

CRISIS MANAGEMENT FOR INTERNATIONAL EDUCATION ACTIVITIES OPERATED BY CASPER COLLEGE

A. Serious illness, injury or death.

- The Program Director should immediately contact the CC Vice President for Student Services and the Director of Security as well as the contact listed on the student's Emergency Medical Care Authorization form. (The CC authorities will contact the College President as well as the college's legal office and the Director of College Relations.)
- The Director should be prepared to answer the following questions:

What happened? Record all details such as place of the death, cause of the death, who was involved? Witnesses (try to obtain names, time, and place)

What action, if any, has been suggested by authorities at the site?

- Casper College will, if necessary, advance funds to cover emergency costs. (Such expenses are ultimately the responsibility of the student or their parent.)
- If a student suffers from a serious injury, the Director should stay at the hospital during surgery, if possible, and greet THE student in the recovery room. The Director should also visit the student daily, or arrange for daily visits by other program participants.
- If medical evacuation is required, the Program director should coordinate with the hospital, the student, the emergency contact person, and CC.
- If the family decides to join the student overseas, the Program Director should assist with pick up and transportation to the hospital/program site and help secure hotel accommodations.

Broken Bones resulting from personal accident

-Program Director arranges for appropriate transportation to receive care.

-Program Director notifies the VP for student Services or the Director of Security with details about the accident and the treatment received.

-Program Director assists victim in evaluating whether continuation of the program is feasible.

-If the student must return home, the Program director assists with arranging for travel and special assistance, if needed.

-Program director documents steps taken, advice given, and parties involved.

Illness minor, such as a cold

-Program Director will assist in locating a doctor or drug store

-No program personnel will provide or recommend medicine to a program participant.

Document steps taken, advice given and parties involved.

Car Accident

-Program Director assists student in getting immediate medical attention

-If emergency room treatment is needed, Program Director or faculty member remains at emergency room until participant is released or admitted to hospital.

-Program Director advises and assists in seeking any counseling, physical therapy etc. if prescribed or needed

-Program Director advises student to contract insurance company for financial assistance, if needed.

-(If program participant was the driver and is at fault in a 2-party accident, the participant should be advised by Program Director to seek legal assistance from the local Consulate.)

-Program Director should inform the CC Vice President for Students services about the accident.

-Program director document steps taken, advice given and parties involved

B. Emotional or psychological stress that appears to require removal from the situation or professional attention.

- The Program Director should contact the CC Vice President for Student Services, and/or the CC Director of Counseling.
- Counselors will evaluate the situation and may contact the student and/or ask the on-site program director to assess the situation and act accordingly.
- The Program Director may advise the participant to seek psychological counseling or medical assistance. If the participant refuses to do so and is causing a serious disruption to the program, local authorities in the visiting country may be called in to assist.
- Program director documents problem, steps taken and parties involved.

C. Being the victim of a crime – theft, assault, rape, harassment, etc., or being accused of committing a crime.

- In case of theft, the participant should notify the Project Director of the theft and articles taken.
- The Program Director should assist the student with notifying the proper authorities (could include hotel management, police, etc.) and obtain written documentation. (Needed for claiming insurance.)

- The Program Director should contact the Vice-President for Student Services and the Director of Security
- The Director should assist student with replacement of lost items if they are necessary for the completion of the program.

Loss/Theft of Passport

-Student should be directed to the nearest US Consulate to apply for an emergency replacement (If student doesn't have her/his passport number – a copy is even more preferable - the Program Director should be able to supply this information the student's information sheet.

-If the passport was stolen, the Program Director should assist the student with filing a claim with the local police department in addition to the procedures above.

Document steps taken, advice given and parties involved

Theft of Credit Card

-Student should notify Program director of the theft.

-Program director informs student to IMMEDIATELY contact the student's bank/Credit Card Co. (If student's card is on a national bank, this may be available on-line) about the theft/possible fraudulent use of Card:

-Program Director assists student with notifying proper authorities of theft and articles taken and assist students with the authorities.

-Program Director assists with meeting the monetary needs of the student until the Card(s) is replaced. (This can be by money loaned (write a receipt/promissory note), assisting with the location of Western Union Office for wiring funds, or by other means deemed necessary to ensure the student's well-being. (Grades will be withheld until debt is paid by the student.)

-Contact the VP for Student Services or the Director of Security with the steps taken, advice given and parties involved.

Mugging/Rape

-Program Director assists student in seeking medical attention and assists student in filing police report

-Program Director notifies CC Vice President for Student services or the Director of Security.

-Program Director follows up to make sure student is okay and encourages counseling if needed.

-Program Director documents steps taken, advice given and parties involved.

D. Student Disappearance

-If a student fails to show up for a planned group activity, the Program director calls the students and checks in the student's room and at the hotel desk.

-Program director polls other students for knowledge of whereabouts, plans and last contact

-If the student doesn't appear after 24 hours, the Program Director contacts the CC Vice President for Student Services and the Director of Security and if appropriate, CC will advise the Program Director to notify the local police and the closest US embassy.

-The VP for Student Services will contact the emergency family contact and the US Department of State if warranted.

-The Program Director should hold a mandatory meeting with all participants to inform them about the situation. Have participants sign in to the meeting and retain this documentation.

E. Emergency at Home requiring departure from program

-Program Director talks with student/faculty needing to return to the States to ascertain the exact nature of the emergency at home. (If not a critical emergency, the Program Director may counsel the affected participant and offer possible needed assistance including access to telephone or other necessary communication to reach home.)

-Program Director assists participant in making travel arrangements by directly contacting the airlines – unless the family has already done so. (If the student does not have travel insurance, the student must bear the cost of this additional expense.)

-Depending on the student and the time, Program Director may accompany the student to the airport or send someone with the student.

-Program director notifies other instructors and CC VP for Student Services.

-Document steps taken, advice given and parties involved.

F. A situation in-country arises that causes serious concern, i.e., a political uprising, a natural disaster, terrorist attack, disease threat

The Program Director will attempt to learn as much as s/he can about what happened, where and when the incident occurred, if there were injuries/deaths, what authorities are doing at this point.

-In case of disease outbreak, the Program director should speak to Center for Disease Control (CDC), operated by the U.S. government, to determine where the disease is in relation to the study site, rate of spreading, and how to prevent the disease.

The program director should check with the US Department of State to ascertain US recommendations for evacuation. (If the local US consulate or embassies are evacuating, so should you!)

- When the status is accurately determined, the Director should contact the Vice-President for Student Services and the Director of Security who will notify parents or emergency contacts.
- The program director should monitor the situation through all available sources of information, including the State Department website, radio, television, newspaper, Internet etc.
- Program Director should periodically notify CC about the current situation, as well as recording details of what is happening and what steps are being taken.
- If a critical situation exists, the Program Directors should instruct all participants to contact their families in the States as quickly as possible. (Program cell phones should be used for this if there is any problem with calling home.)
- If necessary, the Program Director will assist in making decision whether to continue the program or arrange for return to the U.S.
- If it is determined that the program will continue, there may still be participants who desire to return home or whose parents are advising them to return home. (Remind the student that if they leave the program early, they will need to pay the airline ticket change fee.)
- For these concerned participants, the Program Director is advised to allow at least a couple of days to let the event settle, at which time the participant may feel more comfortable remaining on site. For parental concerns, the Program Director should allow participants time to talk with the parents and to advise CC to also talk with parents to encourage them to allow the participant to make an informed decision.
- If the Program Director, in consultation with the VP of Student Services at Casper College and the Director of Security, decides that the students must be evacuated, the Program Director should hold a mandatory meeting with all participants to inform them of the situation and the procedures to follow to evacuate the country. If the situation is still uncertain, a meeting should still be held to inform participants of the current standing. Have participants sign in to the meeting and retain this documentation.
- If evacuation is recommended and not possible, the Program Director, in consultation with CDC and/or Department of State (DOS), should find the safest place for students and move them there. Until evacuation is possible, the program director should stay in contact with DOS and provide names and location of all program participants.
- In case of disease threats, the Program Director informs SAC of status of participants, whether they are showing symptoms of illness.
- Participants should be encouraged to stay in contact with their parents, if possible.
- Document steps taken, advice given and parties involved.

G. Drug Abuse

- Drug use is prohibited under Casper College guidelines and warrants immediate dismissal from the study abroad program.
- Any program director or faculty member who hears of a student's drug use will immediately contact the VP for Student services to set in motion procedures for dismissal from the international program as per CC policy.
- Program Director escorts student to airport for return to states with change of ticket at student's expense. (No refund of program fees)
- Document step taken, advice given and parties involved documenting entire disciplinary history leading to expulsion.

H. Kidnapping or Hostage Situation Involving Participants

- Program Director immediately files police report and researches the in-country procedures for dealing with kidnapping or hostage situation
 - Program director notifies CC VP for Student Services and Director of Security who notify participant emergency contact.
 - If emergency contact decides to travel to program site, Program Director should assist with pickup at the airport and transport to program site and with securing hotel accommodations.
 - Casper college officials will contact the US Department of State AND the in-country US Consulate for assistance and guidance. (The Program director may also want to visit with the US Consulate in person and receive guidance there as well.)
- CC will contact US Crime Assistance Programs for additional general assistance and guidance.
- Program Director should hold a mandatory meeting with program faculty and participants to inform them about the situation. Have participants sign in at the meeting and retain this documentation.
- Program director should document steps taken, advice given and parties involved.

EMERGENCY PHONE NUMBERS

If an emergency has occurred, FIRST call Security at **1-307-268-2688**. There is always a Security Officer on duty and he will be able to get in touch with the CC crisis management team.

To Reach Casper College:

- **Toll free Telephone 1-800-442-2963 (8-5, M-F)**
- **Vice President for Student Service Dr. Joanna Anderson 268-2210**
- **Director of Security Lance Jones 268-2672**
- **Director of International Education Dr. Barbara Mueller 268-2517**
- **President of Casper College Dr. Walter Nolte 268-2548**
- **Director of Counseling Teresa Wallace 268-2621**
- **Director of Student Health Tracy Hasely 268-2263**