

# COOPERATIVE CENTER FOR STUDY ABROAD-EMERGENCY MANAGEMENT PLAN OUTLINE

This plan articulates the safety practices developed by the Cooperative Center for Study Abroad in the operation of its overseas programs. The plan's principal emphasis is on pre-event risk management. Avoiding the avoidable crisis is by far the most effective form of emergency management. Nevertheless, the plan also articulates the response protocols to be followed by CCSA staff, program administrators and faculty in the event of a crisis.

CCSA is a cooperative non-profit association comprised of 22 public and private colleges and universities. Its executive office is currently located at CCSA member Belmont University, which acts as the consortium's fiscal agent. CCSA has four paid employees. Its overseas study programs are managed on-site by program directors, assistant directors, and professors. These program directors and faculty are drawn from the staffs of member institutions. CCSA also contracts with providers of lodging and travel services that have been vetted by the CCSA Executive Director. During all periods when CCSA programs are operating, the Executive Director and designated members of his staff are on 24-hour call.

## I. Pre-Emergency Planning

### A. Executive Director and staff

- All locations and programs are vetted by the Executive Director. Whenever appropriate, the Executive Director or designee makes on-site inspections
  
- Elements considered include:
  - Fire safety
  - Transportation safety
  - Crime safety
  - Political violence safety
  - Public Health
  - Experience and local knowledge of service providers
  
- The Executive Director develops and ensures that all program participants are supplied with a *General Participant Guide* (Attachment 1) that contains general health and safety information and outlines expected standards of conduct

- All participants are also supplied with a *Program-Specific Participant Guide*, such as the 03 Ireland Early Guide (Attachment 2), that contains site-specific health and safety information
- All participants are given *emergency cards* (business card format), (Attachment 3), that announce that the bearer is a CCSA participant and list relevant names and telephone numbers to be used in an emergency
- CCSA, usually through the Executive Director, actively participates in national and regional study abroad organizations and their health and safety programs. These include SAFETI, NAFSA (SECUSSA), AIEA, and OSAC. The Executive Director also serves as a board member of another study abroad consortium
- The Executive Director regularly reviews CCSA liability and medical insurance coverage
- CCSA retains a legal counsel and a health consultant who regularly advise the Executive Director on risk management and health and safety issues
- CCSA maintains a list of names, email addresses, and telephone numbers of emergency response personnel at each CCSA member institution. Additionally, CCSA requires emergency contact information from each participant.

#### B. On-Site Program Directors, Faculty and Participants

- Prior to departure, all program directors and faculty undergo an orientation program at which their responsibilities are outlined. Absent extraordinary circumstances, the orientation is in-person
- Program Directors are given an outline of the *CCSA General Director Responsibilities*, (with appendices) (Attachment 4)
- Program Directors coordinate with assistant directors and faculty to ensure that the *General Director Responsibilities* are met
- Prior to departure, all participants undergo an orientation
- Once on-site all participants undergo another orientation. During the London Summer Program, participants undergo orientations for the optional excursions to Edinburgh and Paris.



## II. Post-Emergency Event Actions

### A. Program Directors, Faculty and Participants

- In the event of a crisis, the program director, assistant directors, and faculty shall first make every effort to address the health needs of CCSA participants
- As soon as the immediate health needs of participants are addressed, the program director shall contact the CCSA central office
- The program director shall document what he or she learns, when they learn it, what they do and when they do it. The program director shall direct assistant directors and faculty to do the same
- The CCSA Executive Director shall normally be the only spokesperson for CCSA. If it is necessary for there to be a spokesperson "on the scene" it shall be the one point person in charge. Absent extraordinary circumstances, this shall be the program director
- Program directors shall be careful to avoid being stampeded into making a decision or a public comment. If additional information is required before a responsible decision or recommendation to the CCSA Executive Director can be made, the program director shall take the time to acquire it
- Program directors shall not speculate when speaking with parents, other faculty, directors, and participants. If facts are unknown they shall not attempt to "fill in the blanks."
- Program directors shall not lay public blame on others
- Program directors shall not accept blame for CCSA
- Absent extraordinary circumstances, program directors shall not make binding promises on behalf of CCSA without first consulting with the Executive Director
- The program director in consultation with the Executive Director shall, if practicable, arrange for grief/psychological counseling for participants

### B. Executive Director and Central Office Staff

- The Executive Director shall communicate with the participants' parents or other emergency contact person previously identified by the participant

directly so that next of kin learn about any problems directly from CCSA and not through the media

- The Executive Director shall coordinate communications between the on-site program director, assistant directors, on-site faculty, U.S. Embassy staff, and emergency response personnel at the home institution of any participants affected.
- Whenever possible a CCSA program director or faculty member shall "stand-by" at the hospital or other medical facility where CCSA participants are located
- The Executive Director shall keep in regular contact with any injured participant's family. In the event of a death, the Executive Director shall coordinate condolence activities by CCSA personnel
- If participants have been taken to a police station or elsewhere for questioning as witnesses, the program director shall, if practicable, arrange to have an assistant director or faculty member present to support and counsel participants. The Executive Director may also attempt to arrange for legal counsel to be present
- The Executive Director in consultation with CCSA Campus Representatives shall arrange for grief/psychological counseling for participants
- The Executive Director in consultation with legal counsel shall coordinate communication with CCSA's insurance company and member institution insurance companies.