

# **Texas Tech University Health Sciences Center Planned Response to Emergencies Abroad**

## **Purpose**

This plan has been prepared to provide the guidelines of response actions for a variety of emergency situations while abroad. Before reacting to an emergency situation, it must be determined whether the emergency is real or perceived. Both types of emergencies require a response from the home institution, and that response will be most effective if it is grounded in a well-reasoned master plan. Although no single plan will apply to every situation, a common set of factors must be examined in every case.

This plan specifies responses to the following situations: serious illness or injury, death, mental health crisis, major crimes against a student, arrest, missing/kidnapped student, political crisis, and environmental/natural disaster.

In an emergency, the first responsibility is to secure the safety and wellbeing of program participants. TTUHSC, in coordination with International SOS and HTH Worldwide, our medical and safety/security services providers, as well as the students and Program Administrator should do whatever is necessary to ensure the safety of program participants, whether it means obtaining prompt and appropriate medical attention, embassy intervention, or police protection.

## **Emergency Contact Procedures**

International SOS will serve as the initial point of contact for TTUHSC for emergencies abroad. When all has been done to ensure the students' wellbeing, a program participant or the Program Administrator should contact International SOS at 1-215-942-8226 to speak to a Medical/Security Team representative. After the initial triage of the situation, International SOS will contact the Office of Global Health (OGH) Authorized Person to report the incident. The OGH Authorized Person will complete an Emergency Initial Intake Form (see pages 8 & 9), which will constitute initiation of a log of all calls and describe applicable activities that occur throughout the emergency.

Following the resolution of a crisis, a detailed report of all the information related to events leading up to the incident, the incident itself, the actions of all involved, the resolution to the emergency, and the impact of the incident should be recorded in an after-action report (see page 10). This will ensure that the information obtained regarding this particular situation can be used to improve the program and the emergency response plan.

# Specific Emergency Procedures

## I. Serious Illness or Injury of a Student Participating in a TTUHSC International Program

**Problem: auto accident, drug overdose, alcohol overdose, recreational injury, serious illness, loss of consciousness**

- Program Participant or Program Administrator will call International SOS for immediate triage of the situation with a Medical/Security Team representative and activation of tailored operations procedures.
- Based on the needs of the students, International SOS will determine the appropriate local medical facility for treatment or stabilization and any transportation arrangements necessary.
- International SOS will contact the OGH Authorized Person to report the illness or injury. When applicable, OGH will review the student's Student Health / Emergency Treatment Authorization form for any information that might be helpful.
- OGH will contact HTH Worldwide and work with them as needed to access benefits.
- Once the essential facts have been gathered and immediate measures taken, OGH will contact the SVPAA to implement an appropriate response. In coordination with the Program Administrator when applicable, HTH Worldwide, and International SOS they will:
  - Determine what additional action needs to be taken, including but not limited to any necessary counseling services or referral to a facility in the host country, and what other members of ART need to be contacted.
  - Contact the respective dean who will contact the student's emergency contact.
- OGH will work with ART, HTH Worldwide, and International SOS as needed until the situation has been resolved.

## II. Death of a Student Participating in a TTUHSC International Program

**Problem: fatal accident or illness, suicide, homicide**

- Program Participant or Program Administrator will call International SOS for immediate triage of the situation with a Medical/Security Team representative and activation of tailored operations procedures. Immediate triage may include but is not limited to, verifying the identity of the victim and notifying the local police.
- International SOS will contact the OGH Authorized Person to report the death.
- OGH, working with International SOS and the Program Administrator, when applicable, will notify the U.S. Embassy or Consulate.
- OGH will contact HTH Worldwide and coordinate with them regarding the repatriation of remains.
- Once the essential facts have been gathered and immediate measures taken, OGH will contact the SVPAA to implement an appropriate response. In coordination with the Program Administrator when applicable, HTH Worldwide, and International SOS they will:

- Determine what additional action needs to be taken and what other members of ART need to be contacted.
- Contact the respective dean who will contact the student's emergency contact. OGH will work with the dean and additional faculty as needed to offer the appropriate support, including transportation arrangements and accommodations.
- Inform the TTUHSC Office of Communications who will designate a spokesperson for the institution. Any questions from the media should be channeled through that spokesperson.

### **III. Mental Health Crisis**

#### **Problem: severe disruptive behavior due to alcohol/drug use, psychotic behavior, attempted suicide**

- Program Participant or Program Administrator will call International SOS for immediate triage of the situation with a Medical/Security Team representative and activation of tailored operations procedures. If there was a suicide event or drug overdose, the student must be assessed medically.
- International SOS will contact the OGH Authorized Person to report the crisis.
- OGH will contact HTH Worldwide and work with them as needed to access benefits.
- Once the essential facts have been gathered and immediate measures taken, OGH will contact the SVPAA to implement an appropriate response. In coordination with the Program Administrator when applicable, HTH Worldwide, and International SOS, they will:
  - Determine what additional action needs to be taken, including any necessary counseling services or referral to a facility in the host country, and what other members of ART need to be contacted.
  - Contact the respective dean who will contact the student's emergency contact.
- OGH will work with ART, HTH Worldwide, and International SOS as needed until the situation has been resolved.

### **IV. Major Crimes against a Student Participating in an International Program**

#### **Problem: Student is victim of assault, robbery, rape, or other violent crime**

- Program Participant or Program Administrator will call International SOS for immediate triage of the situation with a Medical/Security Team representative and activation of tailored operations procedures. Immediate triage may include but is not limited to reporting the crime to the local police and ensuring that the physical and emotional needs of the victim are being attended to. In cases of sexual assault, it must be clarified with the student to what degree he/she wishes to involve local authorities, the emergency contact person, family, and TTUHSC. In case of physical injury, the student will be taken to a hospital or medical facility.
- International SOS will contact the OGH Authorized Person to report the incident.
- OGH will work with HTH Worldwide as needed to access benefits if applicable.

- Once the essential facts have been gathered and immediate measures taken, OGH will contact the SVPAA to implement an appropriate response. In coordination with the Program Administrator when applicable, HTH Worldwide, and International SOS, they will:
  - Determine what additional action needs to be taken, including any necessary counseling services, and what other members of ART need to be contacted.
  - Contact the respective dean who will contact the student's emergency contact.
  - If necessary, inform the TTUHSC Office of Communications who will designate a spokesperson for the institution. Any questions from the media should be channeled through that spokesperson.
- Depending on the severity of the crime, OGH, working with International SOS and the Program Administrator, when applicable, may need to contact the U.S. Embassy or Consulate.
- OGH will work with ART, HTH Worldwide, and International SOS as needed until the situation has been resolved.

**V. Arrest of Student Participating in an International Program**

**Problem: Student arrested by the local police.**

- Program Participant or Program Administrator will call International SOS for immediate triage of the situation with a Medical/Security Team representative and activation of tailored operations procedures. Immediate triage may include but is not limited to contacting the U.S. Embassy or Consular Office for assistance.
- International SOS will contact the OGH Authorized Person to report the incident.
- Once the essential facts have been gathered and immediate measures taken, OGH will contact the SVPAA to implement an appropriate response. In coordination with the Program Administrator when applicable, and International SOS, they will:
  - Contact the U.S. State Department's Citizen Emergency Center at (202) 647-5225 for suggestions and assistance.
  - Determine what additional action needs to be taken and what other members of the ART team need to be contacted.
  - Contact the appropriate dean to inform the student's emergency contact.
  - Develop a daily communication plan.
  - Inform the TTUHSC Office of Communications who will designate a spokesperson for the institution. Any questions from the media should be channeled through that spokesperson.
  - Provide appropriate individuals with a daily bulletin until the crisis is over.
- OGH will work with ART and International SOS as needed until the situation has been resolved.

**VI. Student Missing from an International Program or the Kidnapping of a Student Participating in an International Program**

**Problem: Student has not been seen during regularly scheduled activities.**

- Program Participant or Program Administrator will call International SOS for immediate triage of the situation with a Medical/Security Team representative and activation of tailored operations procedures. Immediate triage may include but is not limited to notifying the local police and checking hospital admissions and city records.
- International SOS will contact the OGH Authorized Person to report the incident.
- OGH, working with International SOS and the Program Administrator when applicable, will notify the U.S. Embassy or Consulate.
- Once the essential facts have been gathered and immediate measures taken, OGH will contact the SVPAA to implement an appropriate response. In coordination with the Program Administrator, when applicable, and International SOS, they will:
  - Contact the U.S. State Department's Citizen Emergency Center at (202) 647-5225 for suggestions and assistance.
  - Determine what additional action needs to be taken and what other members of the ART team need to be contacted.
  - Contact the appropriate dean to inform the student's emergency contact.
  - Develop a daily communication plan.
  - Inform the TTUHSC Office of Communications who will designate a spokesperson for the institution. Any questions from the media should be channeled through that spokesperson.
  - Provide appropriate individuals with a daily bulletin until the crisis is over.
  - OGH will work with ART and International SOS as needed until the situation has been resolved.

## **VII. Political Crisis Affecting Students Participating in an International Program**

### **Problem: threat of terrorism, riot, political unrest, threat to Americans**

- Program Participant or Program Administrator will call International SOS for immediate triage of the situation with a Medical/Security Team representative and activation of tailored operations procedures.
- International SOS will contact OGH to relay detailed information regarding:
  - The incident's proximity to students;
  - Its impact on the availability of food, water, and medical supplies;
  - The target of unrest;
  - The presence of military or emergency personnel;
  - The feasibility of continuing the program;
  - The ability of students and staff to travel within the country.
- OGH will contact HTH Worldwide and coordinate to develop an evacuation plan if necessary. The evacuation plan will consider the safety of various modes and routes of travel, the costs of evacuation and the method of meeting those costs, the possibility of reducing the level of threat by dispersing students in small groups to reconvene later in another locale, and available in-country resources.
- OGH, working with International SOS, HTH Worldwide, and the Program Administrator when applicable, will contact the local U.S. Embassy or Consulate for advice and updated security information pertaining to the local, regional, or global crisis.
- Once the essential facts have been gathered and immediate measures taken, OGH will contact the SVPAA to implement an appropriate response. In coordination with the Program Administrator when applicable, HTH Worldwide, and International SOS, they will:

- Contact the U.S. State Department's Citizen Emergency Center at (202) 647-5225 for suggestions and assistance.
- Determine what additional action needs to be taken including:
  - dealing with initial student panic,
  - recommending appropriate student behaviors,
  - developing a written course of action, and
  - having students acknowledge in writing receipt of such information.
- Determine what other members of the ART team need to be contacted.
- Identify what immediate measures are needed to preserve the health and safety of students.
- Determine how to best address additional issues of health, safety, academics, public relations, and legal liability.
- Contact U.S. offices of other institutions that have students in the affected location to coordinate information and to devise a common action plan.
- Designate an Incident Commander at the home institution.
- Determine who must be alerted once the entire plan is in place.
- Develop a daily communication plan.
- Inform the TTUHSC Office of Communications who will designate a spokesperson for the institution. Any questions from the media should be channeled through that spokesperson.
- Provide appropriate individuals with a daily bulletin until the crisis is over.
- OGH will work with ART, HTH Worldwide, and International SOS as needed until the situation has been resolved.

#### **VIII. Environmental/Natural Disaster**

##### **Problem: flood, fire, earthquake, tornado/hurricane, inclement weather, chemical biological or radiological contamination**

- Program Participant or Program Administrator will call International SOS for immediate triage of the situation with a Medical/Security Team representative and activation of tailored operations procedures.
- International SOS will contact OGH to relay detailed information regarding:
  - The incident's proximity to students;
  - Its impact on the availability of food, water, and medical supplies;
  - The presence of emergency personnel;
  - The feasibility of continuing the program;
  - The ability of students to travel in the nation.
- OGH will contact HTH Worldwide and coordinate to develop an evacuation plan if necessary. The evacuation plan will consider the safety of various modes and routes of travel, the costs of evacuation and the method of meeting those costs, the possibility of reducing the level of threat by dispersing students in small groups to reconvene later in another locale, and available in-country resources.
- OGH, working with International SOS, HTH Worldwide, and the Program Administrator when applicable, will contact the nearest U.S. Embassy or Consulate and ask for information and assistance. If the U.S. Embassy is closed, the program administrator will locate the nearest U.S. Embassy in operation (e.g. in a neighboring country).

- Once the essential facts have been gathered and immediate measures taken, OGH will contact the SVPAA to implement an appropriate response. In coordination with the Program Administrator when applicable, HTH Worldwide, and International SOS, they will:
  - Contact the U.S. State Department's Citizen Emergency Center at (202) 647-5225 for suggestions and assistance.
  - Determine what additional action needs to be taken including:
    - dealing with initial student panic,
    - recommending appropriate student behaviors,
    - developing a written course of action, and
    - having students acknowledge in writing receipt of such information.
  - Determine what other members of the ART team should be called.
  - Identify what immediate measures are needed to preserve the health and safety of students.
  - Determine how to best address additional issues of health, safety, academics, public relations, and legal liability.
  - Contact U.S. offices of other institutions that have students in the affected location to coordinate information and to devise a common action plan
  - Designate an Incident Commander at the home institution.
  - Determine who must be alerted once the entire plan is in place.
  - Develop a daily communication plan.
  - Inform the TTUHSC Office of Communications who will designate a spokesperson for the institution. Any questions from the media should be channeled through that spokesperson.
  - Provide appropriate individuals with a daily bulletin until the crisis is over.
- OGH will work with ART, HTH Worldwide, and International SOS as needed until the situation has been resolved.

# Emergency Initial Intake Form

Date: \_\_\_\_\_ Time Abroad: \_\_\_\_\_ Time in U.S.: \_\_\_\_\_

Name of person calling: \_\_\_\_\_

Name of host institution or program provider: \_\_\_\_\_

Name of program administrator: \_\_\_\_\_

Return phone and/or fax number abroad: \_\_\_\_\_

Location of caller (city, country, street): \_\_\_\_\_

Site / location of emergency and proximity to students: \_\_\_\_\_

Persons / students involved in emergency: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Nature of emergency (description, injuries, etc.): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Steps that have been taken and status (what medical treatment has been received, has local law enforcement, U.S. embassy / consulate, HTH Worldwide, etc. been called?): \_\_\_\_\_

\_\_\_\_\_

Advice of local authorities, U.S. embassy / consulate, HTH Worldwide, etc.: \_\_\_\_\_

\_\_\_\_\_

What impact, if any, did the emergency have on availability of food, water, and medical supplies?

\_\_\_\_\_

What was the target of unrest, if the event was political? \_\_\_\_\_



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What is the intensity of the emergency or of the political unrest? \_\_\_\_\_

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Are there military or emergency personnel at the site of the emergency? \_\_\_\_\_

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Are students able to travel in the country? \_\_\_\_\_

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Other: \_\_\_\_\_

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Emergency Contact Name and Numbers: see student(s)'s Emergency Contact and Information Release Form

See TTUHSC Planned Response to Emergencies Abroad

## Report of Emergency, Assessment, and Response

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Site of Emergency: \_\_\_\_\_

Date/Time of Emergency: \_\_\_\_\_

People Involved in Emergency: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Please include the following information in this report:

- Where incident took place
- When incident took place
- Who was involved in the incident
- A description of the incident
- Assessment of the incident
- Response to the incident
- State of situation now—aftermath of incident—how are people responding, is counseling needed / for whom, what other needs are there?

Include as much detail as possible. The final section should be an assessment of current conditions and what is needed, if anything, to help those involved cope. Are there any changes that should be considered to prevent a similar incident from happening in the future?