



### Form C: Emergency Action Plan

The *Emergency Action Plan* (EAP) provides a system for coordinating the management of emergency services for all participants in the study abroad programs. **Please complete the sections** on (a) emergency contacts at institution, (b) name of back-up person on program, and (c) contact details of insurance provider (for students and faculty) at institution. Mail the completed EAP to AUIP (along with other information required in the Emergency Information Kit) at least 6 weeks before the start of the program.

#### What is an Emergency?

An emergency is any circumstance that poses a genuine risk to, or that has already disturbed, the safety and well-being of program participants. Emergencies will include, though not be confined to, the following types of events or incidents: sexual assault or rape; physical assault; disappearance, hostage taking or kidnapping of a student; robbery; serious illness, physical or emotional; significant accident and/or injury; hospitalization for any reason or length of time; terrorist threat or attack; local political, natural or man-made crisis that could affect the students' safety or well-being; arrest or questioning by the police or other security forces; any legal action (lawsuit, deposition, trial, etc.) involving a student; death of a student; significant financial loss.

#### Emergency Contacts: AUIP

Position	Name	Phone	Email
Office Administrator	Donna Thom	+64.27.525.1339 (cell) +64.3.377.4644 (work)	<a href="mailto:donna@auip.com">donna@auip.com</a>
Academic Director	Lee Stoner	+64.21.817.878 (cell) +64.3.366.2269 (home)	<a href="mailto:lee@auip.com">lee@auip.com</a>
Director	Laura Sessions	+64.27.584.3872 (cell) +64.3.331.6621 (home)	<a href="mailto:laura@auip.com">laura@auip.com</a>

If calling internationally, remember to replace the “+” with the international call prefix. If calling domestically within a country, drop the international country code (e.g. drop “64” for New Zealand) and replace it with the particular long-distance code used in each country (e.g. typically “0”).

#### Emergency Contacts at Institution (Complete name and contact details below.)

Position	Name	Phone	Email

#### Name of Back-up Person (Insert name below)

Identify a person in your group to serve as a “back-up” for you and the institution in case of an emergency. This person may be a second faculty member/institutional representative (where there are two faculty from the sending institution) or when there is only one faculty this may be a student from your institution on the program with you or a faculty member from another institution on the program with you. In the event that the faculty member is unable to make decisions on behalf of the group and where the sending institution cannot be contacted immediately (using the emergency contacts listed above), the back-up person will represent the institution in the emergency situation. This person may be a responsible student on the program but s/he must be familiar with the information contained in this *Faculty Handbook*, be able to carry out the responsibilities herein, and act on behalf of the institution. The person should be someone with the group for the duration of the program.

Name: \_\_\_\_\_ Email address: \_\_\_\_\_



Insurance Provider (for Students and Faculty) at Institution (Complete name and contact details below.)

Name	24-hour Phone	Email

General Guideless for Emergencies Abroad

1. Assess the situation. Your first priority is to safeguard the safety and well-being of program participants; do whatever is necessary and reasonable to ensure their safety.
2. Call in-country emergency services and obtain medical care for affected participants as soon as possible (refer to the *Program Handbook* for local health care contact information). Remain as calm as possible. Do your best to diffuse any growing anxieties that may be occurring among participants.
3. Contact a member of (a) AUIP and (b) the sending institution and inform them in a detailed way of the situation. Make every effort to call first then email (as there are many issues to discuss).
  - a. The AUIP staff person will ask you for:
    - i. Your name, location, call-back details (telephone number, time to call-back)
    - ii. Description of incident (when, where, who involved, etc)
  - b. You will be provided with a plan for dealing with the crisis depending on whether it is a medical emergency or a non-medical emergency.
  - c. When telephones are down, use text messaging via cell phone, email, and/or internet.
  - d. Record as much information as possible in written form and start a running log/diary of the emergency situation.
  - e. At an appropriate time/location update the entire group of the situation.
4. If the situation warrants, notify the local U.S. Embassy or Consulate about the emergency (refer to contact details in the *Program Handbook*). If there is a continued risk to the welfare of program participants (for example, during a terrorist threat), ask the appropriate Embassy or Consulate Officer to advise you on a regular basis about the evolution of the situation and about recommended behaviors for participants.
5. If the situation warrants and/or the Embassy or Consulate believe it is necessary, notify local police and then follow through with the procedures that the police require of you and/or the participant(s).
6. If the emergency involves a faculty member, in order to maintain adequate faculty to student ratios, please notify AUIP and the sending institution immediately so that back-up faculty/staff can join the program.
7. Gather and share information, including:
  - a. Listen to the affected participant(s) and take into account their desires when making decisions.
  - b. Seek counseling for the affected participant(s) if desired.
  - c. Seek information from other participants, host families, and local friends of participants.
  - d. Keep program participants updated on the situation (when appropriate).
8. Keep AUIP and the respective institution informed on a regular basis, through telephone and/or email.
9. During a political crisis, social unrest, or some other emergency in which foreigners in general or U.S. citizens in general may be at risk, instruct participants to avoid demonstrations, confrontations, or situations where they could be in danger; behavior that could call attention to themselves or identify them as Americans (such as speaking loudly in English) and locales where foreigners, Americans, or American military are known to congregate. Instruct them to take down or remove signs, avoid using luggage tags, and wearing clothing that might label them as Americans.
10. In the event that you are unable to reach AUIP and/or the respective institution in the early phases of an emergency, proceed as best you can to secure the safety and well being of participants following the advice of in-country officials and U.S. Embassy or Consular Officers. Please be sure to contact AUIP and/or the respective institution as soon as it is possible to do so. (For example, during a natural disaster, such as an earthquake, all communication devices may be rendered inoperable.)
11. Upon completion of the incident, submit an *Incident Report* to AUIP and the respective institution as soon as possible and preferably within 48 hours of the incident.



## Special Situations

1. In the event of the death of a participant, do not contact the next of kin. AUIP and/or the respective institution will handle this. After the next of kin has been notified, be prepared to talk to the participant's family member(s) who may be calling once they have been notified of the death.
2. In the event of the rape of a participant, it may not always be appropriate to contact law enforcement. If in doubt, first seek the advice of host country experts and the U.S. Embassy or Consulate.