Western Global Learning Program

Faculty Director’s Emergency Response Guide

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Guidelines for Responding to Emergencies While Studying Abroad

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INTRODUCTION

This guide offers information to Faculty Directors (i.e. faculty or staff travel leaders) and participants to assist in responding to an emergency during a Western Faculty-Led Study Abroad Program. While it is impossible to plan for all contingencies, this information may help Faculty Directors respond in a way to assist in the safety and well-being of themselves and program participants.

GENERAL PROGRAM SAFETY

Any travel, whether domestic or international, carries some risk; that is simply the nature of being in an unfamiliar location. For faculty led programs, these risks are increased a bit more because participants do not have as much time in their host country to familiarize themselves with local laws, customs, and safety precautions. In addition, a greater percentage (versus traditional semester length study abroad programs) of faculty led programs occur in less developed countries where increased incidents of personal crime, crime against tourists and socio-economic or political instability may all be issues for your program. Regardless of the location, participants should take basic, common sense precautions for themselves and their possessions.

Some safety tips that you may want to consider for your group include:

1. Require all participants to travel in groups of two or more
2. Require all participants to purchase and carry a cell phone
3. Institute a program curfew
4. Avoid high risk activities such as renting a car, motorcycle or scooters
5. Stay informed about events in your host country and/or region
6. Maintain a low profile
7. Avoid any and all street demonstrations, even if they appear peaceful
8. Avoid known hotspots, including high profile businesses owned by or catering to international travelers

When to Contact WWU:

This guide offers you guidance and you will have a list of emergency contacts in the Emergency Contact Information Form for use during your program. However, we would like to emphasize that you should notify Director of Education Abroad (EA) during regular business hours, or University Police during evenings and weekends, as soon as possible if any of the following occur:

1. A participant is hospitalized, even if they are released after a brief period
2. You have had to use a behavior contract with a participant
3. If you are considering expelling a participant from your program
4. If you experience Health Emergencies, Legal Emergencies, Missing Participant, Death of Participant, and Political Emergencies, Natural Disasters and Infectious Disease Outbreak as described below.

The Vice President for Enrollment and Student Services and Director of Education Abroad (EA) will likely spearhead the University response to your emergency. A response team may be assembled or the President may decide to declare an emergency under the University’s Emergency Management Plan.
GENERAL GUIDELINES

1. **Pre-Departure Orientation.** The International Programs Advisory Committee (IPAC) Faculty Led Program Guidelines require that all programs must meet on campus prior to departure for a minimum of four meetings or for two weeks of regularly scheduled class time. The Pre-Departure Orientation should include
   - Academic content
   - Student health issues
   - Safety and security information
   - Cultural and societal norms
   - Presentation by travel doctor from the Student Health Center
   - Travel and arrival logistics
   - Clearly identified periods of time for “free time” and establish expectations for their conduct and behavior during those times
   - Information about foreseeable risks and discuss methods for minimizing risks and maximizing safety
   - Sexual harassment
   - Non-discrimination
   - Student code of conduct
   - Financial emergency plans

2. **Contact the nearest U.S. Embassy or Consulate.** Although program participants have been registered online with the State Department’s [Smart Traveler Enrollment Program (STEP)](https://step.state.gov/), it may also be helpful to:
   - Establish contact with the nearest U.S. Embassy or Consulate upon your arrival in country.
   - Keep the U.S. Embassy or Consulate phone numbers in your Emergency Contact Information Form and easily accessible.
   - Make sure that U.S. Embassy or Consulate officials know how to reach you during the program. Update them on any changes.
   - If any participants in your group are from countries outside the U.S., obtain contact information for their embassies or consulates in your host country and assist those participants in registering with them.
   - Verify reliability of local law enforcement agencies and emergency medical services.

3. **Local Emergency Services.** Establish contact and/or know how to contact law enforcement agencies and emergency medical services having jurisdiction over your location. Determine your host country’s 911 equivalent (see list elsewhere in this guide). If possible, point out police stations, hospitals and clinics in the area to participants and inform them of local procedures for reporting any incidents.

4. **Emergency Information Cards.** Make sure that each participant completes a Participant Emergency Information Card and keeps a copy with them at all times. You may decide to keep a copy of each in your guide as well.
5. **Be available in an emergency.**
   - Make sure the participants know how to reach you 24 hours a day in case of emergency (e.g. physical location, telephone, and cell phone).
   - Establish a procedure for contacting participants in case of emergency. Keep up-to-date contact information on each participant and know where a participant can be reached at all times.
   - If a participant is going to be away overnight, ask him/her to provide you with contact information for the entire duration of their absence. Request 24 hour advance notification of their plans.

6. **Keep a copy of the Emergency Response Guide with you.** Also, include the following participant information with it. *Note: This information must be kept in a secure place to avoid the possibility of identity theft.*
   - Study Abroad Health Insurance ID Card
   - Passport/VISA
   - Photograph (if not on passport)
   - Flight itineraries and travel agent contact information (if desired)
   - Participant Emergency Information Card (if desired)

7. **Keep a copy of the Emergency Contact Information Form with you.** Make sure that Western’s Education Abroad (EA) and your department are updated on any changes.

8. **Consider the possibility for evacuation.** The need to evacuate may come in different ways, so keep the following in mind:
   - Identify an in-country travel agency that you would trust in case the participants need to be evacuated for any reason.
   - A participant’s Study Abroad Health Plan Provider 1-240-330-1414 collect (EuropAssist/CISI Pol#EQX2015005) may provide:
     - Medical evacuation in the case of the participant’s serious physical or mental injury or illness.
     - Security evacuation in the case of political unrest, expulsion from a country or natural disasters.
   - When evacuation from a country is officially recommended, the U.S. Embassy or Consulate will work with the host government, other countries, and other U.S. government agencies to arrange chartered or non-commercial transportation for U.S. citizens seeking to depart a country.

9. **CPR/First Aid.** Faculty Director should have current CPR/First Aid training as prescribed by state law. Identify others in your program that are or should be trained, too.

10. **Consent to Emergency Treatment is provided.** Western requires that all participants sign a Consent to Emergency Treatment provision giving the Faculty Director permission to make medical decisions on behalf of the participant, if it becomes necessary.

11. **Enjoy your travels knowing you are prepared!**

**NOTES:**
EMERGENCY GUIDELINES

The following guidelines apply to Health Emergencies, Legal Emergencies, Missing Participant, Death of Participant, and Political Emergencies, Natural Disasters and Infectious Disease Outbreak. Obviously, adjustments may need to be made to accommodate a particular situation. The steps are generally listed in order of priority.

Section 1: ALL EMERGENCIES

A. Always attend to the immediate needs of the affected participant(s) first.

B. Notify Director of Education Abroad (EA) during regular business hours, or University Police during evenings and weekends, of the situation.
   - The Vice President for Enrollment and Student Services and Director of Education Abroad (EA) will likely spearhead the University response to your emergency. A response team may be assembled or the President may decide to declare an emergency under the University’s Emergency Management Plan.
   - Provide a briefing and offer periodic updates as the situation evolves.
   - Describe your plan of action, and discuss the specific issues for the particular emergency that may need to be addressed by them.
   - Ask that the affected participant(s) designated emergency contacts (e.g. family or parents) be notified to aid in activating the participant’s personal support network.

C. Contact the nearest U.S. Embassy or Consulate. You should have contact information in your Emergency Contact Information Form. Or you may call Overseas Citizens Services while abroad at 1-202-501-4444 (from the U.S. at 1-888-407-4747).

D. Contact the participant’s Study Abroad Health Plan Provider. In all cases involving physical or mental injury or illness, be certain to contact the participant’s Study Abroad Health Plan Provider (Wells Fargo/CISI) for instructions on evaluation, treatment and possible medical evacuation. Have the participant’s insurance ID card ready when you contact them.

EMERGENCY and POINT OF CONTACT:
EuropAssist
1-888-331-8310 (call toll-free within US)
1-240-330-1414 (call collect outside US)
1-301-907-7445 or 1-301-907-7449 (fax)
Email: OPS@EUROPASSISTANCE-USA.COM

CLAIMS:
Co-ordinated Benefit Plans
P.O. Box 26222
Tampa, FL 33623
E-mail: Team2@cbpinsure.com
Phone: 1-888-753-1000
Fax: 1-800-560-6340

CISI Administration:
Non-emergency: 1-800-303-8120
claimhelp@culturalinsurance.com
Emergency: 1-203-550-9028 (call collect)
crisis@culturalinsurance.com
Material Fulfillment and Enrollments:
1-203-399-5134
enrollments@culturalinsurance.com

Wells Fargo Customer Care:
1-800-853-5899 (in U.S.)
1-916-231-3399 (outside U.S.)
Fax: 1-866-401-1070
studentinsurance@wellsfargoins.com
Show the medical ID card to the medical services provider and ask whether they will bill directly. If not, participants must be prepared to pay for the services when received and then seek reimbursement from their Study Abroad Health Plan Provider upon their return. Students should also establish a contingency plan for financial emergencies.

E. **Media inquiries.** If contacted by members of the media, please refer them to the Office of University Communications at 360-650-3350. They will respond to media inquiries and coordinate with you, if necessary.

F. **Keep a written log.** Keep a written log of all events concerning the situation.

NOTES:
Section 2: HEALTH EMERGENCIES

A. Serious Accident or Illness
(Not leading to immediate death of participant)

Possible situation
- Auto accident
- Recreational injury
- Serious illness
- Drug or alcohol overdose
- Loss of consciousness

1. Attend to the immediate needs of the participant(s):
   - Administer CPR/First Aid if you are trained, or attempt to identify a qualified person on site who can.
   - Call host country’s 911 equivalent or immediately take or arrange to transport injured or ill participant to the nearest hospital or clinic without delay.
   - Contact the participant’s Study Abroad Health Plan Provider 1-240-330-1414 collect (EuropAssist/CISI Pol#EQX2015005).
   - Keep in mind that the nearest U.S. Embassy or Consulate may be able to help with identifying a reliable healthcare provider. Call the local phone number or call Overseas Citizens Services while abroad at 1-202-501-4444.
   - Consider seeking consultation with Western’s Student Health Center 360-650-3400 for ways to handle the situation.
   - Assess availability of participant’s personal support network (e.g. family, friends, study abroad companions, etc.). Provide support to the family and, if they request it, help facilitate their plans to assist.

2. Follow guidelines under Section 1 – ALL EMERGENCIES (page 5)

3. Other guidance:
   - Obtain briefings from attending healthcare professionals and pass along to your primary emergency contact at Western.
   - Keep in mind that the participant may need to be medically evacuated to their home country in order to receive appropriate medical treatment. This should be coordinated with the participant’s Study Abroad Health Plan Provider 1-240-330-1414 collect (EuropAssist/CISI Pol#EQX2015005) and, if appropriate, the nearest U.S. Embassy or Consulate at the local phone number or call Overseas Citizens Services while abroad at 1-202-501-4444.
   - Consult with your primary emergency contact at Western and U.S. Embassy or Consulate, as appropriate, if the injury or illness is due to the participant’s own illegal or irresponsible behavior.

B. Mental Health Emergency
(Disruptive and/or Psychotic Behavior, Suicide Attempt, etc.)

Possible situation
- Severe disruptive behavior that appears to be mental health related
- Severe emotional disturbances, including danger to self or others
Suicide attempts or threats
Severe disruptive behavior due to drug or alcohol use or abuse
Eating disorders

1. **Attend to the immediate needs of the participant:**
   - Assess the extent or severity of the situation.
   - **Participant's life is in danger or is endangering others** - Take steps to mitigate risks and call host country’s 911 equivalent or immediately take or arrange to transport the affected participant to the nearest hospital or clinic without delay.
   - **Participant's life is NOT in danger** - Arrange to have the participant seen by a reliable healthcare provider as soon as possible. Have the participant escorted to the designated location of the appointment, preferably by you, or one or two interested and supportive participants.
   - Contact the participant’s Study Abroad Health Plan Provider 1-240-330-1414 collect (EuropAssist/CISI Pol#EQX2015005)
   - Keep in mind that the nearest U.S. Embassy or Consulate may be able to help with identifying a reliable healthcare provider. Call the local phone number or call **Overseas Citizens Services** while abroad at 1-202-501-4444.
   - Seek consultation with your primary emergency contact at Western, or Western’s Counseling Center 360-650-3164 or Student Health Center 360-650-3400, for ways to handle the situation.
   - Assess availability of participant’s personal support network (e.g. family, friends, study abroad companions, etc.). Provide support to the family and, if they request it, help facilitate their plans to assist.

2. **Follow guidelines under Section 1 – ALL EMERGENCIES** (page 5)

3. **Other guidance:**
   - **Refusing help.** The participant may or may not voluntarily seek help. If there is a concern about a participant’s physical or mental health, the Faculty Director should arrange to have the participant evaluated so the actual level of risk or severity of mental health condition can be determined by a health-care professional.
   - **Involuntary hospitalization.** The Faculty Director should consult with her/his primary emergency contact at Western, or Western’s Counseling Center 360-650-3164 or Student Health Center 360-650-3400, during regular business hours, or University Police during evenings and weekends, to determine whether involuntary hospitalization should be considered. In certain circumstances, arrangements will be made to have the participant sent back to the U.S. for hospitalization. The participant’s Study Abroad Health Plan Provider 1-240-330-1414 collect (EuropAssist/CISI Pol#EQX2015005) should be consulted and assistance from the nearest U.S. Embassy or Consulate should be sought at the local phone number or call **Overseas Citizens Services** while abroad at 1-202-501-4444.
   - **Negative impact on program.** Establish behavioral limits and seek cooperation from the participant. If the participant’s behavior remains a serious impediment to the educational process or a threat to safety, the Faculty Director should consult with her/his primary emergency contact at Western during regular business hours, or University Police during evenings and weekends, to determine what measures and actions may be
necessary, including possible dismissal from the program and return home. Also refer to the Participant Code of Conduct.

- **Medical evacuation.** In some cases, a participant may need to be medically evacuated to the participant’s home country in order to receive appropriate treatment. The participant’s Study Abroad Health Plan Provider 1-240-330-1414 collect (EuropAssist/CISI Pol#EQX2015005) should make arrangements and provide insurance to cover the costs. Also, assistance from the nearest U.S. Embassy or Consulate may be available by calling the local phone number or call Overseas Citizens Services while abroad at 1-202-501-4444.

- **Illegal behavior.** If the participant is breaking the law (i.e. vandalism, destruction of property, harassment, etc.) and refuses to seek help, then the Faculty Director should consult with her/his primary emergency contact at Western during regular business hours, or University Police during evenings and weekends, to determine what measures and actions are appropriate or necessary. Refer to the Participant Code of Conduct and determine whether the participant is exhibiting unacceptable behavior, which is call for dismissal from the program without refund, return transportation at the participant’s expense, and the participant’s enrolling institution informed of the dismissal. If the participant is arrested, see “Crimes Committed by a Participant” under Section 3 – LEGAL EMERGENCIES (page 10) as well.

C. **Potential Mental Health Problems**
   (Depression, anxiety, etc.)

   **Possible situation**
   - Participant is missing class
   - Participant withdraws from friends and favorite activities
   - Participant’s friends report unusual or avoidant behavior
   - Participant is abusing drugs or alcohol
   - Participant is having difficulty adjusting to the host culture

1. **Attend to the immediate needs of the participant:**
   In consultation with participant’s Study Abroad Health Plan Provider 1-240-330-1414 collect (EuropAssist/CISI Pol#EQX2015005), contact a local hospital or mental health clinic to discuss the participant’s behavior and an appropriate course of action.

2. **Follow guidelines under Section 1 – ALL EMERGENCIES** (page 5)

3. **Other guidance:**
   - Seek consultation with your primary emergency contact at Western, or perhaps request assistance from Western’s Counseling Center 360-650-3164 or Student Health Center 360-650-3400, for ways to handle the situation.
   - Assess availability of participant’s personal support network (e.g. family, friends, study abroad companions, etc.). Provide support to the family and, if they request it, help facilitate their plans to assist.

**NOTES:**
Section 3: LEGAL EMERGENCIES

Participants are told that they must obey local laws and are subject to laws of each host country. All participants have signed a Participant Code of Conduct to which the participant has agreed to comply with laws. Participants should be informed that the U.S. Embassy or Consulate cannot get them out of jail if they commit a crime abroad, and that all an embassy can do is to try to ensure that their human rights are not violated.

A. Crimes Against a Participant
   (Not including Sexual Assault)

   Possible situation
   A participant is a victim of a robbery, an assault or a fight

1. **Attend to the immediate needs of the participant:**
   - Assess the extent or severity of the situation and ensure that the physical and emotional needs of the participant are being attended to.
   - **If the Participant is seriously injured or life is in danger,** call host country’s 911 equivalent or immediately take or arrange to transport the affected participant to the nearest hospital or clinic without delay.
   - Contact the participant’s Study Abroad Health Plan Provider 1-240-330-1414 collect (EuropAssist/CISI Pol#EQX2015005).
   - See guidance for “Serious Accident or Illness” under Section 2 – HEALTH EMERGENCIES (page 7).

2. **Contact the nearest U.S. Embassy or Consulate:**
   - Call the local phone number or call Overseas Citizens Services while abroad at 1-202-501-4444.
   - Consular officers will work with the participant and help them with the local police and medical systems.
   - Overseas Citizens Services will stay in touch with family members in the United States, and help provide U.S.-based resources for the participant when possible.
   - Consular officers may be able to offer referrals to reliable legal assistance.
   - Verify reliability of local law enforcement agencies.

3. **Contact the local law enforcement agency having jurisdiction over your location.** Notify University Police as soon as practicable.

4. **Follow guidelines under Section 1 – ALL EMERGENCIES** (page 5)

5. **Other guidance:**
   - Gather information about the crime from other participants.

B. Crimes Against a Participant: Sexual Assault

   Possible situation:
   Rape, attempted rape or other violent sexual assault.
1. **Attend to the immediate needs of the participant:**
   - Seek to assist and care for the participant. Assess the extent or severity of the situation.
   - **If participant appears to be seriously injured:**
     Administer CPR/First Aid if you are trained, or attempt to identify a qualified person on site who can. Call host country’s 911 equivalent or immediately take or arrange to transport the affected participant to the nearest hospital or clinic without delay. See guidance for “Serious Accident or Illness” under Section 2 – HEALTH EMERGENCIES (page 7).
   - **If participant does NOT appear to be seriously injured:**
     
     **If participant ACCEPTS assistance** -
     A. Clarify with the participant the degree to which participant wishes to involve the authorities.
     B. With participant’s consent, contact the nearest U.S. Embassy or Consulate:
        - Call the local phone number or call **Overseas Citizens Services** while abroad at 1-202-501-4444.
        - Consular officers will work with the participant and help them with the local police and medical systems.
        - Office of Overseas Citizens Services will stay in touch with family members in the United States, and help provide U.S.-based resources for the participant when possible.
        - Consular officers may be able to offer recommendations to reliable legal assistance.
        - Verify reliability of local law enforcement agencies.
     C. With participant’s consent, contact the local law enforcement agency having jurisdiction over your location. Notify University Police as soon as practicable.
     D. With participant’s consent, contact Western’s CASAS (Crime and Sexual Assault Support Services) at 360-650-3700. 24 hour help is available.
     E. With the participant’s consent, have participant transported to the nearest hospital or clinic. Be certain to consult with the Study Abroad Health Plan Provider 1-240-330-1414 collect (EuropAssist/CISI Pol#EQX2015005) See guidance for “Serious Accident or Illness” under Section 2 – HEALTH EMERGENCIES (page 7).
     F. If signs of obvious emotional disturbance emerge, follow the guidance for “Mental Health Emergencies” under in Section 2 – HEALTH EMERGENCIES (page 7).
     G. Inform the participant of the laws and procedures for dealing with sexual assault in host country. If legal assistance is needed, contact the nearest U.S. Embassy or Consulate by calling the local phone number or call **Overseas Citizens Services** while abroad at 1-202-501-4444.

     **If the participant DECLINES assistance** -
     A. Escort the participant to her or his residence or to a designated location.
     B. Inform participant that she or he will be contacted later to determine if assistance is needed.
     C. Encourage participant to contact the Study Abroad Health Plan Provider 1-240-330-1414 collect (EuropAssist/CISI Pol#EQX2015005) for advice.
     D. Encourage participant to visit the nearest hospital or clinic immediately for an examination and treatment of possible sexually transmitted diseases. Also,
encourage an examination for internal injuries of which participant is not aware. Be certain to consult with the Study Abroad Health Plan Provider 1-240-330-1414 collect (EuropAssist/CISI Pol#EQX2015005). See guidance for “Serious Accident or Illness” under Section 2 – HEALTH EMERGENCIES (page 7).

E. Provide participant with phone number of CASAS 360-650-3700 or any other rape crisis resources that may be available.

F. Provide participant with contact information for legal assistance, as recommended by the U.S. Embassy or Consulate, and law enforcement agency having jurisdiction over your location after verified reliable by U.S. Embassy or Consulate. Notify University Police as soon as practicable.

G. Contact participant’s Study Abroad Health Plan Provider 1-240-330-1414 collect (EuropAssist/CISI Pol#EQX2015005) on your own and follow their advice. Brief them of the situation and inform them that the participant has declined assistance, but that the participant may be contacting them. They may suggest that you contact a local mental health professional.

2. Follow guidelines under Section 1 – ALL EMERGENCIES (page 5)

3. Other guidance:

The following information may be used as guidelines for accomplishing steps listed above. This text is written as if one is actually talking to a person who has been raped.

A. “This may not be a time to be alone. You deserve and may need emotional support. You deserve to get that support now, no matter when the rape occurred.”

B. “Do you think you may need medical attention? We can go to the hospital or clinic to be examined immediately and treated for possible sexually transmitted diseases. You may have internal injuries of which you are not aware.”

C. “You have a right to report the attack to local police and other appropriate officials. Often, it feels easier to have someone accompany you when you speak with the authorities.”

D. “Would you be interested in getting help and support, such as professional counseling? You have been through a trauma and you deserve to get the help you need to deal with the event and your feelings. Many people who do get counseling can start healing from their experience faster and with fewer lasting effects than those who do not get help.”

E. “Do not blame yourself. You did not ask to be assaulted and you are not responsible for the behavior of a rapist. It is not your fault”

F. “The following resources are available to you, and there are people here to help...” List specific resources indicated above; be sure to include the participant’s Study Abroad Health Plan Provider 1-240-330-1414 collect (EuropAssist/CISI Pol#EQX2015005) and local legal assistance providers.”
C. Crimes Committed by a Participant

Possible situation
Arrest for theft, assault, or drug possession

1. Attend to the immediate needs of the participant: Quickly assess the situation by obtaining as many details as possible. Determine who, where, when, what, how and why.

2. Contact the nearest U.S. Embassy or Consulate:
   - Call the local phone number or call Overseas Citizens Services while abroad at 1-202-501-4444.
   - While in a foreign country, a U.S. citizen is subject to that country’s laws and regulations which sometimes differ significantly from those in the United States and may not afford the protections available to the individual under U.S. law.
   - The U.S. Embassy or Consulate works with prison officials to ensure treatment consistent with internationally recognized standards of human rights and to ensure that U.S. citizens are afforded due process under local laws.
   - Consular officers can offer referrals to reliable legal assistance, which should be provided by the Faculty Director to the participant.

2. Follow guidelines under Section 1 – ALL EMERGENCIES (page 5)

3. Other guidance:
   - The Faculty Director may visit the participant wherever she or he is being held, reassure the participant, and try to explain the legal procedures of the host country. The Faculty Director may also be in close contact with the Consular Officer assigned to the participant.
   - The Faculty Director should review Participant Code of Conduct and determine course of action, including possible dismissal from the program and, if possible, return home at participant’s expense.

NOTES:
Section 4: MISSING PARTICIPANT

Possible situation
A participant is reported missing by another program participant such as a student, faculty, staff or program host.

1. Verify, to the extent possible, that the participant is actually missing.

2. **Contact the nearest U.S. Embassy or Consulate:** Call the local phone number or call Overseas Citizens Services while abroad at 1-202-501-4444. They check with local authorities in the foreign country to see if there is any report of a U.S. citizen hospitalized, arrested, or otherwise unable to communicate with those looking for them. Depending on the circumstances, consular officers may personally search hotels, airports, hospitals, or even prisons. Inquire about the reliability of local law enforcement agencies.

3. **Notify the law enforcement agency having jurisdiction over your location:** File a report when required. Ask local police to check hospital admissions and city records for possible information. Contact University Police for assistance, if necessary, otherwise advise University Police as soon as practicable.

4. **Follow guidelines under Section 1 – ALL EMERGENCIES** (page 5)

5. **Other guidance:**
   - Contact the participant’s roommate and friends in the immediate vicinity of the participant’s room and report any findings to law enforcement agency having jurisdiction over your location.
   - Contact the participant’s professors to determine when and where the participant was last seen or heard from.
   - Gather information on any unusual behavior that may have been exhibited.
   - Provide appropriate information and reassurances to other Western program participants.
   - If circumstances warrant, a participant who has simply failed to report his/her whereabouts should be disciplined accordingly.
   - If the participant is not found, then this matter becomes jurisdiction of the U.S. Embassy or Consulate, and such protocol should be followed.

**NOTES:**
Section 5: DEATH OF A PARTICIPANT

Possible situation

Fatal accident or illness
Suicide
Homicide

1. Make arrangements to verify the identity of the participant.

2. **Contact the nearest U.S. Embassy or Consulate:** Call the local phone number or call **Overseas Citizens Services** while abroad at 1-202-501-4444. They provide a number of services for the deceased and her/his family and issue a foreign death certificate.

3. **Follow guidelines under Section 1 – ALL EMERGENCIES (page 5)**

4. Contact the participant’s Study Abroad Health Plan Provider 1-240-330-1414 collect (EuropAssist/CISI Pol#EQX2015005) regarding repatriation of remains to the U.S. and other possible benefits under the plan.

NOTES:
Section 6: POLITICAL EMERGENCIES, NATURAL DISASTERS OR INFECTIOUS DISEASE OUTBREAK

Effective communication among program participants is critical during a catastrophic event. Many of the things that were accomplished during preparation for the program, such as registration of participants with State Department’s Smart Traveler Enrollment Program (STEP), dissemination of emergency contact information, etc. will help facilitate effective communication.

Possible situation
- Terrorist Attack
- Coup d’état
- Violence towards Americans
- Severe Rioting
- Civil Unrest
- Earthquake/Tsunami
- Typhoon
- Floods
- Revolution

1. **Attend to the immediate needs of the participants:**
   Contact all participants to make sure that they are accounted for and are safe. If a participant is injured or ill seek guidance under “Serious Accident or Illness” under Section 2 – HEALTH EMERGENCIES (page 7)

2. **Contact the nearest U.S. Embassy or Consulate:**
   - Seek advice and assistance from the nearest U.S. Embassy or Consulate. Call the local phone number or call Overseas Citizens Services while abroad at 1-202-501-4444. Consular officers are available for emergency assistance 24 hours a day, 7 days a week.
   - Program participants should be registered the State Department’s Smart Traveler Enrollment Program (STEP) and will be notified, or their designated emergency contact, of developments and other valuable information.
   - Monitor the State Department website for updates, as this is the primary tool to disseminate important information to U.S. citizens during a crisis. Also its Facebook and Twitter accounts are good sources of information.
   - But, know that the State Department will make use of all available modes of communication to keep U.S. citizens informed, including the internet, social media, TV, and radio. If all available modes of communication fail, the State Department will use a system of pre-designated U.S. citizen “wardens” to pass on information to other U.S. citizens in the area.
   - During a major crisis overseas, a Task Force Alert may be issued. It is a free service that allows U.S. citizens to enter information about themselves or their U.S. citizen friends and loved ones into a database that is used to provide emergency consular assistance to U.S. citizens during a crisis.

2. **Follow guidelines under Section 1 – ALL EMERGENCIES (page 5)**
3. **Other guidance:**
   - Caution participants about speculative communication and advise them to wait until official information is available.
   - Gather information regarding:
     - The nature and severity of the event
     - Possible dangers to participants, including U.S. citizens
     - Official advice regarding minimizing danger to participants
     - The probable impact of the event on availability of food, water, and medical supplies
     - The presence of emergency or military personnel and health care services personnel
     - The feasibility of continuing classes
   - U.S. study abroad offices at other institutions that have programs in the region may develop a common plan of action. The Faculty Director may be notified by the Director of EA if this is the case. The Faculty Director should keep the list of these programs with this Emergency Response Guide.
   - The following items should be considered:
     - Review and implement possible measures to help ensure the health and safety of the participants and of the Faculty Director.
     - Consider additional issues regarding academics, financial aid, public relations, and legal liability.
     - If applicable, create an evacuation plan. This plan should take into consideration:
       - Advice from the U.S. Embassy or Consulate.
       - The relative safety and availability of various modes of transportation and travel routes.
       - Sheltering-in-place may be the safest thing to do until the host country’s damaged transportation infrastructure is restored.
       - The costs of evacuation and the means for meeting these costs. See item 8 under the GENERAL GUIDELINES (page 3) for possible funding methods.
       - The possibility of splitting up the participants into smaller groups to help with logistics and having them reconvene later in a different location.
   - Develop a plan for daily communication with program stakeholders, including Western officials and the parents and families of participants abroad.

**NOTES:**
Section 7: EMERGENCY CONTACTS

A. Emergency Contact Information Form:
This form is provided by EA and completed by the Faculty Director. It will have specific emergency contact information for the study abroad program.

B. Local Emergency Assistance:
- **911 Abroad**: [https://travel.state.gov/content/dam/students-abroad/pdfs/911_ABROAD.pdf](https://travel.state.gov/content/dam/students-abroad/pdfs/911_ABROAD.pdf)

C. U.S. State Department:
- **International Travel Website** – [travel.state.gov](https://travel.state.gov)
  Specific country information, including travel warnings and travel alerts, emergencies and crises, health & safety, travel tips,
- **Smart Traveler Enrollment Program (STEP)** - To stay informed, participants should register with the State Department by signing up online with [STEP](https://travel.state.gov). Link available at the travel website above.
- **Overseas Citizen Services** – Emergency assistance while abroad.
  From within the U.S. Tel: 1-888-407-4747, From outside the U.S. Tel: 1-202-501-4444
- **List of U.S. Embassies and Consulates around the world**: [www.usembassy.gov](http://www.usembassy.gov)

D. Study Abroad Health Plan Providers:
- **Wells Fargo/CISI**: Note: Have ID cards available

**EMERGENCY and POINT OF CONTACT:**
- **EuropAssist**
  1-888-331-8310 (call toll-free within US)
  1-240-330-1414 (call collect outside US)
  1-301-907-7445 or 1-301-907-7449 (fax)
  Email: [OPS@EUROPASSISTANCE-USA.COM](mailto:OPS@EUROPASSISTANCE-USA.COM)

- **Wells Fargo Customer Care**:
  1-800-853-5899 (in U.S.)
  1-916-231-3399 (outside U.S.)
  Fax: 1-866-401-1070
  [studentinsurance@wellsfargoins.com](mailto:studentinsurance@wellsfargoins.com)

- **CISI Administration**:
  Non-emergency: 1-800-303-8120 (U.S.)
  or 1-206-399-5130 (outside U.S. call collect)
  [claimhelp@culturalinsurance.com](mailto:claimhelp@culturalinsurance.com)
  Emergency: 1-203-550-9028 (call collect)
  [crisis@culturalinsurance.com](mailto:crisis@culturalinsurance.com)
  Material Fulfillment and Enrollments: 1-203-399-5134
  [enrollments@culturalinsurance.com](mailto:enrollments@culturalinsurance.com)

- **Others**: If not Wells Fargo/CISI, refer to the participant’s plan ID card for contact information.

E. WWU:
- **University Police**: 360-650-3555 or 360-650-3911 (24 hours) Fax: 360-650-3367
- **Education Abroad (EA)**: 360-650-3298 (During business hours) or 360-650-3911 (University Police for emergencies, evenings, and weekends) Fax: 360-650-6572
  E-mail: [EdAbroad@wwu.edu](mailto:EdAbroad@wwu.edu)
- **Directories**: [http://www.wwu.edu/directory/](http://www.wwu.edu/directory/)
Section 8: HOW U.S. CONSULS HELP AMERICANS ABROAD

The State Department's Office of American Citizen Services and Crisis Management (ACS) supports the work of our overseas embassies and consulates in providing emergency services to Americans traveling or living abroad. ACS also assists in non-emergency matters of birth, identity, passport, citizenship, registration, judicial assistance, and estates. ACS can facilitate the transfer of funds overseas to assist U.S. citizens in need, repatriate the remains of loved ones who have died overseas, assist victims of crime, and help U.S. citizens who are detained in foreign prisons.

ACS also administers a repatriation loan program to bring home destitute Americans and operates a 24-hour Duty Officer Program and Crisis Response Teams who work on task forces convened to deal with natural or man-made disasters.

OVERSEAS CITIZENS SERVICES: Call 1-888-407-4747 (from overseas: 1-202-501-4444)

- **Nearest U.S. Embassy or Consulate**
  Consular officers are available for emergency assistance 24/7. Contact information for U.S. Embassies and Consulates overseas can be found at [http://www.usembassy.gov/](http://www.usembassy.gov/)

- **Visit State Department Website**
  [http://travel.state.gov](http://travel.state.gov) Click on *Emergencies Abroad*
  Also its Facebook and Twitter accounts are good sources of information

**ASSISTANCE FOR EMERGENCIES AND CRIPSES**

- Death or Injury of an American citizen abroad
- Returning Remains of Deceased American Citizen *(additional ph. 202-647-5225 or 5226)*
- Arrest/incarceration/detention of an American citizen abroad
- Victims of crime abroad
- American citizens missing abroad
- Abduction of a child abroad
- Locating U.S. citizens abroad in the event of an emergency
- Medical emergencies involving U.S. citizens abroad

**OTHER ASSISTANCE**

- Lost / Stolen U.S. Passports Abroad
- Financial Assistance for U.S. Citizens Abroad

**WHAT CONSULAR OFFICERS CANNOT DO**
Consular officers cannot act as travel agents, banks, lawyers, investigators, or law enforcement officers. Please do not expect them to find you employment, get you residence or driving permits, act as interpreters, search for missing luggage, handle your mail or messages*, or settle disputes with hotel managers. They can, however, tell you how to get help on these and other matters.

*If you need to pick up mail or messages while traveling, some banks and international credit card companies handle mail for customers at their overseas branches. General Delivery (Poste Restante) services at post offices in most countries will hold mail for you.