EXTENDED STUDY CRISIS MANAGEMENT

I  Crisis Preparation and Prevention

While it is impossible to predict what, if anything might happen to threaten the security of an extended study group, certain precautionary steps can be taken.

- **Before departure the extended study director must leave a detailed itinerary (and contact information at each site) with the Director of OCSIP.** Any subsequent changes in the itinerary must be reported to the Director of Off-Campus Study immediately. Should a personal emergency necessitate the director's absence from the extended study group for any length of time, the director should designate a responsible individual at the group site to remain in contact with the students. The study group director must also give this individual's name, address, and telephone number to the Director of OCSIP before departing from the study group site.

- **The extended study group director should register the group at the nearest American Embassy or Consulate by providing a list of the names, addresses and passport numbers of all study group participants, or ensure that students register themselves.** Directors and students can register electronically (even before departure) at: https://travelregistration.state.gov/ibr/home.asp or the director should provide the list to the American Embassy or Consulate once on site.

- **Extended study group directors must insist that students keep them informed, in as much detail as possible and in writing, of their personal travel plans.** Students may view this policy as an invasion of privacy. Students need to be disabused of this notion and informed that compliance with this policy provides them with a kind of insurance. Should a student have difficulties or need to be contacted while traveling, the director may consult the Foreign Service officer in the area where the student is believed to be traveling. In the event of an emergency, directors and students are encouraged to call one of the International SOS Alarm Centers. (Note that this is much less an issue on extended studies than our semester-long study groups. On extended studies, students do not typically have time to travel around independently. However, if they are given a weekend free, you should ensure that you know where students are going.)

II  Crisis Management

While all extended study group directors hope that they never have to deal with a crisis, you must be prepared to react nonetheless. Ideally, your job is to **prevent** a crisis, but in many cases, emergency situations arise regardless of your amount of preparation. The following are examples of situations that require immediate action by the director:

- Serious illness, injury, or death
- Emotional or psychological problems that require intervention
- A participant is the victim of a crime or is accused of committing a crime
- An in-country situation arises that causes concern (e.g., a political uprising or a natural disaster)
- Student conduct that disrupts the running of the program
- International events that warrant concern
- Faculty member falls ill or is injured
What should you do in an emergency?

1. First and foremost, ensure the well-being of the student(s) and take necessary steps to stabilize the situation. Depending on the nature of the emergency, this might entail obtaining emergency medical care, seeking help from local police or U.S. embassy officials, and providing victim support.

2. Notify International SOS and Off-Campus Study/International Programs. As soon as you have stabilized the situation, contact International SOS and OCSIP. OCSIP will consult the necessary parties on campus (Risk Management, Counseling Services, Student Health Services, the Dean of the College, etc). See the following page for information on International SOS.

Whenever possible, you should call OCSIP rather than communicate by email or fax since there are issues we will want to discuss with you. Try calling in the following order:

- Kara Bingham
  Director, OCSIP
  (office) 315-228-7216 or -7218
  (cell) 970-691-4549

- Susan Mulry
  Assistant Director, OCSIP
  (office) 315-228-7216
  (home) 315-824-2944

- Carolyn Shain
  Program Coordinator, OCSIP
  (office) 315-228-7216 or -6014
  (home) 315-824-3644
  (cell) 315-790-9423

If you are unable to reach the Director or Assistant Director of OCSIP when time is critical, you should contact:

Campus Safety
315-228-7333 OR -7911

During the academic year, an administrative dean is always on call. Campus Safety can put you in touch with the on-call dean even if it is in the middle of the night here. Do not hesitate to call in an emergency!

OCSIP will discuss with you the appropriate course of action for you and your students.

In the event of a local or regional emergency (i.e., the Madrid train bombings), the director must account for all students as soon as possible and should report back to OCSIP. We will be receiving calls from the students’ family members and must be able to let them know that the students are safe.

The extended study director or OCSIP will call the emergency contacts of the student(s) involved in the crisis to keep them apprised of the situation. The Buckley Amendment stipulates that no information from a student's file may be released to a third party without the student's consent. However, the university has reserved the right to contact a parent in the event that any problem (medical, academic or disciplinary) is considered life-threatening or jeopardizes either the student's status at Colgate or the functioning of a university program. You should also encourage students to call home as soon as possible.

3. Keep Detailed Records. Maintain an on-going written log of the emergency. Document dates, times, location of event, names of individuals involved, conversations, and actions taken to resolve the emergency. If the police intervened, try to obtain a copy of the police report. If you were not at the scene of the incident, it is essential for you to speak to as many witnesses as possible to have a clear sense of what happened. OCSIP will ask you to submit an incident report. In some cases, OCSIP will request that other parties involved submit incident reports as well.
4. **General Advice in Dealing with Emergencies**

Stay calm and focused. In an emergency situation, the students are counting on you as their main source of information and help; dealing with the crisis must take priority over your other duties. **Never say more than is necessary to external parties; try not to speculate.** Confidentiality must be respected, but in a crisis situation, you should act in good faith and use your best judgment. Do not attempt to handle all aspects of the emergency. OCSIP can provide advice and support, and counts on an extended network of resources on and off campus to help deal with crises.

III **International SOS**

Colgate University has contracted with a company called International SOS (SOS) to provide worldwide assistance and evacuation services for the Colgate community abroad. The services provided by SOS range from telephone advice and referrals to full-scale evacuation by private air ambulance.

Before and during your time abroad, we advise that you and your students review up-to-date reports on safety and security, health issues, medical care and vaccination requirements for the country where you will be studying via the SOS website: [www.internationalos.com](http://www.internationalos.com). You can access the Colgate SOS Portal by logging on using the Colgate member number (11BSGC000073). The Colgate SOS Portal contains an on-line Personal Travel Record for inputting independent travel and destination information.

It is important to understand that although SOS will offer the Colgate community travel, medical and security advice and services, as well as on-line access to information that many insurance companies do not offer, **SOS is NOT health insurance.** Colgate continues to require all students attending our programs to maintain health insurance coverage and to make certain that their policies cover them while abroad. Request for reimbursement for medical care received while abroad should be submitted to the traveler’s health insurance provider.

In order to utilize any of the SOS medical, security or travel services contact an SOS Alarm Center from anywhere in the world by calling direct or collect, or by calling the toll-free number. While we have designated the Philadelphia center (215-942-8226) in the United States as your primary contact, any of the SOS Alarm Centers can assist you immediately in an emergency and will notify Colgate of your situation. Please be aware that any event occurring when a traveler is within the territory of his/her home country is not covered.

The wallet card, which contains the Colgate University group membership number and the Alarm Center phone numbers, should be carried by you and your students at all times when abroad. You will receive these cards from OCSIP. OCSIP has sent one card to each student. Travelers can also download a printable version of the card by logging on to the Colgate SOS Portal.

Please review the Program Benefits and Frequently Asked Questions on the SOS web site so you are familiar with the services available to you and your students.

IV **Program Suspension and Evacuation**

Colgate University has adopted the following policies concerning the decision-making under extraordinary conditions that could warrant the cancellation or suspension of a Colgate Study Group. Such conditions could include events like war, coup d’état, major natural disasters, political instability, etc. Paramount in all such decisions is the safety of our students and faculty.
1. Although not limited to the following list, a number of issues should be taken into consideration in determining the safety of Colgate students and faculty at a study group location. One of the issues below may be sufficient in itself, or several may serve as contributory causes, to cancel or suspend a program:

   A. The geographic proximity of the study group to the crisis  
   B. The impact of the crisis on the quality of life (contagious disease, protection of law and order, availability of daily living items, security of housing, etc.)  
   C. The target of the unrest, if the crisis is political  
   D. Any reported incidents involving our students or other Americans in the area  
   E. The cancellation of other study abroad programs or classes at local universities at the study group location  
   F. The intensity of military presence in the area  
   G. A declaration of martial law or war  
   H. Wide-spread and sustained civil unrest, terrorist activity, rioting at or near the study group location  
   I. Travel warnings or specific directives by the US State Department, local US Embassy or Consulate or local government agencies.

2. The decision to cancel or suspend a Colgate Study Group will be based on the issues above (or other equally relevant ones not mentioned there) and on conversations with:

   J. The study group director  
   K. University officials at the partner institution, if appropriate  
   L. US Embassy or consulate officials in country and the US State Department country Desk Officer  
   M. Other local contacts (e.g. police, security services), US agencies or NGOs, where appropriate  
   N. The Director of Off-Campus Study  
   O. The Dean of the Faculty/Provost  
   P. The President

3. Once the decision has been made to evacuate a program, specific procedures will be determined by local conditions. However, the following general procedures should be followed whenever possible:

   Q. The study group director should consult with embassy or consulate staff on site to discuss measures for evacuation and glean advice.  
   R. The Director of Off-Campus Study should consult with the State Department country Desk Officer to discuss measures for evacuation and glean advice.  
   S. If at all possible, departure should take place no later than 72 hours from the time the decision was made to evacuate.  
   T. If departure is not possible by air, the study group director and the Director of Off-Campus Study should consult with government officials and travel providers to determine whether ground transportation to another location where international air travel is operating is possible.  
   U. Decisions about the appropriate means and plan for travel, which will be made by the study group director and the Director of Off-Campus Study, will have safety as a top priority.  
   V. When appropriate, prudent and possible, arrangements should be made for students and faculty to depart as a group.
W. The study group director will keep study group students informed.
X. The Director of Off-Campus Study will keep parents informed.
Y. The Director of Off-Campus Study will inform other relevant offices on campus (e.g.,
dean of the college staff, etc.)
Z. The Associate Vice President of Communications will handle all public communication.
AA. Both the study group director and the Director of Off-Campus Study will keep a
chronological log of events from the time the decision is made to terminate the program.
BB. The Director of Off-Campus Study and the Dean of Faculty/Provost will make
appropriate arrangements, either on campus or at another site, for students returning from
the study group location to complete their term of study.