



Crisis Management Plan for WSU Off-Campus Study Programs (semester or faculty-led)

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This document provides a master plan for responding to crises that occur when Winona State University faculty and students are on credit-bearing study away overseen by Study Abroad.

Any emergency or crisis, whether real or perceived, requires a response from the home institution. Although no plan will apply to every situation, a common set of factors must be examined in every case. These have been organized below in the form of a checklist that can be used to guide response by WSU to emergencies facing a study abroad program (either short-term or semester/year-long).

Before a crisis occurs abroad, the Study Abroad office will:

1. File the names of the study abroad travelers, itineraries, and emergency contact information with the U.S. State Department ([Smart Traveler Enrollment Program](#)).
2. Provide faculty leaders of off-campus study programs with contact information at the University in case of emergency.
3. Provide information on how to contact the [U.S. embassy](#) at the destination.
4. Offer a training session for all faculty members leading groups of students on off-campus study programs.

5. Regularly review our list of campus, local community, and state agencies and individuals who would be helpful in an emergency.
6. Utilize a set of procedures to review and approve off-campus study experiences.
7. Provide each student with emergency insurance coverage, currently through [HTH Worldwide](#).

Study Away Emergency/Crisis Management Team

The Center for Global Education Assistant Vice President is the primary contact for/to parents and with on-site officials, and usually will be the individual coordinating the overall response. The Director of Communications, Marketing, and Media Relations or designee will act as the official spokesperson to media sources.

- [Carolyn O’Grady](#), AVP Center for Global Education
- [Susan Niedzwiecki-Pham](#), Director of Study Away, Study Abroad Office
- [Ted Rogers](#), Interim VP for Academic Affairs and Provost
- [Karen Johnson](#), Dean of Students
- [Andrea Northam](#), Director of Communication, Marketing, and Media Relations
- [Christopher Cichosz](#), Director of Campus Security and/or [Erin Paulson](#), University Safety Director
- [Lori Mikl](#), Director of Legal Affairs
- [Denise McDowell](#), VP for Enrollment Management and Student Affairs
- Other individuals may be included as needed, depending on the specific circumstances of the event.

Conditions Requiring Crisis Management

Study Abroad staff should be contacted immediately (by faculty leader or host provider) in any of the following circumstances involving a WSU participant:

- Any illness, injury or death.
- Emotional or psychological stress that appears to require professional attention or removal of the participant from the situation.
- A participant is the victim of a crime, e.g., theft, assault, rape, harassment, etc., or being accused of committing any crime.
- A participant appears to be missing.
- Any situation that causes serious concern for the safety of participants, i.e., a political uprising or a natural disaster.

Responsibilities of the On-Site Program Director

Student/Program Director Minor Illness/Injury

1. Ask student/Program Director to describe their symptoms.
2. Program Director conveys three messages:
 - a. *I’m sorry you’re not feeling well.*
 - b. *You are going to be OK.*
 - c. *You are not alone.*

3. Program Director supports student/Program Director in determining best solution (over the counter medicine, rest and fluids, bandage, etc.). If medical attention is warranted, please contact local medical care right away.
4. Write notes about situation: name, condition, treatment plan.
5. Monitor (check on ill/injured person at regular and reasonable intervals to assess condition).
6. Send e-mail message to a Study Abroad staff member (see contact list p. 13). Include name, condition, treatment plan, and progress so far.
7. Send another e-mail message when the condition is resolved.
8. If symptoms escalate, call local medical care (you can go to any local medical care facility that works with HTH - information for your locations can be found on the HTH website (<https://www.hthstudents.com>.) You can also call HTH directly for assistance (1-888-243-2358 or +1-610-254-8769).
9. If condition significantly worsens, this qualifies as an emergency and you should start an Incident Report Form.

Student/Program Director Major Illness/Injury

1. Contact local medical care--call the country's equivalent of 911 for emergency illness/injury (see document provided in your materials). You can go to any local medical care for emergency and non-emergency situations (you can also go to any local medical care facility that works directly with HTH. Information for your locations can be found on the HTH website (<https://www.hthstudents.com>). You can also call HTH directly for assistance (1-888-243-2358 or +1-610-254-8769).
2. Start an Incident Report Form to organize needed information and to keep an ongoing log (including times) as the situation progresses.
3. Divide duties between Program Directors (e.g. Program Director A will travel to health care facility with student; Program Director B will take rest of group to hotel, next activity, meal, etc.). If there is only one Program Director, or a Program Director is ill or incapacitated, ask a local contact to assist or possibly a senior student in the group. Be sure to include who is accompanying who on the Preliminary Incident Information report.
4. As soon as the situation is stable (meaning as soon as the ill or injured person has gotten to appropriate medical care, and the rest of the group is safe and accounted for) call Study Abroad with details. WSU will notify insurance and the person's emergency contact.
5. If medical evacuation is necessary, this will be coordinated by WSU through our insurance company.
6. HTH will most likely contact the Program Director directly for details as needed.
7. WSU will let the Program Director know if a WSU staff member will travel to be with the injured/ill person.
8. The Program Director should direct any press queries to the WSU Communications Office. The Program Director can tell the press, "No comment. Please contact WSU Office of Communications."
9. If the student/Program Director consents, brief the group on the person's health status. If the student/Program Director does not consent, do your best to convey to the group that the situation is being addressed appropriately and that the person has asked that everyone respect his/her privacy.
10. If a student is hospitalized, one Program Director must stay in that location to be with the student. If determined to be appropriate after consultation with WSU, the other Program Director may continue the planned itinerary with the rest of the group. If there is no second Program Director, a decision about next steps will be made in consultation between WSU and the sole Program Director.

11. If a Program Director is hospitalized, when possible/appropriate, a local guide can serve as the other Program Director to continue the planned itinerary with the group. In some cases, a representative from WSU may travel to join the group and serve as the second Program Director.
12. Throughout the incident, the Program Director will be in regular communication with Study Abroad. Changes in status noted on the ongoing Incident Report Form will also be kept in a log at WSU.
13. The Program Director will submit all notes on the situation upon returning to WSU. Please keep them in a safe place!
14. The Program Directors will debrief about the incident with Study Abroad staff upon return to WSU.

Transportation Accident

1. Account for everyone in the group.
2. If police/emergency people are not on the scene, call them (use country equivalent of 911, see document provided in your materials).
3. Identify any injured people and direct emergency personnel to them.
4. Ensure the safety of all members of the group.
5. Divide duties between Program Directors (e.g. Program Director A will travel to health care facility with student; Program Director B will take rest of group to hotel, next activity, meal, etc.). If a Program Director is ill or incapacitated, or if there is only one Program Director, ask a local guide or other local contact, or possibly a senior student, to assist.
6. Start completing the Incident Report Form. Be sure to note times and all actions taken.
7. As soon as the situation is stable (meaning as soon as the ill or injured person has gotten to appropriate medical care, and the rest of the group is safe and accounted for) call Study Abroad with details. WSU will notify insurance and the person's emergency contact.
8. If medical evacuation is necessary, this will be coordinated by WSU through our insurance company.
9. HTH will most likely contact the Program Director directly for details as needed.
10. Get the non-injured students and a Program Director (if possible) back to the accommodation location to regroup.
11. WSU will let the Program Director know if a WSU staff member will travel to be with the injured/ill person.
12. The Program Director should direct any press queries to the WSU Communications Office. The Program Director can tell the press, "No comment. Please contact the Office of Communications at WSU."
13. If a student or the Program Director is hospitalized, when possible/appropriate, a local guide can serve as the other Program Director to continue the planned itinerary with the group. In some cases, a representative from WSU may travel to join the group and serve as the second Program Director.
14. Throughout the incident, the Program Director will be in regular communication with Study Abroad. Changes in status noted on the ongoing Incident Report Form will also be kept in a log at WSU.
15. If the student/Program Director consents, brief the group on the person's health status. If the student/Program Director does not consent, do your best to convey to the group that the situation is being addressed appropriately and that the person has asked that everyone respect his/her privacy.
16. Throughout the incident, the Program Director will be in regular communication with Study Abroad. Changes in status noted on the ongoing Incident Report Form will also be kept in a log at WSU.
17. The Program Director will submit all notes on the situation upon returning to WSU. Please keep them in a safe place!
18. The Program Directors will debrief about the incident with Study Abroad staff upon return to WSU.

Robbery, Mugging, and/or Physical Assault

1. Respond to the student/Program Director victim immediately.
2. Be sure the person is in a safe place and reassure them of their safety.
3. All involved staff should convey three messages:
 1. ***I believe you;***
 2. ***You are not alone; and***
 3. ***We are sorry this happened to you***
4. If police are not on the scene, call the equivalent of 911 (see document provided in your materials).
5. Obtain medical assistance as needed.
6. Start an Incident Report Form/log.
7. Suggest that the person file a police report and accompany them to do so.
8. As soon as the situation is stable (meaning as soon as the mugged person is safe and attended to, and the rest of the group is safe and accounted for) call WSU with Incident Report details.
9. Administrators at WSU will discuss the circumstances of the situation with you and help determine the next steps for the group (perhaps changing an accommodation site, plans for the rest of the day or next day, etc.).
10. The Program Director will submit all notes on the situation upon returning to WSU. Please keep them in a safe place!
11. Program Directors will debrief about the incident with Study Abroad staff upon their return.

Student/Program Director Arrest

NOTE: Neither the U.S. Embassy/Consulate nor Winona State University can get people out of jail, serve as interpreters, pay fees, or provide legal advice.

1. If possible, advise the arrested Program Director or student to not make any statements without a lawyer present.
2. Call the U.S. Embassy or Consulate (or if the person is not an American citizen, call their embassy).
 - a. The U.S. Embassy or Consulate will provide information for local lawyers and general information about the criminal justice process.
3. Visit the student in jail.
4. Gather as much information about the circumstances as possible and start the Incident Report Form. Be sure to write down the time of day each time you make a log entry.
5. Call WSU immediately (see phone numbers on p. 13). This is critically important because we want the parent/guardian to hear from an WSU administrator, not CNN or other means!
6. To that end, do NOT contact the student's or Program Director's emergency contact. WSU will handle that. WSU will notify Program Directors once the emergency contact has been reached.
7. Make sure the rest of the group is in a safe location—remove them from the scene to a safe and private location as quickly as possible—one Program Director or local staff member should stay with this group. Ask that they refrain from texting or calling anyone until WSU has informed you that the emergency contact has been notified.
8. Notify host organization/institution (if relevant). Do not provide any details at this time.
9. Notify the rest of the group. Ensure that group discussion, one on one counseling, and access to WSU's counseling center are available to the extent possible.
10. The Program Director should direct any press queries to WSU. The Program Director can tell the press, "No comment. Please contact the Office of Communications at WSU."

11. You will be in regular contact with WSU throughout this event and WSU administrators will provide as much support as possible. Please be sure to keep good notes on the situation. Keep your notes in a log format including times as these will become part of an official incident report. Program Directors will submit all notes on the situation upon returning to WSU. Please keep them in a safe place!
12. Program Directors will debrief with Study Abroad staff upon their return to SU.

Missing Person

1. The amount of time a student/Program Director is considered missing before there needs to be a response is variable and will depend on circumstances, location, program type, etc. When in doubt, make a report.
2. Try to determine when student/PD was last seen.
3. Start Incident Report Form/log.
4. Call WSU.
5. WSU will contact the student's (Program Director's) emergency contact.
6. Call local police and file a missing person's report. Ask them to check clinic and hospital admissions and coroner's records for unidentified bodies.
7. Notify the U.S. Embassy.
8. Provide information and reassurance to other students as appropriate.
9. Administrators at WSU will work with you to manage the situation and ongoing group plans.
10. The Program Director will submit all notes on the situation upon returning to WSU. Please keep them in a safe place!
11. Program Directors will debrief about the incident with Study Abroad staff upon their return to WSU.

Death of a Student/Program Director

1. Verify the identity of student or Program Director.
2. If they are not already on scene, notify local police. (Use the equivalent of 911, provided in your materials).
3. Gather as much information about the circumstances as possible and start the Incident Report Form. Be sure to write down the time of day each time you make a log entry.
4. Call WSU immediately (see phone numbers p. 13). This is critically important because we want the parent/guardian to hear from a WSU administrator, not CNN or other means!
5. To that end, do NOT contact the student's or Program Director's emergency contact. WSU will handle that. WSU will notify Program Directors once the emergency contact has been reached.
6. Make sure the rest of the group is in a safe location—remove them from the scene to a safe and private location as quickly as possible—one Program Director or local staff member should stay with this group. Ask that they refrain from texting or calling anyone until WSU has informed you that the emergency contact has been notified.
7. Call the U.S. Embassy or Consulate (or if the person is not an American citizen, call their embassy). The Consular Officer is responsible for obtaining the death certificate and other necessary documents for preparing a Foreign Service Report of Death.
8. WSU will contact insurance for repatriation and all insurance concerns. A representative from the insurance company will probably speak directly to a Program Director regarding plans and details.
9. Notify host organization/institution (if relevant). Do not provide any details at this time. A police investigation will be conducted first.
10. Notify the rest of the group. Ensure that group discussion, one on one counseling, and access to WSU's counseling center are available to the extent possible.

11. The Program Director should direct any press queries to WSU. The Program Director can tell the press, "No comment. Please contact the Office of Communications at WSU."
12. You will be in regular contact with WSU throughout this event and WSU administrators will provide as much support as possible. Please be sure to keep good notes on the situation. Keep your notes in a log format including times as these will become part of an official incident report. Program Directors will submit all notes on the situation upon returning to WSU. Please keep them in a safe place!
13. Program Directors will debrief with Study Abroad and other WSU staff upon their return to WSU.

Sexual Harassment, Sexual Assault, and/or Rape

1. Respond immediately. All involved staff should convey to the complainant three messages:
 - a. ***I believe you;***
 - b. ***You are not alone; and***
 - c. ***We are sorry this happened to you***
2. Inform complainant that faculty and staff program directors are not a confidential resource but will try to maintain the privacy of the survivor recognizing the need to balance their privacy with safety considerations and their duty to report.
3. Encourage the complainant to talk about the incident –Talking with supportive people may help complainants regain a feeling of control and help them feel less alone.
4. Listen attentively and compassionately to the details. Inform the complainant that you are required to provide a report to the Title IX Coordinator at WSU, which includes
 - a. Names of students/persons involved
 - b. Details of the situation
 - c. Telephone number where the program director(s) can be reached
 - d. What assistance is needed
 - e. Confirmation of the safety of the individual(s) involved.
5. Physically separate (into a different room/building) the complainant from the accused perpetrator if the accused perpetrator is in the group/program.
6. When feasible, but as soon as possible, call Study Abroad (see phone numbers, p. 13).
7. Remind the complainant of the options available regarding medical care, counseling, and reporting. Remember, you can encourage (but not force) the complainant to report the incident to local authorities and/or the program site or seek medical care. If you have concerns about the integrity of local policy or local medical contacts, please discuss this with Study Abroad staff when you call.
8. If a person has just been raped and/or has been sexually assaulted and they agree to medical care, tell them to not bathe, use the bathroom, brush their teeth, change their clothes, etc. This is not for medical reasons, this is to help obtain evidence that may be used in court.
9. Start an Incident Report Form (either in the presence of the complainant or not depending upon their wishes above).
10. Report any type of sexual harassment, including sexual violence, ASAP (***within 24 hours***) to Lori Mikl, Title IX Coordinator, at (507) 457-2766 or lmikl@winona.edu. The Title IX Coordinator is responsible for ensuring that there is an appropriate institutional response to any complaint of sexual harassment, sexual violence or student sexual misconduct.
11. Administrators at WSU will get in touch to help you decide the best course of action (for the complainant and for the accused perpetrator if they also happen to be in the group); and may assist in arranging counseling by phone.

12. If medical evacuation is warranted, WSU will contact our insurance to arrange the details. The insurance company will likely also communicate directly with the Program Director.
13. Administrators at WSU will work with you throughout the event to determine the best course of action for all involved, including the rest of the group and the group's plans.
14. The Program Director will submit all notes on the situation upon return to WSU. Please keep them in a safe place!
15. The Program Directors will debrief with Study Abroad and other WSU staff upon returning to SU.

Regional Catastrophic Incident

Regional tragedies are defined in this instance as a tragedy (terrorism, environmental, political unrest) in the country or neighboring countries to your program location(s) but not in the city where you are currently located and has not impacted your program directly.

1. Account for all students and Program Directors.
2. Contact WSU by phone or email immediately (see phone numbers p. 13).
 - a. Study Abroad will facilitate student/parent contact and communications.
3. Assess the local in-person reaction (use local contacts when applicable). Questions you might answer include:
 - a. What was the target of unrest, if event was political?
 - b. What is the intensity of the emergency or political unrest?
 - c. Are there military or emergency personnel at the site of the emergency?
 - d. What is the advice of the nearest US Embassy/Consulate?
 - e. What impact, if any, does emergency have on availability of food, water, and medical supplies?
 - f. How able are our students/faculty to travel?
 - g. Is continuation of classes in the best interest of student health and safety?
4. Read and stay informed via local media.
5. Check the [U.S. State Department](#) for any updates to travel advisories.
6. Make any needed alterations to your current itinerary (change city, extend stay elsewhere).
7. Change any emergency security/safety information.
 - a. Make sure students are aware of these changes
8. Program Directors will submit all notes on the situation upon return to WSU. Please keep them in a safe place!
9. Program Directors will debrief about the incident Study Abroad staff upon their return to SU.

Large-scale Catastrophic Incident

Large-scale Catastrophic Incidents include natural disasters, terrorism, and severe political unrest.

1. Check status of all group members. If the group is not together, work with your co-director or local provider to make a plan to locate the rest of the group.
2. If anyone is injured or deceased, alert emergency personnel. One Program Director should stay with injured/deceased. If there is only one uninjured Program Director, designate a student group leader and tell them to take the group to a particular location and stay there.
3. Get as many of the group as possible to a safe location. Then, work with emergency personnel to take care of injured/deceased. Follow protocol for injury/death when you are able to.
4. Start Incident Report Form/log.

5. If possible, call WSU or ask someone to do so.
6. If you are able reach WSU, WSU will inform our insurance company who will provide emergency management assistance to Program Directors.
7. If you are not able to reach WSU, if possible, contact local U.S. Embassy to explain your situation and get advice and assistance. Consider contacting local contacts if they might have the ability to provide assistance (recognizing that such an event may have rendered them unable to provide assistance). Questions to answer might include:
 - a. What was the target of unrest, if event was political?
 - b. What is the intensity of the emergency or political unrest?
 - c. Are there military or emergency personnel at the site of the emergency?
 - d. What is the advice of the nearest US Embassy/Consulate?
 - e. What impact, if any, does emergency have on availability of food, water, and medical supplies?
 - f. How able are our students/faculty to travel?
 - g. Is continuation of classes in the best interest of student health and safety?
8. Depending upon the scale and nature of the event, there will be many emergency management resources on site including local emergency responders, international NGOs, military, etc. Utilize whatever resources are available to you to ensure the safety and security of your group.
9. If you need to evacuate and you are not able to reach WSU, attempt to reach HTH Insurance by calling collect at +1-610-254-8771.
10. Use all local resources: local contacts, U.S. Embassy, emergency personnel, international NGOs, crisis responders, etc. to help you get out of the dangerous area.
11. Communicate your plans to a local contact and ask them to repeatedly try to reach WSU until they are successful.
12. As soon as you have communications, call WSU or e-mail Study Abroad staff to inform WSU where you are, your situation and discuss your plans.
13. Program Directors will submit all notes on the situation upon return to WSU. Please keep them in a safe place.
14. Program Directors will debrief about the incident with Study Abroad and the Director of Safety upon returning to SU.

Civil Unrest

1. If you learn about this while at your lodging site, make sure all students are accounted for and know to stay where they are. If you learn about this while at an activity, get to a safe location and keep everyone together.
2. If any students are not accounted for, do your best to reach them quickly.
3. Confirm details about affected areas by talking with local contacts and contacting the U.S. Embassy. Questions you might seek to answer include:
 - a. What was the target of unrest, if event was political?
 - b. What is the intensity of the emergency or political unrest?
 - c. Are there military or emergency personnel at the site of the emergency?
 - d. What is the advice of the nearest US Embassy/Consulate?
 - e. What impact, if any, does emergency have on availability of food, water, and medical supplies?
 - f. How able are our students/faculty to travel?
 - g. Is continuation of classes in the best interest of student health and safety?
4. Start an Incident Report Form/log.
5. If possible, call WSU immediately (see phone numbers, p. 13).

6. WSU will alert our crisis insurance company.
7. If you are able to communicate with WSU (phone lines/internet are up), you will work with WSU to determine plan. Depending on the situation, this may include:
 - a. Stand fast—staying at your current location and wait for things to quiet down (this is usually the case for smaller events that are likely to resolve quickly).
 - b. Move to another nearby location—if the particular area where you are staying/doing activities is not safe, and it is possible to move, move the group to a safe part of the city/area. (For example, say there is a violent demonstration within 4 blocks of your hotel—that is too close for comfort. It may be easy to move to a hotel in another part of town without crossing the demonstration). If you are not able to move on your own and are in danger, you will evacuate.
 - c. Evacuate—if the situation escalates and is expected to last for some time, the group will evacuate the area—possibly to another city or town in the same country, or possibly to another country. Worst case scenario would be returning to the U.S. If a crisis evacuation is necessary, our insurance will manage the evacuation. Program Directors will be in regular contact with WSU and will also speak with our insurance company.

If you are not able to communicate with WSU:

8. Determine the best course of action for the group by following the guidelines above (Stand fast, move to nearby location, evacuate).
9. If you determine that you have to evacuate without being able to contact WSU, use all local resources: local contacts, U.S. Embassy, emergency personnel, international NGOs, crisis responders, etc. to help you get out of the dangerous area.
10. Communicate your plans to a local contact and ask them to repeatedly try to reach WSU until they are successful.
11. As soon as you have communications, call or email WSU to inform us where you are, your situation and discuss your plans.
12. Program Directors will submit all notes on the situation upon return to WSU. Please keep them in a safe place!
13. Program Directors will debrief about the incident with Study Abroad staff and the Director of Safety upon their return to WSU.

Responsibilities of the Study Abroad Office

When contacted concerning a serious injury, death, or emergency, the Study Abroad office will:

- Begin a log of all calls and activities pertaining to the incident, to include date and time of calls or actions.
- Gather the following information:
 - Name, location, and contact of caller (address, city, country, phone/fax number, email).
 - Time and date of call.
 - Individuals involved in the situation.
 - Time and date of situation.
 - Brief description of situation.
 - Location of accident or emergency; proximity to WSU students.
 - Phone and fax number where caller can be reached.
 - Verify that calls have been placed to emergency response services and/or U.S. Embassy/Consulate, if situation warrants.

- Information, if any, that has been released to the media.
- If appropriate, instruct caller to call again after emergency response team and/or law enforcement have arrived at the site of the incident.
- The Study Abroad office will notify the following in appropriate order of needed response: Dean of Students; Vice President for Enrollment Management and Student Life; Provost; President; Office of Communications, Marketing and Media Relations; Office of Legal Affairs, Dean(s) of the appropriate College(s).
- Proceed with appropriate steps as needed, such as:
 - Contact and bring together members of the study away crisis management team.
 - Contact local authorities as relevant (e.g. on-site program partner, police, U.S. Embassy/Consulate) to request assistance.
 - Contact the University's risk management officer to work as appropriate with the University's insurance provider.
 - Contact parents of student or the family of faculty member to apprise them of the situation.
 - Brief the official University spokesperson, the President, Provost, and other members of WSU as appropriate.
 - Provide for necessary medical care, counseling, or emergency evacuation.
 - Determine if funds are needed to cover emergency expenses, if necessary. Depending on the situation, such expenses may be the responsibility of student/parents or the faculty member, but WSU will advance funds as needed to assure a timely resolution of the situation.
 - Consult with University legal counsel as appropriate.

Study Abroad Action Plan Checklist

Some or all of the following will be completed by the Study Abroad office, depending on the nature of the crisis:

- Contact US State Department (if incident is abroad).
- Contact the consulate/embassy abroad.
- Work with the study away emergency crisis management team to develop an action plan in response to the specific situation. Considerations and tasks include:
 - Appropriate immediate measures needed to preserve the health and safety of students and staff;
 - Designate an individual to assume responsibility for the situation at the home institution to ensure one individual coordinates all response. This will typically be the AVP, but may be another campus representative depending on the specific situation;
 - Appropriate course of action (dealing with initial student reaction, reiterating appropriate student behaviors, developing a written course of action, and having students acknowledge in writing receipt of such information);
 - Develop and assist with an evacuation plan, if necessary (considering the safety of various modes and routes of travel, the costs of evacuation and the method of meeting those costs, the possibility of reducing the level of threat by dispersing students in small groups to reconvene later in another locale, and available in-country resources) based on advice from US State Department and local program faculty (evacuation, move to Embassy compound, remaining on-site and maintaining low profile, quarantine, etc.);
 - Develop a communication document to be utilized by all individuals involved (consistency is crucial). Remember the privacy of students/staff involved;

- Prepare a list of individuals to be alerted once the entire plan is in place (to include the President, Provost, other WSU offices, system office, WSU faculty, Deans, staff, students, parents and family of students abroad as appropriate);
- Develop a daily communication plan which factors in the people to include, organizations to notify and effective methods of communication to utilize (i.e., website);
- Provide the University’s designated official spokesperson with a daily bulletin until the crisis is over;
- Develop a response to parents, including notification to all parents and a coordinated response to subsequent telephone calls;
- Submit an action plan to the President of the University for a final decision.

The approved action plan is transmitted to the on-site faculty member or contact.

Debrief the incident with all relevant parties once it is resolved.

Document in a written report all actions including any changes to the protocol.

Insurance Information

Liability Insurance

All WSU students and accompanying faculty members are covered under State of MN Risk Management Fund for general liability. More information about liability coverage can be obtained from the University’s Safety Director (507-457-5082).

GeoBlue

Students and accompanying faculty members on WSU faculty-led programs, and other semester and year-long students, are covered under Winona State University’s plan with GeoBlue international health insurance. This insurance will serve as primary health insurance in the host country and will provide medical benefits for injury and sickness. Prescription drugs are covered at 100%.

<https://geo-blue.com>

Emergency Phone Numbers

U.S. State Department (if incident is abroad).

- State Department Switchboard: 202-647-4000 (Ask for the Country Desk)
- Overseas Emergency:
 - From the U.S. call 1-888-407-4747
 - From overseas call +1-202-501-4444
- After Hours Duty Officer: 202-647-1512
- List of U.S. Embassies, Consulates, and Diplomatic Missions: <https://www.usembassy.gov/>.

Winona State University Contacts

We recommend contacting these offices in this order:

1. Study Abroad office.....+1-507-457-5081
(Office Hours: M-F, 8am-4:30PM Central Daylight Time)

2. WSU Security+1-507-457-5555
(Available 24 hours a day, 7 days a week.)

3. Asst. Vice President Carolyn O’Grady office: 507-457-2502
mobile: 612-246-6553
email: cogrady@winona.edu
4. Dean of Students Karen Johnson office: 507-457-5300
direct: 507-457-2352
mobile: 507-313-3153
email: kjohnson@winona.edu
6. Interim Provost Ted Reilly office: 507-457-5010
mobile: 507-458-4602
email: ereilly@winona.edu
7. V.P. for Enrollment Mgmt & Student Life Denise McDowell office: 507-457-5478
mobile: 816-868-3693
email: dmcdowell@winona.edu

Winona State University Off-Campus Study Program Incident Report

(also available at <https://www.winona.edu/study-abroad/faculty-information.asp>)

Winona State University is required to report any emergency incidents that occur during off-campus study (we report to both the State of Minnesota and to the federal government.) Such incidents include injury, theft, sexual harassment/assault, and more. To help us track incidents, please fill out an incident report as completely as possible. This report will serve as the University's record of what transpired. Attach extra sheets as necessary and any documentary evidence. Email this information or fax a copy of the document to the Study Abroad office (studyabroad@winona.edu or fax +1-507-457-5883) as soon as possible. Submit the original report and all supporting materials to the Study Abroad office within two weeks following the end of the program.

Reporting Person Information

1. *Your name:*
2. *Your title or role:*

Incident Specifics

3. *Date of incident:*
4. *Location of incident:*
5. *Time of incident:*
6. *Were you present?*
7. *Name(s) of participant(s) involved:*
8. *Name(s) of other individuals involved:*

Incident Description & Immediate Actions Taken

9. *Brief description of what happened:*
10. *If you did not witness the incident, who provided the above description (please list all names):*
11. *If you were not present, when and how were you informed?*
12. *What actions did you take?*

Health Needs and Medical Decisions

13. *If the participant was transported to a hospital or clinic, please provide the name of the facility, its address and phone and fax numbers.*
14. *List the names and phone numbers of physicians who examined or treated the participant:*
15. *List the exact names and prescription numbers of any medications prescribed to the participant. (Please keep all packaging and inserts.)*
16. *Was the participant conscious and, in your opinion, capable of making informed judgments about his/her medical treatment?*
17. *If the participant was not capable of making medical decisions, who made any decisions?*
18. *What, if any, follow-up care was recommended?*

Legal Authorities and/or Police Involvement

19. *Were the police or legal authorities notified of the incident or present at the scene?*
20. *List the names and phone numbers of responsible legal authorities present or involved in the resolution of the incident:*
21. *If the incident occurred outside the U.S., was the embassy notified?*
22. *If the embassy was notified, by whom?*

23. List the names and phone numbers of consular officials involved in handling this incident:

Contact with WSU Staff and Report Submission

24. List the dates and times of contact with WSU staff:

25. Date form submitted to WSU: