



## APPENDIX W Crisis Management for Program Directors

- Have a way of contacting a U.S. Embassy or Consulate in case their assistance is needed.
- Have the Embassy/Consulate telephone number ON HAND with the name of a contact person there.
- Know where to secure medical attention for illnesses and the location of hospitals nearby in case of accident.
- Contact TnCIS Office as soon as possible after a serious incident has occurred.
- Designated alternative meeting location(s)
- Designated alternate Program Director

### EMERGENCY PROCEDURES

1. In case of a life-threatening emergency, the Program Director must first take whatever action is necessary to ensure the participant's safety.
2. During an emergency, the Program Director must establish a means of constant telephone contact with the TnCIS office.
3. In all emergencies, either the participant or the participant's emergency contact person should, if at all possible, authorize any action to be taken, such as transportation, an operation, or legal action. If the individual is incapacitated and authorization from the emergency contact person is not possible, it may be necessary for TnCIS; Pellissippi State's president, vice president of Academic Affairs or vice president of Student Affairs, or the home institution point of contact to make a decision in the best interests of the individual.
4. The Program Director should contact TnCIS and ask them to contact the participant's emergency contact person.
5. The Program Director must ensure that written documents, such as police reports and/or doctor's reports, are secured and a written log maintained for all incidents. If hard copies of documents are not available, digital copies or photographic of documents should be obtained.
6. Have a witness with you, if at all possible, and ask the individual to keep his/her own records of conversations or events, including location, dates, and time of incident(s). The Program Director must also forward copies of all documents to TnCIS and TnCIS will forward them to the home institution point of contact as soon as possible.
7. In all emergencies, it is paramount to protect the confidentiality of the student(s) or faculty affected, however in some circumstances it may be necessary to contain the spread of information among the other students. If this the case, the program director and or a designated faculty member(s) should meet with the students as a group, as quickly as possible. Only necessary facts of the situation should be shared, if appropriate, as well as a strong reminder about protecting the affected person(s) confidentiality. The Executive Director will confer with the Program Director regarding any information that will be shared with the student group.

**In the event of an incident that is *of serious* nature, such as sexual assault, missing student, police arrest, group emergencies all of the above procedures must be followed. IN ADDITION:**

**In case of sexual assault:**

- Meet with the student to get initial information and be accompanied by a witness if at all possible.
- Urge the student to obtain medical care and accompany the student to the hospital if he/she so chooses.
- Urge the student NOT to bathe until physical evidence can be gathered by medical personnel.
- Clothing should be removed and placed in a PAPER WRAPPER (not plastic) to preserve physical evidence.
- If the student wishes to file charges with the authorities, assist him/her in contacting those authorities.
- Urge the student to get counseling - either locally or through Student Affairs at the home institution by phone.
- Offer to help the student contact home or make arrangements to return home.
- Always have a witness at all meetings, and have that witness keep a written record of conversations, noting location, date and time.

**In case of a missing student:**

- Collect information from all available sources - other participants, faculty, etc. including notation of location, date and time.
- Contact the authorities at the time when the student was officially expected to return and follow their policies and procedures for missing persons.
- At the same time, contact the TnCIS office which will in turn inform the student's emergency contact and the participant's home institution.
- Advise the nearest Embassy/Consulate of the situation.

**In case of police arrest:**

- Contact and inform the nearest U, S, Embassy/Consulate of the situation. If student is not a U.S. citizen, contact their embassy.
- Inquire at the U.S. Embassy/Consulate about resources for legal counsel and urge the student to seek legal counsel
- Inform TnCIS, emergency contact and home institution.

**In case of a death of student or faculty:**

- Notify the TnCIS office immediately and provide as many details as possible.
- If necessary contact the appropriate authorities.
- Contact the US Embassy or consulate

### **Group Emergencies: Terrorist Attack, Natural Disaster, Political Unrest, Other:**

- Students and faculty should report to program housing or designated alternate location immediately.
- Contact TnCIS office as soon as possible; faculty should contact their Program Director, and if they are unable to reach the program director, they should immediately contact the TnCIS office.
- Program goes into "lockdown."
- Account for all students and faculty.
- Report any non-accounted for students and/or faculty, injuries, etc. as needed.
- Contact the US Embassy or Consulate.

### **TnCIS CAMPUS REPRESENTATIVES**

- Please do not discuss the emergency until you have obtained full and accurate information from the TnCIS office.
- Convey pertinent information to the appropriate persons on your campus, including legal counsel.