

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 participant, sexual assault, arrest, missing/kidnapped participant, 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 On Call International, our medical and safety/security services provider, as well as the Program Administrator and participants should do whatever is necessary to ensure the safety of all program participants, whether it means obtaining prompt and appropriate medical attention, embassy intervention, or police protection.

Emergency Contact Procedures

On Call International will serve as the initial point of contact for TTUHSC for emergencies abroad. When all has been done to ensure the participants' wellbeing, a program participant or the Program Administrator should contact On Call at 1-603-328-1325 to speak to a Medical/Security Team representative. After the initial triage of the situation, On Call will contact the Office of Global Health (OGH) Authorized Operations Contact (AOC) to report the incident. The AOC 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 Participant 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 On Call International for immediate triage of the situation with a Medical/Security Team representative and activation of tailored operations procedures.
- Based on the needs of the participants, On Call International will determine the appropriate local medical facility for treatment or stabilization and any transportation arrangements necessary.
- On Call International will contact the AOC to report the illness or injury. When applicable, OGH will review the participant's Health / Emergency Treatment Authorization form for any information that might be helpful.
- Once the essential facts have been gathered and immediate measures taken, OGH will contact the Vice Provost for Academic Affairs (VPAA) to implement an appropriate response. In coordination with the Program Administrator when applicable and On Call International 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 Emergency Response Team (ERT) need to be contacted.
 - Contact the respective dean who will contact the participant's emergency contact.
- OGH will work with ERT and On Call International as needed until the situation has been resolved.

II. Death of a Participant in a TTUHSC International Program

Problem: fatal accident or illness, suicide, homicide

- Program Participant or Program Administrator will call On Call International 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.
- On Call International will contact the AOC to report the death.
- OGH, working with On Call International 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 VPAA to implement an appropriate response. In coordination with the Program Administrator when applicable and On Call International they will:
 - Determine what additional action needs to be taken and what other members of ERT need to be contacted.

- Contact the respective dean who will contact the participant'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 the spokesperson.
- On Call International will begin assisting with repatriation of remains.

III. Mental Health Crisis

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

- Program Participant or Program Administrator will call On Call International 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 participant must be assessed medically.
- On Call International will contact the AOC to report the crisis.
- Once the essential facts have been gathered and immediate measures taken, OGH will contact the VPAA to implement an appropriate response. In coordination with the Program Administrator when applicable and On Call International, 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 ERT need to be contacted.
 - Contact the respective dean who will contact the participant's emergency contact.
- OGH will work with ERT and On Call International as needed until the situation has been resolved.

IV. Major Crime Against a Participant in an International Program

Problem: participant is victim of assault, robbery, or other violent crime

- Program Participant or Program Administrator will call On Call International 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 physical injury, the participant will be taken to a hospital or medical facility.
- On Call International will contact the AOC to report the incident.
- Once the essential facts have been gathered and immediate measures taken, OGH will contact the VPAA to implement an appropriate response. In coordination with the Program Administrator when applicable and On Call International, they will:
 - Determine what additional action needs to be taken, including any necessary counseling services, and what other members of ERT need to be contacted.
 - Contact the respective dean who will contact the participant'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 the spokesperson.
- Depending on the severity of the crime, OGH, working with On Call International and the Program Administrator, when applicable, may need to contact the U.S. Embassy or Consulate.
- OGH will work with ERT and On Call International as needed until the situation has been resolved.

V. Sexual Misconduct

Problem: participant in an International Program is victim of sexual misconduct, which is a broad term encompassing all forms of sex-based harassment or discrimination and unwelcome behavior of a sexual nature. The term includes Sexual Harassment, Nonconsensual Sexual Contact, Nonconsensual Sexual Intercourse, Sexual Assault, Sexual Exploitation, Stalking, Public Indecency, Interpersonal Violence, sexual violence, and other misconduct based on sex

Initial points to consider:

- All students and program faculty/staff are required to adhere to TTU System Regulations and TTUHSC Operation Policies on sexual misconduct while abroad: TTU System Regulation 07.06.A, TTU System Regulation 07.06.B, and TTUHSC OP 51.03.
- All faculty or staff members taking students abroad are mandatory reporters and have a duty to promptly report all known details of incidents of Sexual Misconduct to the University Title IX Coordinator (TitleIXCoordaintor@ttuhsc.edu). TTUHSC employees are not confidential reporting resources.
 - If a student would like to contact a confidential resource, they can call the Program Assistance for Student's 24-hour crisis hotline at 1-800-327-0328. Additionally, On Call International will keep matters confidential as may be necessary and in accordance with the consent of the victim.
- After an employee reports Sexual Misconduct, the Title IX Coordinator will work with the Complainant and move forward through the investigatory process pursuant to TTU System Regulation, 07.06.B as the student feels comfortable. The Complainant's privacy and personal preferences will be at the forefront of any response.

Steps to take when report of sexual assault is received:

- If a sexual assault is reported, the victim should be advised to immediately go to a safe location with access to a telephone.
- Program Participant or Program Administrator, with the permission of the victim, will call On Call International for immediate triage of the situation with a Medical/Security Team representative and activation of tailored operations procedures. Due to the sensitive nature of these crimes, it must be clarified with the participant to what degree he/she wishes to involve local authorities, the emergency contact person and family. In cases of physical injury, the participant will be taken to a hospital or medical facility.

- The victim will decide whether to seek medical treatment or report a crime to the local police authorities, if appropriate for the host country.
- If the victim chooses to seek medical attention, the Program Participant or Program Administrator should assist with facilitating safe transport and accompany the victim to the medical facility. If the victim chooses, an exam can be performed by a Sexual Assault Nurse Examiner (SANE) in order to pursue potential prosecution.
 - It is advised for these tests to be completed within 24 hours of the incident.
 - If the victim wishes to get these tests, they should avoid bathing, washing hands, and changing clothes in order to get accurate test results.
 - The victim should also be tested for sexually transmitted disease, pregnancy, and treated for any internal injuries.
- With the victim's permission, On Call International will contact the AOC to report the incident.
- Once the essential facts have been gathered and immediate measures taken, OGH will contact the VPAA to implement any further response. In coordination with the Program Administrator when applicable and On Call International, they will:
 - Determine what additional action needs to be taken, including any necessary counseling services, and what other members of ERT need to be contacted. For incidents related to sexual misconduct, the TTUHSC coordinator for Title IX will be included as a member of ERT.
 - With the victim's permission, contact the respective dean who will contact the participant'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 the spokesperson.
 - Coordinate to follow up on future necessary support services and counseling.
- With the victim's permission, depending on the severity of the crime, OGH, working with On Call International and the Program Administrator, when applicable, may need to contact the U.S. Embassy or Consulate.
- OGH will work with ERT and On Call International as needed until the situation has been resolved.

VI. Arrest of Participant in an International Program

Problem: participant arrested by the local police.

- Program Participant or Program Administrator will call On Call International 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.
- On Call International will contact the AOC to report the incident.
- Once the essential facts have been gathered and immediate measures taken, OGH will contact the VPAA to implement an appropriate response. In coordination with the Program Administrator when applicable, and On Call International, 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 ERT team need to be contacted.

- Contact the appropriate dean to inform the participant'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 the spokesperson.
- Provide appropriate individuals with a daily bulletin until the crisis is over.
- OGH will work with ERT and On Call International as needed until the situation has been resolved.

VII. Participant Missing from an International Program or the Kidnapping of a Participant in an International Program

Problem: participant has not been seen during regularly scheduled activities.

- Program Participant or Program Administrator will call On Call International 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.
- On Call International will contact the AOC to report the incident.
- OGH, working with On Call International 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 VPAA to implement an appropriate response. In coordination with the Program Administrator, when applicable, and On Call International, 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 ERT team need to be contacted.
 - Contact the appropriate dean to inform the participant'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 the spokesperson.
 - Provide appropriate individuals with a daily bulletin until the crisis is over.
- OGH will work with ERT and On Call International as needed until the situation has been resolved.

VIII. Political Crisis Affecting Participants in an International Program

Problem: threat of terrorism, riot, political unrest, threat to U.S. citizens

- Program Participant or Program Administrator will call On Call International for immediate triage of the situation with a Medical/Security Team representative and activation of tailored operations procedures.
- On Call International will contact the AOC to relay detailed information regarding:
 - The incident's proximity to participants;

- 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 participants to travel within the country.
- OGH will work with On Call International to coordinate and 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, and available in-country resources.
- OGH, working with On Call International 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 VPAA to implement an appropriate response. In coordination with the Program Administrator when applicable, and On Call International, 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:
 - managing initial panic,
 - recommending appropriate participant behaviors,
 - developing a written course of action, and
 - requesting participants acknowledge in writing receipt of such information.
 - Determine what other members of the ERT team need to be contacted.
 - Identify what immediate measures are needed to preserve the health and safety of participants.
 - 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 the spokesperson.
 - Provide appropriate individuals with a daily bulletin until the crisis is over.
- OGH will work with ERT and On Call International as needed until the situation has been resolved.

IX. Environmental/Natural Disaster

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

- Program Participant or Program Administrator will call On Call International for immediate triage of the situation with a Medical/Security Team representative and activation of tailored operations procedures.

- On Call International will contact OGH to relay detailed information regarding:
 - The incident's proximity to participants;
 - 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 participants to travel within the country.
- OGH will work with On Call International to coordinate and 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, and available in-country resources.
- OGH, working with On Call International, 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 VPAA to implement an appropriate response. In coordination with the Program Administrator when applicable, and On Call International, 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:
 - managing initial panic,
 - recommending appropriate participant behaviors,
 - developing a written course of action, and
 - requesting participants acknowledge in writing receipt of such information.
 - Determine what other members of the ERT team should be called.
 - Identify what immediate measures are needed to preserve the health and safety of participants.
 - 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 the spokesperson.
 - Provide appropriate individuals with a daily bulletin until the crisis is over.
- OGH will work with ERT and On Call International 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 abroad: _____

Email address abroad: _____

Location of caller (city, country, street): _____

Site / location of emergency and proximity to participants: _____

Nature of emergency (description, injuries, etc.): _____

Persons involved in emergency: _____

Steps that have been taken and status (what medical treatment has been received, has local law enforcement, U.S. embassy / consulate, On Call International, etc. been called?): _____

Advice of local authorities, U.S. embassy / consulate, On Call International, 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? _____

What is the intensity of the emergency or of the political unrest? _____

Are there military or emergency personnel at the site of the emergency? _____

Are participants able to travel in the country? _____

Other: _____

Emergency Contact Name and Numbers: see Emergency Contact and Information Release Forms

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 to cope. Are there any changes that should be considered to prevent a similar incident from happening in the future?