

Faculty-Led Programs:

Emergency Preparation, Emergency Procedures, Crisis Management

Prior to departure:

Prior to departure, the program director will collect emergency contact information and information about health and medical issues from all participants, along with a list of medications which they regularly take. This information should be kept on hand by the program director for the duration of the program.

All participants must register with the Office of Risk Management's International Registry:
<http://www2.oakland.edu/misc/riskmanagement/foreigntravelform.cfm>

At the pre-departure program orientation, the program director will review with participants the Student Behavior Code.

The program director should appoint a second and provide that person with all of the participant information above and with a copy of these emergency procedures in case the program director is unavailable or incapacitated during an emergency. The name and contact information of the second should be filed, along with a roster of participants (with emergency contacts) and an itinerary (with local contact information) with Office of International Education which will share that information with the Office of Risk Management and the Oakland University Police Department. The program director and second should file an Emergency Contact Form for themselves with the OU PD.

All program directors/leaders and designated appointed seconds must contact the OU PD Clery Compliance Office by calling (248)370-3331 to schedule a mandatory 10-minute Clery Act Training Program pertaining to what their duties are as Campus Security Authorities. Also, a signed document must be completed before departure stating that they have completed the mandatory training.

Prior to departure, the program director will register all participants with the nearest U.S. embassy so that U.S. officials are aware of the presence of all participants, their location, and their arrival and departure dates. Once the program director has the passport numbers of all participants, registration can be accomplished by creating a group account on the State Department website at <https://step.state.gov/STEP/Pages/Common/CreateAccountStart.aspx>.

Upon arrival in country:

The program director should maintain a safe learning environment and should collect and distribute to participants information about local emergency services. In many cases, HTH, OU's international insurance provider, will make available through participants' account an online directory of local emergency services and medical facilities, as well as a printable short list of these resources. The

program director should direct all participants' attention to this resource and should require participants to add local emergency numbers to their cell phone contacts.

The program director should collect and distribute the cell phone numbers of all participants and should consider creating a phone tree or fan-out system in case of emergency. A cell phone drill should be held on the first day in country to see how long it takes to account for all participants. All participants should carry with them a copy of their passport, their insurance card from OU's international insurance carrier, the local emergency call number, and the OU 24-hour police phone number: 248 370 3331.

At every accommodation, the program director should offer a brief orientation to include the identification of a gathering spot in case of evacuation.

Participants who participate in activities separate from the program should be encouraged to do so in pairs or in groups. Participants who separate from the group for a day or more should notify the program director of their plans and their intended date and time of return. They should carry their cell phones with them.

Emergencies:

In case of an emergency, the program director should deal with acute health and safety issues immediately with assistance from local services and professionals. Participants experiencing medical emergencies should be transported to the nearest hospital. In the case of non-medical emergencies, program directors should contact the local law enforcement agency.

At the earliest opportunity, the program director should call the toll-free number of OU's international insurance provider for support and direction to local services.

All other participants should be contacted to verify their whereabouts and their safety. If appropriate participants should be asked to meet at a convenient and safe location. The program director should brief participants on the crisis to whatever extent is possible without compromising either the privacy or the security of participants.

When the situation has stabilized and the safety of all participants has been accounted for, the program director should contact the Oakland University Police at (001) 248 370 3331. The OUPD will contact the Office of Risk Management and the Office of International Education. If appropriate, these offices will call together the OU Crisis Management team.

If the threat was large-scale and publicized (e.g., weather events, explosions), all participants should be instructed to call their families once the situation has stabilized. If a participant is incapacitated, after being contacted by the OU Police Department and conferring with the program director, the Dean of Students will contact that participant's family.

Subsequent to the resolution of the emergency, the program director will complete an incident report and file it with the Oakland University Police Department. For cases involving criminal activity, the incident should be recorded in the Clery Act report at the conclusion of the program.

Perceived emergencies:

Program directors need to be aware that friends and family of program participants will worry whenever they hear of a *possible* emergency in the country – or sometimes even on the continent -- where their program is situated. If there are large-scale weather events or social disruptions in country which have no effect on the program or its participants, the program director should nevertheless encourage participants to contact their families and let them know of their safety. Whenever possible, following emergencies elsewhere in the country, the program director is also encouraged to email the Office of Risk Management and the Office of International Education to confirm the safety of participants so that these offices can answer any local inquiries responsibly.

Local notifications from friends or family to university offices of perceived emergencies (e.g., a program participant's having forgotten to pack medication, a participant informing a family member of an illness that hasn't been reported to the program director) will be relayed to the program director by the Office of International Education.

Crisis management:

In the event of an ongoing emergency situation which potentially threatens the safety or security of program participants, the OU Crisis Management Team, along with the director of the Office of International Education and representative(s) from Oakland's International Insurance carrier will gather information and determine whether or not the program should be discontinued and participants should be returned to the United States. If it is determined that the program should be discontinued, the OU Crisis Management Team will assist our international insurance carrier in coordinating the return of the participants to the U.S. and will help campus offices determine the most equitable and fair way of handling monies for services not received and creating alternatives for academic work not completed.