MERCER
UNIVERSITY
MERCER ABROAD

FACULTY-LED STUDY ABROAD PROGRAMS
CRISIS RESPONSE PLAN

I.   IDENTIFY SEVERITY OF CRISIS AND KEY SUPPORT RESOURCES

DESCRIPTION		FIRST RESPONDERS	NEXT NOTIFICATIONS	RESOURCES
LEVEL 4	CRITICAL INCIDENT	Local Police, Fire Rescue, Ambulance, etc.	Mercer Emergency Contact	On Call International; Program Funds
LEVEL 3	MODERATE INCIDENT	Mercer Emergency Contact	On Call International	Program Funds; Student Personal Funds
LEVEL 2	MINOR INCIDENT	On Call International	Mercer Abroad Staff	Program Funds; Student Personal Funds
LEVEL 1	PERCEIVED EMERGENCY	Faculty Leader	Mercer Abroad Staff	Program Funds; Student Personal Funds

II.   FOLLOW RESPONSE PROCEDURES

1. ENSURE SAFETY
2. COMPILE INFORMATION
3. ALERT STAKEHOLDERS
4. ARRANGE SUPPORT
5. DOCUMENT EVERYTHING
6. UPON RETURN, FORMALLY REPORT ALL EVENTS REQUIRING ASSISTANCE

SAMPLE EMERGENCIES

LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1
o Death o Severe mental illness episode o Severe illness o Severe injury o Assault o Kidnapping o Natural or environmental disaster o Terrorist attack o War	o Sexual assault o Arrest o Mental illness episode that does not endanger student or group o Missing student o Protests or riots in same city but removed from group o Stolen program funds o Emergency in U.S. requiring student return	o Lost passport o Missed travel connections o Illness requiring medical attention o Minor injury requiring non-emergency medical attention o Lost luggage	o Stolen property o Lost property o Roommate issues o Minor colds or injuries o Host family problems o Substance abuse o Internet problems o Canceled/delayed return flights

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III.   RESPONSE PROCEDURE INSTRUCTIONS AND DETAILS

1.   ENSURE SAFETY & ASSESS RESPONSE NEEDS

Secure the Students
- Remain calm and empathetic.
- Move to a secure location.

Assess the Situation
- Is it life-threatening? (L4)
- Could it quickly become life-threatening or severely impact the program? (L3)
- Will it disrupt the program itinerary? (L2)
- Can the program proceed with mild disruption? (L1)

Assess Resources
- What information will you need to respond?
- What human resources/support do you need?
- What additional financial support will be necessary?

Assign Roles & Actions
- Who will manage first responder communication?
- Who can record incident details?
- Who can manage Mercer University or On Call communication?
- Who can keep other students calm and/or continue with program inenerary?
- Who will document the response?

[RETURN]

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2.   COMPILE INFORMATION

WHO?

- How many individuals?
  - Gender
  - Age
  - Issue/State
  - Name
  - Insurance
  - Allergies
  - Pre-existing conditions

WHERE?

- Current location?
  - Address
  - Landmarks?
  - Room number?
  - Floor?
  - GPS coordinates?
- Location of incident or last seen (if missing person)?
- Phone or other method of contact?

WHAT?

- Detail the incident or situation
- Provide context
- Use descriptive words
- Identify gaps in story
- Were there relevant events leading up to the incident?
- Have steps been taken since the incident?

WHEN?

- Day of incident
- Date of incident
- Time of incident
- Dates and times of any related events
- Establish date and time to re/connect with any identified stakeholders

RETURN

3. ALERT STAKEHOLDERS

LEVEL 4	LEVEL 3

1. **LOCAL FIRST RESPONDERS**
    a. Police
    b. Ambulance
    c. Fire
 	
2. **Mercer Emergency Contact**
    a. MERPO 001.478.301.4357
    b. MERPO 001.678.547.6358
    c. OIP MCN 001.478.301.5964
 	
3. **On Call International Emergency**
 	
    001.603.328.2033 (Collect)
	1. **Mercer Emergency Contact**
	    a. MERPO 001.478.301.4357
	    b. MERPO 001.678.54.76358
	    c. OIP MCN 001.478.301.2573
	    d. TITLE IX
	        • 001.478.301.2788
	        • Stelato_sl@mercer.edu
	
	2. **On Call International Emergency**
	
	    001.603.328.2033 (Collect)
	
	3. **On Call Non-emergency**
	    mail@oncallinternational.com

LEVEL 2	LEVEL 1

1. **Mercer Abroad Staff**
    a. OIP MCN 001.478.301.5964
    b. studyabroad@mercer.edu
    c. dunn_ea@mercer.edu
 	
2. **On Call International Emergency**
    001.603.328.2033 (Collect)
 	
3. **On Call Non-emergency**
    mail@oncallinternational.com
	1. **Mercer Abroad Staff**
	    a. OIP MCN 001.478.301.5964
	    b. studyabroad@mercer.edu
	    c. dunn_ea@mercer.edu
	
	2. **On Call International Emergency**
	
	3. **On Call Non-emergency**
	    mail@oncallinternational.com

4. ARRANGE SUPPORT

Individual

Hospitalization
Family Member
Return Travel to U.S.
Repatriation of Remains

Ongoing Medical Care
Family Member
Return Travel to U.S.
Counseling

Health Clinic Visit(s)/Medication
Consular Services
Travel Agent
WiFi/Phone Access

Emergency Funds
Conflict Resolution Guidance
WiFi/Phone Access
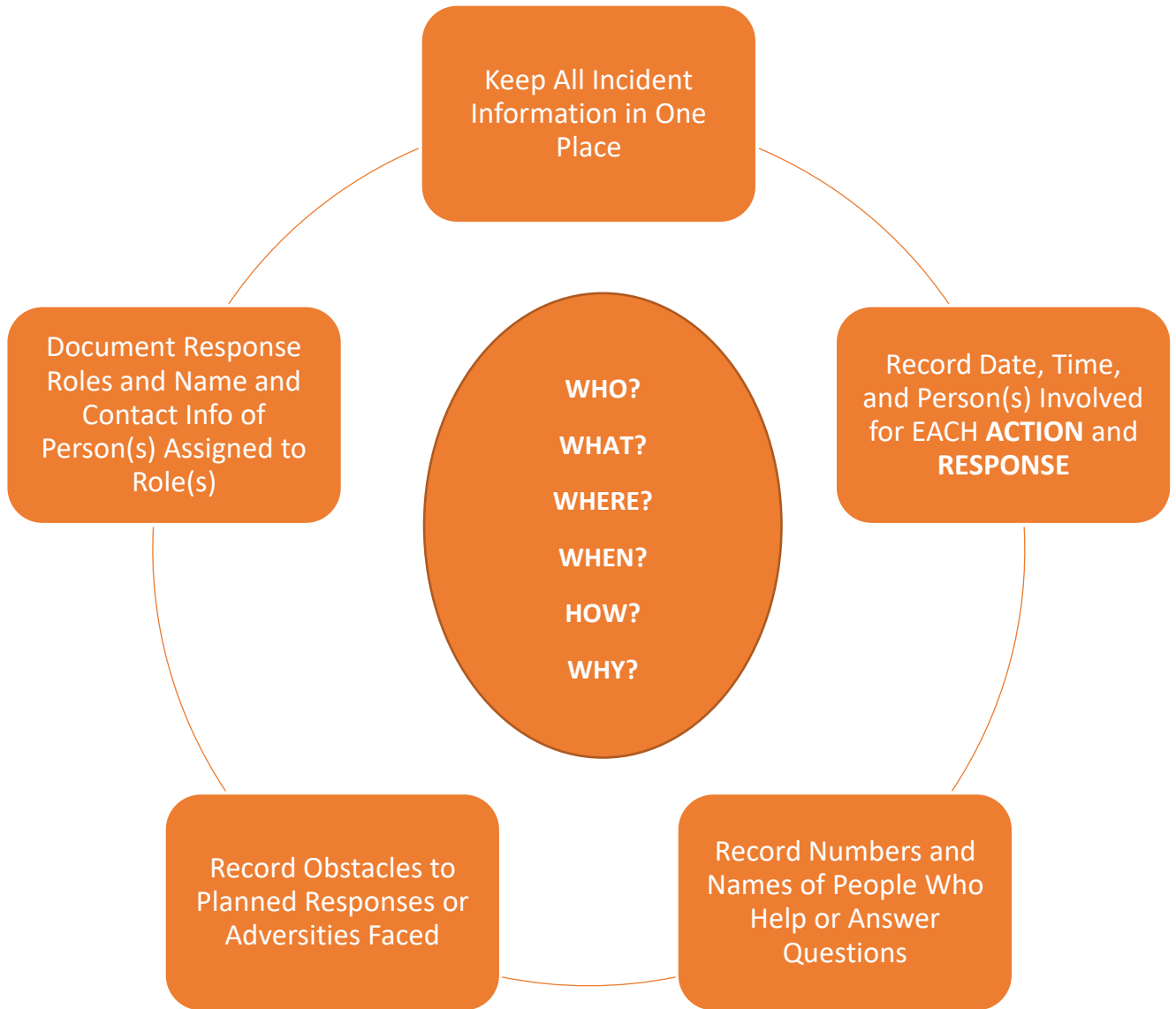Medication or First Aid

Group

Evacuation
Hospitalization
Counseling

Funding
Counseling
Ongoing Medical Care

Consular Services
Travel Agent
WiFi/Phone Access
Health Clinic Visit(s)/Medication

Emergency Funds
Conflict Resolution Guidance
WiFi/Phone Access
Medication or First Aid

RETURN

5.   DOCUMENT EVERYTHING

Keep All Incident Information in One Place

Document Response Roles and Name and Contact Info of Person(s) Assigned to Role(s)

WHO?

WHAT?

WHERE?

WHEN?

HOW?

WHY?

Record Date, Time, and Person(s) Involved for EACH ACTION and RESPONSE

Record Obstacles to Planned Responses or Adversities Faced

Record Numbers and Names of People Who Help or Answer Questions

RETURN

MERCER UNIVERSITY
MERCER ABROAD

6.   FORMALLY REPORT AND REVIEW ALL EVENTS REQUIRING ASSISTANCE UPON RETURN

There are several reasons that it is important to submit formal incident reports upon your return, including but not limited to:

- Improving future program development
- Improving future incident / crisis response planning and implementation
- Ensuring the University's compliance with regulations governing:
  - Title IX
  - The Clery Act
  - FERPA
  - HIPAA
  - The American with Disabilities Act
- Preparing for any additional post-program responses the University may require

Because of the importance of reporting crisis incidents, faculty members who lead programs that experience high-level crises but fail to report will not be approved to lead future programs.

RETURN

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