

E.1.8.2 (Procedure) International Programs: Crisis Management

Responsible Department: District Office of International Programs, Vice Chancellor for
Economic and Workforce Development

Based on Board Policy: [E.1.8](#) - International Programs

Approved: 11-17-10

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Crisis Management for Study Abroad Programs

Pre-departure orientation sessions and information, both printed and verbal, provided to faculty leaders and student participants in study abroad programs and other travel programs sponsored by Alamo Colleges, have prepared them about health and safety issues related to international travel. Adherence to this information with appropriate behavior, caution and common sense can prevent the occurrence of many crisis situations. Unexpected events can result in the need for a crisis management plan.

Crisis Management Team at the Alamo Colleges

- District Director of the Office of International Programs
- Vice Chancellor of Economic & Workforce Development
- Deputy to the Chancellor
- Associate Vice Chancellor of Communications
- Chief of Police
- District Director of Legal Affairs

Conditions Requiring Crisis Management

- Serious illness, injury or death of a student or the faculty leader
- Emotional or psychological stress of a student or the faculty leader
- A participant (student or faculty) is the victim of a crime (theft, assault, rape, etc.) or is accused of committing a crime
- A participant (student or faculty) is missing or cannot be located
- An in-country situation arises that is cause for concern (political uprising, terrorism attack, natural disaster. etc.)
- Personal conduct issues at the discretion of the faculty leader or the Executive Director of International Programs
- Death or serious illness of a family member of a program participant
- Any other situation, either US domestic or foreign, that could warrant concern

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Action Steps in the Event of Crisis

- On-site personnel (faculty leader, host country participant, student) contact the Director of the District Office of International Programs.
- If necessary, Director of the District Office of International Programs will call the Office of Public Safety.
- If necessary or as directed, on-site personnel must contact the appropriate local authorities (police, US Embassy, medical personnel) to begin necessary local actions.
- In consultation with on-site personnel, the Director of the District Office of International Programs will call emergency contacts of student(s) or the faculty leader.
- In all crisis situations, the Director of the District Office of International Programs will consult with the Associate Vice Chancellor of Communications to determine appropriate releases to the media. One person will speak on behalf of Alamo Colleges to the media.
- As appropriate, The Associate Vice Chancellor of Communications will apprise the Executive Leadership Team of the situation.
- If necessary, the Legal Counsel of Alamo Colleges will be contacted by the Director of the District Office of International Programs.
- Appropriate action will be determined and conveyed to on-site personnel

Actions Unique to a Situation

- Serious illness or injury – If necessary, The Alamo Colleges will advance funds to cover emergency costs. Such expenses are ultimately the responsibility of the student
- Emotional or psychological stress – A certified counselor or psychologist will contact faculty leader and student to evaluate the situation
- Death of illness of family member – The Director Of the District Office of International Programs, in consultation with and support of other personnel, will provide assistance in contacting the student or faculty leader. Assistance will be provided for arranging return travel, and such expenses are ultimately the responsibility of the student

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Potential Information Required

On-site personnel (faculty leader or student) should gather and record as much information as possible, including but not limited to:

- who is involved
- what are the details of the incident
- were there witnesses to the incident
- if necessary, are all program participants aware of the situation
- is the group in danger
- what actions, if any, have been taken, should be taken
- is there adequate food, water, housing and medical attention
- is someone available to assist you who speaks English

Complete and accurate information in any crisis situation is an absolute necessity to that the Crisis Management Team can prepare appropriate courses of action.

Crisis Management Contact Information

- District Director of the Office of International Programs
- Alamo Colleges Office of Public Safety
- Vice Chancellor of Economic & Workforce Development
- Deputy to the Chancellor
- Associate Vice Chancellor of Communications
- District Director of Legal Affairs