EMERGENCY PROTOCOL FOR LEADERS OF INTERNATIONAL TRIPS
(From MC Handbook, also included in MA International Planning guide)

No one can prepare for everything, but trip leaders have a special responsibility to be ready to cope with emergencies. They should prepare their groups to respond to crisis as calmly as possible.

DEFINITION: All emergencies need prompt and effective response.

- Real emergencies pose a genuine and sometimes immediate risk to the safety and well being of participants. These include, but are not limited to, *coups* and other civil disturbances; natural and human-made disasters; incarcerations; serious physical or emotional illness; accidents; physical assaults; disappearances or kidnapping; and terrorist threats and attacks.
- Perceived emergencies are those that pose no significant risks to the safety of participants, but are seen as threatening by family members in the U.S. or by students and colleagues on campus. Perceptions of threat can arise out of a number of things: sensationalized reporting of an event abroad; distortion of information provided by a participant in a telephone call, e-mail message, fax or letter home; or simply out of the nervousness of a family member or friend with little or no international experience. Such perceptions can affect family members and others very strongly and they need to be treated seriously.
- Potentially traumatic experiences may pose no immediate threat to a student's safety but they require careful attention during the remainder of the trip and follow-up after the return to campus. Such experiences might include witnessing a death, narrowly escaping serious injury, being in the vicinity of a serious natural disaster even if the group is safe, anxiety about a tragedy or problem at home, etc. These experiences can affect the entire group, not just the psyche of the individual most involved.

PREPARATION: *Caveat Viator*. Let the traveler beware.

- Prepare the group on health and safety issues. Remind them periodically of what they learned.
- Make sure every traveler accepts the responsibility to be alert and to follow advice of the leader.
- Discuss back-up plans before departure.

COMMUNICATION: Keep information flowing before problems start and during a crisis.

With the group

- Review country safety guidelines for safety 3 times: on the first full day of the program; at mid-point, near the end (when participants may be over-confident about their traveling skills).

With the College

- Regular updates from programs abroad help reassure parents (yes, they do call) and inform community members who may need to assist you in the future. Each situation is different, but you or your local contact should notify the World Studies Offices (by email, phone, or fax) at least 3 times: once you have arrived and are settled, at mid-point or once a week, and close to departure for the return flight.
- *NOTE: If you change locations several times, are in an area that has become unstable, or experience any difficulties, please contact us more frequently. If you are in a wilderness area, arrange to report in regularly to a local contact whom we may call for word of you. This is essential in case of an emergency.*
- Use the Emergency Contact Cards to reach us. Participants should keep these cards with them at all times. The U.S. State Department Task Force to assist U.S. citizens is operational 24 hours a day. Callers from overseas can reach the Task Force at 1-317-472-2328.
- File incident report forms for emergencies, accidents, etc. within 48 hours. Fax (802-257-4154) or email the forms to the World Studies office or other College contact detailing what the emergency was and how it was handled.

FOLLOW-UP: Close the loop.

- After your return to campus, write a brief report offering advice to the next trip to this region.
- Arrange follow-up session with your group to debrief experience at a distance (and present it to others.)

Marlboro College
International Studies and Programs

Incident Report

To be completed immediately after any emergency, as defined on the Emergency Protocol Sheet, involving the health or safety of the group or any program participant. This report must be filed within 48 hours of the incident.

Accident___ Natural Disaster ____ Illness____ Theft ____

Contact with Police or Legal Authorities _____ Violation of Law or Program Policies _____

Other (Specify)_____

Name of student involved (if applicable) _____

(Take following information from application)

Emergency Contact Name, Relation and Telephone:

Has the above person been contacted by you or by the student?
(Note: Whenever feasible, *please* allow the Marlboro staff member in Vermont to phone the emergency contact rather than phoning them yourself from overseas.)

Description of Incident:

Action Taken by Group Leader(s):

Additional Information:

Suggestions for prevention of future such incidents:

If student was examined or treated by a physician, please complete:

Facility Name:

Physician Name:

Phone Number:

Diagnosis:

Treatment:

Follow up treatment recommended by physician:

Recommended/Suggested follow up by Marlboro College:

Name of person completing form _____

Signature _____

Date_____

Please fax this form to the Office of International Studies, (802) 257-4154, as soon as possible.

In an emergency situation, please phone:
Name: Phone work: Phone home:
Name:
Name: