



## 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.

### 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 Success & Enrollment Management, or the home school point of contact to make a decision in the best interests of the individual.
4. The Program Director should contact the participant's emergency contact person him/herself or have a TnCIS Representative at Pellissippi State Community College (PSCC) or the home school point of contact do so.
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.
6. Have a witness with you, if at all possible, and ask the individual to keep his/her own records of conversations or events. 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.

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

#### **In case of rape:**

- 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 Health Services 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.

#### **In case of a missing student:**

- Collect information from all available sources - other participants, faculty, etc.
- 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:**

- Urge the student to seek legal counsel.
- Advise the nearest Embassy/Consulate of the situation.
- Inform TnCIS, emergency contact and home institution.

#### **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.