Emergency procedures for
WMU study abroad program directors on-site

A. Preparation:
   1. Obtain information on the following:
      a. Contact information for US embassy/consulate. All groups should be registered with the U.S. Embassy (http://usembassystate.gov).
      b. Local 911 emergency numbers
      c. 24/7 contact number for local staff
      d. Health services, on-site and for emergency care. (in some countries, it is important to direct students to a particular medical facility and ask them to avoid other facilities)
      e. Student’s medical student health/emergency treatment authorization form. This form is completed by students in their acceptance packet. The information is confidential and available only to the program director and study abroad staff. Program directors should review this information, discuss with students individually as necessary, and take copies on the trip. In some instances, it may be appropriate to share this information with the host institution. Please check with study abroad staff before doing so.

   2. Provide information to students and hosts.
      a. All of the information above should be recorded on the orange WMU Study Abroad 24/7 emergency assistance card. Please make sure that students complete this information and carry the card at all times.
      b. Inform students that they should contact you about any emergency situation. You in turn will contact Haenicke Institute Study Abroad via the dispatch number for WMU Department of Public Safety (269) 387-5555.
      c. In the event of a minor incident which does not require further assistance from WMU, please document what happened and provide Study Abroad with a copy for student files.
      d. Inform host institutions and host families that they are required to notify you of emergencies involving students. Inform families and students of the health insurance coverage provided by WMU including the Assist America plan.
      e. Organize a security briefing with staff from the host institution, if possible. Include instructions on unsafe areas, travel options, personal security, emergency facilities, 24/7 contact information, etc. Many U.S. embassies will arrange a security briefing for a group, if requested.

B. Responding to an emergency

   1. Assure the safety of all program participants
      • Your first priority is to make sure all participants are safe and secure. Inform involved students of the situation and the steps you plan to take in addressing the situation.

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2. **Obtain complete information on the situation**
   - What is the specific situation?
   - Is anyone still in danger/is everyone in the program safe?
   - What day and time did this occur?
   - Who is involved?
   - What is the impact of this on students?
   - What action has already been taken?
   - What other information is critical?
     Who has already been contacted? What additional information do you have that is useful in making a decision? (Make sure to record the names and phone numbers of pertinent people.)

3. **Contact WMU**
   - Contact Haenicke Institute Study Abroad via the 24/7 emergency contact number: (269) 387-5555. You may call collect.
   - DPS will contact the institute staff person on call, who will then begin to address the situation and coordinate WMU's response to the crisis.
   - Establish a communication system with the program participants

4. **Notify the local U.S. Embassy or Consulate** about the crisis and follow whatever procedures they require. NB: each U.S. embassy has evacuation plans for U.S. citizens in their country. If there is a continuing risk to your group, ask embassy personnel to update you regularly on the situation.

5. **Implement action plan agreed to with WMU.**
   - If the situation warrants, WMU will propose a plan of action after consulting the appropriate emergency response resources at the university. We may request that all program participants sign a statement acknowledging that they have received, read and understood such a plan. If so, you would then fax the signed acknowledgement to Study Abroad: (269) 387-0630.
   - Through its emergency protocols, Study Abroad may bring other offices and resources together to address the situation. These may include medical expertise, counseling, legal, etc.

6. **Update Study Abroad regularly until the resolution of the crisis.**

   NB: All communication with the media should be directed through WMU University Relations.