**Emergency Management Protocol for Faculty-led Programs**

Office of International Programs and Services

For study abroad, an emergency is any circumstance that poses a genuine risk to, or that has already disturbed, the safety and well-being of the program participants.

**Emergency Examples**

* Physical assault
* Robbery
* Sexual assault or rape
* Serious illness, physical or emotional
* Significant accident and/or injury
* Hospitalization for any reason
* Terrorist threat or attack
* Local political crisis that could affect the students’ safety and well being
* Arrests or questioning by police or other security forces
* Any legal action involving a student
* Traffic accidents involving injury
* Disappearance or kidnapping of a student
* Natural Disasters
* Strikes
* Death

**How to Handle Emergencies**

1. Terrorist threat
   1. Contact the U.S. Embassy or nearest Consulate official for advice on a regular basis about the evolution of the crisis
2. Medical emergency
   1. Contact the nearest hospital
3. Political crisis
   1. During a political crisis or some other emergency during which foreigners in general or U.S. citizens may be at risk, students should be told to keep a low profile. They should avoid demonstrations, behavior that could call attention to themselves, places where Americans are known to congregate, and using luggage tags and wearing clothing which identifies them as Americans.
4. Natural disaster
   1. Most natural disasters know no geographic boundaries. Differences do exist, however, in terms of local capabilities to manage damage after events have occurred. Each situation will be a unique event and you are encouraged to use your common sense. We suggest that you seek out local authorities for information about what to expect and how to respond if anything happens.
5. Other emergencies

* Contact the local police and contact U.S. Embassy if needed

**Guidelines for Emergency Communication**

In general, faculty directors should follow these guidelines when communicating with students during emergency situations:

1. Share information: Give students as much and as accurate information as possible. Document the situation and communicate with IPS on an ongoing basis.
2. Assess the situation: How long will it last? Is it an inconvenience or a threat?
3. Keep calm, and keep others calm.
4. Discourage students from gossiping and thus escalating the situation.

In a serious emergency, IPS will work with the Provost’s Office to determine whether the program will continue and possible evacuation procedures are needed. If the host country emergency services are not readily available and participants feel there is a threat to safety, faculty director should call WCU Police at 828-227-8911.