Elizabethtown College

Emergency Response Manual
For Overseas Programs

A Manual for Study Abroad Faculty Directors

Office of International Programs
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(The following material is adapted from the Georgetown University Emergency Response Manual for Overseas Contacts, 1998)
Introduction

Purpose of Handbook

The health and safety of program participants have always been of primary concern for Elizabethtown College. This handbook is an attempt to put in writing an understanding of professional responsibilities in these areas and to clarify the lines of communication between Elizabethtown College faculty directors of short-term study abroad programs and College administrators on the home campus in case an emergency should occur overseas.

Recently, U.S. students who have been harmed while studying abroad and/or their parents have filed a number of lawsuits against U.S. universities and other agencies that sponsor overseas studies programs. These cases have prompted U.S. universities that provide study abroad programs to re-evaluate their programs and procedures in order to make sure that significant steps are being taken to assure the safety of our students. As you probably know, a unique characteristic of U.S. society is the degree to which lawsuits are a reality of everyday life. When reviewing cases brought against U.S. universities and other study abroad providers, the courts have looked to see that the persons who are responsible for the students have used “reasonable care” or “due diligence” in designing and operating their programs. “Due diligence” indicates that the people in charge have been responsible in helping a student to avoid harm to himself/herself or his/her property.

Another legal issue that has come to the forefront is a question of the degree to which the duty of “in loco parentis” applies to overseas studies programs. “In loco parentis” means that the university, or overseas studies program, assumes the legal role of the student’s parents. The courts have generally found that “in loco parentis” does not apply on the campus of the home university. However, it does appear that the courts are taking a different view overseas where a student’s lack of familiarity with the host country and culture causes the student to need more support. Pragmatically, this has meant that the courts are holding the universities responsible for conveying to the students enough information to ensure their safety in an unfamiliar environment. This includes providing information regarding the host country and culture through comprehensive orientations, written materials, and individual student advising.

In this handbook, we will attempt to clarify Elizabethtown College’s expectations regarding the measures which, under U.S. law, should be taken by our faculty directors to ensure the safety of our students. Specifically, we will indicate the information and advising that Elizabethtown College provides to students as well as the information and advising that our faculty directors need to provide. We will also outline procedures for dealing with a crisis situation and for ensuring clear communication with Elizabethtown College in such an event. Obviously each individual situation will demand a unique response, and we trust your judgment as professionals working in conjunction with Elizabethtown College in weighing all of the factors and taking appropriate action within the guidelines provided. As Elizabethtown College’s primary contacts overseas, you serve as our
students’ main link with their home campus. Of particular value to us is your knowledge of the country and culture in which the student is studying, your experience in advising and counseling students, and the day-to-day contact that you will provide for our students while you are overseas. Before students leave Elizabethtown College, we give them as much specific information as possible in pre-departure materials and orientations. However, we recognize that much of the specific information that students need is better imparted and received overseas.

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**Emergency Contact Numbers**

In any emergency situation, you will need to be in contact with the Office of International Programs at Elizabethtown College and the appropriate staff member from the International Programs office. Following is a listing of important contact numbers.

**Office of International Programs:** (717) 361-1147/1347 (Monday- Friday 8:00 AM-5:00 PM Eastern Standard Time)

24 hour Emergency Contact number: (717) 361-1263 (This is the EC Department of Public Safety. They will contact the IP Director.)

International SOS (SOS) 24 hour emergency numbers:

<table>
<thead>
<tr>
<th>SOS 24-Hour Alarm Centers</th>
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<tbody>
<tr>
<td>If calling from the US, Mexico, Central or South America: Philadelphia, PA</td>
<td></td>
</tr>
<tr>
<td>24 hours:</td>
<td>1-215-942-8226 (call collect where available)</td>
</tr>
<tr>
<td>Within U.S.A. call:</td>
<td>1-800-523-6586</td>
</tr>
</tbody>
</table>

| If calling from Europe, CIS, Africa or the Middle East: London, England |  |
| 24 hours: | 44-20-8762-8008 (call collect where available) |

| If calling from Asia, Australia or the Pacific Rim: Singapore |  |
| 24 hours: | 65-6338-7800 (call collect where available) |

Additional Alarm Center and Clinic contact information can be found at the SOS website at www.internationalsos.com/world-network
EC Crisis Management Team (home telephone numbers). NOTE: Please do not give these numbers to students. They are for your use only (Please see Appendix II for all Crisis Management Team contacts):

Amy Simes, Director, International Programs, (717) 449-8646
Center for Global Citizenship

Kristi Syrdahl, International Student Advisor (717) 449-2517
International Programs
Center for Global Citizenship

Kay Wolf, Administrative Assistant (717) 361-1147
Center for Global Citizenship

Section 1: Health Emergencies

Health Insurance in the United States:

This introduction is intended to provide you with basic information about health care and insurance in the U.S. so that you will be better able to assist EC students with medical situations.

As you probably know, there is no national health care system in the U.S. Instead, Americans enroll in private health insurance programs. Typically, Americans are insured through health insurance policies which are part of a benefit package offered by their employers. Despite cost-sharing between employers and their employees, health insurance is expensive in the U.S. Americans are accustomed to paying for more than just the health insurance premium. Insurance policies require patients to pay part of their health care costs.

As the cost of medical care has skyrocketed in the U.S., health insurance companies have become more stringent with regards to what medical services they will cover. A list of covered services is normally provided as part of the health insurance policy. However, insurance companies sometimes question whether the patient actually needs certain medical services even if they are recommended by the patient’s doctor. This can be a cause of great stress to the patient and his/her family. This factor, however, should never prevent you from encouraging a student to obtain the medical attention that he/she needs.

Elizabethtown College requires that all EC students have insurance coverage through a comprehensive insurance plan that provides coverage while they are overseas. Some students are insured through their parents’ insurance policies, some through policies that specialize in coverage for study abroad students. It is the responsibility of the student to understand his/her health insurance policy. During pre-departure orientation at EC we provide information about
various overseas health insurance policies and how these policies can be used in order to make certain that all students are prepared in the event of illness overseas. In a medical emergency, EC students will be asked to pay for all medical expenses up front and will be reimbursed at a later date for a portion of these expenses (generally 70%) by their U.S. health insurance policies, not by Elizabethtown College (EC). If students are having difficulties securing treatment because they do not have enough money with them, they have been instructed to call collect the 24 hour traveler’s assistance service that is a benefit of their International SOS card (see below).

**International SOS Traveler’s Assistance**

All EC students on your program also have travel assistance coverage through the International SOS plan. This assistance provides Medical Evacuation or “Medivac” coverage (in the event that a student needs to be transported to another country in order to obtain medical care). The SOS policy also provides **24-hour travelers’ assistance numbers that students can call collect** from most countries in the world. As indicated above, students have been instructed to call these numbers if they are having difficulty obtaining treatment. In addition to financial assistance, the local SOS office offers help in translation and interpretation.

**WHAT STUDENTS KNOW BEFORE THEY GO:** During our pre-departure orientations at EC we concentrate on health and safety issues. In regard to health, all students are provided with information about the use of health insurance policies, basic information regarding the health care system of the host country, and guidelines regarding transporting prescription medications overseas. We provide instruction on what to do if they become ill overseas (i.e., they should inform you first and seek appropriate medical care before calling home for reassurance). Where applicable, we provide information on necessary immunizations, anti-malarials, malaria prevention and basic food and water safety. In these cases, students are given printouts from the Center for Disease Control (CDC) web page and are advised to check this site regularly [http://www.cdc.gov](http://www.cdc.gov).

**WHAT STUDENTS NEED ON-SITE:** During the on-site orientation, however, you are in a better position to provide information regarding local doctors and hospitals as well as information concerning the health care system of the host country. We ask that you review procedures for dealing with illness so that students are encouraged to take appropriate action before calling their parents and unnecessarily alarming them.

Students need to have a 24 hour number where they can contact you, or another university representative or program contact, in the event of serious illness or injury and you will be expected to provide such a number by Elizabethtown College (who will provide you with a tri-band cell phone). Emergency procedures are detailed in the section that follows.
EMERGENCY PROCEDURES

A. SERIOUS ACCIDENT OR ILLNESS

Not Leading to Immediate Death of Student

Typical problem  * Auto accidents, recreational injury, serious illness, drug overdose, loss of consciousness

RESPONSE (in all cases, the person overseas charged with responsibility for EC students is referred to as the “EC Overseas Program Contact”)

1. Assist the student in finding appropriate medical care in a hospital/clinic which you trust. Assess the extent or severity of the accident/illness, usually through talking with the physician treating the student. Keep a log that will include notes regarding the circumstances leading up to the accident/illness, the outcome of any discussions with the attending physician, notes from conversations with Elizabethtown College personnel and the course of the medical treatment as it progresses.

2. Contact the Director of the Center for Global Citizenship and brief him about the student’s condition (see “Emergency Contact Numbers” p. 5). The Director of the Center for Global Citizenship consults with the IP Director of the CGC. With all due attention to maintaining the privacy of the injured person, the EC Director of the Center for Global Citizenship and the overseas contact follow steps 3-10.

3. Depending on the severity of injury/illness, the EC Director of the Center for Global Citizenship or the IP Director contacts the person designated by the student as “Emergency Contact.”

4. The attending physician monitors the emergency situation as it develops and briefs the Overseas Program Contact, who, in turn briefs Elizabethtown College. In some cases, the student may need to be evacuated in order to receive appropriate medical treatment. All students have travel assistance to cover medical evacuation (please see “International SOS Traveler’s Assistance,” p. 6).

5. The EC Director of the Center for Global Citizenship or the IP Director may consult with the EC Health Clinic to obtain a second opinion in regard to the medical protocol. Where feasible, the physician at the EC Student Health Clinic may be put in contact with the host country physician treating the student.

6. The Elizabethtown College Director of the Center for Global Citizenship or the IP Director may inform other campus officials such as the Provost, the student’s academic advisor, and other appropriate Elizabethtown College offices as soon as possible. If it appears necessary, a Crisis
Management Team, including (in rare instances) a consulting physician from EC Student Health, will be convened.

7. If appropriate, the Elizabethtown College Director of the Center for Global Citizenship will inform the Elizabethtown College Director of Marketing and Media Relations to prepare for media inquiries. The Elizabethtown College Director of the Center for Global Citizenship or IP Director will brief you in order to prepare you for media inquiries (please also see “Guidelines for Media Inquiries,” p. 23).

8. The Overseas Program Contact informs any additional professors at the host university that the student will be absent from classes.

9. The Overseas Program Contact and the EC Director of the Center for Global Citizenship provide appropriate information and reassurances to other Elizabethtown College program participants.

10. In the unfortunate case of the death of a student, protocol for “Death of Student” is activated.

**B. Psychiatric Emergencies: Disruptive Behavior, Psychotic Behavior, Suicide Attempt**

**Typical Problem**

* A student is exhibiting severe disruptive behavior that appears to have a psychiatric basis

* A student is believed to be severely emotionally disturbed and is creating disturbances or is a danger to self or others

* A student has made a suicide attempt or threat or has spoken with someone about the plan to do so

* A student is severely disruptive due to alcohol or drug use

**RESPONSE** (in all cases, the person overseas charged with responsibility for EC students is referred to as the “EC Overseas Program Contact”)

1. The EC Overseas Program Contact should talk to the participant and identify as many key people in the situation as possible.

2. The EC Overseas Contact should gather information on the actual behavior exhibited and the history of the problem. Begin keeping a written log of this information. Continue keeping a log as the crisis develops.

3. The EC Overseas Program Contact should assess the extent of the emergency.
4. The EC Overseas Program Contact should assess the student’s support network (family, friends, roommates, etc.).

5. The EC Overseas Program Contact should assess whether or not the student will voluntarily seek help.

A. If Yes, the EC Overseas Program Contact should follow the procedures below. If no, see B.

**Emergency Protocol**

- Arrange to have the student seen by a counseling professional immediately. Have the student escorted to the designated location of the appointment by the faculty director and any additional supportive individuals who are available.
- If necessary, arrange with SOS and carry out hospitalization.
- Contact the Elizabethtown College Director of the Center for Global Citizenship and provide details of the situation (see “Emergency Contact Numbers” p. 5). The Elizabethtown College Director of the Center for Global Citizenship or the IP Director will consult with the Director of Elizabethtown College’s office of Counseling Services. The Director of Counseling Services will be available to consult regarding appropriate treatment for the student’s condition. Where possible, the Director of Counseling Services will be put in contact with the host country person treating the student’s condition. In some cases, a student may need to be evacuated in order to receive appropriate treatment (see “International SOS Traveler’s Assistance,” p. 6).
- With the student’s consent, arrange to notify his/her designated “Emergency Contact” and other involved parties or family members on a need-to-know basis.
- In the absence of consent, work with information that is available from non-privileged sources in planning follow-up support.
- Prepare to assist and support other involved persons using available resources.
- NOTE: If the student’s behavior remains a serious impediment to the educational process or a threat to safety, contact the EC Director of the Center for Global Citizenship. He will work with the EC IP Director, Director of Counseling Services, and other appropriate Elizabethtown College personnel to determine what other measures are necessary.

B. If Student will NOT voluntarily seek help and appears to be dangerous to self and/or others, the Overseas Program Contact should follow the procedures below: (If a student will not seek help and does not appear to be a threat to self/others, see C.) In all cases, continue to keep a detailed log of all events concerning this situation.

- Assess who can be called upon to persuade the student to seek help (i.e., friend, roommate, or therapist). Work with those people to persuade the student to obtain treatment.
- Continue to encourage the student to seek help.
Contact the Elizabethtown College Director of the Center for Global Citizenship and brief her regarding the details of situation (See “Emergency Contact Numbers” p. 5). The Elizabethtown College Director of the Center for Global Citizenship or the IP Director will consult with the Director of Elizabethtown College’s office of Counseling Services. The Director of Counseling Services will be available to consult regarding appropriate treatment for the student’s condition. Where possible, the Director of Counseling Services will be put in contact with the host country person treating the student’s condition.

If appropriate, and if such procedures exist in the host country, in certain cases the Overseas Program Contact may petition to have the student involuntarily committed to the hospital. In most circumstances, however, arrangements will be made to have the student sent back to the United States for hospitalization.

C. If the student will not voluntarily seek help BUT does not appear to be dangerous to self and/or others, the Overseas Program Contact should follow the procedures below:

- Assess who can be called upon to persuade the student to seek help. Work with those persons to persuade the student to obtain treatment.
- Continue to encourage the student to seek treatment.
- As soon as the student is stable, contact the appropriate Elizabethtown College Director of the Center for Global Citizenship or the IP Director and brief her regarding the details of situation (See “Emergency Contact Numbers” p. 5). The Elizabethtown College Director of the Center for Global Citizenship or the IP Director will consult with the Director of Elizabethtown College’s Office of Counseling Services. The Director of Counseling Services will be available to consult regarding appropriate treatment for the student’s condition. Where possible, the Director of Counseling Services will be put in contact with the host country person treating the student’s condition.
- Establish behavioral limits and carry them out to the extent that the student will cooperate.
- If the student is breaking the law (i.e., vandalism, destruction of property) and continues to refuse to seek help, the Elizabethtown College Director of the Center for Global Citizenship or the IP Director will consult with the Director Elizabethtown College’s Office of Counseling Services and EC’s Dean of Students. The Director of Counseling Services will advise regarding appropriate treatment for the student’s condition.
- If disruptive behavior continues, notify and brief the Director of the Center for Global Citizenship at EC. He will determine, after consultation with University Counseling Services, the IP Director and other involved personnel, the need for other emergency measures as may be appropriate, including suspension from the overseas studies program.
C. Potentially Serious Mental Health Problems

Typical Problem

* Student is missing classes
* Student asks to take less than a full academic program
* Student withdraws from friends and favorite activities
* Student’s host family or hostel reports unusual behavior

Possible Causes

* Clinical Depression
* Eating Disorder (Anorexia or Bulimia)
* Alcoholism

- **Note:** Obviously these are just a few of the many possible causes of the typical problems described above.

RESPONSE (in all cases, the person overseas charged with responsibility for EC students is referred to as the “EC Overseas Program Contact”). The EC Overseas Program Contact should:

- Gather details about the situation. Make notes of these.
- Contact the Director of the Center for Global Citizenship at Elizabethtown College and inform him of your observations (See “Emergency Contact Numbers,” p. 5). He will contact the Director of Elizabethtown College’s Office of Counseling Services. The Director of Counseling Services will discuss potential causes of the student’s behavior and an appropriate course of action.
- The EC Director of the Center for Global Citizenship will inform the EC Overseas Program Contact of the recommendations of the Director of Counseling Services. If follow-up, such as locating an appropriate psychologist/psychiatrist, is required the EC Director of the Center for Global Citizenship, in conjunction with the Director of Counseling Services, will work with the Overseas Program Contact to arrange this.
- If it is recommended that a student see a psychologist/psychiatrist, with the student’s approval, the Director of Counseling Services will be put in contact with the host country person treating the student’s condition and will monitor this treatment.
- The EC Overseas Program Contact will inform the EC Director of the Center for Global Citizenship of any changes in the student’s behavior.
Section 2: Legal Emergencies

In the history of Elizabethtown College’s overseas studies programs, only a small number of students have been victims of crimes. Even fewer have committed crimes. In this section, we will detail what students are told before they leave EC regarding legal issues as well as the type of information that we would like for them to receive on-site in this regard. General guidelines for support, intervention, and communication in event of a legal emergency will be detailed.

WHAT STUDENTS KNOW BEFORE THEY GO:

Crimes Against a Student: Since Elizabethtown College is located in Elizabethtown, Pennsylvania, a small town with a fairly low crime rate, many EC students may be unfamiliar with the precautions that one can take to avoid being a victim of a crime in an urban area. During pre-departure orientation, the International Programs (IP) Director of the Center for Global Citizenship stresses that students will need to take special precautions while abroad. In the EC pre-departure orientation guidelines, students are provided with additional tips for protecting themselves and their belongings while traveling. In the pre-departure information given to students, EC provides information regarding services to U.S. citizens that are provided by the U.S. Department of State abroad and stresses the importance of registering their passports with the U.S. consulate or other appropriate consulate (if necessary). Please be prepared to give specific directions to the U.S. consulate or other appropriate consulate and follow-up to ensure that students will be able to register their passports in the event of a crisis. The IP Director of the Center for Global Citizenship at EC also provides students with web links to “Consular Information Sheets” issued by the U.S. Department of State http://travel.state.gov. These sheets list information about crime in the country where the EC student will be studying and suggested precautions. Students are advised to consult the U.S. Department of State web page for updates. In addition, EC faculty members with expertise regarding the host country, or natives of the country, lecture at orientations and point out any areas of the host country that may experience political instability that would pose a risk to the student’s safety. While important, these are clearly no substitute for your firsthand knowledge regarding potentially unsafe areas of the city and/or country where the student is studying. Obviously, you are in a better position to alert students to these and to monitor any unstable situations that may arise.

Crimes Committed by a Student: During orientation at Elizabethtown College, students are told that they are subject to the laws of the host country in which they are studying or traveling. Students are informed that the U.S. Embassy can not get them out of jail if they commit a crime overseas, and that all the U.S. Embassy can do is try to ensure that their human rights are not violated.

WHAT STUDENTS NEED ON-SITE: Much of what students need to learn on site has been mentioned above. A few particularly important points are reiterated below.
A. Crimes Against a Student
While students receive general information from the U.S. Department of State prior to departure, as our faculty contact, you have more direct access to information regarding the safety of various areas of the host city and, if applicable, various regions of the host county. We would like to have our students briefed regarding this information during their orientation week. While some of our students may be used to living in a large city, they will not be attuned to all of the nuances of safe and unsafe behavior in their new city, particularly when these may be due to cultural differences. We highly appreciate any guidelines for appropriate behavior that you are able to provide.

B. Crimes Committed by a Student
During on-site orientation, EC would like for you to reinforce to our students the fact that they are now subject to the laws of the country in which they are studying or traveling. We would also like for you to highlight important differences between the U.S. laws and those of the host country where the student will be studying, particularly in relation to illegal drugs and, if applicable, alcohol and sexual behavior.

EMERGENCY PROCEDURES

A. Crime Against a Student not including Sexual Assault

Typical Problem  * A student is a victim of a robbery, an assault or a fight.

Note:  For Sexual Assault see p. 14  
   For Serious Injury see p. 7

RESPONSE (in all cases, the person overseas charged with responsibility for EC students is referred to as the “EC Overseas Program Contact”). The EC Overseas Program Contact should:

- Contact local campus security and/or the local police.
- Ensure that the physical and emotional needs of the student(s) are being attended to.
- Talk to the person who reported the crime; identify as many of the key persons involved and facts as possible. Determine identity and present location of the victim(s) and perpetrator(s). Keep a log of all facts obtained.
- Contact the Elizabethtown College Director of the Center for Global Citizenship (see “Emergency Contact Numbers,” p. 5). In conjunction with the Provost’s Office at
Elizabethtown College, we will determine which people at Elizabethtown College need to be involved in order to ensure necessary support to the victims and the community.

- For serious injury see protocol for *accident or serious injury not leading to immediate death of a student* (p. 7).
- When a victim exhibits fear/fright or shock, activate protocol for psychiatric emergencies (p. 8)

- Brief the Director of the Center for Global Citizenship at Elizabethtown College on at least a daily basis until the crisis has subsided. Inform him of any media inquiries.

- *What if you are contacted by a representative of the press?* Contact the EC Director of the Center for Global Citizenship before you respond. The EC Center for Global Citizenship, working with the EC Director of Marketing and Media Relations, will develop responses to media inquiries and make these available to you. Please see the section of the handbook entitled “Guidelines for Media Inquiries, p. 23.”

### B. Crime Against a Student: Sexual Assault

**Typical Problem**

* A student is a victim of rape, attempted rape, or other violent sexual assault

**RESPONSE (in all cases, the person overseas charged with responsibility for EC students is referred to as the “EC Overseas Program Contact”)*

**The EC Overseas Program Contact should:**

- Talk to the person reporting the crime, and determine the identity and location of the victim.
- Clarify with the student the degree to which he/she wishes to involve local authorities, i.e., the university and local police.
- Discern any obvious physical and emotional disturbance.
- If there is obvious physical injury, make sure the student is taken to a hospital/clinic recommended by, or run by, International SOS.
- If there are signs of obvious emotional disturbance, consult psychologist/psychiatrist and provide immediate support to victim.
- Inform the student of the laws and procedures for dealing with sexual assault in the host country, as these may vary from those in the U.S. For example, in the United States it is important to preserve the evidence of a sexual assault as this may be used as evidence in a court of law.
If there is no obvious physical injury, with victim’s consent, have victim transported to
the hospital/clinic that you trust.

Contact the EC Director of the Center for Global Citizenship and brief him of the
situation (See “Emergency Contact Numbers,” p. 5). He will consult the Provost’s
Office and the Director of Counseling Services to obtain advice for dealing with the
crisis. With the student’s consent, he will also inform the student’s designated
“Emergency Contact” and aid the student in activating his/her support network.

Begin writing a log, which you will update, as crisis precedes.

Provide regular briefings to the EC Director of the Center for Global Citizenship or IP
Director.

What if you are contacted by a representative of the media? If you are contacted by a
member of the press, please consult with the EC Director of the Center for Global
Citizenship before speaking with the reporter. He will speak with Elizabethtown College
Director of Marketing and Media Relations to develop responses to media inquiries and
brief you of these. See “Guidelines for Media Inquiries, p. 23.”

If the victim DECLINES assistance, the EC Overseas Contact will:

○ Escort/transport victim to home or designated location

○ Inform victim that he/she will be contacted later to determine if assistance is desired

○ Provide victim with number of hospital/clinic, psychologist/psychiatrist, and any other
rape crisis resources that may exist, as well as a law enforcement authority.

○ Contact a local psychologist/psychiatrist, brief him/her of the situation, inform him/her
that the victim has refused assistance, but that the victim may be contacting him/her.

○ Contact the EC Director of the Center for Global Citizenship and brief her of the situation
(See “Emergency Contact Numbers,” p. 5). She will consult the Provost’s Office and
the Director of Counseling Services to obtain advice for dealing with the crisis. With the
student’s consent, she will also inform the student’s designated “Emergency Contact”
and aid the student in activating his/her support network.

○ Begin writing a log with a clear notation of the circumstances surrounding the offer of
assistance and the student’s refusal to accept such assistance. You will update as crisis
precedes.

○ Provide regular briefings to the EC Director of the Center for Global Citizenship or IP
Director.
What if you are contacted by a representative of the media? If you are contacted by a member of the press, please consult with the EC Director of the Center for Global Citizenship before speaking with the reporter. He will speak with Elizabethtown College Director of Marketing and Media Relations to develop responses to media inquiries and brief you of these. See “Guidelines for Media Inquiries, p. 23.”

The following information should be used as guidelines for accomplishing steps 3 and 4 listed above. This text is written as if one is actually speaking to a person who has been raped.

- This is not a time to be alone. You need emotional support. You should get that support now, no matter when the rape occurred.
- You should get medical attention. Go to the hospital or student health service to be examined immediately and treated for possible sexually transmitted diseases. You may have internal injuries of which you are not aware (if rape is very recent).
- Report the attack to police and appropriate host university officials. It is a good idea to have someone accompany you when you speak with the authorities. Remember, rapists rarely attack only one person. If you turn the rapist in, you may break the pattern and potentially save someone else from a similar attack.
- Get help and support, such as professional counseling. You have been through a trauma and you owe it to yourself to get the help you need to deal with the event and your feelings. People who do get counseling get over their experience faster and with fewer lasting effects than those who get no help.
- Do not blame yourself. You did not ask to be assaulted and you are truly a victim of what happened to you.
- The following resources are available to you... (list specific resources).

C. Crimes Committed by a Student

Typical Problem * Student is arrested for theft, assault, or drug possession

RESPONSE (in all cases, the person overseas charged with responsibility for EC students is referred to as the “EC Overseas Program Contact”). The EC Overseas Program Contact should:

- Quickly assess the situation by obtaining as many details as possible (i.e., determine who, what, when, where, how and why). Begin writing a log of the crisis situation. You will add to this log as the crisis develops.
- Immediately contact the U.S. Embassy Consular Officer. Ask the Consular Officer for the names of lawyers who can give the student the legal help he/she requires and provide this information to the student. The Consular Officer will also work to ensure that the student’s human rights are not violated.
• As soon as possible, contact the Director of the Center for Global Citizenship at Elizabethtown College (please see “Emergency Contact Numbers,” p. 5). Brief him of the situation. He will contact the person designated by the student as “Emergency Contact.” He will then provide this person with contact information for the U.S. Embassy Consular Officer.

• The EC Director of the Center for Global Citizenship and the IP Director will convene the Crisis Management Team (see Appendix II). They will serve as a resource and provide recommendations as appropriate for continuing action.

• The EC Overseas Program Contact will visit the student wherever he/she is being held, reassure the student, and explain the legal procedures of the host country. The Overseas Program Contact will also be in close contact with the U.S. Embassy Officer assigned to the student.

• The EC Overseas Program Contact will provide regular updates (at least on a daily basis) to the Director of the Center for Global Citizenship at Elizabethtown College. The EC Director of the Center for Global Citizenship will be in contact with the student’s designated “Emergency Contact” and the Crisis Management Team. Daily contact between the Overseas Program Contact and the EC Director of the Center for Global Citizenship will continue until the crisis has been resolved.

• What if you are contacted by a representative of the press? Inform the EC Director of the Center for Global Citizenship before you respond. The Elizabethtown College Center for Global Citizenship will work in conjunction with the EC Director of Marketing and Media Relations in developing responses and brief you of these. Please see the section of the handbook entitled “Guidelines for Media Inquiries,” p. 23.
Section 3: Report of a Missing Student

Typical Problem * Student is reported missing by roommate, other program participants, or host family or professor

RESPONSE: (in all cases, the person overseas charged with responsibility for EC students is referred to as the “EC Overseas Program Contact”). The EC Overseas Program Contact should:

1. Notify the host university and local police. Ask them to check hospital admissions and city records for possible police information. Contact the host University Student Health Service (if applicable). Contact the host University Psychiatric Services (if applicable) on chance that the student has been admitted to their facilities. Begin writing a log of information that you have been given and actions that you have taken. You will update this log as the crisis progresses.

2. Contact the Director of the Center for Global Citizenship at Elizabethtown College and inform him that the student has been reported missing (see “Emergency Contact Numbers,” p. 5).

3. Notify the responsible person in his/her residence hall or hostel. This person should contact the student’s roommate and friends in the immediate vicinity of the student’s room and report any findings to him/her. This person will in turn report information to the EC Overseas Program Contact. The EC Overseas Program Contact will relay information to the EC Director of the Center for Global Citizenship or the IP Director.

4. If the student lives with a host family, talk with the student’s roommate, or host family, and neighbors. Ask them to contact you immediately if the student returns. If the student lives alone, ask the landlord to accompany you to the apartment of the missing student so that you can look for information that may indicate where the student is.

5. Contact the student’s professors to determine when the student was last seen. Gather information on any unusual behavior that may have been exhibited.

6. If the student has not been located within 24 hours of the first report of disappearance, file a report with the local police.

7. Contact the Director of the Center for Global Citizenship at Elizabethtown College. The Director of the Center for Global Citizenship and the IP Director will convene the Crisis Management Team (see Appendix II) that will include staff from the EC Office of Student Services. The Crisis Management Team will coordinate appropriate actions. These actions may include contacting the students designated “Emergency Contact” person. Appropriate follow-up will be planned.

8. If applicable, the EC Overseas Program Contact will work with the Student Affairs Office at the host university (if there is one) to coordinate appropriate actions and follow-up.
9. The EC Overseas Program Contact and the EC Director of the Center for Global Citizenship will provide appropriate information and reassurances to other Elizabethtown College program participants.

10. Once the student has been located, inform appropriate persons on-site and the EC Director of the Center for Global Citizenship of this fact. The EC Director of the Center for Global Citizenship will notify all appropriate persons in the United States. Notify all appropriate persons on-site. If necessary, activate other protocol, such as “Serious Accident or Illness, p. 7” or “Crimes Against a Student, p. 13.”

11. **What if you are contacted by a member of the press?** Please inform the EC Director of the Center for Global Citizenship before you respond. If appropriate, the Elizabethtown College Director of the Center for Global Citizenship will inform the EC Director of Marketing and Media Relations to prepare responses to media inquiries. The Elizabethtown College Director of the Center for Global Citizenship or IP Director will inform you of these (please also see “Guidelines for Media Inquiries,” p. 23).

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**Section 4: Death of a Student**

**Typical Problem**  
* Fatal accident or illness, suicide, homicide

**RESPONSE:** (in all cases, the person overseas charged with responsibility for EC students is referred to as the “EC Overseas Program Contact”). The EC Overseas Program Contact should:

1. Verify the identity of the student. Gather as much information about the circumstances surrounding the student’s death as possible. Begin writing a log. You will update this log as the crisis progresses.

2. Contact the Director of the Center for Global Citizenship at Elizabethtown College (see “Emergency Contact Numbers,” p. 5).

3. The EC Director of the Center for Global Citizenship and/or the IP Director, in conjunction with the EC Provost, will notify the EC President who will, once all facts have been confirmed, notify the student’s designated “Emergency Contact” (in person, if possible) and offer other appropriate support. The EC Director of the Center for Global Citizenship will work with the EC Overseas Program Contact in assisting the family, i.e., transportation arrangements, accommodations, housing accommodations, arranging for a meeting with the physicians.

4. Notify the U.S. Embassy or Consulate.

5. The EC Overseas Program Contact and the EC Director of the Center for Global Citizenship, working with the EC Office of Student Services, will coordinate a plan for dealing with the situation. They will construct a network to offer appropriate support to all involved parties, such as close friends, roommates.
or house mates, the host family, other EC program participants, and the person who may have discovered the body.

6. Once the network is in place, the Overseas Program Contact will inform the student’s roommates or house mates and close friends.

7. The EC Director of the Center for Global Citizenship, working with the Provost’s Office and the Office of Student Services, will notify appropriate offices at Elizabethtown College. He will make sure that all the appropriate paperwork is completed. The IP Director at Elizabethtown College will also follow-up to see if all appropriate contacts have been made. A letter will be sent to the campus community if deemed appropriate.

8. **What if you are contacted by a representative of the press?** Please notify the EC Director of the Center for Global Citizenship before you respond. The Elizabethtown College Center for Global Citizenship will work in conjunction with the EC Director of Marketing and Media Relations in developing responses and brief you of these. Please see the section of the handbook entitled “Guidelines for Media Inquiries,” p. 23.

### Section 5: Political Emergencies and Natural Disasters

While it is unlikely that a coup d’etat or a major earthquake will occur in any of the countries in which Elizabethtown College conducts overseas studies programs, many of the structures that need to be in place to deal with a crisis of this magnitude are the same ones that ensure safe running of the program on a day to day basis. No doubt many of the procedures listed below are already in place. In addition, procedures for dealing with catastrophic events will be detailed in this section.

**General Security Precautions to be Taken by EC Overseas Program Contacts:** (adapted from Council on International Educational Exchange (CGCE) *General Security Precautions to be Taken On Site*):

- Make sure that there are no signs posted that identify your program as having an affiliation with the United States.
- Encourage students to register their passports and their addresses and telephone numbers with the U.S. Embassy or other appropriate government agency.
- Establish and maintain contact with the local police. If appropriate, invite them to make a presentation on security during orientation.
- Keep a copy of this booklet and EC Emergency contact numbers within easy access.
- Keep up to date contact information (addresses and telephone numbers) for each student.
- Establish a procedure for contacting them in case of emergencies.
- Make sure that students know how to reach you 24 hours a day in case of emergency.
• If a student is going to be away overnight, ask him/her to provide you with contact information.
• Discourage students from congregating in groups of Americans or foreigners and from spending time in restaurants and bars that are known to be frequented primarily by foreigners (this has a negative effect on integration with people from the host country in any case).
• Identify a travel agency that you would trust in case the students would need to be evacuated.

**Typical Problem (Political Unrest)**

*Coups d’état, violence toward Americans, severe rioting and civil unrest*

**Typical Problem (Natural Disaster)**

*Earthquake, typhoons, floods*

**RESPONSE:** (in all cases, the person overseas charged with responsibility for EC students is referred to as the “EC Overseas Program Contact”). Some procedures were adapted from “Special Report: Real and Perceived Emergencies in Study Abroad.” Brenda A. Robinson, California State University. NAFSA Newsletter, November 1990). The EC Overseas Program Contact should:

1. Contact all students to make sure that they are accounted for and are safe. If a student has been injured, have his/her physical injuries attended to (see “Serious Accident or Illness” p. 7). Caution students about speculative communication and advise them to wait until clear information is available before contacting home.

2. Contact the U.S. Embassy or other official government agency and ask for advice and assistance. If the U.S. Embassy is closed, determine the location from which Embassy is operating (i.e., another embassy within the country, U.S. embassy in a neighboring country). Gather information regarding: the target of unrest and possible danger to U.S. citizens; advice regarding minimizing danger to students; the probable impact of the event on availability of food, water, and medical supplies; the intensity of the emergency or political unrest; the presence of emergency or military personnel; the feasibility of continuing classes, etc. Gather as much information as possible. Begin writing a log. You will continue to update this log as the emergency progresses.

3. Immediately contact the Director of the Center for Global Citizenship at Elizabethtown College and brief him regarding the situation (see “Emergency Contacts,” p. 5). He will do the following:

   • Contact the U.S. Department of State’s Citizen Emergency Center at (202) 647-5225 for suggestions and assistance
   • Contact the U.S. Embassy abroad
   • Contact U.S. study abroad offices at other institutions that have programs in the region to develop a common plan of action. He will continue to be in contact with these offices as the situation develops.
4. The EC Director of the Center for Global Citizenship will convene the Crisis Management Team made up of senior administrators at Elizabethtown College (see Appendix II). Dependent on specific circumstances, members of the Crisis Management Team may, in addition to permanent members, include faculty and community residents with expertise in the region. The Crisis Management Team will consider:

- Immediate measures needed to ensure the health and safety of students and staff.
- Additional issues regarding health, safety, academics, financial aid, public relations and legal liability.
- Appropriate actions to be taken overseas, including dealing with initial student concerns and recommendations regarding appropriate student behavior. The Crisis Management Team will develop a written action plan to be sent to each student. If conditions permit, students will submit written acknowledgment of receipt of the action plan to the EC Overseas Contact.
- If the Crisis Management Team considers it appropriate, an evacuation plan will be developed. This plan will take into consideration the relative safety of various modes of transportation and travel routes, the costs of evacuation and means for meeting these costs, the possibility of splitting up the students into smaller groups and having them reconvene later in different locations, and resources available in the host country.
- The Crisis Management Team will develop guidelines to be utilized when speaking to the media or other individuals about the crisis in order to prevent unnecessary concern and to promote consistency and accuracy in responses. One member of the team will be designated to speak with the media. Another member will provide back-up for this person.
- The Crisis Management Team will prepare a list of people to be alerted once the crisis management plan is in place. This list will include the parents and families of students abroad, members of the home university community, state officials and legislators and the media.
- The Crisis Management Team will develop a plan for daily communication with key people and organizations. The EC Director of the Center for Global Citizenship will serve as the link with the EC Overseas Contact person. The EC Overseas Contact person and other designated key people will be contacted on a daily basis until the crisis is resolved.
- A log of all events will be kept by the EC Director of the Center for Global Citizenship and a final report written after the crisis ends.

5. The EC Director of the Center for Global Citizenship will brief the EC Overseas Program Contact concerning the plan of action developed by the Crisis Management Team. The EC Director of the Center for Global Citizenship and the EC Overseas Program Contact will work together to determine an appropriate course of action and means of disseminating information to students. If the EC Overseas Contact believes that the plan of action needs to be modified, he/she will inform the Director of the Center for Global Citizenship at EC, who will, in turn, make recommendations to the Crisis Management Team.

6. The EC Overseas Program Contact will utilize available resources to carry out the plan of action decided upon in conjunction with the EC Crisis Management Team.
7. Once the crisis has ended, the EC Director of the Center for Global Citizenship and other members of the Crisis Management Team will work with the EC Overseas Contact to assess the impact of the event and provide any follow-up that may be needed.

### Section 6: Guidelines for Media Inquiries

All official Elizabethtown College responses, statements, or comments on any issue or situation are either made by or coordinated through EC’s Director of Marketing and Media Relations. In the event of a crisis situation that could involve students or staff members from the Center for Global Citizenship, any response to media inquiries would be coordinated by the Director of the Center for Global Citizenship in conjunction with the Director of Marketing and Media Relations (or her/his designee).

Initial contact regarding any crisis situation or potential crisis situation should be made first with the Center for Global Citizenship Director who will then contact the Director of Marketing and Media Relations. If contact cannot be made with the Center for Global Citizenship initially, then the Overseas Contact should contact the IP Director.

**Helpful Hints** (The following are some helpful hints about preparing yourself ahead of time for a potential crisis situation, what to do as a crisis breaks, and a likely communications plan that would be provided for you during such a situation.)

**Before a crisis:**

- Make sure all program and contact information (i.e., student addresses and telephone numbers and Elizabethtown College telephone numbers, embassy phone numbers) is up-to-date and easy to access.
- Forecast potential disasters and develop “what-if” scenarios. Think about aspects of your program that are more likely to be crisis prone, and consult with the Center for Global Citizenship regarding these scenarios.

**As a crisis breaks:**

- Gather facts as quickly as possible; confirm facts with key insiders and inform the Director of the Center for Global Citizenship at Elizabethtown College. A clear plan for conducting ongoing communications between you and Elizabethtown College officials will be put in place to ensure ongoing updates and accurate information as the situation develops.
- The EC Director of Marketing and Media Relations will serve as the College spokesperson. No one aside from this person (or designated persons) should speak to the
media on behalf of Elizabethtown College.

- Elizabethtown College will bring together the Crisis Management Team with Media Relations and Office of College Relations staff, content area experts, and if available/necessary, in-house counsel and/or other representatives of the administration (see Appendix II).

- Depending on the situation, the Crisis Management Team may establish a “communication central” phone number and inform campus operators and all involved personnel to direct callers to this number. Calls would be logged, prioritized, and returned systematically.

- The Elizabethtown College Crisis Management Team (and the Office of College Relations and Director of Marketing and Media Relations) will develop a communication plan for disseminating information. They will determine all of the individuals and groups, internal and external, that need to be informed of the situation, and determine whom they need to hear it from and in what order, recognizing that press is also likely to request or make contact with students’ families.

**As the crisis unfolds:**

- If necessary, the Crisis Management Team at Elizabethtown College will hold briefings with important constituents (internal and external) as the situation evolves.

- As necessary, the Director of Marketing and Media Relations and the Office of College Relations, in coordination with The Crisis Management Team and the Center for Global Citizenship, will develop formal, written communications, likely in the form of a situation fact sheet that can be handed to staff at all levels, faxed in response to media queries, and even posted on a web site. A fact sheet might include:

  - The confirmed facts of a situation
  - Official College statements
  - Contact information and phone numbers
  - Information regarding host university and Elizabethtown College resources that have been committed to rectify the situation
  - A timeline for action

  All such fact sheets are considered works in progress, and would be updated appropriately as a situation develops.

**After the crisis:**

- The Elizabethtown College Crisis Management Team will contact you to debrief and discuss potential changes to future practice and to make sure that all key constituents have received relevant information.
Appendix I: Useful Web Sites for Emergencies

Medical Emergencies Overseas

http://www.internationalsos.com  Travel assistance for emergencies abroad including medical, political, natural disasters, and any type of terrorist attack.

http://www.cdc.gov/travel/  Health Information for International Travel from the Centers for Disease Control and Prevention in Atlanta. Also known as the 'Yellow Book.' This site provides pre-departure information on diseases, inoculations, and medical prevention.

http://www.planetrx.com/  Information about medications and medical care

http://www.medicineplanet.com/home/home.phtml  Medicine Planet, Inc., founded in 1999 by a team of physicians and business professionals, is designed to provide travelers worldwide with definitive, one-stop health resources before, during and after any journey.

http://www.istm.org/  International Society of Travel Medicine - a clearinghouse for other medical sites with a listing of medical clinics worldwide

http://www.sentex.net/~iamat/  International Association for Medical Assistance to Travellers - a resource guide with links to other sites.

http://www.astmh.org/  The American Society of Tropical Medicine has resources on tropical diseases and includes a list of clinics worldwide.

Legal Emergencies and Safety Overseas

http://travel.state.gov/judicial_assistance.html  Legal resources and help overseas.

http://www.asirt.org/  The Association for Safe International Road Travel (ASIRT) is a non-profit, international, humanitarian organization that promotes road travel safety through education and advocacy.

http://travel.state.gov/index.html  Travel advisories and information from the Department of State.


http://www.usc.edu/dept/education/globaled/safeti/index.html  The University of Southern California's SAFETI page (Safety Abroad First Educational Travel Information) - An excellent site that not only gives resources for health and safety information and help, but also advice on how to handle crisis situations.
# Appendix II: EC Crisis Management Team

<table>
<thead>
<tr>
<th>Name</th>
<th>Office Phone</th>
<th>Email</th>
<th>Home Phone*</th>
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<tbody>
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<tr>
<td>Center for Student Success</td>
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* Home phone numbers are not to be given to students or their parents.
Appendix III: International SOS Information

Using the SOS Program

Medical, Security and Travel Services

In order to utilize any of the medical, security or travel services listed under Program Benefits, contact an SOS Alarm Center from anywhere in the world by calling directly, calling collect, or by calling the toll-free number. While we have designated the Philadelphia center in the United States as our primary contact, any of the SOS alarm centers will assist you.

To ensure a prompt response when calling, you should be prepared to provide the following:

✓ Your name, location, age, sex, and nationality

✓ The program with which you are associated:
  i.e., Elizabethtown College study abroad program in _______.

✓ Your International SOS membership number: 11BSGC000055

✓ The telephone number from which you are calling (in case you are disconnected)

✓ Your relationship to the member (if the person calling is not you.)

✓ Name, location, and telephone number of the hospital or clinic (when applicable)

✓ Name, location, and telephone number for the treating doctor, and where the doctor can be reached (when applicable)

Program Benefits

Medical Services

- Emergency evacuation
- Medically-supervised repatriation
- Companion ticket
- Additional travel and accommodation arrangements after medical evacuation
- Repatriation of mortal remains
- Return home of minor children
- Medical monitoring
- Inpatient admission and identification of receiving physician
- Emergency and routine medical advice
- Pre-trip information on travel health issues
- Medical and dental referrals
- Outpatient referrals
- Outpatient case management
- Claims assistance
- Outpatient medical expense guarantee and payment (Fees will apply.)
- Inpatient medical expense guarantee, cost review and payment (Fees will apply.)
- Dispatch of medication and medical supplies (Fees will apply.)
• Travel Services
• Legal referrals
• Emergency message transmission
• Translations and interpreters (Fees will apply.)
• Lost document advice
• Ground transportation and accommodations for accompanying family
  Members (Fees will apply.)
• Emergency personal cash advances (Fees will apply.)
• International SOS Clinics
• Security Services
• Security evacuation assistance
• Online travel security information
• Access to security crisis center

Q: What is the role of International SOS?

A: International SOS provides you with worldwide quality health care and emergency assistance services 24 hours a day designed to supplement and integrate with Elizabethtown College’s services, procedures and policies. You should always attempt to contact Elizabethtown College and/or your program’s on-site emergency contacts first, who will assist you. If they are not available, then proceed to contact International SOS.

Q: How can International SOS help?

A: International SOS provides you and your parents with peace of mind. One phone call connects you to the International SOS network of multilingual specialists for immediate help in an emergency. International SOS services are designed to help you with medical, personal, travel, security information and legal referrals when away from home. Call International SOS at any time to speak with a physician or security specialist about simple or critical matters.

Q: How does it work?

A: You will be provided with an International SOS membership card. Carry the International SOS membership card with you at all times. It includes the telephone numbers of the three major worldwide International SOS Alarm Centers. In the event of an emergency, call one of the emergency phone numbers listed on the card.

Q: What do I need to do to use the program?

A: In order to utilize any of the medical or travel services listed under contract, call any SOS Alarm Center from anywhere in the world by calling directly, calling collect or calling the toll-free number. To ensure a prompt response when calling, you should be prepared to provide the following:

✓ Your name, location, age, sex, and nationality
✓ The program with which you are associated: Elizabethtown College study abroad program in ________.
Your International SOS membership number: 11BSGC000055

The telephone number from which you are calling (in case you are disconnected)

Your relationship to the member (if the person calling is not you.)

Name, location, and telephone number of the hospital or clinic (when applicable)

Name, location, and telephone number for the treating doctor, and where the doctor can be reached (when applicable)

Q: What if I have pre-trip questions about my travel destination or questions about the current status in that location?

A: In addition to calling the Alarm Center for any pre-trip questions you may have, you can access Country and Security Guides from this website: http://www.internationalsos.com

Use your membership number, 11BSGC000055, as your member login. In addition to the information covered at the pre-departure sessions and on-site by your program, the SOS comprehensive guides provide both medical, security and general travel advice, such as information on the standard of healthcare, how to pay for medical care, the availability of medications, safety of the blood supply, embassy/visa information, dialing code information, cultural etiquette and financial and voltage/plug information.

Q: Do I need to activate my membership?

A: No, your membership is already active. Simply carry the card at all times while traveling. Whenever you need service, contact one of the emergency phone numbers listed on the back of the card. You do not need to report specific trip dates to International SOS each time you travel. However, you can create a personal on-line account with SOS into which you can save medical, family and emergency information. Unless you input your information into an account, it will not be available for staff. Medical and personal information can only be accessed by an SOS doctor.

Q: What are Email Alerts?

A: You have the option to sign up for Email Alerts. You can choose to sign up for medical and/or security alerts by logging on and signing up. Medical alerts are issued when there is an unusual health risk that, in the opinion of the SOS Medical staff, may negatively impact travelers or expatriates visiting a country. Security alerts are issued when SOS Security professionals have identified a security risk in a specific country.
Q: What if I need a doctor?

A: You should first activate the on-site emergency support network for your location. If you are traveling, or in a situation where you cannot contact the on-site program staff or Elizabethtown College, you should then contact SOS. The International SOS Alarm Centers are listed on the back of your card. Call the International SOS Alarm Center that is nearest to you for a referral to a doctor who speaks your language.

Q: What if I need a lawyer while overseas?

A: Call the nearest International SOS Alarm Center for legal referrals. If you are in a situation where you require legal assistance, your off-campus program director should be informed of this immediately.

Q: What if I need prescription medication?

A: If you require a prescription that a local physician cannot obtain, or you need to replace lost, stolen or depleted medication, International SOS will, when permissible by local law, send the needed medication to you. (Additional Fees for the Medication Apply)

Q: What if I am hospitalized?

A: In most cases, Elizabethtown College staff should be able to assist you via our on-call emergency staff. However, if you are in a situation or location where you cannot reach the program director, other on-site staff or Elizabethtown College, call the nearest International SOS Alarm Center. International SOS will immediately take steps to evaluate the care you are receiving and determine what actions must be taken to ensure your safe and speedy recovery. International SOS will notify Elizabethtown College immediately if you have not already done so.

Q: What if local medical facilities are not adequate for my specific requirements?

A: If you are hospitalized in an area where adequate medical facilities are not available, International SOS will obtain approval from Elizabethtown College to evacuate you to a medical facility capable of providing the required care. A physician supervises evacuations, and when necessary, a medical specialist or nurse will accompany you during the evacuation. An air ambulance will be used when required.

Q: What happens when I am released from the hospital and still need help?

A: When your condition is stabilized and International SOS has determined that it is medically advisable to bring you home or to a facility near your permanent residence, International SOS will again obtain approval from Elizabethtown College and arrange the repatriation under medical supervision.

Q: Will International SOS pay my medical bills?
A: After a line of credit is opened in your name, International SOS will guarantee and pay all costs associated with your medical care. You are responsible for the costs of medical care. This is why we require you to have health insurance coverage that will cover you while abroad. International SOS will also medically monitor and evaluate your condition and ongoing medical expenses during your hospitalization. In situations where medical care is critical, by activating SOS you authorize medical care as necessary, and acknowledge that you will be billed for such care.

Q: How can International SOS assist in the event of death?

A: International SOS will render all assistance possible to the College to obtain clearances and arrange transportation for the return of mortal remains. In such an event, the College will be the point of contact for the family in this situation.

Q: What should I do in the event of a security emergency?

A: Call an alarm center listed on the back of your membership card, and a security specialist will assist you.

Q: What is security evacuation assistance and coordination?

A: The SOS Security Division will assist the College in the event of threatening situations such as civil and/or political unrest, insurrections, revolution or similar situations by providing information, guidance and resources in the event personal safety and security can no longer be assured.

Q: How do I access up-to-the-minute information about security alerts, warnings and the latest situations?

A: You can visit the website below:
http://www.internationalsos.com/members_home/Security/
SOS 24-Hour Alarm Centers

If calling from the US, Mexico, Central or South America:

**Philadelphia, PA**
24 hours: 1-215-942-8226 (call collect where available)
Within U.S.A. call: 1-800-523-6586

If calling from Europe, CIS, Africa or the Middle East:

**London, England**
24 hours: 44-20-8762-8008 (call collect where available)

If calling from Asia, Australia or the Pacific Rim:

**Singapore**
24 hours: 65-6338-7800 (call collect where available)

Additional Alarm Center and Clinic contact information can be found at the SOS website at www.internationalsos.com/world-network

Should you have any questions, please do not hesitate to contact the International Programs division of the Center for Global Citizenship at 717-361-1147 (main reception) or the IP Director, Dr. Amy C. Simes, at 717-361-1347. In the event of an emergency during holiday, breaks, or after hours, please contact Campus Security at 717-361-1263

Center for Global Citizenship
International Programs

Website: [http://www.etown.edu/OIP.aspx](http://www.etown.edu/OIP.aspx)

Primary Contacts in any Emergency:

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