Emergency Protocol

- In case of an emergency involving participants on international programs:
  - Immediately call Messiah College 24-Hour Dispatch: 717.691.6005
    - Outline nature of emergency
    - Leave number where can be reached
  - Dispatch will notify Kathie Shafer, VP of Operations
  - Dispatch will notify the Intercultural Office:
    - Faith Minnich Kjesbo, Director of the Intercultural Office
      Office Ext.: 7373
      Cell: 717.805.2235
    - Wendy Lippert, Assistant Director of Off-Campus Programs
      Office Ext.: 6089
      Cell: 717.877.9501
    - Kris Hansen-Kieffer, Vice Provost / Dean of Students
      Office Ext.: 3760
      Home: 717.432.9395
      Cell: 717.265.4292
  - The Intercultural Office will call leader back immediately to assess situation and develop crisis management plan with appropriate College personnel:
    - For Agape Center-related issues:
      - Ashley Sheaffer, Director of the Agape Center
        Office Ext. 7235
        Cell: 717.756.2538
    - For international Sports Team issues:
      - Aaron Faro, Athletics Recruitment Coordinator
        Office Ext.: 2690
    - For International Business Institute issues:
      - Caroline Mauer, Dean of the School of Science, Engineering and Health
        Office Ext.: 3977
    - For the Collaboratory issues:
      - Rodney Green, Manager of the Collaboratory
        Office Ext.: 7226
        Cell: 717.713.6550
    - For cross-cultural course issues:
      - Robin Lauermann, Assistant Dean of General Education and Common Learning
        Office Ext.: 2410
    - For general student health issues:
      - Eleanor Muir, Director of Counseling and Health Services,
        Office Ext.: 7084
      - Betsey A. Miller, MSN, CRNP, Nurse Practitioner
        Office Ext.: 7331
        Cell: 717.215.7143
Protocol for Illness

- Student Illness:
  - If a student exhibits signs of illness:
    - Begin a written log of symptoms, communications, and actions as the situation progresses including date, time, actions taken, etc.
    - Provide independent lodging for student and encourage sleep
    - Assess for flu-like symptoms:
      - Body aches? Head ache? Vomiting?
    - Take student temperature:
      - If fever is under 100° continue to monitor for 24 hours
      - If fever is 100° or higher, initiate Emergency Protocol (see first page)
  - If possible, keep student quarantined until symptoms subside
  - If symptoms persist or worsen:
    - Consult with Messiah International Programs Office
    - Co-leader will transport student to nearest medical facility
      - Take MEDEX Insurance card and ask for receipts for all payments
      - Submit receipts to Intercultural Office upon return stateside
  - Main leader will continue to deliver the course/trip, keeping in contact with co-leader
  - Co-leader will remain in constant contact with Intercultural Office regarding student health and situation status
    - Intercultural Office will:
      - Contact student’s designated emergency contacts to appraise of situation
      - Contact appropriate on-campus personnel
      - If necessary, assist with logistics for student emergency contact’s flight to student location
    - Co-leader will stay with student until released or until:
      - Student emergency contact arrives and takes control of the student’s healthcare; OR
      - Intercultural Office authorizes early departure to re-join group.
  - Co-leader will then rejoin the group at first convenience
  - Student will remain in care of emergency contact until able to return home with emergency contact upon discharge

- Leader Illness:
  - If group WITH co-leader:
    - Immediately initiate Emergency Protocol (see first page)
    - Begin a written log of symptoms, communications, and actions as the situation progresses including date, time, actions taken, etc.
    - Intercultural Office will:
      - Contact designated emergency contacts to appraise of situation
      - Contact appropriate on-campus personnel
      - If necessary, assist with logistics for leader emergency contact’s flight to location
    - Healthy co-leader will remain in constant contact with Intercultural Office regarding situation status
    - Healthy co-leader will continue to deliver the course/trip, keeping in contact with co-leader
  - If group WITHOUT co-leader:
    - Immediately initiate Emergency Protocol (see first page)
    - Intercultural Office will:
      - Contact predetermined alternate leader and designated emergency contacts to appraise of situation
      - Contact appropriate on-campus personnel
      - If necessary, arrange for alternate leader and/or emergency contact flight to location
    - Leader will identify student as group contact with Intercultural Office
    - If health worsens:
• Intercultural Office sends alternate leader from US to connect with group and provide logistical and/or instructional support to students
• Leader contacts in-country friend, organization representative, or family member to assist with students until alternate leader arrives
• Leader secures safe location for students before going to clinic or hospital
• Intercultural Office assists student contact or in-country contact in arranging accommodations, food, cash flow, etc., for group until alternate leader arrives
• Intercultural Office consults with appropriate on-campus personnel to decide whether to bring all students home, or continue with trip with alternate leader

Protocol for Home-stays
• For cross-cultural courses where students participate in home-stays:
  o General guidelines:
    ▪ Assure students have a means of communicating with leader during home stay
    ▪ Do not send students to a home-stay where a family member is exhibiting signs of illness
    ▪ Err on the side of health, not cultural sensitivity or academics
  o If a student exhibits signs of illness prior to or during home-stay:
    ▪ Exempt student from home-stay experience
    ▪ Initiate Protocol for Illness (see above)
  o If home-stay family member exhibits signs of illness:
    ▪ Student immediately contacts leader
    ▪ Leader arranges to bring student back to main location
    ▪ If leader is able to find an alternate home-stay for student, they will be relocated. If not, student will be exempt from home-stay experience.

Protocol for Financial Considerations due to Course/Trip Cancellation or Evacuation
• In the event a student or group needs to be evacuated, or a trip is canceled for any reason, clearly communicate to participants that the College will work to potentially recover any monies possible related to the experience abroad, but that any potential refunds will not be decided until after participants return to the United States.

Protocol for Death of a Student Overseas
- Verify ID. Verify identity of student.
- Gather information. Gather as much information as possible about the circumstances surrounding the student’s death. Be sure to gather and keep any receipts for expenditures relating to incident for insurance reimbursement.
- Begin written log. Begin a written log of communications and actions as the crisis progresses. Include as many details as possible about location, timing of events, and witnesses. Itemize all steps taken before, during and after the death.
- Notify Messiah Dispatch Office. Notify the 24 Hour Dispatch Office at Messiah College (717.766.2515), which will contact the appropriate College individuals (as elaborated in the Emergency Contact Binder). It is critically important to leave phone and fax number where you can be most easily reached over the next 24 - 48 hours.
- Notify U.S. Embassy or Consulate. Notify the U.S. Embassy or Consulate of student’s death. Request name of the U.S. Consular Officer assigned to the case. If deceased student is not a U.S. Citizen, work with College to notify appropriate Embassy.
- Request witness statements. Request that all students and affected participants prepare signed and dated witness statements while details are still fresh in their minds.
- Obtain death certificate. Obtain a foreign death certificate (will be issued in the local language) and provide essential information for preparation of the consular “Report of Death of an American Citizen Abroad.” (Reports of Death can take as long as six weeks to be completed.) Your Consular Officer will assist with this process. The latter is generally the preferred document for any legal proceedings in the United States.
- Communicate with Messiah on-campus liaison. Consult Messiah liaison to assure family has been notified.
- Arrange for repatriation. Consult with International Programs (who will be in contact with the family) and U.S. Consular Services in arranging for embalming and repatriation of remains. To facilitate U.S. Customs
clearance and satisfy U.S. Public Health requirements, the remains should be embalmed and accompanied by a consular mortuary certificate, a foreign death certificate (if available), an affidavit of the foreign funeral director, and a transit permit.

- **Mortuary Certificate and Affidavit.** The U.S. Consular Officer will ensure that the required consular mortuary certificate and affidavit is executed by the local (overseas) funeral director. This affidavit attests to the fact that the casket contains only the remains of the deceased and the necessary clothing and packing materials.
- **Transit permit.** In addition, the U.S. Consular Officer will ensure that a transit permit accompanies the remains. The transit permit is issued by local health authorities at the port of embarkation.
- **Transportation.** Receive and assist parents and/or designated college official (with airport pick-up and accommodations) arriving to accompany body back to the U.S.
- **Bill of Lading.** If the remains are not accompanied by a passenger, a bill of lading must be issued by the airline company to cover the transport.
- **Student belongings.** Arrange to have student belongings shipped home to family.

☐ **Arrange in-country care for remaining students:**

- **Group meeting.** Call student group together to communicate accurate information about the student’s death along with resources which will be made available to students for processing their grief.
- **In-country pastoral/counseling care.** Designate second on-site leader or an in-country resource to provide pastoral care to the student group as the primary on-site leader is occupied with logistical arrangements surrounding the death.

☐ **Discuss options.** Consult with Intercultural Office (who will consult appropriate on-campus administrators) to determine whether the experience should continue or be cancelled.

- **If canceled, work with the Intercultural Office to arrange flights home for students.**
- **If applicable, consider extending course work deadlines and deferring assessments/exams as appropriate.**

☐ **Media coverage.** Do not speak with the U.S. or host country press corps. All statements to the press will be made by and referred to Messiah’s Director of Public Relations. It is critically important that public statements be factually correct, are not contradictory, and do not speculate as to blame or liability.

☐ **Final written summary.** Upon returning home, the faculty leader should finalize the written summary of all critical events and submit copies to International Programs, College Counsel, the Provost’s Office and the Vice President for Finance.

**Protocol for Off-Campus Sexual Assault**

Adapted from the University of Southern California’s Overseas Sexual Assault Protocol: [https://studentaffairs.usc.edu/files/2012/04/Overseas-Sexual-Assault-Protocol-for-Coordinators.pdf](https://studentaffairs.usc.edu/files/2012/04/Overseas-Sexual-Assault-Protocol-for-Coordinators.pdf)

The following are general guidelines on how to respond to students who are victims of a sexual assault while on one of Messiah’s approved off-campus experiences. Leaders will be provided training on this protocol prior to the departure of their experience off-campus.

A variety of offices at Messiah College can provide information on appropriate and compassionate response to a victim of sexual assault, including:

- Human Resources and Compliance (Amanda Coffey) at 717.796.5300 or A Coffey@messiah.edu.
- Department of Safety (Cindy Burger) at 717.691.6005 or CBurger@messiah.edu.
- Division of Student Affairs (Kris Hansen-Kieffer/Doug Wood) at 717.796.5234 or KHansen@messiah.edu or DWood@messiah.edu.
- Or, if the student requires anonymous reporting, The Engle Health & Counseling Center (Eleanor Muir) at 717.766.2511 x6035 or EMuir@messiah.edu.

Any of these offices can assist in responding to an assault, moving the process forward, and overseeing the documentation process.

Victims of sexual assault may be men or women. Ninety-nine percent of perpetrators are male regardless of the victim’s gender. In this document the victim is referred to as “her,” with the acknowledgement that this is for the sake of clarity and continuity.
In the event a sexual assault occurs during your supervision of an off-campus trip, you may be called upon by the victim to provide assistance and referral for medical, emotional, and legal care. Following are some steps that administrators and trip leaders should take pre-assault and post-assault:

- **Pre-departure**
  - Discuss the issues with students before departing. Make sure at pre-departure orientation the issue of sexual assault is addressed. Emergency contact information and other materials should be given to students and there should be written verification that they received them. This is primarily done through Messiah’s online application system, Terra Dotta, coordinated and administered by the Intercultural Office.
  - Keep a current file. All information regarding what to do and who to contact should be kept in an easily accessible file and updated so that it is always current. This information can also be found on the Intercultural Office website at [http://www.messiah.edu/info/20913/health_and_safety/1359/incident_reporting](http://www.messiah.edu/info/20913/health_and_safety/1359/incident_reporting)
  - Discuss the importance of notification. Let students know that reporting any type of gender based harm, including sexual assault, is considered courageous and will be met with empathy. The College will advocate on behalf of the victim as is deemed appropriate.

- **After Assault** – The first concern is always the immediate physical and emotional well being of the student, but there are many post assault related issues. There is no typical reaction to being sexually assaulted. Victims present with varying affect and concerns. Some victims cry, some appear blunted, and some express rage. Be empathetic and accept and take the following steps:
  - Let the student make decisions. The victim may feel helpless and powerless. Allowing the victim to make decisions regarding her emotional and physical well-being helps to re-establish her feeling of self-determination. Ask her clear and focused questions and accept her choices, “Do you want to go to the police?” “Where would you like to stay tonight?” “Who do you want to stay with?” Honor her decisions even if they conflict with your beliefs.
  - Be supportive. Remember your first priority is to be supportive. Do not attempt to persuade the student to follow a certain course of action or try to force her to do something she doesn’t want to do. Maintain your role as advocate for the choices she makes. Provide an empathetic and compassionate listening ear. Be careful to avoid questions that may insinuate blame or guilt such as, “How could you go to a place like that?” or “Why would you go out with a man you barely know?” Remember, sexual assault is a crime of power and she is a victim of the crime. The victim may feel embarrassment, shame, anger, anxiety, fear, and helplessness. Accept her feelings by actively listening to her concerns and validating her decision to seek out help.
  - Make sure the student feels safe. Help to restore a sense of security for the student. If she does not feel safe in her room or with her host family, arrange for her to stay in a hotel with a friend. Allow the student to tell you what she thinks would make her feel safe. Explore suggested options with the student.
  - Activate your contact list. After you have spoken with the student using the above guidelines, make contact with other entities as appropriate and based on the student’s wishes.
    - **Messiah College 24-hour Dispatch Office.** Dispatch has a call tree of on-campus administrators who will be notified, including:
      - Director of the Intercultural Office
      - Vice Provost/Dean of Students
      - VP of Operations
      - VP of Human Resources and Compliance
      - Director of Safety
      - Director of the Engle Health & Counseling Center
      - Other administrators as appropriate.
    - **UnitedHealthcare Global.** As soon as possible after a report of a sexual assault, call UnitedHealthcare Global at the phone number listed on your identification card or call collect from anywhere in the world at (401) 453-6330. UnitedHealthcare Global will assist in all cases where a member has been sexually assaulted. All actions taken will be done to maintain the safety, respect, and dignity of the victim, and to guide her/him to medical, legal and counseling resources. UnitedHealthcare Global will assist with the following but are not limited to:
• Helping the member locate the nearest embassy or consulate;
• Contacting emergency services;
• Filing a police report and legal recourse;
• Encouraging the member to seek medical assistance;
• Advising the member to preserve as much evidence as possible by placing clothing in a paper bag, not drinking, eating, showering, brushing teeth or rinsing mouth;
• Assisting the member with seeking medical evaluation and treatment; and
• Offer a referral for post-incident counseling.

 Closest US Embassy or Consulate. Consular officers are available around the clock to help the students obtain medical care, explain the local criminal justice process, and connect students to local and U.S.-based resources. Embassy or consulate staff can help the student understand whether police agencies may handle an investigation differently—slower (or not at all), less delicately, or otherwise—than police in the United States. Regardless, documentation of as much information as possible, as quickly as possible is very important. Note that consular officers cannot investigate crimes or provide legal advice.

 Local police. Many foreign law enforcement agencies will not begin to investigate unless a report has been filed. If possible, students should ask for a copy of the police report.

 Suggest the student call her parents or guardians.

 Remind the student of resources available upon returning to campus.
  o Provide accompaniment. Someone of her choosing should accompany the student on assault related follow-up: to the hospital, to the police station, to her apartment, etc.
  o Maintain a level of confidentiality. Let her know you are obligated to contact the College and report the incident. Advise the student who you’re calling and why. Allow her to choose whether or not to contact additional support and resources.
  o Document everything. Take copious notes. Create a chronology of events. What you want to capture is the following:
    ▪ A description of the assault: who, where, when, how. Include date and time.
    ▪ Location of medical facility and date/time taken there. Record what was said between the medical staff, the student, and whoever else is present.
    ▪ The time of each of your contacts and what transpired.
    ▪ Document the conversations you have with the student. Identify who is present, what’s discussed, and what decisions the student makes.
    ▪ Date and time the US Embassy/Consulate and local police are notified. Document what transpires between the student and the police.
    ▪ Keep documenting until the designated College contact tells you to stop.
  o Support other students on trip. Call the student group together to communicate a difficult situation has taken place that is protected by confidentiality. Students should be encouraged to not speculate on the incident, nor communicate back to family, friends, or the public in general (via Facebook, email or otherwise) about the facts or perceptions of the incident. Designate a secondary on-site leader or in-country partner to provide care and support to the student group while the primary on-site leader continues to support the impacted student(s).
  o Work with College administrators to determine next steps. Keep an open line of communication with the College to determine how to appropriate determine next steps as the situation continues to develop and evolve.

This document is a condensed version of the U.S. Peace Corps “Rape Response Handbook” which can be found at the Center for Global Education website: http://globaled.us/Peacecorps/Rape-Response-Handbook.Asp