



10/31/2013

## **GRADUATE AND PROFESSIONAL INTERNATIONAL PROGRAMS CRISIS RESPONSE PLAN**

**A copy of this plan must be given to each student/faculty/staff that is traveling overseas.**

Although no plan will apply to every situation, a common set of factors must be examined in every case. The initial contact regarding an emergency can come from the student or faculty member who is overseas or the Dean, Executive Dean, Program or Clinical Coordinator in the US. The first tasks will be to ascertain the safety of those overseas and information about a developing emergency.

There are several types of situations that could be present:

1. One or more students could be in country at a variety of clinical sites without a faculty member or clinical coordinator present.
2. A group of students could be both studying language and providing services so that they are moving from one site to another.
3. Students may have home stays or may be housed in a clinical facility
4. Students could be on a service-learning trip with one or more faculty members present.

**Students and or faculty must have a way of contacting the US in an emergency.** This could be a cell phone with international roaming or a site that has a landline phone. Text messaging, access to email or other social networking tools could serve as a way to connect.

### **When an Emergency Occurs:**

1. If the student, student team or faculty overseas is concerned about a situation they should contact the appropriate Dean/Executive Dean:

**College of Education:** Mark Ankeny, Dean **503-329-7199 (cell)**

**College of Optometry:** Jenny Smythe, Dean **503-784-6324 (cell)**

**College of Health Professions:** Ann Barr-Gillespie, Exec. Dean **503-896-9365 (cell)**

**College of Business:** Howard Smith, Dean **208-249-2496 (cell)**

**If the primary contact is not available, contact the Office of International Programs**

Telephone: (503) 352-1600 (during office hours), (503) 244-6651 or (503) 752-3422 (cell) at all other times. If communication attempts fail, backup cell number is (503) 758-8545.

2. The Dean/Executive Dean will ascertain the real danger to students and staff considering such factors as:
  - The event's proximity to students and staff and the clinical sites
  - The severity of the natural disaster or unrest
  - Its impact on the availability of food, water, and medical supplies
  - The target of unrest
  - The intensity of the emergency or of the political unrest
  - The presence of military or emergency personnel
  - The feasibility of continuing classes or clinical experiences
  - The ability of students and staff to travel in the country
  - Advice of the nearest embassy or consulate

**Before proceeding further, the Dean/Executive Dean will contact the Director of International Programs and the Provost to determine who will be the primary coordinator of the response.**

3. The Dean/Executive Dean or the Director of International Programs will call other institutions with students in the affected location to coordinate information and devise a common action plan. They will maintain communication throughout the emergency.
4. Prior to making any decisions, the Dean/Executive Dean and the Director, Office of International Programs may gather information from the following additional sources in order to develop as accurate an assessment of the situation as possible:
  - U.S. State Department Office of Overseas Citizen Services: 1-888- 407-4747. Web: [http://travel.state.gov/travel/travel\\_1744.html](http://travel.state.gov/travel/travel_1744.html)
  - U.S. State Department Operations Office for Crisis Management: (202) 647-0900
  - Host country embassy in the U.S.
  - Host country contacts: institutional, agencies handling travel arrangements, local program directors, if applicable
  - Media – local, national and international
  - Faculty with expertise in the region
5. Once the essential facts have been gathered, the appropriate Dean(s)/Executive Dean or Director of International Programs will then call a meeting of senior administrators: President, Provost; VP for University Relations; VP for Student Life; Director of International Programs;
  - Consider immediate measures needed to preserve the health and safety of students and staff
  - Consider additional issues of health, safety, academics, financial aid, public relations and legal liability
  - Develop a written action plan and, if necessary, evacuation plan
  - Communicate this plan to the program director and students

- Consider how to meet the financial cost of plan implementation
- Designate an individual to assume responsibility for the situation at the home institution
- Designate an individual to assume sole responsibility for communicating with parties directly involved in the event such as faculty leaders, affected students, providers, and in-country contacts as appropriate to the situation
- Develop a communication document to be used by all individuals involved
- Secure final approval of the action plan from the President
- Prepare a list of individuals to be alerted once the entire plan is in place (to include the President; university staff; parents and family of participants; faculty and students on the home campus; the media).
- Develop a daily communication plan to provide appropriate individuals with a daily bulletin until the crisis is over
- Assess the impact of the event once it has ended, and document all institutional actions

### **Student Procedures**

1. All students at the overseas site will gather together and discuss the nature of the threat. They will contact the Pacific University personnel and discuss possible outcomes. If there is a faculty or clinical advisor in country, they will be the key person for communication.
2. Students are advised to avoid behaviors that draw attention to themselves as Americans. They will also be asked to avoid locations that U.S. students are known to frequent, and advised not to congregate in large groups.
3. Added security measures will be implemented at the classroom site, clinical rotation site or service-learning location in consultation with on-site contacts (including removal of U.S. program identification)
4. Students will be provided with daily bulletins as well as counseling and positive feedback.
5. In consultation with the Dean/Executive Dean, Director of International Programs, key personnel will prepare to implement an evacuation plan (if necessary)
6. Students will be provided with copies of all official communications relating to the institutional response (including letters to family/friends)

### **QUESTIONS TO BE ADDRESSED BY CRISIS RESPONSE TEAM**

#### **1. Specific information to be collected from the site:**

- a. What happened?
- b. Where did it happen?
- c. When did it happen (date and time)?
- d. Who was involved?
- e. Who are the witnesses?
- f. Who has been contacted?
- g. What action, if any has been suggested by authorities at the site?

## **2. Status of the participants:**

- a. Where are the participants?
- b. What is the physical condition of the participants?
- c. What is the mental health of the participants?
- d. What communication system has been established among the participants?
- e. What information needs to be communicated to the participants?
- f. Do the participants have any immediate needs?
- g. Are any funds needed? I.e., medical, bond fees, etc.

## **3. Specific contact information:**

- a. Who contacted the home university/organization?
- b. When did the contact occur?
- c. How was contact made?
- d. What was discussed?
- e. What plan was developed?
- f. Who was to take what action?

## **4. Action plan:**

- a. What action needs to be taken?
- b. What are the legal issues to be considered?
- c. Who needs to be contacted?
- d. Who will contact each agency/organization/family? When will the agency/organization be contacted?
- e. What financial arrangements need to be made?
- f. How will the gathered information be communicated?
- g. Who will collate information?
- h. How will the Crisis Management Team receive the information?

## **5. Post-crisis Follow-up:**

- a. What debriefing is needed and who should be included?
- b. What post-trauma counseling is needed?
- c. What letters and other forms of communication need to be undertaken?
- d. What legal action should be reviewed and initiated?
- e. What are the financial repercussions?
- e. Who will gather all information and write a report?**

### **CRISIS MANAGEMENT TEAM**

Cassie McVeety, VP, University Advancement, ext. 2211, mcveety@pacificu.edu

Lesley Hallick, President, ext. 2123, hallick@pacificu.edu

John Miller, Provost, ext. 2228, jmiller@pacificu.edu

Dean/Executive Deans who have students in country:

Mark Ankeny, Dean, College of Education, ext. 2924, mankeny@pacificu.edu

Jennifer Smythe, Dean, College of Optometry, ext. 2770, smythej@pacificu.edu

Ann Barr-Gillespie, Executive Dean, College of Health Professions, ext. 7372, barr-gillespie@pacificu.edu

Howard Smith, Dean, College of Business, ext. 2808, hsmith@pacificu.edu

Mark Ankeny, VP for Student Affairs, ext. 2924, mankeny@pacificu.edu

Stephen Prag, Director, International Programs, ext. 1600, sprag@pacificu.edu

Lauren Morice, International Programs Assistant, ext. 1600, lmorice@pacificu.edu

## **ADDITIONAL RESPONSE GUIDELINES**

### **Arrest of a Student**

Pacific University program administrators and faculty directors abroad play a limited, but nonetheless important role when a participant is alleged to have committed a crime. When an alleged crime occurs abroad, it is important to remember that the student is subject to the laws of that country, not U.S. law. The student is also not assured the same rights he/she enjoys in the U.S. Yet, the University is obligated to undertake all measures possible to ensure the safety of the student.

1. It is essential to gather as much information as possible concerning the arrest including:
  - a. Name of the participant
  - b. Country of birth, citizenship and DOB
  - c. Date, place, and time of arrest
  - d. Nature of the charges
  - e. Summary of the incident
  - f. Other individuals involved (if applicable)
  - g. Location of student's detention, and how they may be contacted
  - h. Whether the student has legal representation
  - i. The student's rights in the justice system of the country in question
2. Notify the U.S. consular officer immediately. The website for all consulates, embassies and diplomatic missions: <http://www.usembassy.gov/>
3. Do not call any family members or next of kin unless a) you have confirmed the arrest and b) the individuals have given you their written consent. If you do not have written consent, notify the Crisis Management Team, which will decide on a course of action.
4. The University cannot recommend or provide an attorney. The student and the University, however, can request the assistance of the State Department.
5. If the student consents, notify the next of kin listed on the participant's emergency information sheet. Provide the family member with the name, title, telephone number, fax number, and address of the U.S. Embassy or consulate whom you have notified regarding the arrest. Be careful that you indicate only that the person has been accused, and not whether you believe the individual is guilty.

6. If necessary, pack an appropriate amount of clothing items and other necessities to provide to the U.S. representative in the host country, so they can be given to the detained participant(s) when possible.
7. If a Pacific University faculty/staff member is in country, visit the arrested person wherever he/she is being detained. Do your best to calm the arrested person so that he/she understands the process she/he will be facing.
8. In some countries, an arrested individual may be released upon payment of a fine or other fee. Before proceeding with this option, the Dean/Executive Dean and the Office of International Programs in consultation with the university's legal counsel should consult with one another to consider the seriousness of the allegation and whether it warrants any intervention. For example, if someone is jailed for not paying a bill at a restaurant and the individual will be released if payment is made, then generally arrangements should be made to make the payment. On the other hand, if the individual has committed a serious crime, U.S. consular officials should determine the best course of action.
9. If there is a language barrier, ask a representative of the host institution, the resident coordinator, or the U.S. consulate to assist with translation for the individual being detained.
10. The person visiting the student should provide a written report to Pacific University as soon as possible summarizing what has occurred and the action taken.
11. Describe the outcome or action related to the arrest in a report to Pacific University. Include the following: charges dismissed? agreement reached? Found guilty/not guilty? deportation? Where will the sentence be served? What was the sentence handed down?
12. University's legal counsel should be kept abreast of all actions and should be copied on all reports and updates.
13. The student should be informed of any consequences in relation to his/her participation in the program; i.e. curfew, activity restrictions, separation from the program or disciplinary action at Pacific University. Consequences should be determined by the members of the crisis team.
14. The program should maintain a file of all correspondence and notes of meetings in a confidential file. Any subsequent disciplinary action should be discussed with legal counsel prior to material being put into the student's file.

### **Sexual Assault**

**Definition of Sexual Assault:** Physical contact of a sexual nature, which is against one's will or without one's consent.

**When the student is the perpetrator:**

Sexual assault can result in dismissal from the program. Special sensitivity is needed when handling a report of sexual assault. It is very important to involve Pacific University's legal counsel and the Dean of Students when a sexual assault is reported. Laws vary according to the country. In this case, the U.S. consulate or nearest embassy should be consulted.

**When the student is a victim of a sexual assault:**

The first priority is to meet the immediate needs of the individual from a medical and psychological standpoint. Both a medical doctor and a psychologist should be consulted whenever possible. In cases where the individuals at the program site do not have sufficient resources to handle this type of crisis, the student or faculty director should contact the nearest U.S. consulate for assistance.

Second, the victim should be moved to a safe location and should preserve all physical evidence of the assault. The victim should not wash or bath, use the toilet, or change clothing until there has been a medical evaluation. If the victim insists upon changing clothing, put all clothing in a paper bag.

Third, when appropriate, and only if the student wishes to work with the police, the matter should be reported to local authorities and the US Consulate. Due to the sensitive nature of the event, all of those involved in this crisis must accept their responsibility to maintain strict confidentiality on the matter.

PLEASE NOTE: As much as possible the student at issue should be allowed to determine what steps he or she is willing to pursue. The ability of the student to process the incident, the severity of the injury and the question of whether others face imminent threat are all factors to be weighed. Additionally, the laws concerning sexual assaults, as well as the punishments, vary greatly from country to country and the victim should be made aware of what local laws and procedures apply. If a student is studying at a partner institution abroad there will, in most cases, be a set of procedures to handle this type of situation. In this case, it is crucial that the Office in charge of study abroad students be in touch with the Office of International Programs to explain what procedures and laws apply.

The following information should be obtained when a sexual assault is reported:

- a. Name of person reporting the incident
- b. Name of the victim
- c. Status of the victim (student, faculty, staff, other)
- d. If not the victim reporting, how does the person know of the assault?
- e. Date, time, and place of the assault
- f. What occurred?
- g. Who was the assailant (if unknown, ask for a description)
- h. Where is the victim now?

The following immediate actions should take place:

- a. If you are first on the scene or the first contacted, the victim may be in shock, physically hurt, and very emotional. Assure the victim that s/he is not at fault and did not cause the assault to occur and that the responsibility for the assault is placed on the perpetrator alone. Your first objective is to care for the victim's medical/emotional needs.
- b. Determine if the individual wishes to contact a parent/relative, a health care provider or some other trusted person. . You cannot necessarily assume who should be the first recipient of a phone contact from the student. Facilitate the communication between the student and the parent/relative without offering judgments or assertions.

Follow up Actions, if determined appropriate after consultation with campus resources:

- a. Request an investigation from local authorities. A detailed log of all events related to the situation should be used throughout the investigative process.
- b. Once the investigative report is complete a report should be made to the Dean of Students at Pacific. If the alleged perpetrator is a Pacific student, the Dean, in consultation with the University's legal counsel, will determine the necessary action to be taken against the perpetrator.
- c. Be sure the victim receives counseling services from a mental health professional. If the victim is afraid to return to his/her residence, assist in making alternative arrangements with the institution abroad. The mental health professional should weigh with the student, the options available including medical evacuation or a return home to deal with the trauma.
- d. If the student decides to return home, assist in the coordination of all return arrangements, including the notification of family or significant other (as discussed with the student).
- e. If the student decides to remain in the program, discuss the possible need to provide different academic arrangements with the host institution should this incident have an impact on the student's ability to function in his/her classes or delay participation in any final assessment.
- f. In all cases, make notes of your conversations with the student and/or call the Dean of Students to process what has occurred, and to record what agreements were struck and how students are responding.