

Youngstown State University
International Emergency Response Plan



PENGUIN CLUB
THE TEAM BEHIND THE TEAM

International Programs Office

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Introduction:

This plan is an extension of the Campus Emergency Management Plan (CEMP) to provide information and policies specific to students and personnel participating in international experiences through campus programs to aid in crisis situations.

Purpose:

This plan covers procedures for all university sanctioned international study abroad, athletic, and work experiences, including experiences arranged both through independent study abroad program providers and faculty led programs. Emergency situations will be defined and classified, details on how to assemble administrative teams will be provided, and procedures and contact information will be included.

International Travel Oversight Committee

This Committee advises the Emergency Response Team (ERT), provides specific expertise and decides policies in regards to international travel and programs. The International Oversight Committee meets twice per year.

Members included:

- *Provost*
- *Senior Advisory Group: Associate Provost for Int'l & Global Initiatives (Chair), Assistant Director of Study Abroad, VP of Student Experience, AVP of University Relations, Risk Management Officer, YSU Police Chief, Representative of General Counsel, Faculty Senate President, SGA President, Public Health Faculty Member*

Emergency Response Team

The Emergency Response Team (ERT) serves as the main contact for all personnel covered by this plan. The following university officials comprise the Youngstown Campus ERT for international emergency response:

- *Associate Provost for International and Global Initiatives (Chair)*
 - *Primary responsibility for triage and emergency response*
- *Associate Vice President, University Relations*
 - *Primary responsibility for media communication and communications with parents*
- *Vice President, Student Experience*

- *Primary responsibility for Recovery Stage including re-entry to campus, counseling, mental health*
- *Assistant Director International Programs Office/Study Abroad Advisor (Co-Chair)*
 - *Primary co-responsibility for triage and emergency response*

ERT Planning Activities

The ERT, in conjunction with the YSU Police Department, coordinates the emergency planning activities for overseas travel. Planning activities include:

- Meet at least once per year to discuss issues and facilitate planning, including mock drills.
- Make recommendations to the Chief of YSU Police for changes to the CEMP, International Emergency Response Plan, or University policy.
- Develop and maintain effective relationships with safety, health and emergency management partners external to the Campus.
- Promote public awareness among students, faculty and staff.

Steps Taken Before an Emergency Situation

Approval Process

All programs will be vetted through an appropriate security process to assess risk prior to approval for planning and departure.

All faculty and students participating in study abroad experiences will complete a medical self-disclosure form prior to departure. Proper insurance must be documented for anyone participating in a university sanctioned Abroad or Away experience.

Cell Phone Requirement

All University faculty participating in a study abroad experience are required to make use of a designated cell phone with international capability and provide contact information prior to departure.

Pre-Departure Preparation

Travelers must provide documentation of insurance and contact information in writing pre-departure. Failure to comply could result in ineligibility to travel.

All travelers must attend a pre-departure orientation where recommendations will be given on safety concerns and procedures specific to the travel destination.

All travelers must enroll in the US State Department's Smart Traveler Enrollment Program (STEP).

Defining an Emergency

An “emergency” or “crisis” is an incident that poses genuine and sometimes immediate risk to, or has already disturbed, the safety and well-being of study abroad participants. This includes events such as violent overthrow of a government or other civil disturbances; terrorist threats and attacks; natural and human-made disasters; incarcerations; serious physical or mental illness; accidents; physical assaults; and disappearances of kidnapping.

“Perceived emergencies” are events that pose no significant risks to the safety and well-being of participants, but which are seen as threatening by either students themselves, colleagues at the home university or family members back in the U.S.

Further Definitions of Emergency Scenarios

Minor Emergencies:

Minor emergencies are classified as any routine or common emergency that might happen which include:

- Pick-pocketing or petty theft (purse/wallet)
- Lost Passport
- Minor illness or injury (e.g. cold, flu, sprain, broken arm, toothache, etc.)
- Family emergency back home
- Consequences of alcohol use
- Power failure

Major Emergencies:

Major emergencies (more severe in scope) include:

- Natural disaster (hurricane, earthquake, fire, flood, etc.)
- Major sickness or injury (car accident, epidemics, death, etc.)
- Assault or rape
- Missing person (student)
- Student Arrest
- Hostage situation
- Socio-political (riot, military coup, terrorist attack)
- Behavior of the Faculty/Staff/Volunteer leaders or students that causes or threatens harm to themselves or others
- Death of a student

Emergency Procedures

Activating the Emergency Response Procedure

Merely qualifying an event as an “emergency” does not provide sufficient cause to activate the emergency response plan. Other factors are considered before a decision of whether or not to activate the response plan is made.

The Associate Provost for International & Global Initiatives or designee decides whether to activate the emergency response plan. The Associate Provost will take into consideration whether a minor, perceived or major emergency has occurred. Once initiated, the Associate Provost or designee briefs the University President and Provost on the activation and the circumstances giving rise to it.

How to Declare an Emergency

As defined by the CEMP:

An Emergency is any event or condition that presents an imminent risk of death, serious injury or illness to the University Community, suspension or significant disruption of university operations, significant physical or environmental damage, or significant threat to the University’s financial wellbeing.

Steps to take once an Emergency has been Declared

These steps will be taken during all emergency situations:

1. *Assess situation* - Assess the severity of the situation. Questions to consider include: Is this a minor or major emergency? Who is involved? Do emergency medical or security services need called?
2. *Secure student(s)*: Remove students from the emergency situation as much as possible. Ensure students are accounted for and in a safe environment. Administer first aid as necessary. Contact local emergency services if necessary. In event of a major emergency the Faculty Leader has authority to cancel the program and prepare students for evacuation after notifying the YSU Police.
3. *In cases of sexual assault*: Faculty leaders should take into consideration the sexual assault laws of the host country, which in some cases may penalize the victim, before reporting a sexual assault to the local police. Faculty leaders will be given information on this matter during the pre-departure orientation. The American embassy in the host country and International SOS must be consulted prior to filing a local police report.
4. *In cases of a student death*: Faculty leaders should notify the YSU Police immediately, in accordance with the procedures established in this document. The Faculty leader must also notify the nearest US embassy or consulate. The Emergency Response Team will be in touch with the Faculty Leader to implement a response involving the necessary parties. In case of a

student's death, the Faculty Leader's primary immediate responsibility is to the students who are remaining. All communication with the family and other parties will be handled by the Emergency Response Team at YSU.

a. *In case of a student death, there are three separate notifications that need to occur:*

- i. **Consular Notification:** Diplomatic protocol requires that when a foreigner dies abroad, a representative of the US government notifies the next-of-kin. The Emergency Response Team and Faculty Leader should work with the consular office to provide contact information for the family. Consular staff should be informed that YSU has purchased insurance that will cover repatriation of remains so that the family does not need to bear that cost. The Emergency Response Team / Faculty Leader should also explain to the Consular staff that the university will follow up with the family as well. YSU's designated first-responder in the case of a student death is the Vice President of Student Experience. The VP of Student Experience will contact the parents, express condolences and explain support services. YSU's designated first responder will undergo training to prepare him/her for this notification.
- ii. **Notifying the participants on the Overseas Program and student peers at YSU:** After the YSU police and embassy/consulate is notified and next of kin are contacted, the ERT will contact the study abroad insurer and ask for grief counseling assistance. Following the recommendations of the local counselor, the faculty leader should notify the participants as a group in one coordinated meeting. Faculty leaders should stick to the known facts and not engage in rumor or speculation. Faculty leaders should be as forthcoming as possible about what is known or not known regarding the cause of death. Students will need to know if they are in danger or at risk. The faculty leader should explain when and how the parents were notified and what the institution is doing to support them. Faculty leaders are discouraged from conducting an investigation into the event. The purpose of the meeting is notification and grief assistance. Participants should be prohibited from communicating about the event, posting on social media and giving any media interviews until the deceased's family has been properly notified. Faculty leaders should remind students that the family is entitled to the most compassionate form of notification and that the embassy/consular staff are best trained to make this notification.
- iii. **Notifying the Campus Community:** Once the family has been properly notified, YSU's ERT should work with YSU's media officer to coordinate a public notification to the campus and

local media. The deceased's family should be informed in advance and given an opportunity to know what exactly will be communicated to the campus. Students should be reminded of counseling services available at YSU. Family members should be invited to any campus wide vigils or memorial services planned for the student.

5. *Communication:* Contact the YSU Police and the IPO to report the emergency. If direct communication is not possible communication may be attempted through the U.S Embassy. Information to share with the Emergency Response Team (ERT) includes: Name of caller, Program location, Description of the incident, Status and names of victims, Status of the remaining members of the program, location (street, city, country), location of incident, contact information (including phone number), whether or not local emergency services have been contacted, whether information has been released to the media, possible immediate consequences of the emergency, status of the programs continuation, and student/staff travel status.

Operating Principles

In managing emergencies, the following operating principles will guide the ERT in its decision-making:

1. All responses to a crisis will be governed by the highest concern for the safety and well being of students, faculty and staff participating in YSU-sponsored study abroad programs.
2. According to the procedures outlined herein, information about an emergency will be shared according to FERPA / HIPPA requirements and with caution and restraint in deciding when and with whom to communicate.
3. All YSU representatives will respond to emergencies according to the procedures outlined herein, unless circumstances or agencies outside the University's control intervene.
4. YSU's obligation to program participants will continue until the conclusion of the program or the participant's voluntary departure or removal from the program.

Communications Procedures; Who to Contact

Emergency Contacts

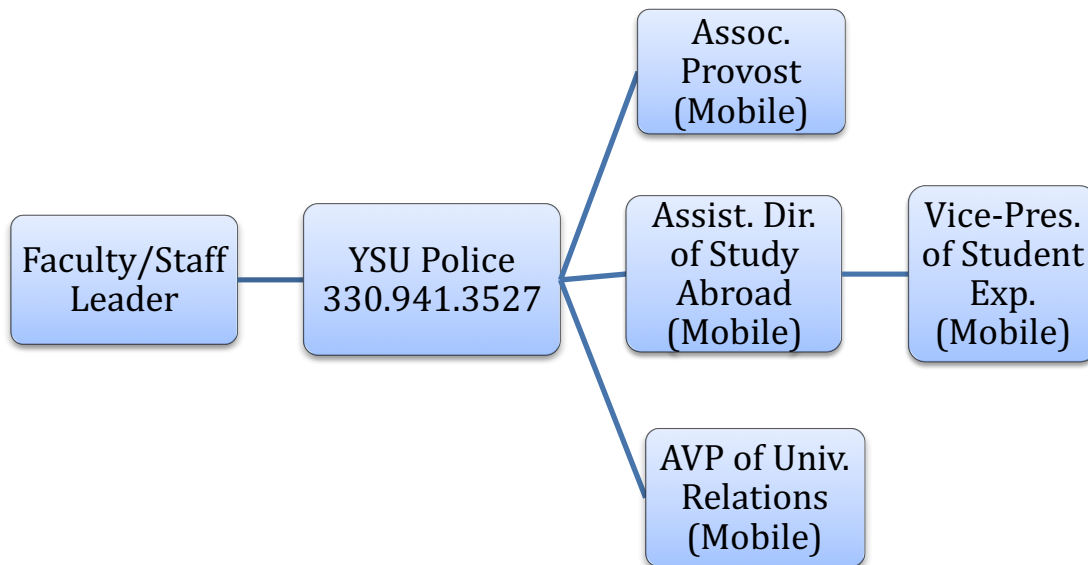
In an emergency, the first step is to get immediate help. All faculty are required to carry on them contact information for on-site support staff (individuals from a partner university, guides or program providers, personnel at the group's residence abroad).

- Local, On-site Personnel
- International SOS (ISOS): +1 215-942-8226
- International Programs Office (IPO): 330-941-2336

- YSU Police Chief: 330.941.3527

Once help has been obtained and immediate care provided, Faculty/Staff leaders are required to call the YSU Police first. The YSU Police will then make the appropriate contacts as per the phone tree below. Faculty/Staff leaders will receive a follow up contact and instruction from the International Programs Office staff as soon as possible.

International Emergency Phone Tree



Emergency Steps for Program Leaders

	Step One	Step Two	Step Three
If a participant has fallen seriously ill or is injured	Secure local medical assistance and notify local police (if appropriate).	Immediately contact YSU Police via telephone	Communicate health information from local healthcare providers to IPO
If a participant has been assaulted	Secure medical treatment & counseling assistance as needed. Contact the nearest U.S. embassy/consulate. Report the assault to the local police. In cases of sexual assault, first taking into consideration the treatment of sexual assault victims in the host country. In cases of sexual assault, leaders must first contact the local US Embassy/consulate and Int'l SOS.	Immediately contact YSU Police via telephone	Communicate with nearest U.S. embassy/consulate.
If a participant is missing	Immediate: Meet with all participants to gather information; enlist help of appropriate hotel/restaurant/bar staff. If student cannot be immediately located, contact YSU Police and local police.		
If a participant has been arrested or is a victim of robbery	Contact local police and nearest U.S. embassy/ consulate.	Immediately contact YSU Police via telephone	
If a participant has been taken hostage	Contact local police and nearest U.S. embassy/ consulate.	Immediately contact YSU Police via telephone	
If a participant loses her passport	Contact local police and nearest U.S. embassy/ consulate (if appropriate).	Immediately contact YSU Police via telephone	Assist w/passport replacement process; bring photocopy of passport to consular office.

Contacting Local Police and the Nearest Embassy/Consulate

Given the high potential for miscommunication, we recommend utilizing on-site support persons to initiate contact with local police unless circumstances make this impossible or impractical. Along with local contacts' information, leaders should also have embassy and consulate addresses and phone numbers with them at all times. The IPO also registers all participants in its programs with the U.S. State Department's STEP program and recommends that all international travelers use this registry.

Once all steps have been taken to secure assistance on-site, contacting the YSU Police is essential. The YSU Police will follow the phone tree and as soon as possible, International Programs Office staff will be in touch. The IPO staff will help guide leaders through necessary follow-up procedures, manage communications state-side, and work closely with the University's Emergency Response Team. The International Programs Office reserves the right to mandate emergency response procedures.

Perceived Emergencies: Steps for Program Leaders

	Step One	Step Two	Step Three
Early State: Concerns Only a Few Individuals	Meet with student; determine source of perception; defuse concern, if possible	If perception comes from family member at home, notify IPO for potential communication with source.	If participant unsatisfied with leader's response, contact IPO for further assistance.
Next Stage: Concerns Spread to Group	Meet with group to address concern openly with the whole group.	If group members share perceptions/concerns via social media or with home contacts, notify YSU police. IPO personnel will be in contact as soon as possible for communication plan.	Continue gauging group's level of concern; report any persistent concerns to IPO.

Next Stage: Persistent Concern	Notify IPO to continue to implement communication plan	Meet with group to address concern openly with whole group. IPO personnel will remain in contact with next steps.	Notify IPO of any communications received from group members' families or friends regarding perceived emergency.
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Media Communications

All media communications should go through the Emergence Response Team (ERT). In the event of an emergency, do not speak with media unless instructed to do so by the Public Communications Officer (Ron Cole).

Other Considerations

Evacuation Plan

The need for evacuation will be continually monitored, determined as new information arises regarding political and natural climate changes. Faculty/Staff/Volunteer leaders must comply with a mandatory evacuation order. Need for evacuation will be determined by members of the ERT. A need for immediate evacuation may be determined by individuals abroad as determined by severity of the emergency. Contact the nearest U.S. embassy or consulate for assistance.

Emergency Funds

In the event emergency funds are required, IPO maintains signature authority on the disbursement of the International Contingency Fund. In the event that required funds exceed the amount contained in the Contingency Fund, the VP of Finance will be seated as a member of the Emergency Response Team.

Resuming an Interrupted Program

Programs that end prior to completion due to the occurrence of an emergency will be reviewed on a case by case basis by the ERT to determine the safety of resuming the program.

Appendix: Emergency Contact Card

In the event of an emergency, please take the following steps:

1. ***Secure participant safety.*** Remove participants from the emergency situation as much as possible. Ensure students are accounted for and in a safe environment. Administer first aid as necessary. Contact local emergency and medical services if necessary and appropriate.

2. ***Call the YSU police at 330-941-3527. Tell the police the following:***
 - Name of caller
 - Telephone number of caller
 - Location of caller (street, city, country)
 - Description and location of the incident
 - Status and name(s) of victim(s)
 - Status of the remaining members of the program
 - Whether local emergency services have been contacted
 - Whether information has been released to the media
 - What assistance the caller would like to receive

3. ***Inform the nearest U.S. embassy/ consulate of the incident.***