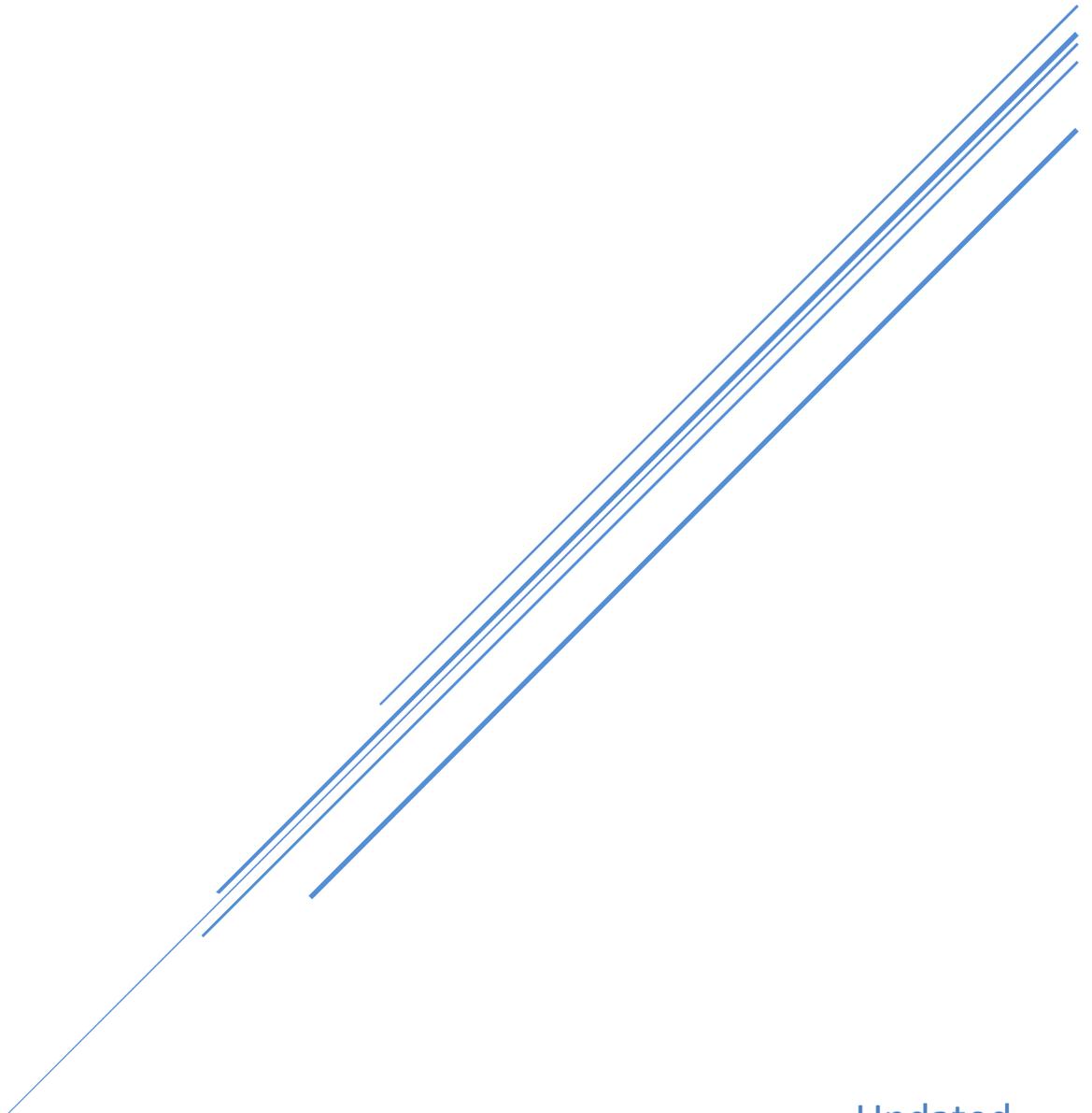


OFF-CAMPUS EMERGENCY RESPONSE PLAN

Alma College



Updated
February 2019

This plan is a living document. It is intended to be reviewed and revised regularly in response to feedback, experience, and new knowledge of base practices. During the plan development process, the following groups received a copy of the draft plan for review:

Off-Campus Study Committee

Travel Risk Assessment Committee

Safety Committee

Student Affairs and Financial Services leadership

Director of Counseling, Health and Wellness

Distributed to all faculty for comment in February 2016

Emergency response at-a-glance – who to call (call order may vary):

1. Seven Corners for emergencies outside the US: Call the emergency assistance provider Seven Corners for information, logistic support, and/or to open a medical insurance claim (they can provide numbers and guidance for # 2, if needed)

317-818-2097 Collect outside the US

884-344-2360 Toll free in the US and Canada

2. Local emergency responders when appropriate - note that the number is often not 911 outside the US and Canada. Consult Seven Corners if unsure whether to involve local authorities.

3. On-campus support. Administrator on Duty: 989 560-5972

4. Emergency contacts of affected students (usually but not always parents): Do they know what is going on? If not, who will contact them?

Alma College Off-Campus Emergency Response Plan

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Managing Off-Campus Emergencies

Responding to critical incidents and emergencies involving students on off-campus programs can differ from on-campus response. As such, this Off-Campus Emergency Response Plan was developed to supplement the Alma College Emergency Response Plan. This plan is intended to guide the response of Alma College personnel. In circumstances where the affected Alma students are participating in a program administered by an organization or institution other than Alma College, this plan will guide College efforts to coordinate with the host institution, who are likely to have their own policies and procedures.

Off-campus incidents are unlikely to meet the campus Emergency Response Plan definition of a Major Emergency, defined as “disrupting the overall operations of the College” and triggering the establishment of an emergency response center. Instead, an Emergency Management Team for Off-Campus Emergencies may be convened in the event of an off-campus emergency:

Off-campus emergency: a real or imminent threat to one or more students or faculty/staff
e.g. a serious illness, injury, or death of a student; emotional or psychological issues requiring the participant’s removal from the situation, or professional attention; being the victim of a crime or being accused of a crime; natural disaster or civil unrest that causes serious concern for the safety and security of program participants

Risk Mitigation Measures

1. Alma College

Alma College has several procedures in place to mitigate the risks inherent in off-campus activities and to educate students and prepare them for safe and successful off-campus activities. These procedures include:

- Student International Travel Policy restricts students from traveling to high risk locations (as defined in the policy), with oversight by Travel Risk Assessment Committee (TRAC). TRAC members are: COO, Provost, Vice President for Student Affairs, Assistant Controller, Asst. Director of the CSO (Venture and Off-Campus Study), and an elected faculty representative from each academic division
- Health and Safety pre-departure orientation session for students participating in college-related international activities - materials include country-specific risk mitigation information, as well as instructions to register with the Department of State Smart Traveler Enrollment Program
- International emergency medical insurance and 24-hour emergency assistance provided by EIIA/Seven Corners
- Instructions for students to complete college travel registration forms
- Student agreement forms, including waiver of liability and hold-harmless agreement
- Student health form self-disclosing pre-existing medical conditions and allergies (for faculty-led programs)
- Review of applicant disciplinary record when students apply for Alma Off-Campus Study programs - Off-Campus Study personnel seek guidance of College judicial officer when warranted by disciplinary records

- Students are provided with EIIA/Seven Corners emergency contact card, as well as 24/7 emergency contact information for College personnel

2. Faculty leading off campus spring term classes

Faculty and staff leading off-campus programs should take the following measures to mitigate risks associated with off-campus travel.

- Cover safety and security issues specific to your destination with the class prior to departure. Provide additional on-site orientation as necessary
- Carry a cell phone that has service in the host country. Provide the cell number of all faculty/chaperones to all travelers in the group. Any time that you will be out of cell phone range, have an alternative communication plan in place with your group
- Provide a detailed written program itinerary – including emergency contact information – to the Center for Student Opportunity prior to departure
- Review the health disclosure forms of participants in your group
- Understand how to access the travel registration forms of the students in your group
- Have a contingency plan in place in case your group is not able to meet where anticipated (e.g. in the event of a fire) – make sure everyone on the group is aware of alternative meeting/communication plans
- Be clear about any policies and expectations specific to your course/trip (e.g. regarding alcohol, travel during free time, etc.). Provide these to students in writing prior to departure

General Procedures for Emergency Response

Guiding Principles

In responding to an off-campus emergency or critical incident, Alma College personnel will endeavor to adhere to these guiding principles:

- Protect the health, safety, and security of student participants, faculty and staff
- Protect student privacy where required
- Balance privacy requirements with the need to maintain open communication. All known information should be shared with the Emergency Response Team. Others may be contacted on a “need to know” basis as required and permitted, and in keeping with the Alma College Crisis Communication Plan
- When practical, take into consideration academic and financial repercussions for students. Safety and security concerns take precedence over these concerns

In the event of an emergency, on-site faculty and staff use their best professional judgement to act quickly to protect student health and safety. This plan provides incident-specific guidelines to help responders know where to start, to assess their response, and to aid coordination with on-campus staff who provide support.

Emergency response at-a-glance – who to call (call order may vary):

1. Seven Corners for emergencies outside the US: Call the emergency assistance provider Seven Corners for information, logistic support, and/or to open a medical insurance claim (they can provide numbers and guidance for # 2, if needed)

317-818-2097 Collect outside the US

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2. Local emergency responders when appropriate - note that the number is often not 911 outside the US and Canada. Consult Seven Corners if unsure whether to involve local authorities.

3. On-campus support. Administrator on Duty: 989 560-5972

4. Emergency contacts of affected students (usually but not always parents): Do they know what is going on? If not, who will contact them?

General Response Procedures

Primary Responder:

On-site Lead: Faculty or staff leader(s) for Alma College programs or Site-director/host program contact,¹ unless otherwise designated. See [Appendix C](#) for role guidelines.

Alma On-campus Lead: Asst. Director of the Center for Student Opportunity for Off-Campus Study, with support from Alma College faculty supervisor(s) (e.g. student’s internship or P-Global faculty supervisor) and Emergency Response Team, unless otherwise designated. See [Appendix C](#) for role guidelines.

Step 1. On-site Lead – Take emergency measures required to protect student health and safety, then collect and log information

- Refer to this plan’s [Incident Specific Action Plans](#) for guidelines on information to be collected/considered

Step 2. Inform On-site and/or On-campus Lead

- Alma College may learn of the emergency through a number of channels (student, faculty, family, police, media, host program personnel, etc.). IF YOU ARE THE CALL RECEIVER, fill out the **Emergency Response Questionnaire** ([Appendix A](#)), reassure the caller that follow up action will be taken, and then immediately contact the On-campus Lead (See contact information in [Appendix B](#). Keep calling until you reach a member of the off-campus emergency response team. Calling order: 1. Asst. Director of CSO for Venture Program and Off-Campus Study, 2. Assistant Controller 3. Vice President for Academic Affairs/Provost)

Step 3. On-campus Lead and On-site Lead conduct an assessment and determine if the emergency is:

- A. Controlled by on-site faculty/staff
- B. Requiring on-campus Alma College personnel to support or direct the response

¹ When On-site Lead is not an Alma College faculty or staff member (e.g. in event of a direct-enroll study abroad program when the primary responder is an employee of the host program), they will usually be required to follow the emergency response protocols of their organization/institution. In these cases, the Alma On-campus Lead should remain in close communication with the host On-site Lead and with the Emergency Response Team.

- C. Requiring on-campus Alma College personnel to engage the federal government and/or insurance provider (EIIA/Seven Corners) and request assistance

Step 4. In the event of B or C, On-campus Lead will consult with appropriate members of the Off-Campus Emergency Response Team and determine a recommended course of action.

Step 5. On-campus Lead will contact the affected participant(s), On-site Lead, and/or Host program contact to communicate, in writing when possible, about the course of action.

Step 6. If necessary, the Off-Campus Emergency Response Team will review the situation as it evolves and will provide logistic support as deemed appropriate.

Inquiries from Outside the College

Media inquiries should be addressed in keeping with the Alma College Crisis Communication Plan. If the media inquiry is the College's first notice of the incident, the On-campus Lead should be notified immediately.

Student information should remain confidential and protected from unauthorized persons, including parents, unless a student has consented to parental notification², or the injury is so severe that the student cannot speak for him or herself. In such cases, the individual(s) listed as the student's emergency contact shall be contacted by an Emergency Response Team member in accordance with the roles and responsibilities listed above. Note that this person may not always be a parent.

Emergency Management Team for Off-Campus Emergencies

College response to off-campus emergencies will be coordinated by Emergency Management Team. As indicated in the Campus Emergency Response Plan, media inquiries will be referred to the Associate Vice President, Communications, in keeping with the Alma College Crisis Communication Plan. Any member of the Emergency Management Team may convene the team and put this plan into action. All members of the team who are involved in an emergency response should keep detailed notes of the actions they are taking, which may be compiled by the On-Campus Lead for reporting and follow up.

All members of the Emergency Management Team will be notified in the event of an off-campus emergency. Any or all of the members of the Emergency Response Team may be actively involved in the response, depending upon the needs of the situation. On-site lead and On-campus Lead should be identified as soon as possible upon learning of an off-campus emergency. See [Appendix C](#) for a list of guidelines and resources for each these roles. See [Appendix B](#) for Emergency Response Team contact information and guidelines for emergency response roles.

² When students have signed the off-campus study waiver, it states that "I hereby authorize Alma College to release information related to the Activity to and discuss concerns related to all aspects of my participation in the Activity with my designated emergency contacts."

When students have signed the off-campus activity (day-trip) agreement, it states that, "I authorize an Alma College representative to communicate with the emergency contact person(s) listed below to discuss any concerns related to this Activity."

Team Members:

Faculty/staff leader (when applicable – e.g. Spring Term travel group) or other on-site contact

Assistant Director, CSO for Venture Program and Off-Campus Study

Assistant Controller

President

Chief Operating Officer

Provost/ Sr. Vice President for Academic Affairs

Vice President for Student Affairs

Assoc. Vice President, Communications

Director, Counseling, Health & Wellness

Title IX Coordinator

Incident-Specific Action Plans

Arrest of a Student

Emergency response at-a-glance – who to call:

- 1. Embassy or consulate (if abroad)**
- 2. Seven Corners (if abroad)**
- 3. On-campus responders**
- 4. Emergency contacts of affected students**

Definition: Student has been arrested by local authorities

Examples: Possession of illegal drugs

Information for primary responder to gather:

- Describe nature of incident leading to participant's arrest
- What agency has made arrest/detention (name, phone number)?
- Have charges been filed? If so, what are the charges? What is the case number?
- Has the US Embassy/consulate (or student's home embassy/consulate) been notified? If yes, what is the name, title and phone number of contact? What was their advice?
- Is a representative from the embassy/consulate able to talk to participant?
- Has the participant sought/secured legal representation?
- Has anyone else been notified of the arrest (family, media)?
- Does the student want assistance in contacting family?

Action by primary responder, if necessary:

- Begin an event log: gather background information and report developments to Alma On-campus Lead. Alma On-campus Lead will inform Emergency Response Team
- Contact the US Embassy/consulate (or student's home country embassy/consulate, if other), or assist the student in contacting them. If a US citizen is detained abroad, the consular officials can check on the student and work with prison officials to ensure treatment consistent with internationally recognized standards of human rights and due process under local laws. The U.S. Privacy Act prevents consular officers from releasing details about the student without permission; the student should be informed that they must give permission to involve Alma College personnel if they wish to continue to receive your support
- Offer to assist the student with identifying legal referrals through Seven Corners, if desired, or in communication with the U.S. Embassy
- Contact host program staff, if applicable
- Assist the student in contacting family, if appropriate (On-site lead, if faculty-led, otherwise Provost or President). Refer family to VP Student Affairs
- Visit student if possible and appropriate
- Refer media inquiries (if applicable) to Director of Communications

Follow up:

- Complete an Incident Report (see **Appendix D**). Report can be filed using the online Equity Grievance report form: <http://www.alma.edu/civil-rights/file-a-report/>
- Consult with VP Student Affairs, who will determine whether the incident triggers Clery Act reporting requirements
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed

Crimes against Participant

Emergency response at-a-glance – who to call:

1. Embassy or consulate when abroad 2. Local emergency responders (if applicable) 3. Seven Corners (when abroad) 4. On-campus responders 5. Emergency contacts

Definition: Program participant is victim of a crime (see “Sexual Misconduct” section if applicable)

Example: Physical assault or robbery

Information for primary responder to gather:

- What are the known details of the incident?
- Has person obtained medical assistance if needed? If so, where and what?
- Has incident been reported to local law enforcement? If so, what agency and case number?
- Is counseling available? In English? (note: Seven Corners can help identify resources)
- Are there witnesses? If so, have they reported? Do they need counseling?
- Has anyone been notified of the incident (family, insurance company, etc.)?
- Is the person allegedly responsible an Alma College student, faculty or staff member?

Action by primary responder, if necessary:

- Offer to help student get medical attention, if necessary. Seven Corners can help identify an appropriate health care provider if abroad
- Begin an event log: gather background information and report to Alma On-campus Lead
- Address safety concerns of the victim and provide emotional support. Assist student in contacting family, if desired
- Assist student with submitting notification/report to local law enforcement if they wish and where appropriate. If abroad, local embassy can assist in identifying appropriate authority/location for reporting
- Student may request assistance with identifying where to report/replace stolen items (for stolen passport, contact local embassy/consulate of issuing country; contact each issuing company for credit cards, bus/train tickets, etc.) If abroad, Seven Corners services include: locating lost or stolen items, emergency cash, emergency travel arrangements, legal assistance, and more
- If another program participant is allegedly responsible, consult with VP Student Affairs

Follow up:

- Complete Incident Report (see [Appendix D](#)). Ensure a copy goes to Student Affairs sector as crimes may be reported under Clery Act– may be submitted via online reporting: <http://www.alma.edu/civil-rights/file-a-report/>
- Evaluate the efficacy of the action plan steps with those involved and recommend modifications as needed

Death of a Student

Emergency response at-a-glance – who to call:

***1. Local emergency responders 2. Seven Corners (when abroad) 3. On-campus responders
4. Embassy (when abroad) 5. Emergency contacts of affected students***

See the Campus Emergency Response Plan for “Death on Campus (Student).”

Individuals to add to Emergency Response Team:

Director of Residence Life, Hall Assistant Director (if applicable), Chaplain

Protocol action steps:

- Assign one primary contact person
- Get the Facts (complete or refer to Incident Report – see [Appendix D](#)):
 - Name, title and contact information of the caller who reported the death to the College, as well as their relationship to the OCS program
 - Name and citizenship of the deceased as well as:
 - Time, location and manner of death
 - Has a positive identification been made? How? By whom?
 - Whether or not an autopsy is required
 - Names, titles and contact information for others involved in the response on-site:
 - Consular officials (if abroad)
 - Local authorities
 - Host institution/organization staff and/or faculty
 - Alma College faculty leader, if applicable
 - Who has been notified?
 - Parent/guardian (if not notified yet, coordinate notification with local consular staff, if death occurs abroad. Once consular notification has taken place, arrange follow up by Alma College personnel in accordance with roles and responsibilities outlined in section 1: Managing Off-Campus Emergencies.)
 - Local embassy or consulate (OSAC members can call (517)345-2000 or after hours (212)309-5056)
 - International medical assistance provider (Seven Corners), if abroad
 - Other students or faculty on the program (should be warned against sharing via social media until family is notified through appropriate channels)
- Once family has been notified, work with Vice President, Student Affairs and Chaplain to determine timeline to notify campus community. Inquire whether family wants contact

information released in notifications – for community to express condolences. Ask family if they would like to appoint one member to work with the College

Is targeted advance notification of peer groups (e.g. athletic teams or fraternity/sorority that the student belonged to) appropriate?

- Repatriation of remains
 - If abroad, find out first whether the embassy or Seven Corners will coordinate repatriation
 - Inquire with family about any religious customs they would like to honor with regard to the remains, such as if they want the remains embalmed or cremated (find out what is available on-site first, likely via Seven Corners)
 - Inquire with family about which funeral home will collect the student's remains.
 - Asst. Controller will work with EIIA/Seven Corners to coordinate repatriation of remains
- All (non-family) inquiries related to the death shall be referred to Director of Communications. It is standard procedure, in Gratiot County, for the Coroner to be the sole spokesperson regarding the nature and cause of death. When the death occurs off-campus within the United States, the On-site Lead should establish contact with the Coroner of the relevant jurisdiction. When the death occurs outside the United States, the consulate or embassy will procure a Certificate of Death from local authorities and provide it to the family
- Questions regarding liability or other legal concerns shall be referred to the COO, who shall consult with Legal Counsel for advice, if appropriate
- Stop routine mailings home: Initiate correspondence with the Registrar and other offices to prevent routine correspondence from going home, close student accounts, etc.
- Contact President's office regarding drafting of a Letter of sympathy to the family for the President
- Cabinet determine whether tuition, room and board fees, etc. or refund should later be sent to the family
- Registrar/Business Office: Send tuition, room and board refunds etc. under separate cover from appropriate College official at a later date (payable to parent), offer condolences, etc.
→ per determination of Cabinet

Resources on campus:

- Counseling – Counseling staff will coordinate grief work efforts for the students. Specialist in grief work from the local community may be invited to participate in counseling efforts. Insofar as possible, the schedules of Counseling Center staff should be cleared to facilitate walk-ins and to respond to staff and student concerns
- Memorial Services – The VP for Student Affairs and the College Chaplain will coordinate plans for conducting memorial services as appropriate following consultation with parents, friends of the deceased, College officials, and Residence Life staff

Student Harm to Self

Emergency response at-a-glance – who to call:

- 1. Local emergency responders**
- 2. Seven Corners (when abroad)**
- 3. On-campus responders**
- 4. Emergency contacts of affected students**

Determining if a student needs help: Knowing when a student is in trouble is highly subjective. Experience and judgment combine to make the best decisions. Some students function well coping with major difficulties, while other students have difficulty with seemingly minor issues. In the education abroad setting, which requires an ability to change and adapt and where students do not have as much support, events that may not have bothered students at home may become overwhelming. More obvious signs that students need help include engaging in risky behavior, becoming delusional, or attempting suicide.

Examples: Student threatens, attempts, and/or acknowledges thoughts of suicide or self-harm

Action by Primary Responder:

- Do not promise confidentiality. Do explain confidentiality protocols. E.g. “I cannot promise confidentiality, but I can promise that what you tell me will only be divulged to those who need to know and will respect your privacy.”
- Safety first!
- Avoid escalation
- Ask direct questions. Identify your specific concerns
- It’s okay to ask about suicide ideation (gathering information not diagnosing)
- Know your limits – consult as needed
- Begin an event log: gather background information and to Alma On-campus Lead. Focus on behavior; do not add personal comments
- Assist the student in locating psychological care. Seven Corners can help arrange for an on-site assessment if abroad
- If necessary, check in with peers who may have a good gauge of normal vs abnormal behavior (protecting student’s privacy where appropriate)
- Take an active role in supporting any students involved (including student(s) who reported the concern, if applicable.)

If necessary, Alma On-Campus Lead will:

- Coordinate the college response to the situation and inform Emergency Response Team (including Director of Counseling and Wellness). Alma College Counseling and Wellness can coordinate support upon the student’s return, if appropriate

Follow up:

- Complete an Incident Report ([see Appendix D](#))
- Alma On-campus Lead debriefs with On-site Lead, counselors, and VP Student Affairs, and Sr. VP Academic, or designees, to assess problem, responses, and make program modifications if needed
- Evaluate the efficacy of the action steps with those involved and recommend modifications if needed

Injury/Major Medical

Emergency response at-a-glance – who to call:

- 1. Local emergency responders**
- 2. Seven Corners (when abroad)**
- 3. On-campus responders**
- 4. Emergency contacts of affected students**

Definition: A potentially life threatening event or any situation where a loss of consciousness, excessive blood loss, or an altered breathing pattern occurs.

Examples: Auto accident, recreational injury, serious illness, drug or alcohol overdose

Information Primary Responder will gather:

- Describe details of how/when illness/injury occurred
- Where is student currently?
- What medical treatment was received (if any)? When and where was treatment obtained?
- What is diagnosis? What is the prescribed treatment? What is the prognosis?
- Has the insurance company (EIIA/Seven Corners or other primary provider if applicable) been contacted? (Note: this may be necessary before treatment can occur)
- Are other participants at risk (physical or psychological)?
- Has anyone else been notified of incident (family? College faculty or staff?)
- Is evacuation necessary (typically determined by medical authorities)? Note – Seven Corners must coordinate evacuations in order for insurance coverage to apply

Recommended action by Primary Responder:

- Get student appropriate emergency medical treatment. If abroad, call Seven Corners for pre-authorization if time permits. If abroad, seek assistance from Seven Corners for referral to appropriate medical facilities and to arrange payment directly to medical facilities (when possible)
- Begin an event log: gather background information and report to Alma On-campus Lead
- Ensure the student's primary medical insurance (EIIA when abroad if applicable) can be used with the chosen provider
- Provide student with assistance in contacting family if desired by student
- *Circumstances in which VP Student Affairs or Provost or President will contact family:*
 - Inability of student to make the decision about calling family (e.g. unconscious or incoherent)
 - Student's life in jeopardy
 - Death of a student
- Monitor student condition. Ensure student has translator if medical care providers do not speak English (Seven Corners can help identify one if needed)

- Should a family member wish to travel to be with their student, assist them with contacting Seven Corners. Insurance may cover this travel, but only if Seven Corners pre-approves and makes arrangements for the family member
- If medical providers recommend return home (medical evacuation), coordinate with Seven Corners staff, who must make evacuation arrangements in order for them to be covered by the college emergency medical insurance policy
- In the event of a medical evacuation, or early withdrawal from the program due to a medical issue, work with the student and VP Academic Affairs to make academic arrangements
- If necessary, e.g. in the event that multiple students are affected and/or a program has only a single on-site faculty/staff member and/or program staff member is incapacitated, consult with the On-Campus Lead about sending a campus-based staff member to assist, or coordinating with a local host program to provide additional on-site personnel support

Follow up:

- Complete Incident Report (see [Appendix D](#))
- Monitor the student's return home and/or recovery
- Refer to COO and VP Academic Affairs for resolution of financial and academic issues
- Evaluate the efficacy of action steps with those involved and recommend modifications as needed

Kidnapping/Hostage

Emergency response at-a-glance – who to call:

1. Local emergency responders (in US) or embassy (when abroad) 2. Seven Corners (when abroad) 3. On-campus responders 4. Emergency contacts of affected student(s)

Definition: A participant is verified or suspected to be the victim of kidnapping or hostage-taking.

Information for Primary Responder to gather:

- What verification do you have that a kidnapping has taken place?
- Have the kidnapers identified themselves?
- Have the kidnapers made a ransom request? If yes, what and to whom?
- If abroad, has EIIA/Seven Corners been contacted?
- If abroad, has the embassy been notified? If so, when, which contact person?
- What is the Seven Corners and/or embassy response?
- Has local law enforcement been notified? If so, what contact person and phone number? (In some locations it will be advisable to contact the nearest Embassy and Seven Corners first for advice before contacting local law enforcement).
- What support is available? (Seven Corners should be able to provide this information)

Action by Primary Responder if necessary:

- Assess risk to other program participants and take necessary steps to protect their safety
- Begin an event log. Contact the On-Campus Lead (and on-site host, if applicable)
- Contact the US (or relevant) embassy/consulate and Seven Corners, if abroad
- Contact local police and other law enforcement authorities in the country unless advised otherwise by embassy officials
- Provide emotional support to other students in the group
- If you are contacted by kidnapers:
 - Remain calm. Insist on “proof of life” and proof the person is actually in their possession. For example, ask to speak directly to the hostage or request information that only the student would know
 - Take detailed notes of the conversation, or record it
 - Do not make threats or promises. Convey that kidnapper’s demands will be passed on to other senior persons who are authorized to make decisions
 - Gather as much information as possible about the kidnapper and the student(s) (e.g. names, location of abduction)

College Response:

- On-site Lead (e.g. faculty leader or site director) notifies On-campus Lead, who convenes the Emergency Response Team of Off-Campus Emergencies
- Emergency Response Team will determine if other participants need to return to the US immediately and/or if additional college personnel are needed on-site. Seven Corners may be engaged with regard to the possibility of relocating or evacuating students from the program site

Follow-up:

- Counseling and Wellness will provide or arrange needed counseling services to students (Seven Corners may assist if arranging for on-site support for off-campus students) and Employee Assistance Program to faculty/staff
- Complete Incident Report ([Appendix D](#)). Report the incident to VP Student Affairs, who will determine any Clery Act reporting requirements
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed

Natural Disaster, Civil Unrest, or Terrorism

Emergency response at-a-glance – who to call:

- 1. Local emergency responders**
- 2. Seven Corners (when abroad)**
- 3. On-campus responders**
- 4. Emergency contacts of affected students**

Examples: Hurricanes, flooding, earthquake, fire, volcanic eruption, rioting, or terrorism.

Information for Primary Responder to gather:

- What is the nature of the unrest/disaster?
- Where is the group or student currently located?
- Is the group or student directly threatened/in imminent danger?
- Are all students accounted for and aware of the risk?
- What advice have participants been given for precaution/response: from local authorities? host program/institution? the U.S. embassy?
- Are travel or communication impeded?
- Have local authorities imposed emergency measures (e.g. lock down or evacuation order)?
- Do Seven Corners or the Alma College Travel Risk Assessment Committee recommend evacuation?
- Does the current threat trigger travel restrictions under the Student International Travel Policy (Department of State travel advisory level 3 or 4)?

Action by Primary Responder, if necessary:

- Begin an event log. Contact the On-Campus Lead (and on-site host, if applicable)
- Contact all students to determine needs. Use as many modes of contact as necessary (e.g. cell, landline, email, text, Facebook, Whatsapp, etc.)
- If students are missing, check with local hospitals, Red Cross, disaster response agencies, etc. and continue trying to locate them until all students are accounted for
- Consult or determine local emergency plan (meet at contingency location, if necessary, check local news and/or emergency services bulletins, seek advice from host institution (if applicable), Seven Corners, and embassy). Monitor US Embassy, State Department, and/or local government or emergency authorities' web pages for current information, if possible. Many jurisdictions have emergency apps that you can download to receive emergency alerts/instructions
- Seek guidance from Seven Corners and local US Embassy or consulate about next steps (e.g. shelter in place, assemble in a central location, move to another location, etc.). If deemed necessary, Seven Corners will make evacuation arrangements in consultation with On-site Lead
- Identify student responsibilities and provide them with descriptions of specific response plans and instructions, in writing when appropriate

- Limit movement of students and staff to essential travel associated with the emergency. Emphasize the importance of staying in familiar territory during an emergency
- Refer media inquiries to Director of Communications
- Encourage all students to contact their families as soon as possible. Determine whether on-site or on-campus staff will assist with outreach to emergency contacts

Emergency Response Team:

- Identify which team member will communicate with the family of students, if required. If there is an imminent threat to student health and safety, Provost, VP Student Affairs, or President will contact emergency contacts
- Director of Communications will approve information to be shared with college personnel and/or the public during and after the crisis, including issuing a press release, if necessary and establishing a clearinghouse for calls and requests from families, the community, and the media, in keeping with the Alma College Crisis Communication Plan

Follow up:

- On-site or On-campus Lead will work with Counseling and Wellness to connect students, faculty and staff with counseling services, as appropriate
- Complete Incident Report (see [Appendix D](#))
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed

Pandemic or Regional Health Threat

Emergency response at-a-glance – who to call:

- 1. Local emergency responders**
- 2. Seven Corners (when abroad)**
- 3. On-campus responders**
- 4. Emergency contacts of affected students**

Definition: A serious, widespread viral or bacterial outbreak that causes severe illness or death. To slow the spread, countries may bar entry or require quarantine after arrival.

Examples: H1N1 flu, cholera, Ebola virus, etc.

Situation A. If quarantined upon arrival and no one is ill

Information for Primary Responder to gather:

- Where are you required to stay? For how long?
- How will the group be monitored for symptoms?
- What lodging and food accommodations must be provided? By whom? At what cost?
- Are there serious health concerns if participants share rooms?

Action by Primary Responder if necessary:

- Begin an event log
- Notify the relevant embassy/consulate and Seven Corners
- Notify on-site hosts of the situation
- Make necessary decisions about lodging and providing food for the group (in consultation with Seven Corners)
- Monitor physical and emotional health of participants

College response:

- On-campus Lead notifies Emergency Response Team. Emergency Response Team designee (usually President or Provost) notifies families
- On-campus Lead acts as clearinghouse for further updates and reports them to members of the Emergency Response Team
- The College covers unanticipated lodging and food costs, as authorized by COO on a case-by-case basis
- Emergency Response Team determines whether program should continue or be aborted

Follow up:

- Complete Incident Report ([Appendix D](#))
- Refer to VP Academic and COO for resolution of financial and academic issues
- Evaluate the efficacy of the action steps with those involved and recommend modifications

Situation B. Upon arrival, entry to host country is prohibited.

Information for Primary Responder to gather:

- Reason for barring entry. For how long?
- What can group do in meanwhile? Stay at airport? Stay in a nearby hotel? What meal accommodations can be made?
- What return flight arrangements can be made? Additional expense incurred?

Action by Primary Responder if necessary:

- Contact and consult with On-campus Lead immediately
- Begin an event log; gather information; report situation developments and responses
- Contact Seven Corners for assistance
- Contact the intended on-site host
- Make travel arrangements to return home or secure food and lodging for group if denial of entry is anticipated to be short (Seven Corners or on-campus personnel may be able to assist)

College response:

- On-campus Lead notifies Emergency Response Team. Emergency Response Team decides whether to wait out delayed entry or have the group return

Follow up:

- Complete Incident Report ([Appendix D](#))
- Refer situation to VPs Academic and Student Affairs for resolution of financial and academic issues
- Evaluate the efficacy of the action steps with those involved and recommend modifications if needed

Sexual Misconduct

Emergency response at-a-glance

- 1. Vice President for Student Affairs & Title IX Coordinator**
- 2. With student consent: A. Local emergency responders B. Seven Corners (when abroad)**
- C. On-campus responders D. Emergency contacts of affected students**

Definition: See campus Equity Grievance Policy <http://www.alma.edu/civil-rights/policy-quick-guide/>.

Guidelines for working with victims/survivors:

- Always offer options. Do not force a victim/survivor to pursue a particular course of action. While it may be frustrating, they may choose not to take action
- Do not promise confidentiality. Be aware of mandated reporting requirements and report all known information using the online Equity Grievance report form or calling the Title IX Coordinator
- Do protect the privacy of all parties to the extent possible

Information for Primary Responder to gather:

- What are the known details of the incident?
- Has the affected person obtained medical assistance? If so, where and what?
- Is counseling available? In English? If so, contact name and phone number? (note: Seven Corners to identify appropriate counseling resources abroad)
- Are there witnesses? If so, have they reported? Do they need counseling?
- Has anyone been notified of the incident (family, media, insurance company, etc.)?
- Is the person(s) allegedly responsible an Alma College student, faculty or staff member?

Action by Primary Responder, if necessary:

- Take steps to ensure immediate safety of all program participants. To the extent possible, when notifying other students of a risk, protect the privacy of the victim-survivor as well as the alleged perpetrator
- Offer to help the victim seek medical treatment at local hospital (contact Seven Corners with student's consent for assistance identifying medical providers and arranging payment)
- Begin an event log. Report all known information using the online Equity Grievance report form: <http://www.alma.edu/civil-rights/file-a-report/>
- Seek assistance (or help the student seek assistance) from the relevant embassy or consulate, if appropriate. They can provide resources on local legal recourse and/or medical support. Please respect victim/survivor privacy and avoid sharing identifying information without permission.

Note: depending on location, contacting local law enforcement may or may not be advised, or the embassy might provide support in reporting

- Address safety concerns of the victim and provide emotional support
- Assist student in contacting family, if desired
- If another program participant is alleged to be responsible, contact Title IX Coordinator immediately
- The role of the On-Site Lead is not to investigate or assess the alleged misconduct – focus on supporting the reporting student and ensuring the safety of all program participants
- Resource to offer student:
 - RAINN (Rape Abuse and Incest National Network) provides online hotline accessible to anyone with an internet connection at <https://hotline.rainn.org/online/terms-of-service.jsp>.
 - SASHAA, Sexual Assault Support & Help for Americans Abroad, also has an online live chat, crisis email, and crisis line: <https://sashaa.org/crisis-center/>
 - To contact the SASHAA toll-free crisis line from a foreign country, please follow the instructions below:
 - 1. First find the [AT&T Direct® Access Code](#) for the country you in.
 - 2. Then pick up the phone and dial the AT&T USADirect® access code
 - 3. At the prompt, enter our phone number: [833-SAFE-833 \(833-723-3833\)](tel:833-SAFE-833)
 - *To contact our toll-free crisis line from the United States and Canada, simply dial [833-SAFE-833 \(833-723-3833\)](tel:833-SAFE-833)

Student Misconduct

Emergency response at-a-glance – who to call:

- 1. Local emergency responders**
- 2. Seven Corners (when abroad)**
- 3. On-campus responders**
- 4. Emergency contacts of affected students**

Definition: Student misbehavior that results in sufficient disruption to the educational process such that disciplinary action is warranted. Students may be issued a probationary warning or dismissed from an off-campus program; the choice should be determined in consultation with the VP Academic Affairs and the VP Student Affairs. This is intended to be an interim solution to deal with an urgent situation and does not necessarily impact overall student status. College policies and procedures for disciplinary action must be considered in any action.

Examples: substance or alcohol misuse, missing class or group activities

Information Primary Responder will gather:

- Describe behaviors/actions
- Describe consequences of behavior/actions to program
- Describe warnings or sanctions imposed
- If appropriate, describe proposed logistics of student exiting program

Action if necessary:

- Begin an event log: gather information and report developments to On-campus Lead
- Discuss the issue with the student by explaining how actions/behaviors are incompatible with the success of the program
- If circumstances permit, the student may receive disciplinary probation. If possible, the warning will be issued with another program administrator/faculty member/program chaperone present and signed and dated by the student and the On-site host program lead or Faculty Leader. A warning should include:
 - Written document of warning
 - Description of behavior that warrants dismissal or correction
 - Clear expectation that misconduct is not to reoccur
 - Clear indication of action to take place if student is dismissed (e.g. no academic credit, financial cost borne by student, escort to the airport, etc.)
- The student may decide to terminate the program and return home at own expense. When possible, on-site staff should accompany the departing student to the airport and ensure arrangements have been made for the student to be met at the airport upon arrival
- Depending on the severity of the issue, student may be dismissed without a probationary warning, although if this course of action is being considered, the On-site Program Director or

Faculty Leader should consult with the VP Academic Affairs and VP Student Affairs before taking such action. The following warnings should be given by the suspending official:

- You are hereby given disciplinary suspension. This action means you will be barred from the program and must return to the U.S. at your own expense
- You may request an appeal hearing from the Vice President, Student Affairs or his/her designee. Information about the hearing and appeals process can be found in the Student Handbook at <http://www.alma.edu/student-handbook/section-iii>
- You will be assisted with housing and travel arrangements for leaving the program, but these will be at your own expense

Follow up:

- Faculty Leader (for Alma College courses) or On-campus Lead (for third party off-campus study programs) completes an Incident Report (see Appendix D) and sends it to the VP Student Affairs
- If student is dismissed from program, consult with college personnel and/or student's emergency contact to ensure student is met at the airport upon arrival
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed

Unexplained Absence of a Student

Emergency response at-a-glance – who to call:

- 1. Local emergency responders**
- 2. Seven Corners (when abroad)**
- 3. On-campus responders**
- 4. Emergency contacts of affected students**

Definition: Student is absent from class or lodging without permission and/or notification of absence.

Examples: Student has not returned to lodging at expected time and did not notify room/house mates.

Information for Primary Responder to gather:

- When and where was the missing person last seen? Did the person tell anyone of plans to be absent? Does anyone know or have an idea about where the person went?
- Was she/he seen with someone else?
- Who was the last contact?
- What, if any, search efforts have been initiated?
- Has a missing person report been submitted with local police? If so, what agency? Case #?
- Has the embassy/consulate been contacted? If so, State Department contact (name, title, phone number)?
- Has anyone else (family, Alma College faculty or staff, etc.) been notified?

Action by Primary Responder, if necessary:

- Begin an event log: gather information and report developments to On-campus Lead
- Determine if rest of group is safe and accounted for
- Ask every student if they have any information about the missing student's whereabouts
- Contact host family or dormitory residence manager, if applicable
- Contact local police, if determined necessary. Provide police with student's photograph, description, passport number, and last known whereabouts. Ask them to check clinic and hospital admissions for unidentified individuals
- Contact the U.S. Embassy (or student's home country embassy/consulate)
- Provide empathy and support to other program participants who may be concerned
- If the student is located:
 - Interview the student. Notify all involved on-site and on-campus

Follow up:

- Complete Incident Report (See [Appendix D](#)). Report to VP Student Affairs, who will determine any external reporting requirements
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed

Appendices

Appendix A. First Responder Questionnaire

What is your full name? _____

What off-campus Program or Activity are you participating in? _____

If you are not involved in a college-related activity, are you a faculty member, staff, or student on non-approved program or University business? _____

What city and country are you calling from? _____

Are you in immediate danger? _____

Have you contacted local authorities? _____

What is the nature of the emergency? Is it medical, safety, or legal? _____

What has happened?

Where are you now (exact location, for example a telephone booth, host family's residence, a university residence hall)? _____

What number should we call when we return your call? _____

Are there additional or alternate numbers? If so, please list: _____

Does this include city and country codes? If not, do you know what they are? How long can you be reached at this number? Can we reach you at another number? If so, what is it?

Are you also reachable by e-mail? _____

If so, what is your e-mail address? _____

What has already been done? _____

What else do you think needs to be done? (You may not be able to make a commitment to doing these things until you consult with other Alma personnel. However, reassure the caller that you will do whatever you can and that someone will be back in touch with him or her very soon).

Also tell the caller the following:

"In a minute, I'm going to transfer you to the Assistant Director of the Center for Student Opportunity, who will ask you some more specific questions. However, if we get disconnected, please wait and I will call you back. If you do not hear from me within five minutes, please call me back at this number."

OR

"I'm going to report your situation to (Carla Jensen) in Off Campus Study. (She) or I will call you back. If you have to leave the area or if your situation changes, please phone this number collect."

Appendix C. On-site and On-campus Lead Role Guidelines

On-site Lead

General principles for the On-campus Lead:

- Prioritize issues; don't be drawn into trivia. Do not focus on the insignificant (delegate as necessary).
- Consider organizing information into what is known, unknown, and what information is most needed.
- Be flexible. Maintain the ability to have options. In many cases there won't be enough information for a comfortable decision. When uncertain, consider which option leaves the greatest freedom for subsequent actions.
- Provide debriefing sessions for people who have been deeply involved. (Offer counseling services as necessary.)

Responsibility	Description
Remember	There is no substitute for compassion
Maintain regular contact with On-campus Lead	Agree to specific contact times throughout the incident. Confirm time in local time zone of site lead. Keep a thorough log of all conversations and correspondence related to the incident.
On-site resources	Consider basic needs of all program participants, including medical care, water, food, shelter, emergency fuel, ice. Ensure that the designated on-site individual (you or your delegate) is in touch with the appropriate authorities and embassy where possible (e.g. local police, embassy/consulate, local partners).
Refer media	Direct all inquiries from media to Assoc. VP for Communications, unless otherwise delegated.
Communication with emergency contacts/families	Consult with On-campus lead to determine who will contact the participant' emergency contacts and/or family members. Encourage those involved not to post about the incident on social media.
What now?	Consult with other program leaders and on-site resources to consider the best course moving forward and the consequences of various options. Discuss your recommendations with On-campus lead.
Additional support?	Work with Seven Corners (and, if necessary, insurance liaison at Alma College – Cassie Tennant) to consider any additional support that might be needed, e.g.: <ul style="list-style-type: none"> • Connection with interpreter • Arranging transportation to a better/safer place • Assistance in traveling home, if appropriate • Assistance in arranging for loved ones to travel to site • Post-incident counseling
Write summary report	Make notes of significant actions taken in this role and any learning points. Communicate this information to On-campus lead in a written report (may use incident report form in Appendix D and supplement as needed).

On-campus Lead

General principles for the On-campus Lead:

- Prioritize issues; don't be drawn into trivia. Put some problems in "boxes" early and determine their categories. Keep the focus on important things and refuse to deal with anything else at the same time. Do not focus on the insignificant (delegate as necessary).
- Consider organizing information into what is known, unknown, and what information is most needed.
- Be flexible. Maintain the ability to have options. In many cases there won't be enough information for a comfortable decision. When uncertain, consider which option leaves the greatest freedom for subsequent actions.
- Provide debriefing sessions for people who have been deeply involved. (Offer counseling services as necessary.)

Responsibility	Description
Remember	There is no substitute for compassion.
Identify tasks and demands	What is being done? What needs to be done? In next 12/24/48 hours? Need additional warning? Evacuation? Identify who needs to be briefed.
Ensure communication with on-site lead	With on-site lead, agree to a schedule of contact times. Keep a log of all conversations and correspondence related to the incident.
Ensure needs of those affected abroad are met	Receive regular reports from on-site lead and insurance liaison to ensure the needs of people affected are being met.
Determine briefing schedule	- Keep people informed. During the heat of the incident, schedule regular briefings. Even if there is no new information, have briefing to so state rather than to keep people wondering. Change briefing schedule to be less frequent as the incident subsides.
Assess how long the incident is likely to last	- Consider assigning enforced rest and relief periods.
Assess who to inform, when, and by whom	- Emergency contacts of those involved in incident - President and cabinet - Academic department - Human Resources department - Embassy - Partners in area (via MOUs or Third Party Agreements, travel insurance carrier, Seven Corners).
Consider establishing dedicated phone lines	- Specific phone number for loved ones?
Prepare communication	- Advise on the preparation of external and internal communications.
Determine if program will continue	- If study abroad program, consider if the program will continue or end. Make necessary arrangements in either case. - Determine if insurance (or university if not covered by insurance) will cover any travel-related costs. - If returning, arrange for university representatives to meet those returning at airport. Consider including mental health counselors.
Determine if family members should be invited to go to incident site	- Should family member(s) travel to the incident site? - Will insurance cover travel expenses? If not, will the university?
Seek authorization for expenditures	- Seek authorization for expenditures related to the response
Learning points	- Throughout incident, make note of significant actions that are taken and any learning points for future consideration by TRAC. Collect this information from all staff involved in managing the incident.
Write Incident Closure Report	- Summarize incident and actions taken in the Incident Closure Report, including compiled list of learning points. Submit report to chair of IRMC.

Appendix D. Incident Report Form

Please fill out this form as completely as possible. In the event of any legal action, this form will serve as the basic official college record of what transpired and what actions were taken by responsible college officials at the scene of the incident. Attach extra sheets as necessary and any documentary evidence. Email a copy of your report to the On-Campus Lead for this incident as soon as possible. If applicable, submit the original report and any supporting materials upon your return to campus.

Date of incident: _____ Location of incident: _____

Time of incident: _____ Were you present? _____

What was your role? _____

Name of student involved (please use a separate form for each student):

Names of other participants involved:

Brief description of what happened:

Who provided this description if you were not a witness (please list all names):

If you were not present, when were you informed? _____

What actions did you take?

If the student was transported to a hospital or clinic, please provide complete name of the facility, its phone and fax numbers, and address:

Name and phone numbers of all physicians who examined or treated the student (include country code)

Dr. _____ Phone: _____

Dr. _____ Phone: _____

Exact names of any medications prescribed to the student (please have student keep all packaging/inserts):

Rx: _____

Rx: _____

Rx: _____

Was the student conscious and capable of making informed judgments about medical treatment?

If the student was not capable of making medical decisions, who made any decisions?

What, if any, follow-up care was recommended?

Were the police or legal authorities notified of the incident or present at the scene?

Names and phone numbers of responsible legal authorities in charge of the case:

Case#: _____

Was the U.S. or relevant embassy notified? _____ Name and number of responsible consular officials involved in this incident:

Dates/times of contact with Student Affairs office and/or family:

Report submitted by: _____

Printed Name

Signature

Date: _____ Time: _____

Appendix E. Resources

Alma College Off-Campus Study Travel Resources: <https://www.alma.edu/academics/experiential-learning/international-off-campus-study/travel-resources/>

Alma College Student Handbook: <https://www.alma.edu/student-handbook/>

Center for Disease Control, Travel Healthy: <http://wwwnc.cdc.gov/travel>

US Department of State Smart Traveler Enrollment Program:
<http://travel.state.gov/content/passports/english/go/step.html>

US Department of State Travel Advisories:
<https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html>

World Health Organization: <http://www.who.int/en/>

Alma College Equity Grievance Policy and Report Form: <http://www.alma.edu/civil-rights/>