



## **UFIC EMERGENCY PROTOCOL FOR STUDENTS AND FACULTY ABROAD**

This Emergency Protocol handbook is intended to provide a standard set of policies and procedures for handling emergency situations abroad. The information contained in this guide is intended to furnish the building blocks for an appropriate initial response to an emergency as well as subsequent reports and action items relative to the emergency. The handbook will be maintained by the UFIC Executive Director and will be reviewed semi – annually by the UFIC Crisis Response Team.

Dr. Leonardo A. Villalón  
Dean, International Center

**MEMORANDUM**

DATE: June 4, 2015

**TO: UPD**

**FROM: UF International Center**

SUBJECT: Emergency Contact List for International Center

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In the event of an emergency relating to UF Students studying abroad, please contact the staff listed below:

<b>Study Abroad Services</b>	
Susanne Hill	<b>352-273-1500</b> <b>352-213-9536 (cell)</b>

## **UFIC CRISIS RESPONSE TEAM**

The UFIC Crisis Response Team that handles student emergencies overseas shall be convened as soon as possible when an incident occurs. Although all members may not be directly involved with each situation, the team as a whole will be kept informed as the event progresses and until the crisis ends.

Team members will include external entities (i.e. DSO, UPD. etc.) as the situation demands. The Team will report the status of all incidents to the Dean of the UFIC and keep him/her fully updated as new information is obtained.

### Internal Members:

Leonardo Villalón	Dean
Susanne Hill	Executive Director
Angela Miller	Director, SAS

### External Members (or Designee):

Dean of Students (DOS)  
University Police Department (UPD)  
Director of News and Public Affairs  
Faculty with expertise in the region (see database)  
Director of Counseling Center  
General Counsel  
Dean of the home college of the student(s)

## OVERVIEW

For the purposes of this manual, an emergency may be defined as any sensitive or potentially life-threatening situation affecting students, faculty, staff, and/or affiliated individuals in an officially sanctioned UF international event or program anywhere in the world:

- ❑ Medical emergencies of Study Abroad Students
- ❑ Legal / bureaucratic emergencies of Study Abroad Students
- ❑ Natural or violently enforced disasters in the host country
- ❑ Personal emergencies (i.e. death of a relative in the U.S.)

## GENERAL GUIDELINES

- a) All students and staff should be encouraged to register with their host country's US Consulate for the district in which the program is located. Program Directors are encouraged to maintain periodic contact with United States Consular and Embassy officials in normal times in order to facilitate communications should an emergency occur. Telephone and fax numbers of the Consulate and Embassy must be known and easily accessible for use in an emergency.
- b) Students are encouraged to submit a photocopy of the photo page of their passport to the UFIC in order to facilitate replacement in case of loss, theft or damage.
- c) Each Program Director will devise and test within one week of the beginning of the program a system of rapid communication with students and staff of their program. This communication network may be used ordinarily for communicating academic and social notices, but should also enable the director to contact all students at short notice and assemble the group quickly in an emergency. A list of student addresses and telephone numbers will be maintained and updated regularly, with a copy sent to the SAS office.
- d) The Program Director will inform the students during orientation that all students who expect to be away from the program site overnight are responsible for informing the staff as well as their roommates and/or their host family, leaving an itinerary and contact information. The information may be useful in an emergency necessitating immediate contact with the student, such as an illness or death in the family, as well as in a crisis affecting the program as a whole.

- e) In the event of a crisis situation, it is the immediate responsibility of the Program Director to locate all students and to inform the SAS office about their welfare. Students will be instructed not to travel independently for the duration of the emergency and to remain at a location where they can be reached.
- f) Every Program Director should have knowledge of and access to alternative means of communication with the outside world.
- g) Orientation for the students will include information about the preparations that have been made and instruction in the procedures for students to follow in case of an emergency. Orientation will also include information and advice appropriate to the location on personal security for students and protection for the program. Program Directors will make clear to students the expectation that each is to cooperate with security measures in effect at the program site.
- h) Every UF program director should have at least one cellular phone with international capacity.

## **STUDY ABROAD PHONE PROCEDURES**

When making or receiving a phone call, consider using the speaker phone function. It is preferred to have a second staff member in the room during conversations about emergencies. This second staff member should take notes as appropriate and be prepared to obtain any necessary information.

Necessary information:

→ Program Director to provide all facts as known at time in as much as detail as possible.

→ UFIC staff to verify caller's contact information

NOTE: Remember to NOT release any information to those who are not authorized to receive it. This is especially important with regard to inquiries from mass media. It is preferable that all external communication be handled through a designated university spokesperson to assure a consistent message and one that is considerate of privacy issues.

→ UFIC to check students' authorized emergency contacts

→ Any contacts from the media should be referred to the UF News Bureau  
(352) 392-0186

If the situation requires the use of TEAM ASSIST (AIG) services (study abroad students), the Program Director will contact them immediately with pertinent

information. If you require Team Assist assistance, your ID number is your policy number (Policy # GLMN04983920). In the U.S., call (800) 472-0906, worldwide call collect (01-713) 267-2525 or e-mail customerservice3@aig.com.

If an emergency situation involves the entire group:  
 → Verify whereabouts and condition of all participants

<b>Type of crisis</b>	<b>Crisis Response Team UF</b>	<b>Host Site</b>
Student Death	Dean Executive Director Director, SAS Dean of Students Counseling Center General Counsel News and Public Affairs	International Office On-Site Coordinator / UF Faculty AIG State Department / Embassy
Political Disasters	Dean Executive Director Director, SAS Dean of Students News and Public Affairs	International Office On-Site Coordinator / UF Faculty AIG State Department / Embassy
Natural Disasters	Dean Executive Director Director, SAS Dean of Students News and Public Affairs	International Office On-Site Coordinator / UF Faculty AIG State Department / Embassy
Health related Emergencies	Executive Director Director, SAS Dean of Students	On-Site Coordinator / UF Faculty AIG
Family Illness or Death	Director, SAS	On-Site Coordinator / UF Faculty
Sexual Assault	Executive Director Director, SAS Dean of Students	International Office On-Site Coordinator / UF Faculty AIG
Arrest	Executive Director Director, SAS Dean of Students News and Public Affairs	International Office On-Site Coordinator / UF Faculty AIG

## ASSISTING STUDY ABROAD PROVIDER AGENCIES

American Institute for Foreign Studies:  
AIFS (800) 727-2437 - (203) 399-5000

International Studies Abroad  
ISA (800) 580-8826 - (512) 480-8522

Academic Programs International  
API (800) 844-4124 - (512) 600-8900

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If you require Team Assist assistance, your ID number is your policy number (Policy # GLMN04983920). In the U.S., call (800) 472-0906, worldwide call collect (01-713) 267-2525 or e-mail customerservice3@aig.com.

## UFIC EMERGENCY RESPONSE LIST SERVE

Leonardo Villalón	<a href="mailto:lvillalon@ufic.ufl.edu">lvillalon@ufic.ufl.edu</a>	352.273.1536
Susanne Hill	<a href="mailto:shill@ufic.ufl.edu">shill@ufic.ufl.edu</a>	352.273.1500 / 352-213-9536
Angela Miller	<a href="mailto:amiller@ufic.ufl.edu">amiller@ufic.ufl.edu</a>	352.273.1524
UPD	<a href="mailto:jholcomb@admin.ufl.edu">jholcomb@admin.ufl.edu</a>	352.392.2111
Jen Day Shaw (DOS)	<a href="mailto:jends@dso.ufl.edu">jends@dso.ufl.edu</a>	352.392.1261
TRT (Counseling Center)	<a href="mailto:wgriffin@ufl.edu">wgriffin@ufl.edu</a>	352.392.1575
Amy Hass (General Counsel)	<a href="mailto:amhass@ufl.edu">amhass@ufl.edu</a>	352.392.1358
Steve Orlando (UF News Bureau)	<a href="mailto:sfo@ufl.edu">sfo@ufl.edu</a>	352.392.0186
Janine Sikes	<a href="mailto:jysikes@ufl.edu">jysikes@ufl.edu</a>	352.846.3903

## **EMERGENCY RESPONSE CHECKLIST**

Knowledge and information about emergency situations can originate from any one or more of several sources such as:

1. General newscasts about natural disasters, political upheavals, terrorist attacks or serious health concerns that could potentially harm our students and staff abroad.
2. Contact directly from a study abroad on-site program director by phone, fax or e-mail.
3. Contact directly from a provider agency such as AIFS, ISA, API, etc.
4. Contact from within the US from family or friends of UF student abroad.

Any of these emergencies can take place during office hours or after hours because of time zone considerations. The following checklist states how to respond in an emergency situation:

- I. Obtain the name, position (title, agency, etc.) and location of the caller. This is important in order to validate the call and to keep a record of procedures that you and other staff members have followed in responding to an emergency.
- II. Determine the nature of the emergency call, the name(s) of the student(s) and/or faculty involved and the extent of injuries, etc.
- III. Get a notice out to the administrative contact group, via phone or e-mail if necessary. This contact group should always include the Executive Director (ED), the SAS Assistant Director (AD) and - if warranted – the UFIC Dean.
- IV. ED / AD will contact the appropriate US consulate or embassy nearest to the study abroad site to verify events (if applicable) or request assistance if necessary.
- V. If needed, ED will contact Dean of Students (DSO) (please refer to Study Abroad Phone Procedures). DSO can assist with students, faculty, families and other university notifications.
- VI. ED or DOS will notify emergency contacts if the situation calls for it.
- VII. ED / AD will contact on-site contacts to verify events, even though contacts may not know that an incident or emergency has taken place.
- VIII. ED will organize a debriefing with SAS staff and Dean, as appropriate
- IX. Write up report on the emergency for the file.



## POLITICAL UNREST AND NATURAL DISASTERS

### **Typical Problem (Political Unrest)**

Coups d'etat, violence toward Americans, severe rioting, civil unrest and terrorism

### **Typical Problem (Natural Disaster)**

Earthquake, typhoons, floods

**RESPONSE:** (Some procedures were adapted from "Special Report: Real and Perceived Emergencies in Study Abroad." Brenda A. Robinson, California State University. NAFSA Newsletter, November 1990).

### **The Program Director should:**

1. Contact all students to make sure that they are accounted for and are safe. If a student has been injured, have his/her physical injuries attended to. Caution students about speculative communication and advise them to express their convey their safety and wellbeing when contacting home.
2. Contact the U.S. Embassy or other official government agency and ask for advice and assistance. If the U.S. Embassy is closed, determine the location from which the Embassy is operating (i.e., other embassy within the country, U.S. embassy in a neighboring country). Gather information regarding: the target of unrest and possible danger to U.S. citizens; advice regarding minimizing danger to students; the probable impact of the event on availability of food, water, and medical supplies/services; the intensity of the emergency or political unrest; the presence of emergency or military personnel; the feasibility of continuing classes, etc. Gather as much information as possible. Begin writing a log. You should continue to update this log as the emergency progresses.
3. Immediately contact the Executive Director and / or the Assistant Director of Study Abroad at UF and brief them regarding the situation (see "Emergency Contacts").

They will do the following:

- a. Contact the U.S. Department of State's Citizen Emergency Center at (202) 647-5225 for suggestions and assistance.
- b. Contact the U.S. Embassy abroad.
- c. Contact U.S. study abroad offices at other institutions that have programs in the region to develop a common plan of action. The Executive Director will continue to be in contact with these offices as the situation develops.

4. The Executive Director will convene the UFIC Crisis Response Team made up of senior administrators at UF. Depending on specific circumstances, members (or designees) of the Crisis Response Team may include:
  - a. The Dean of the International Center,
  - b. The Executive Director of the International Center,
  - c. The Assistant Director of Study Abroad
  - d. The Dean of Students
  - e. UPD
  - f. The Director of News and Public Affairs
  - g. Faculty with expertise in the region (see database)
  - h. Dean of home college of student(s)
  - i. The Director of the Counseling Center
  - j. University General Counsel

The UFIC Crisis Response Team will consider:

- a. Immediate measures needed to ensure the health and safety of students and staff.
- b. Additional issues regarding health, safety, academics, financial aid, public relations and legal liability.
- c. Appropriate actions to be taken overseas, including dealing with initial student concerns and recommendations regarding appropriate student behavior.
- d. If the Crisis Response Team considers it appropriate, an evacuation plan will be developed. This plan will be developed in cooperation with the U.S. Department of State, TEAM Assist and the Program Director, and will take into consideration recommendations regarding relative safety of various modes of transportation and travel routes, the costs of evacuation and means for meeting these costs, the possibility of splitting up the students into smaller groups and having them reconvene later in a different locations, and resources available in the host country.
- e. The Crisis Response Team will prepare a list of people to be alerted once the crisis management plan is in place. This list will include the parents and families of students abroad, members of the home university community, state officials and legislators and the media.
- f. The Crisis Response Team will develop a plan for daily communication with key people and organizations. The Executive Director will serve as the link with the University of Florida Program Director. The Program Director and other designated key people will be contacted on a daily basis until the crisis is resolved.
- g. A log of all events will be kept by the Assistant Director of Study Abroad, and a final report written after the crisis ends.

## FERPA / BUCKLEY AMENDMENT

FERPA (the Buckley Amendment) regarding the privacy of student records may conflict with the desire of parents and others to be fully briefed on both student progress and on-site emergencies. Students participating in UF programs are given the opportunity to sign a release form which recognizes that program staff will disclose information to their families if needed. If the faculty leader believes that certain information must be disclosed for a participant's wellbeing without his/her consent, they should first contact the Executive Director who will seek the advice of University Counsel and the Dean of Students Office. In rare cases when that is not possible – in cases of a serious and urgent medical emergency, for example – the best guideline is to act in the way which will be of most benefit to the student.

## ACADEMIC AND BEHAVIORAL EXPECTATIONS

UF Study Abroad programs require all students to attend all formal classes, supplemental instructional components of the program (lectures, meetings with invited experts, seminars, etc. apart from formal class time), and all excursions which are a part of the program itinerary. Attendance policies should be clearly spelled out in writing prior to the start of the program. **Students will need to understand the difference between “class-time” and “free time”, recognizing the fact that “class time” does not have to take place in the actual class room.** The only acceptable excuse for missing a class, supplemental instructional component or an excursion is illness or injury. Faculty directors should take attendance at all classes and excursions, and explain in advance how grades will be affected by poor attendance.

Participants in a Study Abroad program are also expected to serve as ambassadors for both UF and the United States. As it is often difficult for students to understand what is expected of them in this regard, it is important to stress these issues in the pre-departure orientation(s) and again upon arrival. Students need to be aware that behaviors with minimal or no consequences at UF may have major implications for the Study Abroad program. Topics to be included in these discussions include but are not limited to: appropriate dress, local laws, local mobility (which neighborhoods in the area are safe), gender dynamics, youth/elder relationships, food and meal etiquette, and how to recognize signs of displeasure on the part of host country nationals.

**While students do have free time during the program and – as adults – can certainly decide how they wish to spend this time, they should be discouraged – within articulated reason - from participating in any kind of activity that might be harmful to themselves or others or that could reasonably be expected to diminish the quality or integrity of the learning environment established by the faculty leader.**

Faculty need to understand however, that students are within their rights to spend their free time as they see fit. Faculty also needs to understand that they are not expected to supervise students during their free time except in emergency circumstances.

All students will need to comply with the conduct regulations of the University of Florida which are printed and made available to all students at <http://www.dso.ufl.edu/sccr/honorcodes/conductcode.php>

## **DUE PROCESS\*\***

Program Directors should ALWAYS check first with the UFIC before making any decisions regarding a student's misconduct. All UF students have a right to due process which needs to be provided in order to not be in violation of the US constitution.

Why Should You Use the Conduct Process?

- Sometimes the violation can be a cry for help and the conduct process can connect the student with the appropriate resources.
- The conduct process allows for an uninvolved third party to make the decision. This creates a better perception of fairness.
- It is the official policy of the University. You are protected as faculty as long as you utilize the conduct process, even if in the end the student is found not responsible.
- If you take action on your own, you are not protected by the University. If the student decides to sue, you will be on your own.
- The conduct process is basically a contract with students. When the university doesn't follow its process, it can be found in violation of due process.
- Universities have a lot of latitude in how they decide to address violations of their community standards. Generally courts won't interfere. The basic due process a university needs to follow is that they need to do what they say they will do. In other words, provide the process you say you will. To penalize a student in any other way is a violation of their rights to due process.

## GENERAL PRECAUTIONS ON STUDY ABROAD PROGRAMS

**General Security Precautions to be taken by Program Director:** (adapted from Council on International Educational Exchange (Council) *General Security Precautions to be Taken On Site*)

- Make sure that there are no signs posted that identify your program as having an affiliation with the United States.
- Encourage students to register their passports and their addresses and telephone numbers with the U.S. Embassy or other appropriate government agency (and also with the hosting institution if applicable).
- Establish and maintain contact with the local police. If appropriate, invite them to make a presentation on security during orientation.
- Keep a copy of this brochure and UF Emergency contact numbers within easy access.
- Keep up-to-date contact information (addresses and telephone numbers) for each student. Establish a procedure for contacting them in case of emergencies.
- Make sure that students know how to reach you 24 hours a day in case of emergency.
- Establish and test an Emergency Response Phone Tree. The Program Director divides the group into 5's. In case of emergency, the Program Director calls student number 1 in each group. Student number 1 contacts student number 2, etc. Student 5 then contacts the Program Director, completing the contact circle. In addition, all students must have each other's full contact information.
- If a student is going to be away overnight, ask him/her to provide you with contact information.
- Discourage students from congregating in groups of Americans or foreigners (non-host country nationals) and from spending time in restaurants and bars that are known to be frequented primarily by foreigners (this has a negative effect on integration with people from the host country in any case).
- Establish contact with the U.S. Embassy and keep a copy of the Embassy phone numbers handy. Make sure that U.S. Embassy officials know how to reach you day and night.