

On-Site Field Guide: Emergency Response Plan

Emergency Response

In case of emergency during the program follow the Emergency Action Plan (below) and refer to appropriate Emergency Scenario Plan if necessary. **Contact UMKC Police who will contact a member of the Study Abroad Emergency Response Task Force: +1 816-235-1515**

After initial response, complete and submit:

1. **Emergency Action Report Form, which is available as a fillable PDF form.**

Emergency Action Plan

Plan of Action in Case of Emergency:

In case of an emergency, the Faculty Program director should follow these steps:

1. Attend to the immediate needs of the participant(s) or colleague(s) involved
2. Remove other participants from danger (if applicable)
3. Contact (as appropriate) local medical emergency officials, law enforcement officers, the U.S. Embassy/Consulate
4. Contact IAP (during office hours +1 816-235-5759 or after hours, UMKC Police will get in touch with IAP +1 816-235-1515)
5. **RECORD** all steps taken in response to the incident by maintaining an accurate and detailed log using the Emergency Action Report Form and **submit within 48 hours to IAP**
6. Document any contact with parents/family and home campus(es)

Plan of Action in Case of Emergency Involving Faculty Program Director:

Faculty Program Director is Ill, Injured, Victim of Crime or Assault, or Experiencing Mental Health Emergency or other emergency.

1. Second in command takes steps outlined in Emergency Action Plan to ensure the safety and well-being of the Faculty Program Director
2. Remove other participants from danger (if applicable).
3. Contact (as appropriate) local medical emergency officials, law enforcement officers, the U.S. Embassy/Consulate
4. Second in command contacts IAP for support (during office hours +1 816-235-5759 or after hours, UMKC Police will get in touch with IAP +1 816-235-1515)
5. **RECORD** all steps taken in response to the incident by maintaining an accurate and detailed log using the Emergency Action Form and **submit within 48 hours to IAP**
6. If safe, the group stays in the location until the Faculty Program Director is able to join the group
7. If necessary, IAP/UMKC sends assistance

Contact with Parents, Immediate Family Members, Friends, or Media

In emergency situations, parents, immediate family members or friends of participants involved may contact you directly. If non-UMKC participants are attending your program, representatives from their home campuses may also attempt to contact you directly. As any emergency presents a stressful and potentially confusing situation, you are asked to:

1. Ask anyone calling, emailing or otherwise contacting you from the US to contact IAP directly for further information and inquiries rather than contacting you directly (as you are busy focusing on the situation and ensuring safety of participants)

2. If necessary, politely explain that your request is based on standing policy intended to ensure a clear chain of communication to free your time to address the situation at hand
3. Any new information or changes in the situation should be reported as soon as possible to IAP. IAP staff will be available to play a key role in disseminating emergency-related information as necessary
4. During any emergency, your efforts as the Faculty Program Director are invaluable, and your time will be best spent focusing on the situation at hand and any steps that can be taken locally to remedy, improve, assess, and report the situation
5. If anyone from the media contacts you, refer them directly to **JOHN MARTELLARO**' Director, Public Relations. 816-235-1592, explaining that it is University policy that all media requests are handled by that office. Do not talk to the media unless authorized to do so by the Emergency Response Task Force or IAP. Never speak on behalf of the host institution or UMKC without official approval.

Emergency Scenarios and Action Plan

Participant is Ill or Injured

1. Assist the participant in finding appropriate medical care at a reputable hospital/clinic
2. Talk to the physician treating the participant to assess the severity of the situation
3. Keep a log of your discussions, using Emergency Action Report Form, with the attending physician, participant involved, and/or staff. Record the circumstances that led up to the accident/illness
4. Contact IAP and inform them of situation details. Depending on the severity of the illness/injury, IAP may contact the participant's emergency contact. IAP may also inform other campus officials if it appears necessary. Do not speak to the media unless you have been instructed to do so by IAP
5. Continue to monitor the situation by maintaining contact with the attending physician. Also, continue your contact with IAP. In some situations, the participant may need to be evacuated in order to receive appropriate medical treatment
6. Inform the participant's other professors that he/she will be absent from class, if applicable
7. Provide information to the other program participants as appropriate without disclosing any confidential health information

If the participant should die as a result of his/her injuries/illness, follow the death of a participant procedures outlined later in this guide.

Participant is Experiencing a Mental Health Concern

Mental health or substance abuse problems can develop into potentially dangerous situations if not addressed appropriately. Behaviors that may be indicative of a mental health or substance abuse problem include missing classes on a frequent basis, withdrawing from friends and activities and exhibiting unusual behavior.

1. Gather details of the situation by speaking to the participant, his/her homestay family, friends, and/or instructors. Record what you learn using the Emergency Action Report Form
2. Contact IAP and inform them of your observations
3. A member of the Emergency Response Task Force will contact UMKC Counseling Services to discuss the potential causes of the participant's behavior and ascertain an appropriate course of action
4. If recommended by UMKC Counseling Services, arrange for the participant to see a local psychologist/psychiatrist. UMKC Counseling Services, as well as IAP, will assist you with this
5. If the participant receives treatment from a local psychologist/psychiatrist, UMKC Counseling Services will

maintain contact with the local professional to monitor the participant's treatment (this takes place only with participant approval)

6. Continue to monitor the participant's behavior and well-being and inform IAP of any changes

Participant is Experiencing a Mental Health Emergency

If a participant's behavior is more extreme than that outlined in the previous section, a more aggressive response is warranted. A participant with a serious psychiatric or substance abuse problem might: exhibit severe disruptive behavior with a suspected psychiatric basis, be severely emotionally disturbed, or be a danger to him/herself or others, attempt suicide or speak to someone about doing so, or be severely disruptive due to alcohol or drug use. In cases like this,

1. Gather information about the situation by talking to the participant and any other key people. Try to learn about the history of the problem and record specific behaviors. Keep a log of what you learn using the Emergency Action Report Form
2. Assess the extent of the emergency and the participant's support network (family, friends, roommates etc.)
3. Assess whether the participant will voluntarily seek help. Refer to A, B, C below for next steps.

A. If the participant will voluntarily seek help:

1. Arrange for the participant to see a counseling professional immediately. Have the participant escorted to the appointment by either you or a second in command along with another support person
2. If necessary, arrange for the participant to be hospitalized. In some cases, a participant may need to be evacuated in order to receive appropriate treatment
3. As soon as the participant is stable, contact IAP and brief them about the situation
4. With the participant's prior consent, IAP will notify the participant's designated emergency contact person and other involved parties on a need-to-know basis. Be prepared to talk to the emergency contact yourself, if requested.
5. If the participant does not give consent, work with the participant's local counselor and IAP (who will consult UMKC's Department of Counseling Services) to plan follow-up support.
6. Prepare to assist and support other involved persons, without disclosing confidential health information
7. If the participant's condition continues to be a threat to his/her or others' safety or if it is disrupting the educational process for him/herself or others, contact IAP. UMKC's Counseling Services, IAP and the Director of International Academic Programs will decide upon appropriate action

B. If the participant *will not* voluntarily seek help, but *does not* appear to be dangerous to him/herself and/or others:

1. Assess who can be called upon to persuade the participant to seek help. Work with those persons to persuade the participant to obtain treatment
2. Contact IAP and brief them on the situation. IAP will consult with the UMKC Department of Counseling Services about appropriate steps/treatment
3. Establish behavioral limits with the participant. Put the limits in writing using the Participant Conduct Incident Written Warning Form. Make it clear to the participant that if the behavior continues, further limits, including dismissal from the program, will be instituted.
4. If the disruptive behavior continues, notify IAP. After consulting with UMKC Counseling Services and the Director of International Academic Programs will determine whether additional measures (including dismissal) are appropriate

C. If the participant *will not* voluntarily seek help and *does appear* to be dangerous to him/herself and/or others:

1. Assess who can be called upon to persuade the participant to seek help. Work with those persons to persuade the participant to obtain treatment
2. Contact IAP and brief them on the situation. IAP will consult with the UMKC Department of Counseling Services about appropriate steps/treatment
3. If necessary, and if such procedures exist in the host country, the Faculty Program Director may petition to have the participant involuntarily committed to a hospital. In most circumstances, however, arrangements will be made to have the participant sent back to the U.S. for treatment

Participant is Victim of a Crime

When a participant is a victim of a crime, it is most likely to be an incident such as a robbery, assault, or a fight. (For sexual assault or harassment see below). If one of the participants on your program is involved in such an incident, follow these procedures:

1. Determine the identity and present location of the victim(s) and perpetrator(s). Ensure that the physical and emotional needs of the victim(s) are being attended to. Talk to the person who reported the crime and gain as many facts as possible. Identify the key persons involved. Keep a log of all information you gain using the Emergency Action Report Form
2. Contact local campus security (if applicable) and the local police
3. Contact IAP and inform them about the incident. IAP will determine if any other individuals or offices at UMKC or the host institution should be involved, especially in regard to supporting the victim.
4. Brief IAP on a daily basis until the crisis has subsided. Inform IAP of media inquiries. Remember that you should not talk to the media unless authorized to do so by the Emergency Response Task Force or IAP

Participant is Victim of Sexual Assault or Sexual Harassment

Study abroad programs are subject to Clery Act and [Title IX reporting policies](#). Your program is an extension of UMKC overseas and all campus regulations apply. **If you become aware of an assault or harassment you have a legally identified role as a Mandated Reporter.** If a participant is the victim of a rape, attempted rape, other violent sexual assault, or sexual harassment follow these procedures:

1. Talk to the person reporting the crime and determine the identity and location of the victim
2. Discern if there is any physical injury or emotional disturbance and clarify with the victim the degree to which she/he wishes to involve local authorities, i.e. the host institution and/or the local police
3. If there is obvious serious physical injury, ensure that the participant receives urgent care. If there is no obvious physical injury, with the victim's consent, have her/him transported to a local health facility
4. If there are obvious signs of emotional disturbance, consult a psychologist/psychiatrist and provide immediate support to the victim
5. Provide the victim with the phone numbers of reputable hospital/clinic, psychologist/psychiatrist, and any other rape crisis resources that may exist. Provide law enforcement information as well. ****See below for advice on how to encourage the victim to seek assistance****
6. Inform the participant of the laws and procedures for dealing with sexual harassment or sexual assault in the host country, as these may vary from those in the U.S. (for example, in the U.S. it is important to preserve evidence for court)
7. Maintain a log throughout the crisis using the Emergency Action Report Form. Update the log as the crisis continues and keep in contact with IAP daily until the emergency subsides. Clearly note the circumstances surrounding the offer of assistance and the participant's refusal to accept such assistance as well as

commenting on the participant's well-being

8. Contact IAP and the [Title IX Coordinator](#); they will consult with UMKC Counseling Services and the Victim Advocate to obtain advice about dealing with the crisis. With the participant's consent, IAP will also inform the participant's designated Emergency Contact person and aid the participant in activating her/his support network
9. Do not talk to the media unless authorized to do so by the Emergency Response Task Force or IAP.

If the victim DECLINES assistance:

1. Escort and transport the victim to program accommodations, if not already there
2. Inform the victim that you will contact him/her later to determine if assistance is desired
3. Provide the victim with the phone numbers of reputable hospital/clinic, psychologist/psychiatrist, and any other rape crisis resources that may exist. Provide law enforcement information as well. ****See below for advice on how to encourage the victim to seek assistance****
4. Contact the psychologist/psychiatrist and brief him/her of the situation. Inform him/her that the victim has refused assistance, but that he/she may be in contact
5. Contact IAP and the Title IX Coordinator; they will consult with UMKC Counseling Services and the Victim Advocate to obtain advice about dealing with the crisis. With the participant's consent, IAP will also inform the participant's designated Emergency Contact person and aid the participant in activating her/his support network
6. Maintain a log throughout the crisis using the Emergency Action Report Form. Update the log as the crisis continues and keep in contact with IAP daily until the emergency subsides. Clearly note the circumstances surrounding the offer of assistance and the participant's refusal to accept such assistance as well as commenting on the participant's well-being
7. Do not speak to the media unless authorized to do so by the Emergency Response Task Force

Encouraging the Sexual Harassment or Sexual Assault Victim to Seek Assistance

****The following language is a guideline for encouraging the victim to seek assistance. The text is written as if you are speaking to a person who has been sexually assaulted.****

This is not the time to be alone. You need emotional support. You can get that support now, no matter when the sexual assault occurred.

You should get medical attention. Go to the hospital or health clinic to be examined immediately and treated for possible sexually transmitted diseases. You may have internal injuries of which you are not aware.

Report the attack to the police and the appropriate university officials. Have someone accompany you when you speak to the authorities. Remember, rapists rarely attack only one person. If you turn the rapist in, you may save someone else from a similar attack.

Get help and support, such as professional counseling. You have been through a trauma and you owe it to yourself to get the help you need to deal with the event and your feelings. People who do get counseling, process their experience faster and with fewer lasting effects than those who get no help.

Do not blame yourself. You did not ask to be assaulted and you are a victim of what happened.

I am required to report the incident to UMKC's Title IX Coordinator. The Title IX Coordinator will keep your information private.

The following resources are available to you (list specific resources including, local police, hospital, mental health provider, rape crisis center, etc.)

Participant is Accused of a Crime

Typical crimes committed by study abroad participants include theft, assault, or possession of drugs. If a participant is arrested, follow these procedures:

1. Assess the situation as quickly as possible. Determine who, what, when, where, how and why. Begin writing a log using the Emergency Response Action Report. Maintain the log throughout the crisis and update it as the crisis continues. Keep in contact with IAP daily until the emergency subsides. Clearly note the circumstances surrounding the incident as well as commenting on the participant's well-being
2. Immediately contact the [U.S. Embassy Consular Officer](#). Ask the Consular Officer for the names of lawyers who can give the participant legal help s/he requires and provide this information to the participant (if possible). The Consular Officer should also work to ensure that the Participant's human rights are not violated
3. As soon as possible, contact IAP and brief them on the situation. IAP will contact the participant's emergency contact person and provide contact information for the U.S. Embassy Officer
4. Visit the participant wherever s/he is being held. Ensure that they have been informed of legal procedures of the host country. Maintain close contact with the U.S. Embassy Officer assigned to the participant
5. Provide daily updates to IAP until the crisis is resolved. IAP will maintain contact with the participant's emergency contact person as appropriate

Do not speak to the media unless authorized to do so by the Emergency Response Task Force or IAP.

Participant is Missing

1. Talk to the individual who has reported the participant missing and any others (friends, professors, host family members, roommates) who might have knowledge of the participant's whereabouts. Try to determine when the participant was last seen and/or the circumstances around which the participant has been missing. Find out if s/he left information with anyone as to where s/he might be going. Also, find out if the participant was engaging in any unusual behavior. Gather as much information as possible. Begin a log using the Emergency Response Action Report. Maintain the log throughout the crisis and update it as it continues. Keep in contact with IAP daily until the emergency is resolved
2. If you are unsuccessful in determining where the participant is, inform host institution authorities of the situation. Contact the local police and check hospital admissions
3. Contact IAP; they will convene the Emergency Response Task Force to coordinate appropriate actions. This may include contacting the participant's designated emergency contact person
4. If the participant has not been located within 24 hours of the first report of a disappearance, file a report with the local police and inform the local US Consul or Embassy.
5. Provide appropriate information to other program participants
6. Once the participant has been located, inform IAP and all appropriate persons on-site. IAP will notify the appropriate persons in the U.S. If necessary, activate procedures for "Serious Accident or Illness" or "Crime Against a Participant"
7. Do not speak to the media unless authorized to do so by the Emergency Response Task Force or IAP

Death of a Participant

The death of a participant should be handled in the following manner:

1. Verify the identity of the participant. Gather as much information about the circumstances surrounding the death. Record all information that you gain using the Emergency Action Report Form.
2. Contact IAP; they will notify the Emergency Response Task Force who will notify the participant's designated emergency contact person and offer appropriate support; i.e., transportation arrangements, accommodations, arranging to meet with the physicians etc.
3. Notify the U.S. Embassy or Consulate in the host country
4. IAP will coordinate a plan to deal with the situation. A network will be constructed to offer support to all involved parties, such as family, friends, roommates, and other program participants
5. IAP, working with the UMKC Office of Student Affairs, will notify the appropriate offices at UMKC and ensure that all appropriate paperwork is completed
6. If you are contacted by the media, do not give the name of the participant or speak on behalf of UMKC without IAP approval. IAP, working with UMKC's Office of University Relations, will develop responses to media inquiries and make them available to you. Never speak on behalf of the host institution or UMKC without official approval.

Political Uprising

From time to time, a political uprising—peaceful or otherwise—will occur in a country where U.S. participants are engaging in education abroad.

1. Make sure you know that your participants/staff/faculty are safe. Contact all participants by phone or alternative means of communication
2. Contact IAP; they will notify the Emergency Response Task Force, who will notify the participant's designated emergency contact person as appropriate
3. If appropriate, advise participants/faculty/staff to stay home until the situation on the ground is clarified. When classes or the program resumes, participants should be advised to keep a low profile, avoid public gatherings and demonstrations, and keep away from key government buildings
4. Advise participants/faculty/staff to monitor the media to keep up-to-date with the situation and follow any instructions issued by the local authorities
5. Communicate with your participants to reassure them. For most U.S. participants, a political uprising is an extraordinary event that is beyond their experience
6. Forbid participants from traveling to areas of unrest, or "hot spots" such as political rallies, areas with tanks, or crowds, etc. and explain that doing so would put their safety at great risk
7. Corroborate all information you receive, using reliable sources, before you share it with others
8. Consult with UHC Global and/or the Overseas Security Advisory Council (OSAC) analysts, other expert analysts, and onsite staff and/or partner institutions abroad
9. Do not speak to the media unless authorized to do so by the Emergency Response Task Force or IAP
10. Gather as much factual information as possible and monitor the situation carefully
11. In the case where the group will need to be evacuated, consult with IAP who will work with UHC Global.

Political Crisis or Natural Disaster

1. Contact all participants to make sure they are safe and accounted for. If a participant has been injured, make sure s/he seeks medical care. Caution all participants about speculating on the situation and advise them to wait until clear information is available before contacting their family or friends. Tell them that IAP will contact their Emergency Contacts to brief them on the situation.
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., another embassy in the host country or a U.S. Embassy in a neighboring country). Gather as much information as possible regarding the following:
 - a. the target of the unrest, if a political crisis, or the extent of the natural disaster, and possible danger to U.S. citizens
 - b. how to minimize danger to participants
 - c. the probable impact of the event on the availability of food, water, and medical supplies
 - d. the intensity of the crisis
 - e. the presence of emergency or military personnel
 - f. the feasibility of continuing classes and other program activities
3. Immediately contact IAP and brief them about the situation. Your contact at IAP will:
 - a. contact the U.S. Department of State's Overseas Citizen Services at +1 202-501-4444 or from the U.S. +1 888-407-4747 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;
 - d. contact participants' emergency contacts to inform them of the situation
4. IAP will convene the Emergency Response Task Force to develop a plan of action. The Task Force will also develop plans for maintaining communication with key people and organizations, for handling the media, and for maintaining contact with the participants' emergency contacts
5. IAP will brief you on the plan of action developed by the Task Force. If you think the plan needs to be modified, let IAP know and recommendations will be made to the Task Force
6. Utilize all resources available to carry out the plan of action decided upon in conjunction with the Task Force. Maintaining continual contact is essential
7. Once the crisis has ended, IAP and the Task Force will work with you to assess the impact of the event and determine what follow-up may or may not be required

Emergency Action Report Form

University of Missouri-Kansas City: International Academic Programs Study
Abroad Program

Email this form to International Academic Programs international@umkc.edu and the *Title IX Coordinator** (if appropriate) within 48 hours of signing**

It is critical to obtain detailed information regarding names, locations, times, witnesses, etc. The log should be updated as the situation develops and submitted to International Academic Programs.
Specific information to be collected will include:

Today's date: _____

Name(s) of participant(s) involved: _____

Date, time and location of incident: _____

Brief summary of emergency:

Witnesses: _____

The following assistance has been offered to the participant(s) involved in the crisis:

I have notified the following people regarding the situation:

Report filed by: * _____
Faculty Program Director Signature Printed Name Date

Program: _____ Country: _____

****In addition to [IAP](#), include UMKC's [Title IX Coordinator](#) when submitting an incident report relating to sexual assault or sexual harassment**