

CRISIS PULL SHEETS

SITUATIONAL CRISIS PULL SHEETS

Medical emergency
Mental health incident
Physical/sexual abuse
Substance abuse
Kidnapping/missing person
Criminal arrest
Traveler's personal life event
Death of a traveler

ENVIRONMENTAL CRISIS PULL SHEETS

Civil unrest or terrorism
Natural or man-made disaster
Pandemic
Evacuation
Large-Scale Event at [University] or in U.S.

NATURAL/MAN-MADE DISASTER PULL SHEET

STABILIZE THE CRISIS & GATHER INFO *(Initial actions)*

Collect Critical Info

- Telephone number of caller in case call is dropped
- Name and [university ID number] of individuals in need of assistance
- Name and [university ID number] of caller
- Travelers' current locations
- Telephone numbers (cell and landline) and email addresses of travelers

Define the Emergency

- The precise nature of the disaster
- Date/time of disaster and how it progressed
- Whether travelers have sustained injuries
- Whether any travelers are unaccounted for
- The current physical/psychological condition of travelers
- The imminent risk to travelers if they remain where they are

Collect Treatment Info

- What medical treatment have travelers received?
- The names, addresses, telephone/fax numbers of attending physicians/clinic and other health professionals involved

Define Others Involved

- Is the program leader or local staff in contact with travelers?
- Gather details for the travelers' U.S. emergency contacts
- Define the point of contact in-country
- Gather details for the program leader abroad and departmental point of contact at [University]

ASSESS, RESPOND, & COMMUNICATE *(Primary considerations)*

Assess

- What is the severity of the disaster?
- What is the potential for compounding disasters (fires, hazardous material leak, aftershocks, tsunami, etc.)?
- Are communications (cell phones, internet, SMS) down due to the disaster? Are they likely to be down for several days or more? What are alternate methods of communication? Can the [CMT] communicate via the U.S. Embassy or the host country government? Via media? Via broadcast or short wave radio?
- Has the host institution sustained damages in the disaster?
- Are highways or other transportation routes impassable due to the disaster? How might this affect a possible evacuation?
- What national/international media attention is the disaster receiving?
- How is the host country government responding? Is attending to host country nationals a priority for the host government?
- Is it likely that the host government will maintain control of the situation?
- How does the host country culture or economic state affect the disaster response? How does the host country's history of disasters affect the response?
- Is it safe to seek assistance from military and police personnel?
- Could commerce and government services come to a halt as a result of the disaster? Could food staples become scarce as a result of transportation impasse?
- Are host country nationals likely to become restive or even violent as the crisis is prolonged?
- How are host institution staff reacting to the crisis? Are they consumed with attending to their own families, homes, or communities?
- Does evacuation appear necessary or imminent? If so, refer to the [Evacuation Pull Sheet](#).

Respond

- Is the program leader acting in the best interest of the students?
- How are travelers reacting to the disaster? Are counseling resources available to help travelers cope with the stress and emotions of the situation?

Communicate

- Have travelers been informed that the International Office will be in contact with their families (if appropriate)?
- Have travelers been reassured that [University] will do everything possible to safeguard their health and safety?
- Are administrators at the host institution aware of the situation?
- Are all methods of communication being utilized to locate travelers? (Cell phone, SMS, landline, email, friends, family, housemates at [University] and abroad, Facebook, Twitter, cell phone records, etc.)
- Have travelers been advised to stay in familiar territory?
- Is it necessary for the host university and student housing to remove any signs or objects that might draw attention to them?

NATURAL/MAN-MADE DISASTER PULL SHEET

MONITOR & FOLLOW-UP *(Secondary considerations)*

Crisis Communication *[Crisis Management Team (CMT) Leader]*

- If necessary, has the University been informed of the situation?
- Is the [CMT] adequately utilizing the point-of-contact in-country to disseminate information?
- Is the [CMT] communicating with Study Abroad Office staff as needed?
- Does program staff abroad concur with the [CMT]'s assessment of the situation?
- How is the program leader responding to the crisis and cooperating with [University], the U.S. Embassy, and any other parties to resolve the issue?
- Is communication from the [Crisis Management Team Leader] and the [CMT] being received well by program leaders and participants? If not, how can communication be improved?

Medical Concerns *[Director, Student Health Center]*

- Do health and safety reports appear reliable at this time?
- Do media reports in the U.S. concur with media reports in-country?
- Is the infrastructure in-country adequate to treat injuries or illness?
- Are pre-existing conditions able to be addressed as needed?
- Do travelers have an adequate supply of medications?
- Does [Student Health Center] have health records for the student?

Mental Health *(Director, Study Abroad)*

- What emotional/psychological problems can program leaders anticipate as a result of this crisis? What psychological/emotional support can the program leader or staff extend to students?
- Are counseling services available and being utilized by travelers?
- What support can [University] extend to travelers or others involved?
- Do travelers appear to be using positive (or negative) coping methods? (See Appendix K)
- Are travelers displaying signs of a critical incident stress reaction? (See Appendix K)
- How will travelers' mental/emotional concerns be addressed for remainder of the program?
- Is the program leader able to manage his or her own stress?

Media and Public Affairs *[Crisis Management Team Leader]*

- See Media Response Guide (Appendix E)
- Who will field and log media requests for information?
- Does the level of media interest warrant help from the Office of Public Affairs? Does it warrant a media team?
- What background information on the program can be gathered? Who can supply that information and who will organize it?
- Is the media portraying the crisis accurately? If not, can someone correct inaccuracies or misperceptions?
- Have travelers been recommended not to talk to media until heated emotions have had time to subside?

Notification of Campus Community *[Crisis Management Team Leader]*

- Have the [University] President, Provost, and the Dean of Students been notified first?
- Can the Office of Public Affairs provide a template press release? Can prior communication be adapted to this crisis?
- Should information to the public be released in a language other than English?
- Which office hosts the program's website? Can the website be updated as the crisis progresses?

Academic *(Director, Study Abroad)*

- If the program sustained damages in the disaster, will rebuilding disrupt the learning environment?
- If the program must be evacuated, can it be relocated to a region or country nearby that is unaffected by the disaster?

Financial *(Director, Study Abroad)*

- Does the host institution need to close to repair damages?
- How will the host institution be financially affected by an evacuation? How will this affect future program fees for [University]?
- Is the International Office obligated by contract to pay program fees? Housing costs?
- Has the program received grant funding? Could the grant be lost due to evacuation and program suspension?
- Have students received grants or scholarships to study abroad? Must the grants or scholarships be repaid if the students do not complete the coursework?
- How might students' financial aid be affected if they do not complete the program?

Legal *(Rep., Legal Services)*

- What are legal implications of evacuating (or not evacuating)?
- What is [University]'s relationship to the program? Does [University] have contractual obligations to the program?
- What are the legal implications if a student chooses not to evacuate and is later harmed as a result of staying?

Relationship with Host Institution *(Director, Study Abroad)*

- Are [University] and the [CMT] speaking regularly with host university administrators?
- How can [University] foster a positive relationship during this period of crisis?
- Are [University] crisis responders keeping in mind the emotions and experiences of host university staff and administrators as they experience their country in turmoil?