

University of Wisconsin Oshkosh

Study Abroad Emergency Planning & Management

Current as of December 3, 2008

Pre-Travel Considerations

See the sections on *Health & Safety* and *Orientation* in the Policy for the Conduct of Study Abroad Programs at the University of Wisconsin Oshkosh

General Security Precautions

- The OIE will keep a photocopy of all travelers' airline tickets and emergency contact information on file at UW Oshkosh and at the program site and will record passport information in the on-line study abroad application system.
- **Faculty leaders will give students the CISI card, which includes the contact information for Team Assist.**
- **Faculty leaders will give students an emergency contact card to carry in their wallets/purses that includes on-site and U.S. phone/fax/e-mail.**
- The OIE will encourage students to develop a reasonable family communications plan that includes contingencies for emergency situations.
- The OIE will encourage students to register their passport numbers and travel information with the U.S. Department of State before travel.
- **The OIE will 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.**
- The OIE will 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.
- The OIE will record specifics on the methods of communication that are appropriate for each individual program site.
- **The OIE will encourage faculty to establish and test a procedure for contacting students in an emergency (i.e.: phone tree).**
- **The OIE will 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 Oshkosh in the case of an emergency.**
- The University Police 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 OIE 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 Oshkosh-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.

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 United States.
- 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 Oshkosh.

Crisis Communications (last updated 3/09)

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.

In the event of a major crisis on campus, it is essential that an effective communications plan be put into effect to disseminate timely, accurate information and to ensure that inquiries are routed to the appropriate sources.

DISTRIBUTION OF INFORMATION

Integrated Marketing and Communications, working in conjunction with campus leadership, **is responsible for developing and distributing all UW Oshkosh communications during a campus emergency. Such communications may include internal communication with students, faculty and staff as well as interactions with the media.** During a crisis, Integrated Marketing and Communications will place priority on communicating with the media and will provide complete, accurate and confirmed information about the emergency situation and the University's response. During a crisis, IMC will work to supply verifiable details to the news media as rapidly as possible. This may be done through personal contact, telephone, FAX transmission, radio feed, video feed, background session or news briefing. After releasing information, IMC will monitor the news coverage and quickly correct any errors that might be made.

In the event of an emergency, the UW Oshkosh Web site will be used to update the campus and the public with details about the situation and the University's response.

In the event of a widespread campus incident/disaster, a media center may be established. The media center may provide workspace for reporters, power, telephones, Internet connection, campus and community directories and maps. A communication information center also may be established, if a high volume of incoming phone calls are expected.

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

The media has access only to the public areas. Any situations where individuals feel a reporter has abused their rights should be reported to the Executive Director of IMC.

The communications objectives during a time of emergency are:

- Ensure timely release of accurate information.
- Communicate verified **facts** rather than speculative information.
- Facilitate the flow of information.
- Promote and protect the welfare of involved personnel and their families.
- Retain employee, student, public and news media confidence in the institution.
- Use a crisis, when appropriate, to educate the public on broader issues raised by the crisis: how we'll prevent similar incidents from occurring in the future, what programs we have in place and what we're doing now.

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, IMC will supply the emergency management team with a summary of news coverage.

During a crisis situation, the following steps will be taken:

- Review and note known facts. Determine those which can and which cannot be released and create fact sheets that can be distributed to the media and/or posted on the University's Web site.
- Develop key messages that will be used to communicate with the media and the public.
- Determine who will act as spokespeople and conduct any last-minute media training. Ensure that spokespeople have copies of the most recent news releases or fact sheets.
- Carry out a Web response. The University will use [UW Oshkosh Today](#) as a primary source of updates, linking from there to other pages with detailed information. If necessary, IMC will create special pages or sites about a situation, linking to them from [UW Oshkosh Today](#) and www.uwosh.edu.
- Assign communicators to handle incoming phone calls. Maintain a log to record all calls and interview requests from the media.
- Open a media center in Reeve Memorial Union, if necessary. In a time of crisis, establishing a media center should be a priority. If needed, the media center may be relocated to the Oshkosh Sports Complex, should the immediate campus area be unsafe.

Members of the crisis communication team who will work alongside the emergency response team:

- **Jeanette DeDiemar**, Executive Director, Integrated Marketing and Communications
- **Jaime Hunt**, Associate Director, News and Public Information
- **David Williams**, Writer/Editor
- **Natalie Johnson**, Marketing and Communications Manager
- **Jamie Ceman**, Web Brand and New Media Strategy Manager
- **Dana Hartel**, Office Operations Associate, Integrated Marketing and Communications
- **Jeff Herzig**, Web Specialist, Integrated Marketing and Communications

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 OIE Director should be notified immediately by either the faculty member, if possible, or by a program participant designated in advance. The OIE Director 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 OIE Director 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 Oshkosh 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 Oshkosh is responsible only for transporting me to the nearest form of public transportation.

Student Code of Conduct

<http://www.uwosh.edu/dean/conduct.htm>

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 OIE Director will provide a sample statement for you in advance. The OIE Director or the Assistant 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 OIE Director, 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.***

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 Assistant Dean of Students responsible for the Student Discipline Code. The Assistant 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:**
 - **OIE:** For potential occurrences (e.g. anticipated change in itinerary), the faculty leader notifies the OIE 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 OIE Director and Team Assist (when appropriate).
- **Notifications:**
 - **OIE:** The faculty leader notifies the OIE immediately or instructs a program participant or third party to notify the OIE immediately. If immediate notification is not possible, the faculty leader notifies the OIE 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 OIE Director.

➤ **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 Oshkosh 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 Oshkosh University Police 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 University Police at UW Oshkosh 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 University Police contacts the OIE Director and the Associate Vice Chancellor for Faculty & Academic Staff Affairs.
- 6) The faculty member, the OIE Director, 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 OIE and Associate Vice Chancellor for Faculty & Academic Staff Affairs determine the level and nature of the emergency and the need for assembling the Study Abroad Emergency Response Team.
 - a) The Study Abroad Emergency Response Team will initially include all members of the Emergency Response Team (Chancellor, Provost, Vice Chancellor Student Affairs, University Police Representative, Executive Director of University Relations, Dean of Students) plus the

Associate Vice Chancellor for Faculty & Academic Staff Affairs and the OIE Director. The Associate Vice Chancellor for Faculty & Academic Staff Affairs 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, OIE Director and Associate Vice Chancellor for Faculty & Academic Staff Affairs 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 OIE Director 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, OIE Director and Associate Vice Chancellor for Faculty & Academic Staff Affairs 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 OIE for at least one year. If the perceived crisis is ongoing, the OIE will continue to collect information and add it to the log.

In addition, the OIE Director may work with the Vice Chancellor for Student Affairs and the Executive Director of University Relations to inform participants’ emergency contacts of the situation and explain what UW Oshkosh is doing in response.

- 9) ***If the faculty leader, OIE Director and Associate Vice Chancellor for Faculty & Academic Staff Affairs determine that the crisis is real***, the OIE and/or the Associate Vice Chancellor for Faculty & Academic Staff Affairs will immediately begin assembling the Study Abroad Emergency Response Team in Dempsey 148.

See Section II, part D of the UW Oshkosh Emergency Response Plan, *Implementation of the Response*, 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 Associate Vice Chancellor for Faculty & Academic Staff Affairs 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 OIE will work with the Vice Chancellor for Student Affairs and the Executive Director of University Relations to inform participants’ emergency contacts explaining the situation and what UW Oshkosh 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 OIE Director on a regular basis as determined by the Study Abroad Emergency Response Team.

- 2) The OIE Director 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 OIE Director will work with the Vice Chancellor for Student Affairs and the Executive Director of University Relations to provide regular updates to participants' emergency contacts explaining the situation and what UW Oshkosh is doing in response.

Action Timeline For Follow-up

- 1) The OIE Director will work with the Vice Chancellor for Student Affairs and the Executive Director of University Relations to provide regular updates to participants' emergency contacts explaining the situation and what UW Oshkosh 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 Oshkosh 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 police – (920) 424-1212

Title	Name	Phone Home Phone	Email
Chancellor	Richard Wells	x 0200	wellsr
Provost	Lane Earns	x 0300	earns
Vice Chancellor Student Affairs	Petra Roter	x 4000	roterp
University Police Representative	Michael Melland	x 1216	melland
Executive Director of University Relations	Jeanette De Diemar	x 3358	dediemarj
Dean of Students	Jim Chitwood	x 3100	chitwood
Associate Vice Chancellor for Faculty & Academic Staff Affairs	Perry Rettig	x 1410	rettig
OIE Director (for Backup, see contact info for Brian Mylrea below)	Jenna Graff	x 0775	graff
<u>Other Contacts</u>			
Team Assist (Cultural Insurance Services International)	ID number GLB 9111660	In the U.S., (800) 472-0906 Worldwide call collect (01-713) 267-2525	customerservice3 @aig.com
System Office of Safety & Loss Prevention	Sheri Ackley	608-265-5383	sackley@uwsa.edu
Arthur J. Gallagher Risk Management Services	Linda Joski	262-792-1710 262-792-2233 (Direct)	Linda_Joski@ajg.com
Assistant Dean of Students	Terri Arnold	(920) 424-3100	arnoldt
Counseling Center: for information on steps to take/signs to look for in students suffering from depression or anxiety	Joe Abhold	X2061	abhold
Administrative Assistant to the Chancellor	Mary Simmon	x 0200	simonm
University Executive Staff Assistant	Holly Lawryk	x 0300	lawryk
OIE International Student Advisor	Brian Mylrea	X0775	mylreab
OIE Program Manager/Assistant to International Student Services	Karlin Stukenberg	x0775	stukenbk

OIE

Phone: 1-920-424-0775

Fax: 1-920-424-0185

Email (front desk): oie@uwosh.edu

Resources for Determining Site Safety

from www.secussa.nafsa.org/safetyabroad/monitoring.html

Travel Advisories

U.S. State Department (http://travel.state.gov/travel/cis_pa_tw/cis_pa_tw_1168.html)

Australia (<http://www.dfat.gov.au/travel/index.html>)

Canada (http://voyage.dfait-maeci.gc.ca/consular_home-en.asp)

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

France (<http://www.france.diplomatie.fr/voyageurs/etrangers/avis/conseils/default2.asp>)

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/about/about_1247.html)

Overseas Security Advisory Council (OSAC) (<http://www.osac.gov>)

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. Corporate ID: E71; Password: con28lvd
Telephone: 571-345-2214
For South Asia, call: (571) 345-2226 (Jen Harris) Facsimile: 571-345-2238

email: webmaster@ds-osac.org

U.S. Department of State

Crisis Preparedness Resources

http://www.travel.state.gov/travel/tips/emergencies/emergencies_1187.html#safety

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://wps.cfc.dnd.ca/links/index.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.

Air Security International (ASI) (<http://www.airsecurity.com/>)

A subscription service which also provides some free information on-line and various links, which include "World Watch", an on-line database that monitors potential security threats and tracks current conditions around the world. In addition, the link to "Hot Spots" provides a chronological daily view of worldwide travel and security events including social, economic, and political conditions.

IJet Travel Intelligence (<http://www.ijet.com>)

IJet provides travel intelligence services to travel industry subscribers. Information is provided by specialists from the intelligence, travel, health, and media fields. Specific products include: "Worldcue", a fee-based subscription service available on a monthly basis that provides travel intelligence and alerts, and "Worldlink", a fee-based global telephone subscription service available on a weekly basis that provides up-to-date travel information based on your itinerary. There are no free intelligence briefings, but IJet does provide free travel advice on topics such as transportation, security, health, and communication.

Kroll Associates (<http://www.krollassociates.com>)

A private international risk assessment, security, and investigation company. Kroll has a subscription service for members, but also provides an updated list of "recommendations" that can be accessed by visitors to their web site. Some of the information in the recommendations may be useful for the purpose of planning.

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.

Terrorism Research Center (<http://www.terrorism.com>)

A private consulting company whose web site provides some information to the public. This site contains essays and thought pieces on current issues related to terrorism, including analysis, references, profiles, and links.

Pinkerton Global Intelligence Services (<http://pgis.pinkertons.com>)

As of 3/1/03 Pinkerton Global Intelligence Service has been "outsourced" to IJet (see description above).

NAFSA:

Most recent resources for monitoring situations abroad

http://www.nafsa.org/knowledge_community_network.sec/education_abroad_1/education_abroad_2/practice_resources_12/guidelines_during_a_political