

FACULTY-LED STUDY ABROAD PROGRAMS  
**CRISIS RESPONSE PLAN**

**I. IDENTIFY SEVERITY OF CRISIS AND KEY SUPPORT RESOURCES**

DESCRIPTION		FIRST RESPONDERS	NEXT NOTIFICATIONS	RESOURCES
<b>LEVEL 4</b>	<b>CRITICAL INCIDENT</b>	Local Police, Fire Rescue, Ambulance, etc.	Mercer Emergency Contact	On Call International; Program Funds
<b>LEVEL 3</b>	<b>MODERATE INCIDENT</b>	Mercer Emergency Contact	On Call International	Program Funds; Student Personal Funds
<b>LEVEL 2</b>	<b>MINOR INCIDENT</b>	On Call International	Mercer Abroad Staff	Program Funds; Student Personal Funds
<b>LEVEL 1</b>	<b>PERCEIVED EMERGENCY</b>	Faculty Leader	On Call International OR Mercer Abroad	Program Funds; Student Personal Funds

**II. FOLLOW RESPONSE PROCEDURES**

- [1. ENSURE SAFETY](#)
- [2. COMPILE INFORMATION](#)
- [3. ALERT STAKEHOLDERS](#)
- [4. ARRANGE SUPPORT](#)
- [5. DOCUMENT EVERYTHING](#)
- [6. UPON RETURN, FORMALLY REPORT ALL EVENTS REQUIRING ASSISTANCE](#)

**SAMPLE EMERGENCIES**

<b>LEVEL 4</b>	<b>LEVEL 3</b>	<b>LEVEL 2</b>	<b>LEVEL 1</b>
<ul style="list-style-type: none"> <li>o Death</li> <li>o Severe mental illness episode</li> <li>o Severe illness</li> <li>o Severe injury</li> <li>o Assault</li> <li>o Kidnapping</li> <li>o Natural or environmental disaster</li> <li>o Terrorist attack</li> <li>o War</li> </ul>	<ul style="list-style-type: none"> <li>o Sexual assault</li> <li>o Arrest</li> <li>o Mental illness episode that does not endanger student or group</li> <li>o Missing student</li> <li>o Protests or riots in same city but removed from group</li> <li>o Stolen program funds</li> <li>o Emergency in U.S. requiring student return</li> </ul>	<ul style="list-style-type: none"> <li>o Lost passport</li> <li>o Missed travel connections</li> <li>o Illness requiring medical attention</li> <li>o Minor injury requiring non-emergency medical attention</li> <li>o Lost luggage</li> </ul>	<ul style="list-style-type: none"> <li>o Stolen property</li> <li>o Lost property</li> <li>o Roommate issues</li> <li>o Minor colds or injuries</li> <li>o Host family problems</li> <li>o Substance abuse</li> <li>o Internet problems</li> <li>o Canceled/delayed return flights</li> </ul>

## III. RESPONSE PROCEDURE INSTRUCTIONS AND DETAILS

### 1. ENSURE SAFETY & ASSESS RESPONSE NEEDS

#### Secure the Students

- Remain calm and empathetic.
- Move to a secure location.

#### Assess the Situation

- Is it life-threatening? (L4)
- Could it quickly become life-threatening or severely impact the program? (L3)
- Will it disrupt the program itinerary? (L2)
- Can the program proceed with mild disruption? (L1)

#### Assess Resources

- What information will you need to respond?
- What human resources/support do you need?
- What additional financial support will be necessary?

#### Assign Roles & Actions

- Who will manage first responder communication?
- Who can record incident details?
- Who can manage Mercer University or On Call communication?
- Who can keep other students calm and/or continue with program itinerary?
- Who will document the response?

[RETURN](#)

## 2. COMPILE INFORMATION



### 3. ALERT STAKEHOLDERS

<b>LEVEL 4</b>	<b>LEVEL 3</b>
<p><b>1. LOCAL FIRST RESPONDERS</b></p> <ul style="list-style-type: none"> <li>a. Police</li> <li>b. Ambulance</li> <li>c. Fire</li> </ul> <p><b>2. Mercer Emergency Contact</b></p> <ul style="list-style-type: none"> <li>a. MERPO 001.478.301.4357</li> <li>b. MERPO 001.678.54.76358</li> <li>c. OIP MCN 001.478.301.2573</li> <li>d. OIP ATL 001.678.547.6151</li> </ul> <p><b>3. On Call International Emergency 001.603.898.9159 (Collect)</b></p>	<p><b>1. Mercer Emergency Contact</b></p> <ul style="list-style-type: none"> <li>a. MERPO 001.478.301.4357</li> <li>b. MERPO 001.678.54.76358</li> <li>c. OIP MCN 001.478.301.2573</li> <li>d. OIP ATL 001.678.547.6151</li> <li>e. TITLE IX               <ul style="list-style-type: none"> <li>• 001.478.301.2788</li> <li>• Stelato_sl@mercer.edu</li> </ul> </li> </ul> <p><b>2. On Call International Emergency 001.603.898.9159 (Collect)</b></p> <p><b>3. On Call Non-emergency mail@oncallinternational.com</b></p>
<b>LEVEL 2</b>	<b>LEVEL 1</b>
<p><b>1. On Call International Emergency 001.603.898.9159 (Collect)</b></p> <p><b>2. On Call Non-emergency <a href="mailto:mail@oncallinternational.com">mail@oncallinternational.com</a></b></p> <p><b>3. Mercer Abroad Staff</b></p> <ul style="list-style-type: none"> <li>a. OIP MCN 001.478.301.2573</li> <li>b. OIP ATL 001.678.547.6151</li> <li>c. <a href="mailto:studyabroad@mercer.edu">studyabroad@mercer.edu</a></li> <li>d. <a href="mailto:oip@mercer.edu">oip@mercer.edu</a></li> </ul>	<p><b>1. On Call Non-emergency <a href="mailto:mail@oncallinternational.com">mail@oncallinternational.com</a></b></p> <p><b>2. Mercer Abroad Staff</b></p> <ul style="list-style-type: none"> <li>a. OIP MCN 001.478.301.2573</li> <li>b. OIP ATL 001.678.547.6151</li> <li>c. <a href="mailto:studyabroad@mercer.edu">studyabroad@mercer.edu</a></li> <li>d. <a href="mailto:oip@mercer.edu">oip@mercer.edu</a></li> </ul>



#### 4. ARRANGE SUPPORT

## Individual

Hospitalization  
Family Member  
Return Travel to U.S.  
Repatriation of Remains

Ongoing Medical Care  
Family Member  
Return Travel to U.S.  
Counseling

Health Clinic Visit(s)/Medication  
Consular Services  
Travel Agent  
WiFi/Phone Access

Emergency Funds  
Conflict Resolution Guidance  
WiFi/Phone Access  
Medication or First Aid

## Group

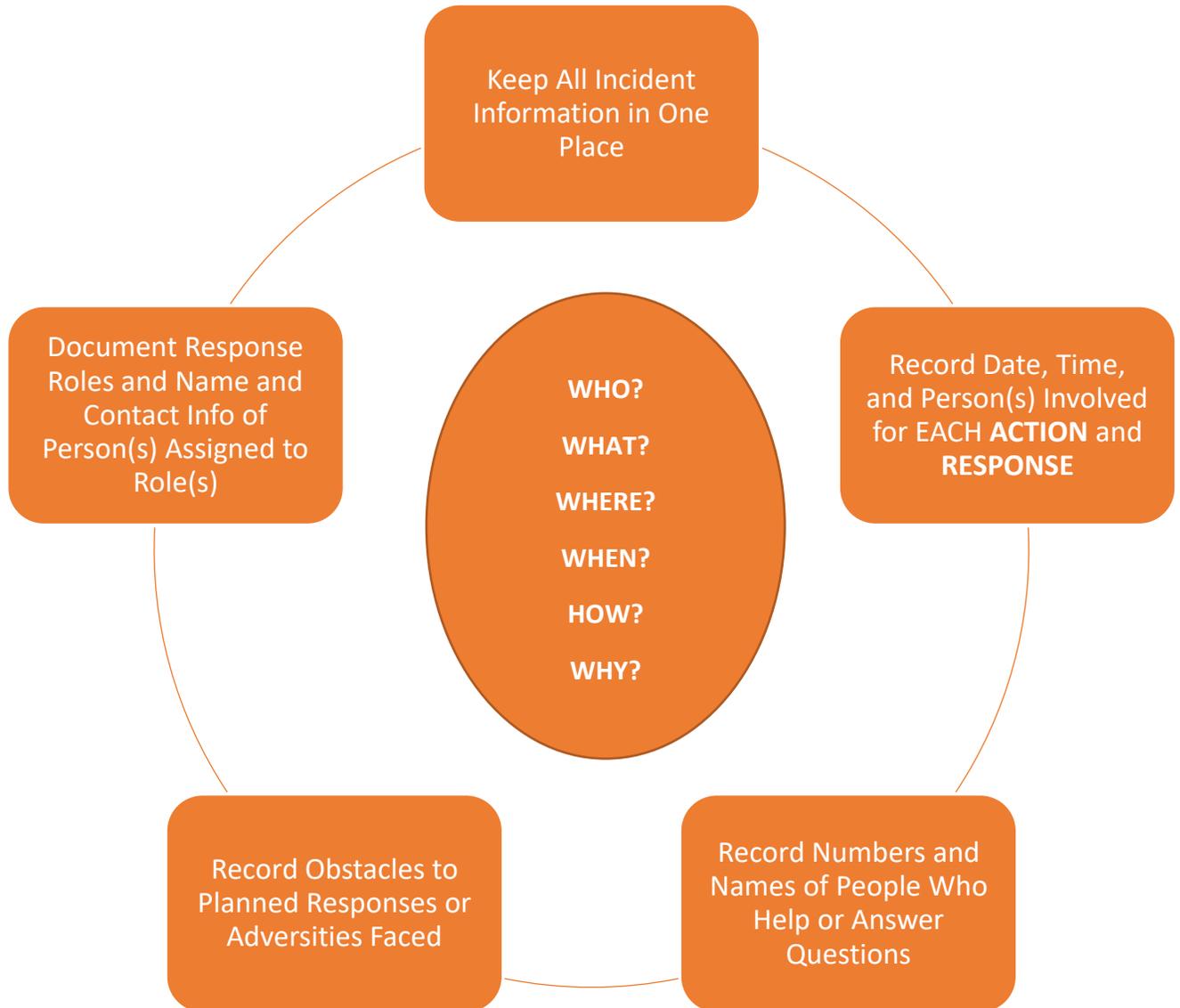
Evacuation  
Hospitalization  
Counseling

Funding  
Counseling  
Ongoing Medical Care

Consular Services  
Travel Agent  
WiFi/Phone Access  
Health Clinic Visit(s)/Medication

Emergency Funds  
Conflict Resolution Guidance  
WiFi/Phone Access  
Medication or First Aid

## 5. DOCUMENT EVERYTHING



[RETURN](#)

## **6. FORMALLY REPORT AND REVIEW ALL EVENTS REQUIRING ASSISTANCE UPON RETURN**

There are several reasons that it is important to submit formal incident reports upon your return, including but not limited to:

- Improving future program development
- Improving future incident / crisis response planning and implementation
- Ensuring the University's compliance with regulations governing:
  - Title IX
  - The Clery Act
  - FERPA
  - HIPAA
  - The American with Disabilities Act
- Preparing for any additional post-program responses the University may require

Because of the importance of reporting crisis incidents, faculty members who lead programs that experience high-level crises but fail to report will not be approved to lead future programs.

