SITUATION: CRISIS SITUATION IN FAMILY OF TRAVELING STUDENT (e.g. accident or death of a family member)

PROTOCOLS FOR PROGRAM DIRECTORS:

*Prior to departing on your semester or interim experience, please prepare by completing the following:*

- Collect all emergency contact information for family members from students prior to departure.

- Send out the director’s off-campus emergency contact information to students and ask them to share with their parents and family. Inform students that the director of the program should be contacted by family members in case of emergency.

*Family Crisis Response*

- If the director is aware of an on-going family issue(s), he or she should check in periodically with the student and remain available to help if needed.

- If the college or student is made aware of an emergency situation (not expected – accident, death of a family member, etc), the director will be notified by the college or family and either asked to relate the situation to the student or to be present with a student during a conversation with family.

- The director should contact a Calvin immediately (preferably the Director of Off-Campus Programs or the Vice President of Student life. Once contacted, either the Off-Campus Programs Office or the Student Life Office will coordinate any official responses by the college. Remember to let these Calvin offices be a resource for you

- Be available to the student to listen and talk. When appropriate, discuss necessary next steps:
  - Determine if the student will need to return home.
  - If the student does return home, determine whether he or she will return to finish the semester.
  - Answering these questions will depend on many factors:
    - Relationship of person that is ill or died.
    - Timing of the event with semester program schedule.
• Be available to talk with other students and the group as a whole. Look for ways to involve others in supporting their fellow student and express their support (e.g. sending notes of encouragement, possibly sending flowers or some other gesture).

• The OffCampus Programs Office will work with the travel agent if travel options are necessary.

**Follow Up Protocols upon Return from a Semester or Interim Experience**

• Upon the student’s return, follow up with the student. Inform the student of available campus resources, particularly for grief or pastoral support.

• Upon returning to campus, meet with the Director of Off-Campus Programs (and other Crisis Response Team members) to:
  - Discuss the situation, the effectiveness of the crisis response, and methods to improve the response.
  - Discuss financial ramifications on the budget and make sure financial loose ends are addressed.

**RESOURCES**

Important Phone Contacts at Calvin
  - Don DeGraaf, Off-Campus Programs Director – 616-526-6225 (office) – 616-558-7245 (cell) – ddegraaf@calvin.edu
  - Broene Counseling Center – 616-526-6123
  - Calvin Campus Safety (24/7 line) – 616-526-6452
  - Calvin Health Services – 616-526-7076
  - Calvin Off-Campus Programs Office – 616-526-6382
  - Student Academic Services – 616-526-6113
  - Student Life – 616-526-6453

• Incident Report Form

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