone numbers with them at all times. I.P. includes this information in its Leader's Manual for all programs. I.P. also registers all participants in its programs with the U.S. State Department's STEP program and recommends that all international travelers use this registry.

Why You Need to Contact UWSP International Programs As Soon As Possible

Once all steps have been taken to secure assistance on-site, contacting UWSP International Programs is essential. International Programs (hereafter I.P.) will help guide leaders through necessary follow-up procedures, manage communications state-side, and work closely with the University's Emergency Response Team.

Who Should Pay?

In an emergency, take necessary action first and sort out the financial matters later. If a student needs emergency medical assistance and does not have a means to pay (such as a credit card), use the UWSP credit card or program funds to cover the urgent-care costs. Hospital bill receipts must be submitted to CISI upon return to the U.S.

Follow-Up Steps for Leaders after a Real Emergency

Once the immediate crisis has passed, it is important to develop a plan of follow-up actions. Work with the I.P. Director to determine participant's further needs, to decide if the affected participant(s) can continue with the program, and to clarify who will manage any on-site or U.S.-based follow-up.

The Final Incident Report Form

Program leaders are required to complete a Final Incident Report, a copy of which can be found attached to this document. The report is an important to insure that all parties – including the university administration – are kept informed of events that affect UWSP students and staff. The report must be completed as soon as is reasonably possible and submitted to the I.P. Director.

Perceived (Not Real) Emergencies: Scenarios and Steps for Program Leaders

	Step One	Step Two	Step Three
Early Stage: Concerns Only a Few Individuals	Meet with student; determine source of perception; defuse concern, if possible	If perception comes from home contact, notify I.P. for potential communication with source.	If participant unsatisfied with leader's response, contact I.P. for further assistance.
Next Stage: Concerns Spread to Group	Meet with group to address concern openly with the whole group.	If group members share perceptions/concerns via social media or with home contacts, notify I.P. immediately for communication plan.	Continue gauging group's level of concern; report any persistent concerns to I.P.
Next Stage: Persistent Concern	Notify I.P. Director to develop communication plan	Meet with group to address concern openly with whole group.	Notify I.P. of any communications received from group members' families or friends regarding perceived emergency.

Procedures for the International Programs Office

Current information about risk factors is essential so that individual participants can make informed decisions regarding program participation. On-site staff need to be ready to act in an emergency and to be in regular communication with I.P. to develop the most effective course of action in emergency situations. At program sites where there are no staff specifically hired to manage the program, the local institutional contact can act as a resource.

Operating Principles

In managing emergencies, the following operating principles will guide the International Programs Office in its decision-making:

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 UWSP-sponsored study abroad programs.
2. According to the procedures outlined below, information about an emergency will be shared according to FERPA requirements and with caution and restraint in deciding when and with whom to communicate.
3. All UWSP representatives will respond to emergencies according to the procedures outlined below, unless circumstances or agencies outside the University's control intervene.
4. All reasonable and prudent measures will be taken to limit the University's legal liabilities.

First Communication of an Emergency

When an emergency is reported, the International Programs Office will follow the appropriate procedures in the order that they appear below:

- A. Whoever learns of an emergency involving a UWSP student, faculty or staff member on a university-sponsored study abroad program must immediately contact the Director either at the office or at home. Every effort should be made to speak with the Director or her/his representative directly by telephone rather than by e-mail or other indirect means.
- B. The Director will work with the UWSP Emergency Response Team to coordinate the University's response to the crisis until it has passed.
- C. If the Director is not available, the Associate Director should be contacted; the Associate Director will then coordinate the University's response to the crisis in the Director's absence. The Associate Director will brief the Director by telephone or other direct communication (Skype, etc.) regarding the evolution of the crisis, until such time as the Director returns to campus.

Contact numbers:

Director: **Eric Yonke**
office: (715) 346-3693/2717
cell: (715) 630-8839

Associate Director **Mark Koepke**
office: (715) 346-3757/2717
cell: (715) 252-1415

Office Manager: **Linda Garski**
office: (715) 346-2382/2717
home: (715) 592-4430

If none of these individuals can be contacted, Protective Services should be called at (715) 346-3456.

D. **Incident Report Form:** For programs with a faculty or staff leader, it is the leader's responsibility to fill out the report, but I.P. staff may need to confirm that the report is filled out fully and in a timely manner. A copy of the completed form should be sent to the I.P. Director and a copy should be kept with the leader. For programs without an on-site faculty or staff leader, the I.P. staff member who receives the initial report should fill out the form and file it with the Director. Copies of the form are included in the leader manuals, and included with this policy document.

Important Contact Information Needed for Each Program

Does I.P. have the following (checklist):

- Participant Contact Information:** Current telephone numbers of participants involved, including the local staff? Email addresses?
- A Communication Plan:** If a phone tree among participants has not been established, it should be at this time (the establishment of the tree should include instructions telling students to call the program leader or the next level if their immediate contact cannot be reached).
- On-Site Staff Contact Information:** Have all students been reminded of the contact numbers for on-site staff and for the UWSP office?
- Healthcare Providers:** Names, addresses, telephone, fax and email of the attending physician(s), clinic(s) and/or other health professionals involved?
- Translation Services:** Name and contact numbers of the person, if any, who is providing translation services in this crisis?
- Embassy/Consulate Information:** Confirm that the on-site staff has the names, titles, addresses, telephone, fax and E-mail numbers of the appropriate officials at the U.S. Embassy, and at the State Department in Washington, D.C.
- Local Law Enforcement:** Confirm that the on-site staff has the names, titles, addresses, telephone, fax and E-mail numbers of any local law enforcement or public security officials involved? Do these people speak English? What is the name and contact numbers of the local translator who is involved?

Determining Whether the Emergency is Real or Perceived:

I.P. staff 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. **Consult the UWSP Emergency Management Plan (<http://www4.uwsp.edu/ehs/emp/>).**

I.P. staff will contact the appropriate sources for detailed and accurate information (check off these contacts if and as they are made):

- The faculty/staff member at the site abroad (check the overseas contacts list);
- CISI (Cultural Insurance Services International). Emergency - http://www.culturalinsurance.com/contact_emergency.asp. Claims - Phone: (203) 399-5130 or e-mail claimhelp@culturalinsurance.com.
- The U.S. State Department Desk Officer of the country affected (202 647-4000 or 202 663-0533 for the specific contact information or check the State Department web page www.state.gov) or a consular official at the U.S. Embassy or Consulate nearest to the program site.

Other Potential Agencies/Organizations to Contact:

- The U.S. State Department's Citizens Emergency Services, in cases of serious illness, death, financial crisis due to theft, or arrest: PHONE in US: 888 407-4747; PHONE outside U.S.: 202 501-4444.
- The U.S. Embassy in the appropriate country (check the State Department web page for contact information at <http://travel.state.gov>).
- Local safety/crime agencies in the host country. Discuss with on-site contact and U.S. Embassy in host country before proceeding.
- Other U.S. universities and colleges with programs in the same city or country may prove useful as well; consult Academic Year Abroad (published by IIE) for the most recent program listings.

If a crisis is more general and likely to affect more than the UWSP programs, I.P. will stay in touch with NAFSA's SECUSS-L network. NAFSA (National Association of Foreign Student Advisors) also may organize an operations center for the dissemination of information.

CIEE (Council on International Education Exchange) may also have useful information, because of their extensive international networks; call (212) 822-2600.

CDC (Center for Disease Control) may have important information if the emergency is medical in nature (a reported outbreak of a particular disease). Check www.cdc.gov or phone 800 232-4636.

General Concerns to be Addressed

The I.P. staff member will ask for information about a number of issues and will take careful notes of sufficient detail to write a chronological sequence of events leading up to, during, and after the emergency. He or she will use the following as a basic checklist during conversations:

Current physical and psychological condition of affected participant(s)

- Is the lead on-site staff member now in close contact with all affected participants?
- 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?

Adequate and secure housing

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

Communication with all student participants

- Has the program leader reviewed plans for contacting students?
- What are the instructions to be given to students regarding locations to meet or should they be advised to return to and remain in their regular housing?
- What information should be given to students in the event that the situation worsens?

Evacuation or Relocation

- Should students be evacuated?
- Should the students be moved to another location within the country? To a neighboring country? To the U.S.?

When the Emergency is Real

An Individual's Emergency:

Emergencies that affect an individual participant, such as a personal health crisis or a family crisis, are further complicated by the great distance from home. I.P. has a special obligation to assist participants obtain the support and resources necessary to confront an individual emergency abroad.

In cases of individual emergencies, the Director will contact the program leader or local contact and other appropriate people abroad and in the U.S. in order to discuss how to handle the situation. The Director must verify that all appropriate steps are taken at this point for the immediate safety and welfare of the participant. The Director will inform the

student (directly or through a local contact) that a family/emergency contact will be notified unless the student has already done so.

Contact the student's family/emergency contact as listed on the study abroad application.

Provide information to the family as they decide how the situation should be handled.

4. Facilitate the family's plan to the extent possible. In the event that the family needs to obtain passports, the family can contact the State Department Citizen's Emergency Center (contact information is listed in Section II B. 2 of this document) and ask for the appropriate duty officer.

Response in a Special Case: Death of a Program Participant

A. The I.P. Director will ask the Faculty/Staff Leader or local contact at the site to send I.P. a fax, immediately, with complete details about the circumstances surrounding the death, confirmation that CISI has been contacted to arrange for repatriation of remains, confirmation that the nearest U.S. Consulate or Embassy in the country has been contacted, and detailed information regarding burial or repatriation of remains, including any police or immigration procedures that need to be observed. The I.P. Director will inform the on-site staff that the participant's family may be calling him or her once they've been informed of the death. When there is no leader on site, the local host institution will be contacted to seek assistance.

B. The I.P. Director will consult with the Assistant Chancellor for Student Affairs regarding notification of next of kin. After this is done, I.P. will notify appropriate individuals on campus, including the Chancellor, Provost and Line Officers, the Dean of the student's college and the Director of News Services, and the Director of Safety and Loss Control.

A Widespread Emergency

A widespread emergency refers to events or incidents that impact an entire country or region, such as a natural disaster or an outbreak of widespread violence. Quite often, the U.S. State Department will issue a Travel Alert or Travel Warning in such instances.

First, I.P. staff shall inform the Director immediately. If the I.P. Director is not available, the Associate Director should be contacted.

The Director will alert the UWSP Emergency Response Team as quickly as possible and consult with the primary on-site staff and contacts. The Director's most immediate task will be to decide what specific measures should be taken in responding to the crisis.

Once the appropriate response strategy has been determined by working with the UWSP Emergency Response Team, the Director will communicate with the program Leader or primary local contact and the affected students. This communication will contain a detailed description of the course of action to be followed in responding to the "widespread" crisis. Students will be provided with verbal or written instructions as is appropriate to the situation. If the matter is sufficiently serious, the program leader or local contact will confirm that all program participants acknowledge receipt of this information in writing. The primary local contact will forward the signed acknowledgments to the Director as soon as is practicable.

The University's Course of Action

In conjunction with the UWSP Emergency Response Team, the Director will take into account the following points in developing a written course of action:

- ❑ Include a reasonable amount of detail in drafting the statement.
- ❑ Reassure participants that everything is being done to assure their security and well being, and that we are counting on their cooperation in responding to the crisis; Remind participants that while it is not possible to eliminate all risk, we've had experience dealing with emergencies in the past, and that we'll work with them in order to respond effectively.
- ❑ Inform participants that we are notifying their emergency contacts.
- ❑ Direct participants to stay in close touch with the program leader or primary local contact. Confirm their precise whereabouts and report any suspicious persons, packages, or contacts to the local contact. Remind students that the I.P. office is their emergency contact in case they cannot reach the local contact.
- ❑ Encourage students to maintain contact with the nearest U.S. embassy or consulate throughout the crisis. Remind students that they are registered with the U.S. Embassy or the nearest Consulate through the State Department STEP program.
- ❑ Remind 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).
- ❑ If appropriate to the emergency, direct the program leader or local staff and participants to remove all signs or any other objects, at the academic center or at their accommodations that would adversely bring attention to them or to the program.
- ❑ Urge participants to keep a low profile, to avoid dress and behavior that may attract unwanted attention and to avoid places where large groups of U.S. or other international travelers are known to congregate.

Managing Communication

If the events warrant it, the Director will work with University Relations & Communication to communicate a brief and accurate description of the emergency. The Director and University Relations & Communication will then develop a strategy to handle all requests for information, including those coming in from parents, students and other members of the UWSP community.

The Director will also develop a written strategy, consulting with the UWSP Emergency Response Team. Once the strategy has been finalized, the front office or any I.P. staff member who is contacted will direct all media requests for information to the Director or University Relations as determined in the strategy. In managing these requests for information, I.P. staff will make every effort to be cooperative, while at the same time letting the media know that I.P. needs to avoid giving out information that might violate a student's right to confidentiality or endanger the student(s) in question in any way.

If contacted, the Office of University Relations will provide no more information to the media than contained in the Director's description. University Relations will also coordinate and arrange with the Director all press requests for interviews.

Depending on circumstances, the Director and Associate Director will contact the emergency contacts of program participants (as indicated on the study abroad application form) in order to provide accurate information about the emergency and about the University's response. The information contained will be substantively the same as that contained in the description created for University Relations.

If an Emergency is Perceived (Not Real) and Not Widespread

It is important in cases of perceived emergency—which are not real—to control the dissemination of information. Information must be shared responsibly and on a need-to-know basis. I.P. staff will have to decide on the appropriate action in each instance.

The Director or her/his representative will take appropriate steps to defuse the situation and reassure concerned parties.

In most cases, I.P. will need to do no more at this point than reassure the concerned parent, student or other individual who has contacted I.P. as the result of media coverage or rumor spread by social media. The I.P. staff member who calls back the party who registered the concern in the first place should tell him or her that appropriate inquiries have been made, that we are confirming that program participants are secure, that the program is proceeding normally.

The Director will make sure that all I.P. staff members are aware of what has occurred and what the concerned parties have been told. All members of the staff should provide the same information in case other inquiries are received.

All calls on the matter should be forwarded to the Director or staff person handling the perceived emergency if possible.

Parental Requests for Contact Information:

Parents who request the telephone number of the appropriate embassy abroad may receive it, but this information should not be offered as a matter of course. U.S. embassies abroad will not appreciate receiving calls from overwrought individuals, especially when there is no emergency.

Parents may also wish to contact on-site staff. Such requests should first be approved by the Director or Associate Director with a clear understanding of FERPA requirements. Home phone numbers of local staff or contacts should be given out only after I.P. staff or on-site program leaders have contacted the local staff and discussed the student's right to privacy under FERPA.

In Cases of Widespread and Persistent Rumors

In the age of social media, information spreads instantly across the globe. In the case of a growing numbers of individuals, on or off campus, believing that an emergency really has occurred – when in fact it has not, or that participants are at risk – when in fact they are not:

The Director or designee will contact the UWSP Emergency Response Team as quickly as possible to provide a brief and accurate description of the perceived emergency

If the Director deems it appropriate, I.P. staff may provide information about the perceived emergency, and about the University's response, to the person or persons listed as emergency contacts of program participants. The information must be substantively the same as the information provided by the Director to the Emergency Response Team.

Appendix 1: Scenarios and Key Questions Bank

If a participant(s) has fallen seriously ill or seriously injured:

What are the details of the incident? Where has the participant been taken?
Has the appropriate CISI emergency line been contacted?
What medical treatment has the student received?
Is a translator needed for the hospital services?
What is the diagnosis? The prescribed treatment? The prognosis?
What has the on-site response been?
Are other participants at risk from this illness?
Is airlift a desirable and viable action?
Does the student have the necessary financial resources to pay for bills or will the program cover these expenses to be reimbursed by the student at a later date?

If a participant has been assaulted:

What are the details of the incident? Where has the participant been taken?
What has the on-site response been? Has appropriate local law enforcement been notified?
Has the closest U.S. consulate or embassy been contacted for advice regarding reporting the incident?
Has the appropriate CISI emergency line been contacted?
Is counseling in English available?
Is the participant interested in returning to the U.S.?
If so, what will the likely academic/ financial consequences be? Are the participant and the counselor aware of these consequences?

If a participant is missing:

When was the student last seen? Does anyone have any idea about where they might have gone?
Did the participant tell anyone of plans to be absent? If the student had left and was expected to return at a specific time, when was the date and time of the expected return?
What has the on-site response been? Has appropriate local law enforcement been notified?
Has the closest U.S. consulate or embassy been contacted for advice?
If you have determined that the student is truly likely to be missing, proceed with the following questions: Have the local missing persons officials been notified? What is the case number?
Are search and rescue operations available on site? Are these reliable? Have they already been initiated? Should they be initiated?
If other students are enlisted to form search parties, have they been adequately briefed on what to do if they find the missing participant? On the various scenarios they may encounter?

If a student has been arrested:

Has student been detained? 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 student entitled to place a phone call? Is appropriate legal counsel available?
Has the U.S. Embassy been notified? What is their advice?

If a student has been taken hostage:

Has the U.S. Embassy been notified? What is the Embassy's advice?
Has the appropriate CISI emergency line been contacted?
Have the kidnappers made contact? Is negotiation support available on site?
Who is the contact person at the Embassy, and at the State Department in Washington, D.C.?
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 appropriate CISI emergency line been contacted?
Is the group in danger? Who or what is the target of any unrest?
Has any particular group or organization been threatened?
Has the U.S. Embassy advised participants to take appropriate action? Have all participants been made aware of these precautions, and in writing?
Have local authorities imposed a curfew? Are all participants following these precautions?
Is travel in or out of the country being restricted in any way?
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 airlift a desirable and viable action?

Appendix 2: Incident Report Form

University of Wisconsin-Stevens Point
International Programs

Name of Person Filing this Report: _____

Name of Program: _____

Today's Date: _____

Local Time/Date of Incident: _____

Stevens Point Time/Date of Incident: _____

Name of Student(s) Involved: _____

Nature of Incident: _____

How and when did you hear about the incident? _____

From whom? _____

Was medical attention offered to the student? Yes No

⇒ If no, why not? _____

Did the student accept the offer to seek medical attention? Yes No

⇒ If no, why not? _____

If yes, where was the student taken? (name and address of doctor and hospital)

⇒ What was the result? _____

(continued on next page)

✓ if completed

-
- The incident was reported.

Date: _____

Local Time: _____

Stevens Point Time: _____

To Whom? _____

By Which Means? ___ phone ___ fax ___ email
(715) 346-2717 (715) 346-3591

-
- UWSP replied?

Date: _____

Local Time: _____

Stevens Point Time: _____

To Whom? _____

By Which Means? ___ phone ___ fax ___ email

Nature of Reply? _____

-
- The incident was reported to the student's family or guardian?

Date: _____

Local Time: _____

Stevens Point Time: _____

To Whom? _____

By Which Means? ___ phone ___ fax ___ email

Emergency U.S. Family or Contact Name: _____

Daytime Phone and Fax Numbers: _____

Evening Phone and Fax Numbers: _____

Other Information:

Follow-up information should include dates and times, persons contacted or who have contacted you, actions taken, additional phone or contact numbers. These notes should be appended to a final report, kept in the student's file, and/or forwarded to the International Programs Office.

Appendix 3: Communication Chart

