University of Wisconsin-Whitewater

International Crisis Management Plan (ICMP)

Updated: August 2016

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3. **Introduction and Purpose**

The University of Wisconsin-Whitewater’s (UW-Whitewater) Center for Global Education (CGE) is responsible for administering international programs for students, faculty, and staff. The CGE is also responsible for ensuring university compliance with all state and federal regulations that relate to immigration law. In each case, the health and safety of UW-Whitewater program participants is the Center for Global Education’s primary concern. The International Crisis Management Plan will assist the university in effectively responding to a crisis situation.

One of the most important components in any crisis management plan is an emphasis on crisis avoidance and prevention. The best way to accomplish this is to proactively establish effective preparedness and crisis management policies and procedures. The International Crisis Management Plan outlines policies and procedures for all CGE programs sponsored or sanctioned by the University, including but not limited to: faculty-led travel study, global experience programs, international student teaching, and incoming international student and scholars.

While each crisis is unique, this plan is designed to be used as a guideline to assist the University of Wisconsin-Whitewater in reducing or eliminating any negative results of the crisis. The International Crisis Management Plan describes the organization, staff, and coordination necessary to reduce and effectively respond to a crisis.

1. **Underlying Guidelines**

The CGE follows the *Good Practices for Health & Safety* recommended by NAFSA: Association for International Educator, and practices the following:

* Conduct periodic assessments of health and safety conditions in locations were we send or receive students, faculty, staff, and/or scholars.
* Provide health and safety information for prospective participants so that they and their parents/guardians/families can make informed decisions concerning preparation, participation, and behavior while on the program.
* Provide orientation to participants prior to the program and as needed, which includes information on safety, health, legal, environmental, political, cultural, and religious conditions in the host country.
* Consider health and safety issues in evaluating the appropriateness of an individual’s participation in a program
* Determine criteria for an individual’s removal from an overseas program taking into account participant behavior, health, and safety factors.
* Require that participants be insured.
* Hire licensed vendors and contractors that have provided reputable services in the country in which the program takes place.
* Develop codes of conduct for programs; communicate codes of conduct and the consequences of noncompliance to participants. Take appropriate actions when aware that participants are in violation.
* Consider factors that may impact on the safety of the individual or the group, such as disciplinary history, in the participant screening process.
* Provide information for participants and their parents/guardians/families regarding when and where the sponsor’s responsibility ends and the rage of aspects of participants’ experiences that are beyond the university’s control.

1. **Defining an International Crisis or Emergency**

A crisis is a serious situation or occurrence of instability or danger that needs immediate action. A distinction is made in the International Crisis Management Plan between real and perceived crises. The Chancellor, or appropriate designee, is responsible for determining if a situation rises to the level of a “campus-wide emergency.”

1. **Real Crises**

A real crisis or emergency poses immediate threats to UW-Whitewater faculty, staff, and students. Examples of real crises and emergencies include the following:

* Death of a participant
* Terrorist threats and/or action
* Serious injury or illness that makes it impossible for the participant to continue the program
* Health epidemics
* Emotional or psychological condition that requires removal from the program and/or professional attention
* A participant being accused of committing a crime
* A participant is a victim of a serious crime
* A situation that causes serious concern, i.e., a political uprising, a natural disaster, an act of war, or other event causing or threatening harm to program participants or faculty members.
* Sudden evacuation of a participant in response to an emergency situation
* U.S. State Department’s travel warning issued specific to a country, region, or world-wide

The Director for the Center for Global Education, or appropriate designee, will determine whether there is an actual threat for UW-Whitewater participants. The CGE director will to the Provost and Chancellor after course of action to take is reached after consultation with host institutions and colleagues, academic program leaders, UW-System administrators, and any other person or agency with appropriate information and judgment useful to the decision making process.

1. **Perceived Crisis**

Perceived crises or emergencies result from events that are not immediately threatening to the health or safety of participants, but which may be viewed as such by family and friends in the U.S. or by the media

Both real and perceived crises share three common aspects:

* They can result in disruption or early termination of the education abroad program;
* They usually cause significant emotional stress to the individuals involved; and
* They can be managed.

1. **UW-Whitewater International Crisis Management Plan**

The UW-Whitewater International Crisis Management Plan (Whitewater-ICMP) provides a framework for contingency planning and defines the communication network to be used in a crisis situation. The plan is intended to be reviewed and updated annually. The Whitewater-ICMP will be distributed to all Whitewater-ICMP Team members, the Center for Global Education staff, Chancellor, Provost, and the Director of Risk Management and Safety. It is strongly recommended that a copy of the plan be kept at one’s university office, as well as at home given that a crisis can occur at any hour of the day or night. In the event of a crisis or emergency the Whitewater-ICMP Team will be mobilized to research, assess, and respond to the crisis or emergency.

**A. The UW-Whitewater-ICMP Team**

The Team is comprised of the following positions or their designees:

* Chancellor’s Office designee
* Provost’s Office designee
* Vice Chancellor for Student Affairs (or his/her designee)
* Dean of Students (or his/her designee)
* Director, Risk Management and Safety
* Police Services, Director -Matthew E. Kiederlen, Chief/Director Police Services (262)472-4660 [kiederlm@uww.edu](mailto:kiederlm@uww.edu)
* Director, University Health and Counseling Services (or his/her designee)
* Marketing and Media Relations (or his/her designee)
* Chair, International Education Committee (Dr. Larry Neuman)
* UW-System Legal Counsel (typically Anne Bilder)
* Director, Center for Global Education (Candace Chenoweth)
* Other department representatives based on the type of crisis.

The responsibilities of the UW-Whitewater-ICMP Team include the following:

* Determining if UW-W student, faculty, and/or staff immediately affected by the crisis;
* Addressing immediate action necessary to maintain the safety and health of participants;
* Addressing health, safety, academic, financial aid, public relations, and legal liability issues;
* Identifying additional appropriate steps to take (e.g. addressing student reactions, creating a written action plan, and sending Whitewater faculty/staff to program site);
* Developing and helping with an evacuation plan should one become necessary;
* Preparing a list of persons to be alerted;
* Developing a communication document to be utilized by all personnel involved;
* Developing a daily communication plan in the event of a crisis;
* After a crisis, assessing the effectiveness of the response and revising as appropriate.

**B. Communication**

The key to an effective crisis management plan is communication. The Whitewater-ICMP outlines the communication system and procedures to be followed in a crisis situation.

1. **Emergency Calls to UW-Whitewater**  
   Any one calling to report a crisis or emergency that affects participants of a CGE program should only have to dial one number. The CGE has provided all participants with the University Police phone number as well as the director of the Center for Global Education’s cell phone. The person receiving the call should complete the International Crisis Questionnaire and immediately contact the Director of the Center for Global Education who will take further action based on the information provided.
2. **Information to the Media and Public**During an international crisis situation the Marketing and Media Relations (MMR) will assume responsibility for communicating with the media. Media professionals elicit information in the most trying of situations, especially during a crisis. Information may be sensationalized and broadcasted before family members or UW-Whitewater leaders have been informed. Inconsistent or premature responses to the media may produce unnecessary anxiety and fear for concerned parties and complicate an already difficult situation. For these reasons all media relations will be coordinated and conducted by MMR. This will insure that the information provided to the media and general public is accurate, consistent and non-inflammatory. The Director of the CGE will provide information to parents and/or emergency contacts.
3. **Evacuation**

In some cases it may be necessary to evacuate participants. As a crisis situation unfolds, the program leader or

Representative together with the Center for Global Education, the Whitewater-ICMP Team, and UW System Administration, and our insurance provider (CISI) will assess the nature and extent of the emergency and evaluate the danger to participants, including:

* The incident’s proximity to the program site; its impact on the availability of housing, food, water, and medical supplies; the protection of law and order; the intensity of military presence in the program area; and if political, the target of the unrest.
* Consultations with U.S. Embassy or Consulate personnel concerning the feasibility of continuing program activities, and the ability of program participants to relocate the program to a different site.

1. **Criteria/Factors for Suspending or Cancelling a Program**  
   UW-Whitewater will consider the following factors in making a decision to suspend or cancel a program:

* UW-System recommendation of suspension or cancellation;
* Partner institution or program leader’s recommendation of suspension or cancellation;
* Travel warnings and/or specific directive by the U.S. Department of State and/or U.S. Embassy;
* Travel warning and/or specific directive by the World Health Organization and/or the U.S. Center for Disease Control;
* Travel warnings and/or specific directives from an international security information provider;
* Outbreak of hostilities between the U.S. and the host country;
* Terrorist activities and/or a declaration of martial law
* Civil unrest or violence that affects safety and security;
* Declaration of war by a third country against the host country;
* Protracted or indefinite closure of the host university;
* Inability of the program leader to organize and carry out the academic program at the host location.

1. **Evacuation Procedures**

Should evacuation be deemed necessary to ensure the safety and wellbeing of program participants, the following procedures will be followed:

1. The Director of the Center for Global Education will contact CISI, who will work with the U.S. Department of State and the U.S. Embassy and the host country (in the event of an evacuation of international students/scholars contact the Embassies of the countries involved) to discuss the need for evacuation and any measures that are being taken to evacuate its citizens.
2. The Whitewater-ICMP Team will discuss with CISI the evacuation plan, including transportation modes and travel routes, determination of the cost of the evacuation, and the possibility of reducing the level of danger by dispersing participants in small groups to reconvene later in another location.
3. The CGE/CISI will share information with the Embassy or Consulate about the evacuation plan.
4. The program leader or representative of the host institution, or third party provider will assess and mitigate participants’ concern(s) by:
5. Clarifying the course of action with program participants. If any of the participants refuse to comply with the evacuation procedure he/she will be required to sign a release form indicating his/her decision to act independently.
6. Recommend appropriate participant behavior (i.e. remaining indoors, keep a low profile, blend in with the local population, etc.).
7. Removing public signs that indicate U.S. affiliation and cancel public activities or large group functions that could draw attention to the program participants.
8. After the participants have been evacuated to safety, the UW-Whitewater-ICM Team will determine academic and financial arrangements appropriate to the time of program termination.
9. **Planning for Travel and Issues Abroad**
10. **Travel Advisories**

Global Experience staff, program leaders, university personnel traveling abroad, international students, scholars and staff should review the U.S. Department of State’s travel advisories regularly when planning global experience programs and prior to traveling abroad. In addition, the CGE staff will stay up-to-date on travel advisories or in-country situations that may cause concern through our insurance provider’s daily alerts, OSAC and other sources.

All participants on UW-W global experience programs are required to complete travel and contact information. This information will be maintained by the CGE.

For UW-W directed global experiences, information on travel methods and locations should be as specific as possible. Program leaders should present and prioritize alternative methods of travel and routes in the event that the usual route is no longer safe or feasible. Program leaders should keep a copy of a participant list and passport copies in their binders issued by the Center for Global Education. As an additional service, the Center for Global Education will enroll UW-W directed international program participants in the Smart Traveler Enrollment Program (STEP). *Note: Participants who do not hold a U.S. Passport are ineligible for STEP enrollment but may be able to be enrolled in a similar program with their embassy.*

1. **Emergencies**

Included in the Global Experience Program binders are incident notification forms. In order to effectively manage all emergencies it is important to provide as much information as possible to the Director of the Center for Global Education.

1. **Communication While Abroad**

The CGE encourages program participants to take responsibility for their health and safety abroad by:

* Communicating and checking in with their parents or emergency contacts on a regular basis.
* Checking the U.S. Department of State website for periodic updates on travel advisories during their program.

1. **Location and Inspection of Host Country**

* UW-W program leaders are required to research and document health and safety risks of the local environment of the program, including program sponsored accommodations, events, excursions and other activities as part of the program application and on an on-going basis and the CGE of any developing situations and participants.
* The CGE will coordinate site visits to locations that host UW-W participants and evaluate the location with respect to health and safety concerns.

1. **During a Crisis: Questions to Ask**

If an emergency situation happens after office hours gather as much information as possible including names and phone numbers of everyone you talk to. If possible contact the Director of the Center for Global Education as soon as possible. An emergency staff meeting will be held as soon as necessary to debrief and delineate responsibilities based on the type of crisis. If necessary the Whitewater-ICMP Team will meet to create a crisis-specific action plan.

**Gathering Information: What kind of emergency is happening and how serious is it?**

When gathering information regarding the emergency. Remember to:

* Separate facts from unconfirmed information
* Document information clearly as it comes in. Keep notes in order, including your source of information and when information was obtained. (day/time)
* Maintain access to additional information. For example, if a student’s friend has called you to report the emergency, obtain that friend’s contact information.
* Decide if you have time to deliberate or if an immediate response is necessary. If an initial response is necessary consider options before responding. Contact the Director of the CGE immediately. You may be asked to inform the UWW-ICMT.

**What type of student is it?**

Determine what kind of student you are working with (study abroad, exchange, degree-seeking, sponsored, etc.). Ask where the student is from, his /her cultural background and his /her native language if information is not readily available.

**Who else is involved in the crisis?**

Student emergencies rarely happen in isolation. Their friends, classmates, or instructors may be involved in the incident. Do bystanders or friends need support or counseling?

Find out who else is making decisions regarding the crisis. Ensure that they have the authority to make these decisions and that they and/or you are comfortable with the choices made.

**Responding: In what environment are decisions being made?**

Despite the stress of a crisis, stay calm. When working with others in managing a crisis, provide leadership by creating an environment conducive to rational decision making.

**Considering the characteristics of this particular emergency, what is the appropriate response?**

A response should be tailored to the student that is in crisis. Consider:

* His/her home culture and language. If an advisor is proficient in that language and familiar with the student’s home culture consider having them serve as the student’s contact in your office. Familiarity with a culture or language will allow for a better understanding of the student’s perspective and usually results in clearer communication regarding the emergency.
* The immigration consequences of the emergency. Understand what needs to happen to keep a student in status, if doing so is appropriate. Research whether or not you need to report information to SEVIS, and how much time you have to file a report.

**What resources available to student apply in this situation?**

* If multiple resources exist, pursue them simultaneously. Example: If repatriation coverage might be available through state contracts and the student’s health insurance, contact both organizations and move the process forward in both places. If one resource falls through, it is incredibly time consuming to start over somewhere else.

**Who are you required to inform and who do you want to?**

Maintain appropriate levels of confidentiality for the student. When appropriate, encourage the international student to communicate information to others. If contacted by the media refer them to the Director of the Center for Global Education. You may choose to take a list of questions to pass on to the Director of the Center for Global Education if you feel comfortable doing so.

1. **POST-CRISIS**

When a crisis is over or has passed it is a time to wrap up responsibilities, but it also is an important time to reflect and to learn. No crisis is managed perfectly. Mistakes are made and processes sometimes do not work as planned. While our instincts are to put the past behind us and move forward, we do so at the cost of improving our ability to manage crises in the future.

**Responsibilities: What follow up is needed?**

* Ensure that everyone involved in the crisis is okay. Provide resources for post-crisis counseling when necessary.
* Thank those that helped you respond to the crisis. Not only is this a nice thing to do, but once a crisis is over, this is an excellent time to further develop relationships that will help manage future crises.
* If appropriate, engage in culturally sensitive follow-up with students, family and friends.

**What documentation needs to be kept?**

Make sure that all documentation is kept in a secure place that can be accessed in the future. Print all e-mails and file them. Make detailed notes of what happened and when—include who was involved and their contact information.

**Reflect: What could be done to prevent a similar crisis in the future?**

Discuss what information could be given to students in advance to avoid this kind of crisis. Explore how office policies could be changed to reduce the likelihood of having this crisis occur again.

**What has your office and institution learned?**

Consider what worked well and what did not work well in your response

* Identify the resources that you used in responding to the crisis. If they were inadequate, make the changes necessary to ensure that you have adequate resources in the future.
* Determine if processes worked as they were meant to or if changes need to be made. Think about whether communication between different offices on campus worked well.

1. **Emergency Contact Information**

**Medical Emergencies:**

**UW-Whitewater students abroad:**

CISI Insurance  
817-826-7143 (collect call from outside the U.S.) 800-472-0906 (toll-free in the U.S.)  
  
**UW-W International Students and Scholars in the U.S.:**

SAS – Student Assurance Services  1-800-328-2739 Fax: 651-439-0200

**Center for Global Education Contacts:**

Candace Chenoweth, Director Speaks some German, some Japanese

Office: 262-472-5178 Cell: 208-301-4046

Margaret Wheeler, Assistant Director Speaks some Spanish, some Russian

Office: 262-472-1358 Cell: 919-414-8775

Milliam Lor, Global Experience Advisor Is fluent in Hmong.

Office: 262-472-5379 Cell: 414-308-2876

Dan Colleran, Global Experience Advisor

Office: 262-472-5757 Cell: 608-515-7785

Erika Cuevas, Coordinator, Immigration Services & Global Initiatives Is fluent in Spanish

Office: 262-472-6939 Cell: 920-980-4880

Mickey Goggin, Coordinator, English Language Academy Oriented to Thai and Ethiopian cultures

Office: 262-472-1494 Cell: 920-650-3715 Wife speaks Thai, Burmese, and Karen

Jin Jin, Coordinator, International Student Admissions & Recruitment Is fluent in Chinese

Office: 262-472-1772 Cell: 608-302-2436

Stephanie Jurgens, International Student Advisor Is fluent in French

Office: 262-472-4992 Cell: 608-444-8550

Melissa Walton, Financial Specialist Senior

Office: 262-472-1385 Cell: 262-949-4874

**UW-Whitewater Police: 262-472-4660**

**Members of the UWW-ICMT**

* Chancellor’s Office designee **262-472-1918**
* Provost’s Office designee **262-472-1380**
* Vice Chancellor for Student Affairs (or his/her designee) **262-472-1051**
* Dean of Students (or his/her designee) **262-472-1051**
* Director, Risk Management and Safety **262-472-5723**
* Police Services, Director -Matt Kiederlen, Chief/Director Police Services **(262)472-4660**
* Director, University Health and Counseling Services (or his/her designee) **262-472-1300**
* Marketing and Media Relations (or his/her designee) **262-472-1194**
* Chair, International Education Committee, Larry Neuman **262-472-1093**
* UW-System Legal Counsel (typically Anne Bilder) **608-265-3094**
* Director, Center for Global Education, Candace Chenoweth **262-472-5178**
* Other department representatives based on the type of crisis.

**University Health and Counseling Center: 262-472-1300**

**International Crisis Incident Report Form**

If you receive a phone call, please fill out this questionnaire to the best of your ability.

Legibly is critical.

**When answering the phone say:**

Hello. My name is \_\_\_\_\_\_\_\_\_\_. I am \_\_\_\_\_\_\_\_\_\_\_\_\_(position/title). I want to help you by collecting as much information as possible. I may ask you to repeat or spell information. Is there someone who can help you if we need detailed information? I will stay on the line with you as long as you need me to. Please don’t hang up until we are finished unless you need to in order to protect your health and safety.

**Information about the Person Calling:**

Time:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ a.m. / p.m. Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Caller’s Home Country:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone Number(s):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Relationship to the Person/People in the Emergency Situation:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Their Current Location (be as specific as possible): U.S. International

**What Kind of Incident is Taking Place?**

Illness: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Accident: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Missing Student: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Traffic Accident: \_\_\_\_\_\_\_\_\_\_\_\_\_

Alcohol Incident: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Drug Incident: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Sexual Assault: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Crime (minor): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Political Unrest: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Crime (major): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Natural Disaster: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Description of Situation:**

**Who Else is Involved?**

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Telephone Number:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Relationship to the Person/People in the Emergency Situation:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Telephone Number:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Relationship to the Person/People in the Emergency Situation:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Have police been contacted? Yes No Contact info:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Has someone been taken to the doctor or hospital? Yes No

Contact information:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Has anyone been arrested? Yes No Why:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**What support do you (the caller) need?**

**After taking down the information, tell the caller what you are going to do and document what you told them.**

I am going to contact:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I am going to find out:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I want you to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I will contact you by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(time) on the following day\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

You will contact me by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(time) on the following day\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Other Information:

**Action Plan**

**RESPONDING TO A CRISIS ABROAD**

In order to respond to a crisis abroad the Whitewater ICMP-Team will schedule an emergency meeting to create an Action Plan once a the plan and responsibilities have been determined, the Director of the Center for Global Education will contact the following offices to notify them of both the crisis and how we are responding:

* Chancellor
* Provost
* Marketing and Media Relations
* UW-System

It will be extremely important to maintain constant communication through the duration of the crisis. The CGE staff will meet at least 1 a day to debrief on new developments. Any new information will be relayed to offices listed above as well as the Whitewater-ICMP Team. If necessary the Whitewater-ICMP Team will reconvene to modify the action plan as needed.

Inquiring student guardians should be directed to the Director of the Center for Global Education to ensure that they received the most accurate information and to maintain compliance with FERPA and HIPPA laws

**ACTION PLAN**

1. Determine if we have students studying in the country and they type of program
   1. Faculty Accompanied: Contact faculty leaders if they have not already contacted the CGE
   2. Sponsor Programs: Contact Program Providers to discuss steps that have/will been taken
   3. Exchange/Direct Enroll: Contact University Contacts to discuss steps that have/will be taken
2. Determine if we have students on campus that are connected to the country experiencing the crisis:
   1. Contact the University Health and Counseling Services to discuss the availability of counselors/advisors x1300
   2. Contact the International Student Association and/or other relevant organization officers to offer support and ask about ways you can assist them and how they can assist you.
   3. Arrange for the students to call home
3. Provide embassy/consulate contact information through email and on Center for Global Education and/or University website for participants and their family members so they have accurate and updated information regarding the crisis abroad.
   1. Department of State List that provides links to embassy websites: <http://www.state.gov/s/cpr/rls/dpl/32122.htm>
   2. Department of State site that has PDF list of consulate offices and provides direct contact information for each state in which the consulate is located: <http://www.state.gov/s/cpr/rls/fco/>
4. Stay informed and provide updates about possible immigration benefits available.
   1. Is the student eligible for any employment options?
   2. Can the student reduce course load or take a leave of absence and remain in legal status?
   3. Has DHS published any guidance or notice that may be of assistance to the student?
   4. Are there immigration options other than those available in the student’s current category? Answers to this question require legal advice.
5. Research and provide students with options for financial assistance.
6. Schedule information sessions regarding immigration, financial assistance, etc. for affected students/scholars.

**Action Plan**

**RESPONDING TO A WORLDWIDE CRISIS**

1. The Center for Global Education will set up a meeting with the Whitewater-ICMP Team to create an incident specific action plan.
2. Display up-to-date information on UWW, and Center for Global Education website. Respected sources of information include the World Health Organizations, the Center for Disease Control & Prevention, the U.S. Department of State, and home-country embassies.
3. Be aware that Department of State Travel Warnings and Alerts are issued for entire countries, rather than affected regions within countries. For example, violence in the northern border region of Mexico has resulted in a countrywide Travel Warning, even though the violence has been generally concentrated in one part of the country.
4. University Health and Counseling will provide information on how affected students can receive support.
5. The Center for Global Education will provide participants (both abroad and on campus) within information on travel restrictions.
6. Research if the crisis has resulted in travel restrictions outside of the United States. For example, if the United States is impacted by a worldwide health crisis and a student wants to go home, will they be allowed to? National governments may impose restrictions on travelers coming from regions affected by a crisis, especially when involving a health-related crisis.
7. Understand how travel restrictions can impact a student’s immigration status both in the U.S. and abroad.
8. For a political worldwide crisis, such as war, monitor attitudes in your local community toward visitors from particular countries and/or regions of the world. If negative attitudes toward particular nationalities and/or ethnic groups surface, provide students with the support necessary to help them feel welcome. Consider encouraging visitors of affected national or ethnicity to take appropriate precautions in order to stay safe. This could be sensitive politically and emotionally—deal with this issue cautiously and thoughtfully.
9. Research and provide students with available financial resources to help pay tuition and fees during such emergencies. In the case of specific countries and/or emergencies, the Institute of International Education Emergency Student Fund may also be able to provide resources to help: <http://www.iie.org/What-We-Do/Emergency-Assistance>
10. Give students the opportunity to call home

**Action Plan**

**DEATH OF A PROGRAM PARTICIPANT ABROAD**

**Program Leaders:**

* Verify the identity of the participant and gather as much information about the circumstances surrounding the death as possible.
* Contact the Center for Global Education (262-472-5178) and the U.S. Embassy or Consulate as soon as is appropriate and brief them on the death of the participant

**Center for Global Education:**

* If necessary, send someone to the program site to take care of the students and address their needs. If necessary and appropriate UW-Whitewater may send a team of professionals to the host country to provide the necessary support to program participants
* Set up a meeting with the ICMP Team
* Notify the participant’s designated “Emergency Contact”, responding to non-medical questions and referring medical questions to the host country medical authorities, and offer other appropriate support.
* The CGE will work with program leader or representative of host institution abroad in assisting the family with logistical arrangements (i.e., transportation arrangements, accommodations, and arranging for a meeting with the physicians) if requested.

**Action Plan**

**DEATH OF A PROGRAM PARTICIPANT’S FAMILY MEMBER**

**Program Leaders:**

* Write down who is providing the information about the death in the family (name, relationship to the participant, and where and how they can be reached).
* Write down information concerning what happened to the family member, such as where and when the death took place.
* Review the situation with the participant as appropriate.
* If appropriate secure counseling services from the host site, assist the affected participant and all other program participants, and determine if any other support is required.
* Assist the participant in returning home for the funeral and review any financial support issues with the participant and the Center for Global Education. Does the participant need immediate financial support? The CGE will work with the program leader or representative of host institution abroad to book flights for the affected participant to return to the U.S.
* Review the participant’s status in the program prior to departure and following his or her return.
* Work with the Center for Global Education to determine academic and fee details for the participant involved

**Center for Global Education:**

* Coordinate the return of the participant, if they wish to return.
* Work with the program leader to help determine academic and fee details for the participant
* Confirm that the participant returned home and sends card and flowers/donation to family as appropriate.

**Action Plan**

**INTERNATIONAL STUDENT/SCHOLAR DEATH**

The following procedure is to be utilized in the event of the death of a currently enrolled UW-Whitewater student. Anyone who becomes aware of the death of a student should contact the Dean of Student’s Office (UC 245, 472-1533) as soon as possible.  In all student deaths, the Office of Student Life will assume responsibility for the following tasks:

**Immediate Steps:**

1. The death should be verified via county coroner, police agency, funeral home, newspaper obituary or family member.
2. The enrollment status of the deceased student will be verified and a check will be made to identify other students with the same or similar names.  If students of the same name are enrolled, they will be contacted and informed of the death.
3. Dean of Student’s Office will gather as much data as possible regarding cause of death, time of death, memorial arrangements, student involvement on campus, etc.
4. If necessary, Dean of Student’s Office will make notification of death as appropriate to family members and roommates. For international students, Center for Global Education (CGE) will notify student’s Home Country Embassy to contact family members
5. The Chancellor, the Vice Chancellor of Student Affairs, and the Director of Marketing and Media Relations will be notified immediately of the student death and provided with as much information as is available. If international student, the Director of the Center for Global Education will be notified.
6. As soon as possible, Student Life staff will send notification of the student death to the following:

|  |  |  |
| --- | --- | --- |
| Cashier's Office | Help Desk | WSG President |
| First Year Experience | University Health & Counseling | Library |
| University Police | Appropriate Academic Dean | Visitor & Parking |
| Student Financial Services | Registrar | Financial Aid |
| ID/Meal Plan Office | Campus Ministry | Residence Life |
| Textbook Rental | Admissions | Career & Leadership |
| Appropriate Dept. Chair | Alumni Center | Current Faculty |
| Current Campus Employer | Center for Global Education |  |

1. The Registrar's Office will change the deceased student's mailing addresses to that of the Registrar's Office.  Mail will then be forwarded there and office staff can “catch” inappropriate or unnecessary mailings.  The name of the deceased student will also be deleted from any newly-generated 3rd party mailing lists.
2. If the deceased student lived in the residence halls
3. All building residents will be notified by Residence Life staff
4. The student's roommate will be notified in person
5. Information about memorial services will be made available at the hall front desk
6. The Office of Marketing and Media Relations will coordinate broadcast e-mails to students and to faculty/staff with notification of the death and information about visitation and funeral arrangements. This announcement should go out within 48 hours, whether funeral arrangements are known or not.  A sample notification announcement is as follows:

*The University has been notified of the death of a student.  John A. Doe, freshman, was killed Friday night in an automobile accident in Monroe County.  Memorial services will be held on Thursday, Oct. 9, at 6:00 pm at the Johnson Home in Monroe, with visitation from 4:00 – 6:00 that day.  The UW-Whitewater flag will fly at half-staff on Thursday in John's memory.  Counseling services are available at University Health and Counseling Services located in the Ambrose Health Center building and appointments may be made by calling   472-1305.*

1. The Dean of Student’s Office (or CGE if international student and more appropriate) will contact the family to:
   1. Offer condolences
   2. Determine if the family has any immediate needs from the university (e.g. gathering items from residence hall room, notifying other students, etc.)
   3. Gather information about funeral, visitation, and memorial arrangements.
   4. For international students
      * 1. Provide information about Settling Affairs; affidavit of heirship, and power of attorney
        2. Coordinate pick up from airport.
2. A Dean of Student’s Office (or CGE if international student and more appropriate) will be designated as the campus contact to assist family members who may come to campus.  Whenever possible, this should be the same staff member who initially contacted the family.
3. If appropriate, Dean of Student’s Office will help to coordinate transportation for other students to funerals and memorial services.
4. A Student Affairs staff member will attend the visitation, funeral or memorial service if it is held within a reasonable distance.  Whenever possible, this will be the same staff member who initially contacted the family. CGE staff member will accompany if international student.
5. When appropriate, counseling or crisis intervention services may be offered to campus groups.  The Counseling Center will coordinate these services and may contact the Critical Incident Stress Debriefing Team.
6. The Chancellor's Office will send flowers on behalf of the university.
7. Dean of Student’s Office staff will arrange for the UW-Whitewater (purple campus) flag to be flown at half-staff and for the campus photographer to take pictures of the flag.  This is typically done on the day of the student's funeral.  Prints of the photos will be made and sent to the student's family.
8. Center for Global Education will notify SEVIS and/or Department of State

**Long Term Contact/Action:**

1. Dean of Student’s Office staff member will maintain contact with parents/family as appropriate.  Again, this will be the staff member (CGE if international student) who has been working with the family since the death. For parents residing abroad information will be provided on where to stay in Whitewater and how to use insurance (if student was covered by UWW insurance).
2. Dean of Student’s Office staff will work with the student's family to coordinate check-out and removal of belongings from the residence halls.  A Residence Life staff member will be present during this process and will return any university property for the family.
3. The Chancellor will make a condolence call to the student's family within the first few weeks after the student's death.
4. It the student has attended the university for at least one term, approximately one month after the death, a certificate of attendance at the university is created and presented to the family.  The certificate is created by Leadership Development staff and placed in a UWW diploma holder.
5. The Registrar's Office will review the academic records of the deceased student to determine if an Associate's Degree has been earned.  If so, the Dean of Student’s Office will notify the Chancellor.
6. The awarding of posthumous degrees will be based on university policy.
7. As a memorial to the deceased student, a book will be chosen and placed in the University Library, with a commemorative plate.  The book is usually related to the student's major or interests and, when appropriate, the student's family may be consulted about a book topic.  The book is selected and ordered by library staff and funded by the Chancellor's Office.  A second copy of the book is sent to the family by the Chancellor's Office.
8. Tuition and fees will be refunded for the current semester (or charges removed) regardless of the date of death unless doing so would require the university to make a refund to a government program.  Financial Aid staff will make this determination and work with staff of Student Accounts.
9. All Residence Life fees will be refunded for the current semester (or charges removed) regardless of the date of death unless doing so would require the university to make a refund to a government program.  Financial Aid staff will make this determination and work with staff of Student Accounts.
10. All meal plan fees (except for Purple Points already used) will be refunded for the current semester (or charges removed) regardless of the date of death unless doing so would require the university to make a refund to a government program.  Financial Aid staff will make this determination and work with staff of Student Accounts.
11. An attempt will be made to identify and remove any other charges such as parking tickets.
12. Any refund check will be sent from the Dean of Student’s Office, along with an explanation of the check.  At this point, the Student Life staff member will also send a card or letter to the family.
13. All student deaths will result in an automatic review of the deceased student's records at the University Health & Counseling Service.

**Text of the notification email to be sent to various offices:**

Sent to: cashiers@uww.edu;kuhls@uww.edu;fye@uww.edu;jazdzewr@uww.edu;mccallim@uww.edu;police@uww.edu;parking@uww.edu;sfs@uww.edu;registrar@uww.edu;withdraw@uww.edu;housnerb@uww.edu;harej@uww.edu;hawkcard@uww.edu;uwwfao@uww.edu;hoeslya@uww.edu;bartletf@uww.edu;tumbaret@uww.edu;meinelt@uww.edu;admissions@uww.edu;buchholr@uww.edu;bastienk@uww.edu;helpdesk@uww.edu;cmcuww@sbcglobal.net

From:

RE:      Student Death  
            John Doe  
            ID#  1234567

We have received word that John Doe was killed in a car accident on Monday morning in Janesville.

Please make sure that the appropriate matters concerning this student are attended to, per university protocol.

**Things to keep in mind during the crisis:**

* Follow FERPA laws regarding dissemination of information to family and others.
* Recognize that cultural and personal differences exist regarding how to cope with death.
* Acknowledge social connectedness of students and understand that information will travel quickly (Facebook, Twitter, and “texting”) among students.
* If police are involved and the death is a criminal matter, consult with them as to what information should/should not be communicated.

**The Center for Global Education will take the following steps:**

1. Create a case file and include the following items:
   1. Contact information
   2. Emergency contact information
   3. Immigration information
   4. Advising notes
   5. Class schedule
2. If the CGE is the first to be informed. Contact the Dean of Students Office as soon as possible and call a meeting with the ICMP Team.
3. Contact embassy/consulate about death of student. If family has not yet been located/notified, consulate staff can work with local authorities in student/scholars home country to make notification.  
   1. Department of State List that provides links to embassy websites: <http://www.state.gov/s/cpr/rls/dpl/32122.htm>
   2. Department of State site that has PDF list of consulate offices and provides direct contact information for each state in which the consulate is located: <http://www.state.gov/documents/organization/241527.pdf>
4. Call insurance company and follow procedures for repatriation benefits.
5. Determine if there is anyone (relative/close family friends) living in the U.S. that would be involved with helping the family.
6. Do not provide information about the student’s or scholar’s status unless it is pertinent to departments who are assisting with the handling of the death.
7. Offer condolences in a culturally appropriate manner, and advise the family of the appropriate documentation needed to process/close the deceased student’s or scholar’s records.
8. See attached letters and process lists.
9. Is an on-campus memorial service being requested? (Keep in mind the cultural differences regarding death, memorializing, and grieving).
10. Update SEVIS.
11. Assist with arrangements for the student’s belongings, including academic work, to be returned to the family if needed.

**Communications Needed:**

1. Determine where student was living: call to discuss arrangements of family arriving and any support we can provide to them.
2. Work with funeral home arrangements, if needed or requested.
3. Help family with setting appointments for where they need to visit while in town. Provide family with “Quick Reference” form.

**Arranging for Meeting with Parents/Relatives:**

1. Provide pick-up from airport, if requested.
2. Communication date/time location with the following offices: Chancellor, Provost, WSG President, First Year Experience, University Health & Counseling, Library, University Police, Appropriate Academic Dean, Visitor & Parking, Student Financial Services, Registrar, ID/Meal Plan Office, Campus Ministry, Residence Life, Textbook Rental, Admissions, Career & Leadership, Appropriate Dept. Chair, Alumni Center, Currently Faculty, Current Campus Employer.
3. Print Settling Affairs Checklist to go over with family.
4. Arrange for a Notary Public to be present.
5. Complete 10 copies of Affidavit of Heirship and Power of Attorney (if needed).
   1. Complete the documents with everything except the signature and make 10 photocopies of each. This will speed along the process of the notarization of documents.
   2. Provide information about Apostille, in case notary certification is needed in another country.

**Sample of Condolence / Information Letter**

(TO SEND VIA EMAIL AFTER TALKING TO FAMILY MEMBERS)

Dear ####,

I join with other members of the University of Wisconsin-Whitewater community in extending my sincere condolences on the tragic loss of your son/daughter, name. The Center for Global Education at the University of Wisconsin-Whitewater offers you our support and assistance during this difficult period.

I will be your primary contact if there is anything that you need. For your reference, my telephone numbers are:

Work:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mobile:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Or email:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Sadly, there are a number of administrative arrangements to be made. The information attached to this letter that may help you make the best decisions for your family and organize your time in the United States. If you have any questions about any of the materials included, please let me know and we can help you.

Your son/daughter purchased health insurance through our university health insurance plan. Attached is information about this insurance coverage. Our insurance provider is Gallagher Koster. We have already contacted Gallagher Koster and they have most of the information that is needed to provide the necessary insurance benefits. Gallagher Koster will want to have your direct number when they are able to make direct contact with you. If you have any questions about the insurance coverage that my office can assist with, please let me know.

Enclosed with this letter, in addition to the checklist, are three forms, a Power of Attorney, a Limited Power of Attorney and an Affidavit of Heirship. These are necessary for arrangements such as closing of any bank accounts or shipment of possessions. I you wish, our office can assist you in completing and/or notarizing these documents.

If there is anything else we can do to support you and your family at this time, please elt me know,

We are here for you.

My sincerest condolences,

**Attachment to Letter (Settling Affairs):**

Call and/or visit the Center for Global Education at UW-Whitewater

809 W. Starin Road, Whitewater, WI 53190

Tel: 262-472-5759

We can provide assistance in your arrival and in settling affairs.

* Hotel reservations
* Airport pick-up
* Foreign language translator
* Transportation to off-campus business sites
* Contacting foreign embassy or consulate to notify them of the death and consult on repatriation
* Contacting insurance carrier to arrange for repatriation services
* Contacting mortuary/funeral home to arrange funeral service/memorial service/repatriation
* Notarized copies of Power of Attorney and Affidavit of Heirship. (It is recommended that the beneficiary have at least 10 notarized copies).

Visit Bank/Call Credit Card Companies

To close bank and savings accounts, and to close out credit card account(s)

* Need certified copy of Death Certificate
* Need copy of Affidavit of Heirship and
* Need copy of Power of Attorney, if not actual beneficiary
* Beneficiary if present, needs proof of identity, i.e., passport
* Provide foreign bank account wire transfer information if money is to be transferred by wire to beneficiary’s account
* If there is a need for someone in the United States to conduct affairs, a Limited Power of Attorney should be signed for someone in the United States to act on their behalf in settling the affairs of the deceased.
* A complete mailing address where any proceeds or possessions should be mailed.
* If the deceased left no will, the parents or spouse should also provide a notarized Letter of Testamentary indicating that they are the rightful heirs. Also known as Affidavit of Heirship.

Visit Room or Apartment

* To select personal property that he beneficiary wishes to keep
  + Arrange with landlord for entry into apartment
  + Need certified copy of Death Certificate
  + Need copy of Affidavit of Heirship
  + Need copy of Power of Attorney, if not actual beneficiary
  + Beneficiary if present, needs proof of identity, i.e., passport
  + Pack personal affects for shipment
  + Determine what to do with remaining articles (donate to Good Will, Salvation Army, Local library or academic department for text books, etc.)
  + Settle with landlord any outstanding rental charges, apartment cleaning charges or refund of deposit.
  + If there is a need for someone in the United States to conduct affairs, a Limited Power of Attorney should be signed for someone in the United States to act on their behalf in settling the affairs of the deceased. A certified copy of the death certificate should also be given to the person designated on the Limited Power of Attorney

Remove Name from Local Phone Service and Utilities

* Need copy of Death Certificate
* Need copy of Power of Attorney, if not actual beneficiary
* Provide forwarding address for final bills

Visit Academic Department

* To meet with faculty and staff and to select personal property that you wish to keep.

Visit Human Resource Services-Benefit and Payroll Services

* Determine eligibility of life insurance policy to beneficiary, if position was “benefits eligible”:
  + Need copy of Death Certificate
  + Need copy of Affidavit of Heirship
  + Need copy of Power of Attorney, if not actual beneficiary
  + Beneficiary if present, needs proof of identity, i.e., passport
  + Insurance company will contact beneficiary directly to arrange payment. Make sure beneficiary contact information is correct
* For payment of Retirement benefits (if applicable)
  + Need copy of Death Certificate
  + Need copy of Affidavit of Heirship
  + Need copy of Power of attorney, if not actual beneficiary
  + Beneficiary if present, needs proof of identity, i.e. passport
* Discuss payment of sick leave/vacation leave to beneficiary
* For payment of final paycheck to beneficiary
  + Need copy of Death Certificate
  + Need copy of Affidavit of Heirship
  + Need copy of Power of Attorney, if not actual beneficiary
  + Beneficiary if present, needs proof of identity, i.e. passport
  + Fill out change of address form with home country of beneficiary if check is to be mailed and to have Form W-2 and/or Form 1042-S mailed to beneficiary

OPTIONAL

* Visit Office of Vital Records: 1 West Wilson Street, Room 158, Madison WI. 608-266-1373  
    
  To obtain additional death certificates if necessary. It is recommended that the beneficiary have at least 10 certified copies
* Contact Medical Examiner’s Office
  + 1770 County Rd NN
  + Elkhorn, WI 53121. 262-741-4729
  + To report a death call: 262-741-4401
  + If copies of the autopsy report are desired
  + Need copy of Death certificate
  + Need copy of Affidavit of Heirship
  + Need copy of Power of Attorney, if not actual beneficiary
  + Beneficiary if present, needs proof of identity, i.e. passport
* Contact treating physician  
    
  If wanting to discuss medical history/treatment
  + Need copy of Death Certificate
  + Need copy of Power of Attorney, if not actual beneficiary
  + Beneficiary if present, needs proof of identity, i.e., passport
* Contact Emergency Medical Services   
    
  If copy of EMS report is desired (if transportation to hospital was made)
  + Need copy of Death Certificate
  + Need copy of Power of Attorney, if not actual beneficiary
  + Beneficiary if present, needs proof of identity, i.e., passport

If employed either on or off campus, a tax return will need to be filed by April 15th.

To file a U.S. tax return on behalf of the deceased (necessary if any overpayment of taxes are eligible for refund to the beneficiary.)

Beneficiary should have a change of address form on file with Payroll so that tax forms can be sent to beneficiary’s home address.

**Action Plan**

**WORKING WITH AN INTERNATIONAL STUDENT WITH MENTAL HEALTH ISSUES**

If you suspect a student may be in a state of deteriorating mental health or in mental health crisis, there are several factors to keep in mind. This resource lists potential warning signs and offers action items but is not intended to be exhaustive for every situation. In some situations an individual will benefit from professional assistance and be able to continue with courses or employment without interference of his or her daily routine. In other cases, it may be determined that the student needs a partial or full medial withdrawal, and in some serious cases, medical evacuation.

**Counseling and treatment should be provided by licensed professionals only. This resource offers possible signs that there could be a mental health issue present.**

Warning Signs

Some of the warning signs that indicate an international student or scholar may be in deteriorating mental health/crisis include the following:

* Noticeable change in behavior
* Change in appearance
* Sporadic communication patterns
* Declining grades
* Missing classes, work, meetings, or appointments
* Beginning to socially isolate themselves
* Bizarre behaviors

Keep in mind that cultural aspects of mental health can significantly affect the situation of whether or not the individual perceives that he/she has a mental health condition and whether or not seeking medical assistance is appropriate.

Signs That a Mental Health Crisis May Be Imminent

* Combination of any of the above warning signs.
* Combination of people sharing a concern about the individual, including university faculty and staff, peers and roommates, and family members.
* Physical deterioration: poor hygiene rapid weight loss or gain, exhaustion or lethargy, hypo/hyper-active, blurred vision, abnormal physical manifestations.
* Mental deterioration: confusion, paranoia, poor academic performance, delusions, loss of reality.
* Emotional deterioration: outbursts, extreme irritation or anger, uncontrollable crying, thoughts or threats of suicide, extreme stubbornness, inability to reason.
* Social deterioration: isolation from friends and family, discontinued use of social media, concerning posts on social media sites, inappropriate expectations and/or interpretation of relationships, unreasonable requests, threatening communication or behavior toward others, engaging in risky or dangerous activities, substance abuse, provocative behavior, nomadic lifestyle.

**ACTION PLAN**

1. Encourage the student to seek counseling services.
2. Assess the situation:
   1. If you feel threatened or if you feel that the student is an immediate threat to him/herself:
      * 1. Call the campus police.
        2. Call another colleague into the situation so that you are not alone.
3. If you suspect the student is in danger or missing work with the UHCS and campus police. (If student is missing, refer to “Responding to a missing International Student”).
4. Determine your level of involvement. Consult with the Counseling Center before proceeding.
5. Print off “Contact Sheet” to use to log conversations. Make sure to log date and time of information, decisions made and any other associated information.
6. Determine if the student has restricted directory information. Consider FERPA and HIPAA policies.
7. If appropriate, seek to speak with the student yourself, either by phone or request a meeting in your office. Do not attempt to visit the student at their residence. If you are concerned about the student’s safety, contact campus police for assistance.
8. When speaking with the student be an active listener. Be aware of warning signs as you listen to the student while noticing appearance and body language.
9. Utilize resources on campus that can assume specific responsibilities of the situation.
10. If appropriate check with other points of contact to assess the student’s level of crisis.
    1. Consider meeting together to create a plan to support the student.
    2. Establish “lead” contact person in the appropriate campus departments:
11. Contact the student’s academic connections.
12. Police Department (to see if the student has been involved in any incidents).
13. Housing staff, residence hall director, apartment coordinator.
14. If severe, it may be necessary to contact family members or emergency contacts.
15. Offer support to affected individuals (if they identify themselves)
    1. Roommate(s)
    2. Colleagues
    3. Friends
    4. Student organizations
16. Gather information concerning health insurance benefits. If a student has access to additional mental health services or facilities, it’s important to note. Determine if the student has medical evacuation services, and if deemed necessary, know the process.
17. If the student is able to continue, monitor the student’s well-being during the course of their program.
18. If the student is not able to continue, assist in making plans for departure and settling affairs. If medical evacuation is necessary, work with insurance provider.

**Action Plan**

**MENTAL HEALTH ISSUES WITH A STUDENT WHILE ABROAD**

If there is concern that a participant is experiencing a mental health crisis the following actions should be taken. Please remember that mental health in many countries is not viewed the same as in the U.S. and in some cases it may be best to evacuate the participant.

**Program Leaders:**

1. Gather information on the behavior exhibited and the history of the problem, begin a written log of this information and continue to document as the crisis develops.
2. Assess the extent of the emergency.
3. Assess whether or not the participant will voluntarily seek help. If yes:
   * 1. Contact the Center for Global Education and brief them. (262-472-5759) CGE will check to see if the student filed a release that would allow someone to discuss situation with the parents. If situation is dire and the student is in danger, someone will need to contact the family.
     2. If no:
        + Identify a means of providing immediate help (i.e., local police or other local emergency personnel in the host-country.
     + Contact the Center for Global Education to consult on appropriate action to take. (262-472-5759)
4. If recommended, arrange to work with the Center for Global Education and our insurance provider (CISI) to have the participant seen by a counseling professional immediately. Escort participant to the designated location of the appointment. DON’T leave without participant!
5. If necessary, work with the Center for Global Education and our insurance provider (CISI) to arrange and carry out hospitalization.
6. When the situation has stabilized, consult with the Center for Global Education about contacting parents or emergency contacts. Who should contact them? Can the student him/herself contact them? At what stage should contact be made? Should the participant’s medical health team back home be contacted to provide information or support?
7. Keep the Center for Global Education appraised on a daily or twice-daily basis. If the participant’s behavior remains a serious impediment to the educational process or a threat to safety, the CGE will assist you with preparations to bring the participant back to the U.S.

**Center for Global Education:**

1. Contact Health and Counseling Services and/or Dean of Student’s Office for recommendations. If necessary the ICM Team will meet to discuss situation and/or initiate evacuation procedures.
2. Will contact the participant’s listed “Emergency Contact” and other parties involved on a need-to-know basis. *It is important to note that when the participant’s behavior is a danger to him/herself, the consent is not necessary and notification of the participant’s designated “Emergency Contact” is mandatory.*

**Action Plan**

**MISSING PROGRAM PARTICIPANT**

**Program Leaders:**

1. Determine when participant was last seen, who he/she was with, what were they wearing, what did they tell others of their plans, etc. Write information down to document.
2. Notify the local host country police authorities. Ask them to check hospital and city records for information concerning the missing participant. Find out how long a person must be missing before a report can be filed and what the procedure is for filling out a missing person’s report.
3. Contact the Center for Global Education and inform them that a participant has been reported missing (262-472-5759).
4. Talk to as many people as possible (roommates, etc.) to see if there has been any unusual behavior.
5. Provide appropriate information and reassurances to other program participants.
6. Work with participants to manage social media. NO postings is best, unless deemed useful as an aid to find the student. Explain to students why this is the case.
7. Once the participant has been located; notify the Center for Global Education and, if necessary, activate other procedures. (262-472-5759)

**Center for Global Education:**

1. Activate the ICMP Team.
2. Contact the participants “Emergency Contact” as appropriate. Solicit any pertinent information from them. Write it down. As appropriate, get them in touch with local authorities.
3. Notify the U.S. Embassy.
4. Work with Marketing and Media Relations to manage media.

**Action Plan**

**MISSING INTERNATIONAL STUDENT/SCHOLAR**

**Center for Global Education:**

1. Set up a meeting with the ICMP Team- and ensure that University Police and the Dean of Students Office able to attend.
2. Verify whether or not he/she has restricted his /her directory information. Make sure to follow FERPA guidelines.
3. Gather as much information as possible about the student from the individual who has reported the student missing.
   1. Determine the relationship of the individual to the missing student and inquire as to why the individual believes the student is missing.
   2. Determine the last time he or she had contact with the student.  
      Ascertain what actions, if any, the individual has already taken to locate and/or to contact the student/scholar.
4. Attempt to contact the student directly using several modes of communication:
   1. Request that the student contact you as soon as possible, giving a clear deadline.
   2. Inform the student that you will request the police to do a welfare check if you do not hear from the student by the deadline.
5. Send e-mail to fellow staff indicating you are looking for the student.
6. Prepare a letter to deliver to the student’s professors, preferably during the class session. In the letter, request that the student contact you as soon as possible, again stating a clear deadline.
7. Contact the student’s academic connections:
   1. Dean’s office of the student’s college
   2. Academic advisor
   3. Faculty members, teaching assistants
8. Contact the student’s Personal Connections:
   1. Emergency contact, as determined by the student
   2. Roommate(s) or dependents if the student lives with dependents in the U.S.
   3. Friends
   4. Student organization president, if applicable
9. Contact relevant campus units:
   1. Campus Police (has the student been involved in any incidents)
   2. Housing staff, residence hall director, apartment coordinator
   3. UHCS (will be limited due to HIPAA), to provide an FYI to that office.
10. Research student’s electronic footprint:
    1. SEVIS (check to see if there is any record of student exiting the country).
    2. Ask IT department to check campus computer lab use and last use of the student/scholar’s campus account(s) and library transactions.
    3. If the student lives on campus OR has a meal plan, ask University Housing to check the last use of the meal plan and/or if the student has accessed the residence hall.
    4. Social networking Web sites (Facebook, MySpace, Twitter, QQ, etc.).
    5. Google search (may find personal web sites for student)
11. If the student lives off campus and has not responded within the given timeline
    1. Contact the leasing office
    2. Request welfare check
12. If the student lives on campus and has not responded within the given timeline request welfare check.
13. If the student still has not been located, continue to search through contacting the following:
    1. Family members (if not already involved)
    2. Local hospitals
    3. Local jail
    4. Student’s home consulate in the United States
14. If the student is found during the course of the investigation, there may be a variety of other protocols to consider. The student may need additional services including healthcare, mental healthcare, and legal assistance.
15. If the student has not been found after exhausting all resources, work with family members and local authorities to file an official missing person’s report. Continue to keep records of all communication.

**Action Plan**

**ARREST OF INTERNATIONAL STUDENT/SCHOLAR**

**Responder:**

1. Before you speak with the student, remember that any conversation that you have with the student could be used in a judicial proceeding.
2. Notify Director of CGE, Director will set up a meeting with the ICMP Team including campus police. (262-472-5759)
3. Immigration status complicates almost every legal violation. A student facing criminal charges should seek advice from counsel with expertise in criminal and immigration law.
4. Refer student to [www.aila.org](http://www.aila.org) (database of attorney’s).
5. If the student asks you to do so, notify the academic advisor or department. This is especially important if the student will be unable to attend classes.
6. If the student was arrested by campus police, they will know the details of the situation. But if the student was arrested off campus you’ll need to learn which jurisdiction. Campus police can provide assistance in finding out what happened, which law enforcement agencies are involved, and where the student is.
   1. Speak with the police to determine:
      1. Where is the student being held
      2. What are the charges
      3. Who has custody of the student
      4. Is the student eligible for bail
      5. Has a court appearance been scheduled? When?
7. If bail has been set, the student may need assistance in contacting friends or family who can help.
8. Family may come from abroad and may need logistical assistance (housing, directions, etc.
9. In the case of serious offences, the student may be temporarily removed from campus and may need assistance location temporary accommodations.
10. Help student to understand the difference between campus proceedings and criminal court process.
11. Determine whether or not the student’s SEVIS record will be terminated. If the student is a participant in Exchange, we may be required to report the incident to the Department of State.

**Action Plan**

**ARREST OF A PARTICIPANT ABROAD**

**Program Leaders:**

1. Assess the situation quickly by obtaining as many details as possible (i.e., determine who, what, when, where, how, and why) and begin to writing a log of the crisis situation and add to this log as the crisis develops.
2. Contact the U.S. Embassy immediately and ask for the name of lawyers who can give the participant the legal help they require and provide this information to the participant. Consular officials cannot get involved in legal/judicial process, cannot get participants out of jail, and cannot demand any treatment better than the other prisoners.
3. Contact the Center for Global Education and brief them on the situation. (262-472-5759)
4. Provide appropriate information and reassurances to other program participants.
5. Work with participants to manage social media. NO postings is best, unless deemed useful as an aid to find the student. Explain to students why this is the case.
6. Learn as much as possible about the legal procedures of the host country from the U.S. Embassy Officer assigned to the participant and remain in close contact with the Center for Global Education.
7. Inform the Center for Global Education of any media inquiries. DO NOT GIVE THE NAME OF THE PARTICIPANT OR SPEAK ON BEHALF OF UW-WHITEWATER WITHOUT FOLLOWING THE INFORMATION BELOW:  
   1. Contact the Center for Global Education. They will work with administrative offices on campus to develop responses to media inquiries and make these responses available to you. (262-472-5759)

**Center for Global Education:**

1. Activate the ICM Team, including Dean of Student’s Office and Campus Police. Make sure that Chancellor and other campus leaders are aware of situation.
2. Contact the participant’s “Emergency Contact.”
3. Assist with responses for media inquiries.
4. Provide family with information on making travel arrangements to the host country if requested.

**Action Plan**

**CRIME COMMITED AGAINST A PARTICIPANT ABROAD**

Crimes against a participant, other than sexual assault, may involve a robbery, an assault, petty theft, or a fight.

**Program Leaders:**

1. Ensure that the participant involved is safe.
2. Attend to the immediate physical and emotional needs of the participant(s) and call emergency medical personnel, if needed.
3. Contact local host country police.
4. Speak with the person who reported the crime; identify as many of the key persons involved and facts as possible
5. Contact the Center for Global Education and brief them regarding the details of the situation (262-472-5759).
6. Brief the Center for Global Education at least once a day until the crisis has subsided
7. Inform the Center for Global Education of any media inquiries. DO NOT GIVE THE NAME OF THE PARTICIPANT OR SPEAK ON BEHALF OF UW-WHITEWATER WITHOUT FOLLOWING THE INFORMATION BELOW:  
   1. Contact the Center for Global Education. (262-472-5759) The CGE will work with administrative offices on campus to develop responses to media inquiries and make these available to you.

**Center for Global Education:**

1. Call a meeting of the ICMP Team to develop responses to media and if any actions need to be taken (filing a report with campus police).
2. Contact the participants “Emergency Contact”.

**Action Plan**

**SEXUAL ASSAULT OF A PARTICIPANT ABROAD**

**Important: Familiarize yourself with the University of Wisconsin – Whitewater’s sexual assault policy at:**

[**http://www.uww.edu/sexual-misconduct-information**](http://www.uww.edu/sexual-misconduct-information)

**BEFORE YOU TAKE STUDENTS ABROAD**

**Participate in UW-Whitewater’s on-line training on Preventing Sexual Harassment at:** [**http://training.newmedialearning.com/psh/uwiscwhite/index.htm**](http://training.newmedialearning.com/psh/uwiscwhite/index.htm)

**BEFORE YOU TAKE STUDENTS ABROAD**

**Program Leader:**

1. Get the participant to a safe place.
2. Contact local host country police.
3. Speak with the person reporting the crime and determine the identity and location of the participant. Do not ask what the participant did or did not do. Assure them that you believe his/her story; that it is not their fault; and that you want to help.
4. Ask the participant whether they wish to involve local authorities.
5. Discern any obvious physical and emotional disturbance, remembering that the participant may be in shock.
6. If the participant consents, take them to a hospital/clinic which has been identified as competent for urgent care.
7. If there are signs of obvious emotional disturbance, consult a psychologist/psychiatrist and provide immediate support to participant.
8. Complete the University of Wisconsin – Whitewater’s Sexual Assault Reporting Form at: <http://www.uww.edu/dean-of-students/report-a-concern-or-incident/sexual-assault-reporting-form>

Important:

Federal and state laws require faculty and staff to report any sexual assaults they are made aware of, regardless of the location.

To report a sexual assault to the Dean of Students office, complete the online form at the link above and hit “Submit Form”.

1. Contact the Contact the Center for Global Education (262-472-5759).
2. Begin a written log and update the Dean of Student’s Office and the Center for Global Education as the crisis unfolds. (262-472-5759)
3. DO NOT GIVE THE NAME OF THE PARTICIPANT OR SPEAK ON BEHALF OF UW-WHITEWATER WITH THE MEDIA UNLESS GIVEN APPROVAL from campus leadership.

If the participant declines assistance, the program leader or representative will follow the steps below, as appropriate in the circumstances:

1. Escort/transport participant home or to a designated location
2. Inform participant that they will be contacted later to determine if assistance is desired
3. Provide them with numbers of hospital/clinic, psychologist/psychiatrist, and any other sexual assault victim resources, as well as a law enforcement authority.
4. Contact the Center for Global Education on a regular basis and brief them on the situation as it progresses.

**Center for Global Education:**

1. Call a meeting of the ICMP Team to discuss any additional steps that need to be taken, with campus police and resources the University Health and Counseling Services can provide.
2. With the participant’s consent and wishes, the Center for Global Education can contact the listed “Emergency Contact.”
3. If necessary a member of the ICMP Team will meet the participant at a designated location.
4. Work with administrative offices on campus to develop responses to media inquiries and make these available to you.

**Action Plan**

**SERIOUS INJURY OR ILLNESS ABROAD**

**Program Leaders:**

1. Assist the participant in finding appropriate medical care in a hospital/clinic which has been identified as competent; assess the extent and severity of the injury/illness, usually by talking with the physician treating the participant.
2. Keep a log that will include notes regarding the circumstances leading up to the injury/illness, the outcome of any discussions with the attending physician, notes from conversations with others where were present when the injury/illness took place, and the course of the medical treatment as it progresses.
3. Contact the Center for Global Education and brief him/her on the participant’s condition and maintain contact as situation progresses. (262-472-5759)
4. Explain to the other participants that the injured person is being cared for and caution them about speculative communication and advise other participants to wait until reliable information is available before contacting other about the incident.

**Center for Global Education:**

1. Contact the person designated by the participant as “Emergency Contact”.
2. If necessary, inform other campus officials. If it appears necessary the ICMP Team will be activated.
3. It may be necessary to evacuate the participant. The Center for Global Education will work closely with the Program Leader to initiate the process with the insurance company.
4. If necessary someone from the University will accompany the participant.

**Action Plan**

**INFECTUOUS DISEASE OR OUTBREAK OF AN EPIDEMIC**

**THAT COULD OR HAS AFFECTED PROGRAM PARTICIPANTS**

The most common infectious diseases include pneumonia, tuberculosis, diarrheal diseases, malaria, measles, and cholera. Transmission of an infectious disease may occur though several pathways, including through contact with infected individuals, by water, food, skin contact, body fluids, or airborne inhalation.

**Program Leaders:**

1. Determine the urgency of the situation and contact the Center for Global Education (262-472-5759).
2. Obtain information from the U.S. Embassy or Consulate regarding the potential threat, existence of local medical facilities, local resources and medical advice as to how to deal with symptoms until medical help is obtained.
3. Secure medical services for participants who may have been infected.

**Center for Global Education:**

1. Activate the ICMP Team to create a plan and monitor situation and develop an evacuation plan if necessary.
2. Contact the U.S. Department of State, Center for Disease Control, and World Health Organization.
3. Contact participant “Emergency Contacts” to inform them of the situation and UW-Whitewater’s response and provide updates as necessary.
4. Maintain contact with program leader for updates and decisions.