SITUATION: TRAUMATIC WORLD EVENTS (e.g. in-country or global terrorist attacks) OR NATURAL DISASTERS (e.g. hurricane or tornado)

PROTOCOLS:

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

- Create a General Risk Management Plan prior to leaving for the semester/interim.
- Register all students with the local US Embassy or Consulate.
- Assemble all vital documents (such as copies of all students’ passports, insurance cards, emergency phone numbers, etc) in one readily accessible location.
- Within the first few days of arriving at your site, complete the following:
  - Contact the U.S. Embassy or Consulate to arrange a security briefing for the group (if possible).
  - Establish a method for communication with the entire group.
  - For Semesters, distribute cell phones to all group members (with a minimum number of minutes). Make sure you have a list of all phone numbers of group members’ cell phones. Students must maintain the minimum minutes on their phones.
  - As a group, develop a plan to account for everyone in case of a traumatic world event. The plan should include an option for using technology (such as cell phones) and an option if technology is not available (establish a meeting place for all members of the group).
- Monitor world events and weather. Remember the interconnectedness of our world. Events in one place can definitely impact others in a different part of the world. Try to stay current on local and international news.
Responding to a traumatic world event or natural disaster

- Account for the whereabouts and health of all group members. If a student is injured, please refer to the protocols for a medical emergency. If a student is not accounted for, work with all possible contacts to locate the entire group.

- Do whatever is necessary to ensure the continued safety of the group.

- Contact the Calvin Crisis Response Team immediately and let them know the status of your group. This team can be reached by calling either Don DeGraaf (Director of Off-Campus Programs) or Calvin Campus Safety.

- If you cannot reach Calvin (if public communication fails) try to contact the U.S. Embassy or Consulate as they may be able to contact Calvin through diplomatic channels.

- Contact the local U.S. Embassy or Consulate and let them know the status of the group and follow whatever procedures they may require.

- If possible, encourage students to contact their family in the States to assure them they are safe. If communication is difficult, the Crisis Response Team at Calvin can assist in contacting families. Remind students that media coverage of the event or disaster can make things look worse than they are. Families will be worried and anxious to hear from their son or daughter.

- Monitor the Department of State, Bureau of Consular Affairs home page (http://travel.state.gov/index.html) and the home page for the U.S. Embassy in the foreign country (http://www.usembassy.gov/) for up-to-date information about the crisis.

- During a political crisis or some other emergency during which foreigners in general or U.S. citizens in particular may be at risk, tell the students to keep a low profile and to:
  - Avoid following demonstrations and large volatile public situations;
  - Avoid behavior that could call attention to themselves;
  - Avoid locales where Americans are known to congregate; and,
  - Remove signs and avoid wearing clothes that would label them as Americans.

- Monitor Voice of America and BBC broadcasts for announcements.

- If the situation continues or the significance of the event is great, the director should discuss with the Crisis Response Team at Calvin the possibility of the group returning to Calvin. If this unlikely event were to happen, the Crisis Response Team, in conjunction with the director, the U.S. Embassy, and the State Department would develop an evacuation plan.

- Throughout the process, document your actions and the actions of the group.
**Follow-up Protocols upon Return from a Semester or Interim Experience**

- Meet with the Crisis Response Team to evaluate Calvin’s response. Update policies and procedures if needed.
- File a final report.

**SPECIFIC 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
- State Department’s website for registering groups:
  [http://travel.state.gov/travel/tips/registration/registration_4789.html](http://travel.state.gov/travel/tips/registration/registration_4789.html)

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