

University of Wisconsin Superior Emergency Abroad Response Plan

Pre-Travel Considerations

All students will receive a pre-departure orientation in which health and safety issues are emphasized and discussed.

General Security Precautions

The Office of International Programs (OIP) will:

- keep a photocopy of emergency contact information on file at UW Superior and at the program site and the faculty leader will keep a record of passport information for all students.
- encourage students to develop a reasonable family communications plan that includes contingencies for emergency situations.
- encourage students to register their passport numbers and travel information with the U.S. Department of State before travel.
- **encourage faculty leaders to keep up-to-date contact information for all students during free time if extended students absences from the study abroad site are expected.**
- keep students informed about U.S. State Department Travel Alerts and Travel Warnings either by emailing or phoning (whichever is most appropriate) faculty leaders or students on exchange programs.
- record specifics on the methods of communication that are appropriate for each individual program site.
- **encourage faculty to establish and test a procedure for contacting students in an emergency (i.e. phone tree).**
- **encourage faculty leaders to designate a student who will receive a copy of the emergency response plan from the faculty leader and who will contact the appropriate office at UW Superior in the case of an emergency.**

Faculty leaders will:

- **give students the CISI card, which includes the contact information for Team Assist.**
- **give students an emergency contact card to carry in their wallets/purses that includes on-site and U.S. phone/fax/e-mail.**

Campus Safety will:

- function as a 24-hour contact and will receive updated program information, including participant lists, faculty leader contact information, itineraries, etc.

Safety Precautions for Individual Students

The OIP will work with the Dean of Students office to access education records and records pertaining to conduct on campus, in residence halls and off campus for the purpose of determining eligibility to participate on a UW Superior-sponsored study abroad program. Students may not be eligible to participate based on their records or may be required to sign a behavioral contract. Students will sign a waiver allowing the sharing of this information.

University of Wisconsin Superior Emergency Abroad Response Plan

Measures to Take if There Are Anti-American Threats

- 1) The faculty leader should make every effort to eliminate English-language signs pertaining to the study abroad site (in non-English speaking countries) or signs indicating that the program is from the U.S.
- 2) The faculty leader should make every effort to control admission to the program site, when possible.
- 3) The faculty leader should make every effort to direct media inquiries to the Study Abroad Emergency Response Team at UW Superior.

Crisis Communications

A crisis situation can have a lasting impact on a university's image and reputation. Therefore, it is important that we relay information to the media in a crisis situation with extreme care.

When information is released, every effort must be made to avoid misunderstanding, misinterpretation or confusion. Once a misconception takes root, it is always difficult and often impossible to make a full correction.

Distribution of Information

The University Relations Specialist, working in conjunction with campus leadership, is responsible for developing and distributing all UW Superior communications during a campus emergency. Such communications may include internal communication with students, faculty and staff as well as interactions with the media.

In the event of an emergency, the UW Superior Web site <http://www.uwsuper.edu/news/index.cfm> will be used to update the campus and the public with details about the situation and the University's response, linking from there to other pages with detailed information.

During a campus emergency faculty, staff and students have a right to not speak with the media.

Information that is speculative **should not be released**:

- Estimates concerning the extent of damage in dollars cannot be accurate during the first hours of an emergency and are best released later when verified.
- Estimates concerning the length of time it will take to get a damaged facility back in operation.
- Speculation on cause and blame placed on any individual, agency or piece of equipment.
- Estimates of original costs.
- Comments on judicial or administrative processes in which findings have not been issued.

When the crisis has passed, University Relations Specialist will supply the emergency management team with a summary of news coverage.

Levels of Emergency

Faculty Incapacitation

In the event that a faculty member is incapacitated to the extent that s/he can no longer effectively lead the program, the Interim Director, International Programs should be notified immediately by either the faculty member, if possible, or by a program participant designated in advance. The Interim Director, International Programs will find a suitable group escort, either locally or abroad, to accompany the group for the remainder of the period and will work to bring the faculty leader back to the U.S. as quickly as possible. If the group is scheduled to leave the current program site but the faculty leader must remain at the current program site for medical reasons and the faculty leader requires/requests assistance, the Interim Director, International Programs will find a suitable group escort and a suitable escort, either locally or abroad, to remain with the faculty member until s/he can be brought back to the U.S.

Student Misconduct

All students sign the following statement:

I agree to maintain a high standard of conduct throughout the program abroad, including, but not limited to, obeying all local laws and ordinances, behaving ethically and professionally in my relationship with others and in my approach to coursework, showing up on time for all scheduled events, and complying with the UW Superior student discipline code. Failure to adhere to these standards may result in immediate dismissal per the "University Of Wisconsin System Uniform Statement of Responsibility". UW Superior is responsible only for transporting me to the nearest form of public transportation.

UW System Administrative Code <http://www.uwsuper.edu/studentconduct/> See the Student Pledge, and Chapters 14, 17 and 18 regarding conduct.

In the event that a student shows signs of misconduct as described above, alcohol abuse, drug use, disruptive behavior, or other behaviors which may lead to an increase in health or safety risk for the individual or any member of the group or community, the faculty leader should:

1. Immediately begin logging information related to the situation, including information received from individual students (include their names when logging) and personal observations.
2. When appropriate, approach the student in a setting which is not public to give the student a warning. The warning process should include a prepared written statement, ready for the student's signature, detailing the behaviors which must change and the consequences of not changing those behaviors. The Interim Director, International Programs will provide a sample statement for you in advance. The Interim Director, International Programs or the Associate Dean of Students responsible for the Student Discipline Code can also create tailored statements for you while you are abroad, to be sent via email or fax.
3. Send a copy of the written warning to the Interim Director, International Programs, unless technological limitations make this impossible.

****In the case of possible drug use in countries where punishment for drug use is severe, the student must be warned immediately, but in a setting which is not public, about the possible consequences of continued use, including the possibility of jail.***

University of Wisconsin Superior Emergency Abroad Response Plan

After the statement has been signed by the student, the faculty leader should:

4. continue to log information related to the student's behavior.

If the behavior continues, the faculty member may elect to:

5. Send the student home at his/her own expense AND/OR
6. Report the student's behavior problems to the Associate Dean of Students who is responsible for the Student Discipline Code. The Associate Dean of Students will then follow the procedures for on-campus violations in its follow-up.

Level 1

An occurrence or the potential for an occurrence that could be considered routine (examples include loss of passport, single minor injury which does not require hospitalization, change of transportation modes/routes in cases where transportation generally does not pose a safety risk, significant change in itinerary when travel is not within/to an area cautioned against within U.S. State Department Country-specific Information...)

- **Responsibility:** Handled directly by the faculty leader or student (when appropriate) at the study abroad site and Team Assist (if necessary).
- **Notifications:**
 - **OIP:** For potential occurrences (e.g. anticipated change in itinerary), the faculty leader notifies the OIP as far in advance as possible. For other occurrences, as soon as can be reasonably expected or within one week of return to the U.S.
 - **Team Assist:** For
 - Medical assistance, including**
 - Medical referral
 - Prescription drug replacement/shipment
 - Emergency message transmittal
 - Coverage verification/payment assistance for medical expenses
 - Travel assistance, including**
 - Obtaining emergency cash
 - Traveler check replacement assistance
 - Lost/delayed luggage tracing
 - Replacement of lost or stolen airline ticket
 - Technical assistance, including**
 - Credit card/passport/important document replacement
 - Worldwide inoculation information
- **Action:** Determined by the faculty leader at the study abroad site.

Level 2

An occurrence or the potential for an occurrence that requires a response beyond a routine capacity (examples include a single, non-life-threatening injury which requires hospitalization; change of transportation modes/routes in cases where the new mode/route may pose a safety risk, significant change in itinerary when travel is within/to an area cautioned against within U.S. State Department Country-specific Information ...).

- **Responsibility:** Handled by the faculty leader, the Interim Director, International Programs and Team Assist (when appropriate).
- **Notifications:**
 - **OIP:** The faculty leader notifies the OIP immediately or instructs a program participant or third party to notify the OIP immediately. If immediate notification is not possible, the faculty leader notifies the OIP as soon afterwards as can be arranged.
 - **Team Assist** (when appropriate): Notify Team Assist immediately in order to open a case file. Report what has happened and what has been done and be specific in the type of assistance you are asking for.

Medical assistance, including

- Medical referral
- Medical monitoring
- Coverage verification/payment assistance for medical expenses

Action: Determined by the faculty leader at the study abroad site. Follow-up action may be determined by the Interim Director, International Programs.

Level 3

An extraordinary event or the potential for an extraordinary event that requires a response beyond a routine capacity (examples include arrest or impending arrest, multiple injuries which require hospitalization; death; disasters, including natural disasters, explosions, fire, etc.; threats to public welfare, including bomb threats, protests/riots, hostage situations, individual violence, violent crimes, etc.; community health issues, including infectious disease outbreaks, terrorist threats or possibility of war in the proximity of the study abroad site, etc.).

- **Responsibility:** Handled by Team Assist, the faculty leader and the Study Abroad Emergency Response Team. Notification and responsibilities are outlined below.
- **Action:** If possible, actions should follow the timeline below. In the event that communication with UW Superior is impossible due to technological or time constraints, the faculty leader has the authority to take necessary actions deemed appropriate, including closing a program and evacuating students to another location abroad or to the U.S.

Action Timeline For Level Three Events

Complete the following in the order most appropriate for the situation.

- 1) The faculty leader contacts the U.S. Embassy, consulate or U.S. citizen services to determine whether steps need to be taken to secure immediate safety.
- 2) The faculty leader contacts Team Assist (CISI partner).
- 3) The faculty leader contacts all students to make sure they are safe and understand the realities (in so far as they are known) of the situation, whether the faculty leader believes the crisis to be real or perceived. The faculty member may require students not to travel independently, to remain near the study abroad site, to gather as a group or to move to a new site, if appropriate and possible (if moving to a new site, the faculty leader should inform the UW Superior Campus Safety immediately). The faculty leader should stress the importance of separating fact from rumor, give instructions and advice if necessary, and explain what is being done on the participants' behalf. The faculty leader may also instruct participants to contact their parents, guardians, or emergency contacts as soon as possible.
- 4) The faculty leader contacts the Campus Safety at UW Superior immediately, or as soon as possible, to relay information about the safety of individual participants and the situation as perceived by the faculty leader and by students, if known.
- 5) The Campus Safety contacts the Interim Director, International Programs.
- 6) The faculty member, the Interim Director, International Programs, and all others who have been informed begin writing a log, if possible. The faculty member takes photographs of events/non-events at the study abroad site, if possible and advisable.
- 7) After initially assessing the situation and receiving information from the faculty leader on-site (if possible), the Interim Director, International Programs determines the level and nature of the emergency and the need for assembling the Study Abroad Emergency Response Team.

University of Wisconsin Superior Emergency Abroad Response Plan

- a) The Study Abroad Emergency Response Team will initially include all members of the Emergency Response Team (Chancellor, Provost, Dean of Students, Director of Campus Safety, Coordinator for Student Health and Counseling Services, University Relations Specialist, and the Interim Director, International Programs).

The Interim Director, International Programs coordinates efforts to respond to the emergency. A University or Community member familiar with the location of the study abroad program site may also be included on the Team when necessary and possible.

- b) In some situations, the faculty leader and Interim Director, International Programs may also need to determine whether the crisis is real or perceived. Is information about the emergency coming from a reliable source or rumor? If the information may be coming from rumor and there is no threat (real or perceived) of immediate danger, the Interim Director, International Programs and the faculty leader will work together (if possible) to gather information about the emergency by contacting the U.S. Embassy or consulate (in current or “temporary” location, depending on the situation), local police, other reliable sources at each of the study abroad program sites and other study abroad offices. In addition, up-to-date information may be available on the web sites listed at the end of this plan.

- 8) ***If the faculty leader and Interim Director, International Programs determine that the crisis is perceived rather than real***, all information used to come to this determination, including notes from phone calls, email messages sent, information printed from reliable sources on the web, etc. should be included with the event log and retained in the OIP for at least one year. If the perceived crisis is ongoing, the OIP will continue to collect information and add it to the log.

In addition, the Interim Director, International Programs may work with the Dean of Students and the University Relations Specialist to inform participants’ emergency contacts of the situation and explain what UW Superior is doing in response.

- 9) ***If the faculty leader and Interim Director, International Programs determine that the crisis is real***, the Interim Director, International Programs will immediately begin assembling the Study Abroad Emergency Response Team.

See the UW Superior Emergency Response Plan at <http://www.uwsuper.edu/emergency/> for details related to additional Team members and Team spokespersons.

The Study Abroad Emergency Response Team may determine that (a) the faculty leader and participants should exercise extra caution (b) the removal of the program to a different site in the same city or country or in a nearby country is necessary, or (c) suspension of the program and evacuation of participants to the U.S. is necessary. The team may need to put together an evacuation plan (to an alternative location abroad or to the U.S.) using information gathered from resources listed above.

- 10) The Interim Director, International Programs will contact the faculty leader abroad to give a briefing on the plan of action. This plan must be shared with on-site students.
- 11) The OIP will work with the Dean of Students and the University Relations Specialist to inform participants’ emergency contacts explaining the situation and what UW Superior is doing in response.

If the Crisis Becomes an Ongoing Crisis

- 1) The faculty leader will remain in contact with the U.S. embassy/consulate and local police and send reports to the Interim Director, International Programs on a regular basis as determined by the Study Abroad Emergency Response Team.
- 2) The Interim Director, International Programs will share the faculty leader's reports with the Study Abroad Emergency Response Team and continue to monitor State Department alerts/warnings and other resources on a regular basis, as determined by the Emergency Abroad Response Team.
- 3) The Interim Director, International Programs will work with the University Relations Specialist Representative to provide regular updates to participants' emergency contacts explaining the situation and what UW Superior is doing in response.

Action Timeline For Follow-up Level 3 Events

- 1) The Interim Director, International Programs will work with the University Relations Specialist Representative to provide regular updates to participants' emergency contacts explaining the situation and what UW Superior did in response.
- 2) The Study Abroad Emergency Response Team will assess the impact of the event and measures taken, review the program cancellation policy with regards to refunds to students, assess the budget implications, develop a questionnaire to be used for follow-up interviews with affected participants and write a summary report.
- 3) See Section III of the UW Superior Emergency Response Plan, *Time Line for follow-up of the emergency*, for additional details related to follow-up.

Study Abroad Emergency Response Team Members

24-hour emergency phone number for Campus Safety – (715) 394-8114

Title	Name	Campus Phone	Email
Interim Director, Office of International Programs	Cherie Sawinski	X8020	csawinsk
Director, Campus Safety	Gary Gulbrandson	X 8461-direct or X 8114	ggulbran
Chancellor	Renee Wachter	X 8221	rwachter
Interim Provost	Faith Hensrud	X 8449	fhensrud
Dean of Students	Vicki Hajewski	X 8241	vhajewsk
Senior University Relations Specialist	Al Miller	X 8260	amiller
Vice Chancellor for Administration and Finance	Jan Hanson	X 8014	jhanson
Coordinator, Health and Counseling Services	Dawn Schulze	X 8394-direct or X 8236	dschulze
<u>Other Contacts</u>			
Team Assist (Cultural Insurance Services International)	ID number GLM NO 4835256	In the U.S., (877) 577-9504 Worldwide call collect (1-240) 330-1520	OPS@europassistance- usa.com
UW System Office of Safety & Loss Prevention	Sheri Ackley	608-265-5383	sackley@uwsa.edu
Director of Student Life and Leadership, Associate Dean of Students	Tammy Fanning	715-394-8243	tfanning
Assistant to the Chancellor	Joy Johnson	715-394-8223	jjohnson
OIP- Student Services Specialist	Tatiana Kornstad	715-394-8138	tkornsta

Office of International Programs
Phone: 1-715-394-8138 Fax: 1-715-394-8363
Email (front desk): OIP@uwsuper.edu

Resources for Determining Site Safety

Travel Advisories

U.S. State Department (http://travel.state.gov/travel/cis_pa_tw/tw/tw_1764.html)

Australia (<http://www.smartraveller.gov.au/zw-cgi/view/Advice/>)

Canada (http://www.voyage.gc.ca/countries_pays/menu-eng.asp)

United Kingdom (<http://www.fco.gov.uk/en/travelling-and-living-overseas/travel-advice-by-country/>)

France (http://www.diplomatie.gouv.fr/fr/conseils-aux-voyageurs_909/index.html)

Office of Overseas Citizens Services US Department of State Bureau of Consular Affairs

American Citizens Services and Crisis Management corresponds organizationally to American Citizens Services offices set up at U.S. embassies and consulates throughout the world. ACS has five geographical divisions with case officers who assist in all matters involving protective services for Americans abroad, including arrests, death cases, financial or medical emergencies, and welfare and whereabouts inquiries. The office also issues Travel Warnings, Travel Alerts and Country-specific Information and provides guidance on nationality and citizenship determination, document issuance, judicial and notarial services, estates and property claims, third-country representation, and disaster assistance.

Hours of Operation: Monday-Friday, 8:15 a.m. to 5:00 p.m. Eastern time. The OCS toll-free hotline at 1-888-407-4747 is available from 8:00 a.m. to 8:00 p.m. Eastern time, Monday-Friday, except U.S. federal holidays. Callers who are unable to use toll-free numbers, such as those calling from overseas, may obtain information and assistance during these hours by calling 317-472-2328. For after-hours emergencies, Sundays and holidays, please call 202-647-4000 and request the OCS duty officer.

http://travel.state.gov/travel/tips/emergencies/emergencies_1212.html

Overseas Security Advisory Council (OSAC) <http://www.osac.gov/> Telephone: 571-345-2223

Division of the U.S. State Department that fosters the exchange of security information between the government and the private sector operating abroad. The general web site provides some information regarding “recent events” as well as links to current travel alerts and Country-specific Information.

U.S. Department of State Crisis Preparedness Resources

http://travel.state.gov/travel/aztopics/aztopics_4187.html

Federal Aviation Administration <http://www.faa.gov>

Contains up-to-date information on which airports (domestic & foreign) “meet current aviation security requirements.” It also includes a FAQ section that is updated frequently.

War, Peace and Security Guide (Canada) <http://www.cfc.forces.gc.ca/221-eng.html>

A contemporary conflicts guide by the Information Resource Center at the Canadian Forces College. Provides country-specific information based on a world map as well as links to the U.S. and Canadian government travel advisories. Links in the contemporary conflicts section deal specifically with armed forces, international organizations, and military art and science.

University of Wisconsin Superior Emergency Abroad Response Plan

Mayer Nudell <http://www.speconsult.com>

Private consulting group led by a former U.S. diplomat who worked in the Foreign Service Office of Counter-terrorism and Emergency Planning as a Latin America and Middle Eastern specialist. Provides analysis and reports on terrorism, crisis management, travel security, and related international political security affairs.

Stratfor Strategic Forecasting <http://www.stratfor.com>

Stratfor provides in-depth intelligence briefings about trouble spots and international issues. The web site lists free reports, as well as reports available to subscribers. The chief clientele appear to be large corporations. A free daily briefing via email is available through the web site.

NAFSA Association of International Educators:

Most recent resources for monitoring situations abroad

http://www.nafsa.org/knowledge_community_network.sec/education_abroad_1/

Safety & Security: Suggested Best Practices During a Political Uprising (NAFSA)

From time to time, a political uprising—peaceful or otherwise—will occur in a country where U.S. students are engaging in education abroad. The Education Abroad Health and Safety Subcommittee has suggested some guidelines to follow while the political uprising is in place:

1. Make sure you know that your students/staff/faculty are safe. Contact all students by phone or SMS or alternative means of communication. Use the emergency telephone tree that you have set up.
2. If appropriate, advise students/faculty/staff to stay home until the situation on the ground is clarified. When classes resume, students should keep a low profile, avoid public gatherings and demonstrations, and keep away from key government buildings.
3. Advise students/faculty/staff to monitor the media to keep up-to-date with the situation and follow any instructions issued by the local authorities.
4. Communicate with your students to reassure them. For most U.S. students, a political uprising is an extraordinary event that is beyond their experience.
5. Strongly suggest to students that traveling within areas of unrest, going near "hot spots" such as political rallies, areas with tanks, or crowds, etc. are not recommended and would put their safety at risk.
6. Corroborate all information that you receive before you share it with others.
7. Consult with Overseas Security Advisory Council (OSAC) analysts, other expert analysts, and onsite staff and/or partner institutions abroad.
8. Follow communication protocols when speaking with the media.
9. Gather as much factual information as possible so you are prepared when talking to parents.
10. Monitor the situation carefully.

UW-Superior Emergency Abroad Documentation Form

1 . Date of incident: _____

2 . Who was involved: _____, _____

3 . Location: _____

4 . Initial contact at UW-Superior :

Date: _____ Time: _____ How: _____

Name and number of individual contacted : _____

5 . Initial contact on location: _____

Date: _____ Time: _____ How: _____

Name and number of individual contacted: _____

6 . List in chronological order steps taken to deal with the situation:

a) _____

b) _____

c) _____

d) _____

e) _____

7 . List any other pertinent information :

CONTACT INFORMATION:

Name _____ E-mail _____

Address _____

Phone Number _____ Fax _____

Add additional pages, if needed