

## Faculty-Led Programs:

### Emergency Preparation, Emergency Procedures, Crisis Management

#### Prior to departure:

Prior to departure, the program director will collect emergency contact information and information about health and medical issues from all participants, along with a list of medications which they regularly take. This information should be kept on hand by the program director for the duration of the program.

All participants must register with the Office of Risk Management's International Registry:  
<http://www2.oakland.edu/misc/riskmanagement/foreigntravelform.cfm>

At the pre-departure program orientation, the program director will review with participants the Student Behavior Code.

The program director should appoint a second and provide that person with all of the participant information above and with a copy of these emergency procedures in case the program director is unavailable or incapacitated during an emergency. The name and contact information of the second should be filed, along with a roster of participants (with emergency contacts) and an itinerary (with local contact information) with Office of International Education which will share that information with the Office of Risk Management and the Oakland University Police Department. The program director and second should file an Emergency Contact Form for themselves with the OU PD.

All program directors/leaders and designated appointed seconds must contact the OU PD Clery Compliance Office by calling (248)370-3331 to schedule a mandatory 10-minute Clery Act Training Program pertaining to what their duties are as Campus Security Authorities. Also, a signed document must be completed before departure stating that they have completed the mandatory training.

Prior to departure, the program director will register all participants with the nearest U.S. embassy so that U.S. officials are aware of the presence of all participants, their location, and their arrival and departure dates. Once the program director has the passport numbers of all participants, registration can be accomplished by creating a group account on the State Department website at <https://step.state.gov/STEP/Pages/Common/CreateAccountStart.aspx>.

#### Upon arrival in country:

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The program director should collect and distribute the cell phone numbers of all participants and should consider creating a phone tree or fan-out system in case of emergency. A cell phone drill should be held on the first day in country to see how long it takes to account for all participants. All participants should carry with them a copy of their passport, their insurance card from OU's international insurance carrier, the local emergency call number, and the OU 24-hour police phone number: 248 370 3331.

At every accommodation, the program director should offer a brief orientation to include the identification of a gathering spot in case of evacuation.

Participants who participate in activities separate from the program should be encouraged to do so in pairs or in groups. Participants who separate from the group for a day or more should notify the program director of their plans and their intended date and time of return. They should carry their cell phones with them.

#### Emergencies:

In case of an emergency, the program director should deal with acute health and safety issues immediately with assistance from local services and professionals. Participants experiencing medical emergencies should be transported to the nearest hospital. In the case of non-medical emergencies, program directors should contact the local law enforcement agency.

At the earliest opportunity, the program director should call the toll-free number of OU's international insurance provider for support and direction to local services.

All other participants should be contacted to verify their whereabouts and their safety. If appropriate participants should be asked to meet at a convenient and safe location. The program director should brief participants on the crisis to whatever extent is possible without compromising either the privacy or the security of participants.

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