

Study Abroad Crisis Management at MSSU

The Institute of International Studies supports academic experiences for MSSU students and faculty members outside the borders of the United States. However, it is important for participants to consider the risks involved with studying and traveling abroad. While we hope that an event requiring emergency support from the MSSU campus never occurs, it is important to be proactive and to have an Emergency Response Plan in place.

This Emergency Response Plan is designed for the MSSU faculty member who is leading students abroad on short-term trips. Obviously, each individual situation will demand a unique response based on the faculty member's judgment after weighing all of the factors and taking appropriate action within the guidelines provided.

Students spending a semester abroad should contact the Institute of International Studies or the exchange program coordinator at the local university for assistance with specific problems.

MSSU Study Abroad Crisis Management/Response Team

Chad Stebbins (Director, Institute of International Studies)

Office: 417-625-9736, Cell: 417-438-2181

Cindy Jordan (Secretary, Institute of International Studies)

Office: 417-659-4442, Home: 417-781-8244

Kelly Wilson (Director, Advising, Counseling, Testing Services)

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Cassie Mathes (Director, University Relations & Marketing)

Office: 417-625-9365, Cell: 417-483-1455.

Ken Kennedy (University Police Chief)

Office: 417-625-9741, Cell: 417-499-8200

Bob Harrington (Director, Physical Plant)

Office: 417-625- 625-3191, Home: 417-782-2086, Cell: 417-499-8733

Ron Mitchell (Dean of Students)

Office: 417-625-9531, Cell: 417-621-5166

Additional Support

MSSU University Police Department

24-hour number: 417-626-2222, Cell: 417-437-6430

I. Political Emergency or Natural Disaster

Typical Problem:

- Coups d'etat, violence toward Americans, severe rioting and civil unrest, earthquake, typhoons, floods.

Response:

- A. Contact all students to make sure that they are accounted for and are safe.
- B. Caution students about speculative communication and advise them to wait until clear information is available before contacting home.

- C. Establish contact with the U.S. Embassy and keep a copy of the Embassy phone numbers handy. Make sure that Embassy officials know how to reach you day and night.
- D. Contact the U.S. Department of State's Citizen Emergency Center at (202) 647-5225 for suggestions and assistance.
- E. In the case of a political emergency, make sure that there are no signs posted that identify your program as having an affiliation with the United States. Discourage students from congregating in groups of Americans or foreigners and from spending time in restaurants and bars that are known to be frequented primarily by foreigners.
- F. Make sure that students know how to reach you 24 hours a day in case of an emergency.
- G. Notify the MSSU Crisis Management Team, who will consult with the U.S. State Department and other universities with students in the same geographic area to develop an evacuation plan, if deemed necessary. They will continue to be in contact with these offices as the situation develops.
- H. The team will coordinate with the appropriate MSSU offices about any possible media contact.

II. Victim of a Crime

Typical Problem:

- A student is the victim of a robbery, an assault, or a fight.

Response:

- A. Ensure that the physical and emotional needs of the student are being attended to.
- B. Report the crime to the local police as well as to MSSU's Department of Public Safety.
- C. Keep a log of all facts obtained.
- D. Notify the MSSU Crisis Management Team.
- E. The designated MSSU official will initiate communication with the student's specified emergency contact person in the U.S.
- F. The designated MSSU official will contact the affected student and gather as much information as possible in order to understand the student's interpretation of the events.
- G. The designated MSSU official will stay in contact with all parties involved.
If it is decided that it is best for the student to return home (especially if health care is necessary and considered better in the United States), MSSU will assist with plans for the return.
- H. The team will coordinate with the appropriate MSSU offices about any possible media contact.

If necessary, the U.S. Embassy abroad will be contacted for a list of lawyers in the area. **Please note that the laws of the host country take prevalence over U.S. law.** In certain cases, the MSSU Department of Public Safety may coordinate with the campus police/security at the overseas school.

III. Victims of Sexual Assault

Typical Problem:

- A student is a victim of rape, attempted rape, or other violent sexual assault.

Response:

- A. Contact Assist America Scholastic Emergency Service (required insurance that all MSSU students carry) at 1-877-488-9833.
- B. Clarify with the student the degree to which he/she wishes to involve local authorities.
- C. Discern any obvious physical and emotional disturbance.
- D. If there is obvious physical injury, make sure the student is taken to a hospital/clinic that you trust for urgent care.
- E. Inform the student of the laws and procedures for dealing with sexual assault in the host country, as these may vary from those in the U.S. For example, in the U.S. it is important to preserve the evidence of a sexual assault as this may be used as evidence in a court of law.
- F. Keep a log of all facts obtained.
- G. Contact a member of the MSSU Crisis Management Team. With permission of the victim, the designated MSSU official will initiate communication with the student's specified emergency contact person in the U.S.
- H. It is critical for the student to visit with a mental health professional regardless of any physical harm. If service cannot be provided by the Assist America Scholastic Emergency Service (required insurance that all MSSU students carry) at 1-877-488-9833, contact the MSSU Advising, Counseling, Testing Services and the Department of Public Safety, which will **help assess if the student needs to return home.**
- I. The team will coordinate with the appropriate MSSU offices about any possible media contact.

IV. Accused of a Crime

Typical Problem:

- A student is arrested for theft, assault, or drug possession.

Response:

- A. Quickly assess the situation by obtaining as many details as possible (i.e., determine who, what, when, where, why, and how). Begin writing a log of the crisis situation.
- B. Note that the laws of the host country are always in place.
- C. Contact the U.S. Embassy Consular Officer for the names of lawyers who can give the student the legal help he/she requires and provide this information to the student.
- D. Contact a member of the MSSU Crisis Management Team, preferably the Dean of Students. The designated MSSU official will initiate communication with the student's specified emergency contact person in the U.S.
- E. The team will coordinate with the appropriate MSSU offices about any possible media contact.

V. Missing Student

Typical Problem:

- A student is reported missing by a roommate, other program participants, or faculty member.

Response:

- A. If student has not been located within 12 hours of first report of disappearance, file a report with authorities.

- B. Working with authorities in the host country and to the extent possible, coordinate search efforts.
- C. As necessary, contact a member of the MSSU Crisis Management Team. The designated MSSU official will initiate communication with the student's specified emergency contact person in the U.S.
- D. Once student has been located, contact the Crisis Management Team and the student's emergency contacts.
- E. The team will coordinate with the appropriate MSSU offices about any possible media contact.

VI. Illness or Injury

Typical Problem:

- Auto accidents, recreational injury, serious illness, drug overdose, loss of consciousness.

Response:

- A. Assist the student in finding appropriate medical care. Contact Assist America's Scholastic Emergency Services at 1-877-488-9833 (required insurance that all MSSU students carry) for a list of medical personnel available in the particular area.
- B. Assess the extent or severity of the illness/accident, usually with the physician treating the student.
- C. Keep a log that will include notes regarding the circumstances leading up to the illness/accident, the outcome of any discussions with the attending physician, and the course of medical treatment as it progresses.
- D. Depending on the severity of the illness/accident, contact a member of the MSSU Crisis Management Team. That person will determine if the Crisis Management Team should be called together.
- E. The designated MSSU official will initiate communication with the student's specified emergency contact person in the U.S.
- F. In some cases, the student may need to be evacuated in order to receive appropriate medical treatment. Assist America will be contacted and further instructions will be given.
- G. The team will coordinate with the appropriate MSSU offices about any possible media contact.

VI. Psychiatric Emergencies

Typical Problem:

- A student is exhibiting severe disruptive behavior that appears to have a psychiatric basis.
- A student is believed to be severely emotionally disturbed and is creating disturbances or is a danger to self or others.
- A student has made a suicide attempt or threat or has spoken with someone about the plan to do so.
- A student is severely disruptive due to alcohol or drug use.

Response:

- A. Talk to the student and gather information. Keep a written log.

- B. Contact a member of the MSSU Crisis Management Team — preferably the Director of the Advising, Counseling, Testing Services — and brief her on the details of the situation to discuss how to assist the student.
- C. Arrange to have the student seen by a counseling professional immediately. Contact the Assist America’s Scholastic Emergency Services (required insurance that all MSSU students carry) at 1-877-488-9833 for information on local assistance. Have the student escorted to the designated location of the appointment, preferably with one or two supportive people.
- D. If necessary, arrange and carry out hospitalization.
- E. If the student will not voluntarily seek help and appears to be dangerous to self and/or others, contact local authorities for procedures for involuntarily commitment or contact ISIC for local procedures.
- F. In some circumstances, arrangements may be made by the MSSU Crisis Management Team to have the student sent back to the United States for hospitalization.
- G. If hospitalization is not necessary, encourage the student to seek help. Follow up with regular visits with the student.
- H. With the student’s consent, arrange to notify his/her specified emergency contact person and other involved parties on a need-to-know basis.

VII. Death

Typical Problem:

- Fatal accident or illness, suicide, or homicide.

Response:

- A. Verify the identity of the student. Gather as much information as possible about the circumstances surrounding the student’s death as possible. Begin writing a log.
- B. Notify the U.S. Embassy or Consulate and the MSSU Crisis Management Team.
- C. MSSU’s Student Services will initiate appropriate procedures in accordance with our campus student death protocol, notifying appropriate MSSU offices.
- D. The designated MSSU official will initiate communication with the student’s specified emergency contact person in the U.S.
- E. A telephone call of condolence will be made by the designated MSSU official.
- F. Repatriation efforts will begin.
- G. The team will coordinate with the appropriate MSSU offices about any possible media contact.

VIII. Guidelines for Media Inquiries

If an MSSU student is involved in an incident, all official MSSU responses, statements, or comments on any issue or situation are either made by or coordinated through the MSSU Office of University Relations & Marketing.

As necessary, University Relations & Marketing — in coordination with the Crisis Management Team — will develop formal, written communications, likely in the form of a situation fact sheet that can be handed to staff at all levels, faxed in response to media inquiries, and even posted on a web site. A fact sheet might include:

- The confirmed facts of the situation

- Official MSSU statements
- Contact information and phone numbers for on-campus personnel
- A timeline for action

Such fact sheets are considered works in progress, and should be updated appropriately as a situation develops.

This document was adapted and created with the help of resources from the University of Missouri-Columbia and the University of Missouri-Kansas City.

Appendix A:

U.S. Embassies Abroad (www.state.gov)

Australia – Canberra

American Embassy
Moonah Place
Yarralumla ACT 2600
Tel: (02)-6214-5600
American Citizen Services
Fax: (02) 6214-5970
Email: info@usembassy-australia.state.gov

Australia – Melbourne

(Consular services for Victoria, South Australia, Tasmania and the Northern Territory)
United States Consulate General
553 St. Kilda Road
Melbourne VIC
Tel: (03) 9526-5900
Fax: (03) 9525 0769
Emergency After Hours: (03) 9389 3601
From overseas: 61 3 9389 3601
Email: MelbourneACS@state.gov

Australia – Perth

(Consular services for Western Australia)
United States Consulate General
16 St George's Terrace
13th Floor
Perth WA 6000
Tel: (08) 9202-1224
Fax: (08) 9231-9444
After Hours Emergencies: (08)9476-0081
Email: PerthConsular@state.gov

Australia – Sydney

(Consular services for Eastern Australia)
Consulate General of the United States
MLC Centre
Level 59
19-29 Martin Place
Sydney NSW 2000 Australia
Tel: +61-2- 9373-9200
After hours emergencies: +61-2-4422-2201
For visa and passport matters: amvisa@state.gov
For all other inquiries: info@usembassy-australia.state.gov
Web: usembassy-australia.state.gov/sydney

Austria – Vienna

United States Embassy
Boltzmanngasse 16
A-1090 Vienna
Tel: (43-1) 31339-0
Fax: (+43-1) 310 06 82
E-mail: embassy@usembassy.at

Belgium – Brussels

United States Embassy
Regentlaan 27 Boulevard du Regent
B-1000 Brussels
Tel: +32-2-508-2111
Fax: +32-2-511-2725

China – Beijing

American Embassy Beijing
3 Xiu Shui Bei Jie
Chaoyang District
Beijing, China
Tel: [86] [10] 6532-3431
Email: AmCitBeijing@state.gov

China - Chengdu

The United States Consulate General in Chengdu
No. 4 Lingshiguan Road
Chengdu, Sichuan
PRC 610041
Tel: (28) 8558-3992, 8558-9642
Fax: (28) 8558-3520
Email: consularchengdu@state.gov

China - Guangzhou

The United States Consulate General in Guangzhou
No. 1 Shamian South Street
Guangzhou, PRC 510133
Tel: (82-20) 8121-8000
Fax: (86-20) 8121-9001

China – Shenyang

The United States Consulate General in Shenyang
No. 52, 14 Wei Road
Heping District
Shenyang, Liaoning, P.R.C. 110003
Tel: 86-24-2322-1198
Fax: 86-24-2322-2374
Email: shenyangacs@state.gov

China – Shanghai

The United States Consulate General in Shanghai
1469 Huai Hai Zhong Lu, Shanghai
P.R.C. 200031
Tel: (86-21) 6433-6880
Fax: (86-21) 6433-4122

Czech Republic – Prague

United States Embassy
Trziste 15, 118 01 Praha 1
Czech Republic
Tel: (+420) 257 530 663
Email: webmaster@usembassy.cz

Denmark - Copenhagen

United States Embassy
Dag Hammarskjölds Alle 24
2100 Kobenhavn 0
Tel: +45 35 55 31 44
Fax: +45 35 43 02 23

Finland – Helsinki

United States Embassy
Itainen Puistotie 14 B
Fin-00140 Helsinki, Finland
Tel: +358-9-616 250
E-mail: webmaster@usembassy.fi

France – Bordeaux

United States Consulate General
10, place de la Bourse
BP 77
33025 Bordeaux Cedex
Tel.: (0)5.56.48.63.80
Fax: (0) 5.56.51.61.97
Email: bordeauxcons@fr.psinet.com

France – Lille

United States Consulate General
107, rue Royale
59000 Lille
Tel: 03.28.04.25.00
Fax: 03.20.74.88.23
Email: usalille@state.gov

France – Lyon

American Presence Post
Consulat des Etats-Unis
1 quai Jules Courmont
69289 Lyon Cedex 02
Tel: 04 78 38 36 88
Tel: 04 78 38 33 03

France - Marseille

United States Consulate General
Place Varian Fry
13286 Marseille
Cedex 6
Tel.: (33) 4-91-54-92-00
Fax: (33) 4-91-55-09-47

France – Paris

United States Embassy
2 Avenue Gabriel
75008 Paris, France
Switchboard (33) 1 43 12 22 22
Fax: (33) 1 42 66 97 83
Email: irc@amb-usa.fr.

France – Rennes

United States Consulate
30, Quai Duguay-Trouin
35000 Rennes
Tel: (0)2.23.44.09.60
Fax: (0)2.99.35.00.92
Email : rennes.app@wanadoo.fr

France – Strasbourg

United States Consulate
15, Avenue d'Alsace
67082 Strasbourg Cedex
France
Tel.: (33) 3 88 35 31 04
Fax: (33) 3 88 24 06 95

France - Toulouse

United States Consulate
25 allées Jean Jaurès
31000 Toulouse
Tel: (33) 5-34-41-36-50
Fax: (33) 5-34-41-16-19
E-mail: usconsulate-tlse@wanadoo.fr

Germany – Berlin

Embassy of the United States
Neustädtische Kirchstr. 4-5
10117 Berlin
Federal Republic of Germany
Telephone: (030) 8305-0
Email: ConsBerlin@state.gov.

Consular Section

Clayallee 170
14195 Berlin
Federal Republic of Germany
Tel: (030) 832-9233
Emergency Tel: (030) 8305-0
Fax: (030) 8305-1215
Email: ConsBerlin@state.gov.
Emergencies only: (030) 8305-0
Fax: (030) 8305-1215

Germany – Düsseldorf

United States Consulate General
Willi-Becker-Allee 10
40227 Düsseldorf
Federal Republic of Germany
Tel: (0211) 788-8927
Fax: (0211) 788-8938
After-hours emergencies only: (0172) 970-2456

Germany – Frankfurt

United States Consulate General
Siesmayerstraße 21
60323 Frankfurt
Federal Republic of Germany
Telephone: (069) 7535-0
Fax: (069) 7535-2277

Germany – Hamburg

United States Consulate General
Alsterufer 27/28
20354 Hamburg
Federal Republic of Germany
Telephone: (040) 411 71-100
After-hours emergencies only: (040) 411 71-300
Fax: (040) 41 32 79 33

Germany – Leipzig

United States Consulate General
Wilhelm-Seyfferth-Straße 4
04107 Leipzig
Federal Republic of Germany
Telephone: (0341) 213-840
After-hours emergencies only: (0341) 213-8413
Email: leipzig@usconsulate.de

Germany – Munich

United States Consulate General
Königinstraße 5
80539 München
Federal Republic of Germany
Telephone: (089) 2888-0, 24-hours a day
Fax: (089) 280-9998

Greece – Athens

United States Embassy
91 Vasilissis Sophias Avenue
Athens 10160, Greece
Tel: 30-210-721-2951
Email: usembassy@usembassy.gr

Iceland – Reykjavik

United States Embassy
Reykjavik, Laufasvegur 21
Iceland
Tel: (354) 562-9100

Ireland – Dublin

United States Embassy
42 Elgin Road
Dublin 4, Ireland
Email: acs_dublin@state.gov

Italy – Milan

United States Consulate
Via Principe Amedeo
2/10 – 20121
Milano (Italy)
Tel: +39 02-290-351
Fax: + 39 02-2900-1165

Italy – Florence

United States Consulate General
Lungarno Vespucci
38 – 50123
Firenze, Italy
Tel: +39 055-266-951
Fax: +39 055-284-088

Italy – Naples

United States Consulate
Piazza della Repubblica
80122
Napoli, Italy
Tel: +39 081-5838-111
Fax: +39 081-7611-869

Italy – Rome

United States Embassy
Via V. Veneto 119/A
00187 Roma, Italy
Tel: (+39) 06.4674.3500

Lithuania – Vilnius

United States Embassy
2600 Akmenue 6
Vilnius, Lithuania
Tel: (370-5) 2665500
E-mail: mail@usembassy.lt

Malta – Valletta

United States Embassy
P.O Box 535, Valletta
Malta, CMR01
Tel: (356) 2561 4000
Fax: (356) 21 243229

Mexico - Ciudad Juarez

United States Consulate
Av. Lopez Mateos 924 Nte.
Ciudad Juarez, Mexico
Phone: (656) 611-3000
Fax: (656) 616-9056
U.S. Mailing Address:
P.O. Box 10545
El Paso, Tx. 79995
Email: cdjamericancitizens@state.gov

Mexico – Guadalajara

United States Consulate
Progreso 175
Col. Americana Guadalajara
Jalisco C.P. 44100
Tel: (01-33) 3825-2700
Fax: (01-33) 3826-6549
Emergency Tel: (01-33) 3826-5553
Email: consuladousa@megared.net.mx

Mexico – Matamoros

United States Consulate
Calle Primera #2002
Col. Jardin, Matamoros
Tamps, 87330
Tel: 011-52-868-812-4402
Fax: 011-52-868-812-2171
Emergency Tel: 956-592-2597 (from inside the U.S.) or 044-868-818-1507 (from inside Mexico)
U.S. Mailing Address:
P.O. Box 633
Brownsville, Texas 78522

Mexico – Mexico City

United States Embassy
Paseo de la Reforma 305
Col. Cuauhtémoc
06500 Mexico, D.F.
Tel: 011-52-55-5080-2000
Fax: 011-52-55-5525-5040

Mexico – Monterrey

United States Consulate General
Ave. Constitucion 411.
Monterrey, Nuevo Leon. Mexico 64000
Tel: (52 81) 8345-2120
Email: delbosquem@state.gov

Netherlands – Amsterdam

United States Embassy
Museumplein 19
1071 DJ Amsterdam
Tel: 020-575 5309
Fax: 020-575 5310
Email: info@amcongencuracao.an

New Zealand – Wellington

Embassy of the United States of America
P.O Box 1190, Wellington, New Zealand
29 Fitzherbert Terrace, Thorndon
Wellington, New Zealand
Tel: +644 462 6000
Fax: +644 499 0490

Norway – Oslo

United States Embassy
Drammensveien 18
0244 Oslo, Norway
Tel: (+47) 22 44 85 50
Email: osloamcit@state.gov

Portugal – Lisbon

United States Embassy
Avenida das Forças Armadas
1600-081 LISBOA
Apartado 4258
1507 LISBOA CODEX
Tel: 351-21-727-3300
Fax: 351-21-727-9109

Slovenia

United States Embassy
Presernova 31
1000 Ljubljana, Slovenia
Tel: +386 (1) 2005500
Fax: +386 (1) 200-5555
Email: email@usembassy.si

South Africa – Durban

United States Consulate
Old Mutual Building
31st floor
303 West Street
Tel: (031)305-7600
Fax: (031) 305-7691
Email: consulardurban@state.gov

South Africa – Cape Town

United States Consulate General
Monte Carlo Building (7th Floor)
Heerengracht, Foreshore
Tel: (021) 421-4280
Fax:(021) 425-3014
Email: consularcapetown@state.gov
Postal Address:
American Consulate General
PO Box 6773
Roggebaai, 8012

South Africa – Johannesburg

United States Consulate General
1 River St., Killarney
Tel: (011) 644-8000
Fax: (011) 646-6916

Postal address:
American Consulate General
PO Box 1762
Houghton, 2041
Email: consularjohannesburg@state.gov

South Africa – Pretoria

(Note: no consular services available; contact U.S. Consulate General in Johannesburg)
United States Embassy
PO Box 9536, Pretoria 0001
877 Pretorius St, Pretoria
Tel: (27-12)431-4000
Fax: (27-12) 342-2299

Spain – Barcelona

United States Consulate
Paseo Reina Elisenda de Montcada, 23
08034 Barcelona Espana
Tel. (+34) 93 280 22 27
Fax (+34) 93 280 61 75
Email: consularbarcel@state.gov

Spain – Madrid

American Embassy
Calle Serrano 75
28006 Madrid
Tel: 91-587-2200
Fax: 91-587-2303
Email: amemb@embusa.es

Sweden – Stockholm

Embassy of the United States of America
Dag Hammarskjölds Väg 31
SE-115 89 Stockholm
Tel: 08-783 53 00
Fax: 08-661 19 64
Email: StockholmWeb@state.gov

Switzerland – Bern

United States Embassy
Jubilaumsstrasse 93
CH-3005 Bern, Switzerland
Tel: 031-357-7011
Fax: 031-357-7344
24 Hours Emergency Number: 031-357-7218

Switzerland – Geneva

United States Consulate General
rue Versonnex 7
CH-1207 Geneva, Switzerland
Tel: 022-840-51-60
Fax: 022-840-5162
Email: consulate.us@ties.itu.int

Switzerland – Zurich

U.S. Consular Agency, Zurich
Dufourstrasse 101
3rd floor, Zurich, Switzerland
Tel: 01-422-25-66
Fax: 01-383-9814

Postal Address:
Dufourstrasse 101
CH-8008 Zurich
Switzerland

United Kingdom – Belfast

United States Consulate General
Danesfort House
223 Stranmillis Road
Belfast BT9 5GR
Tel: [44] (0)28 9038 6100
Fax: [44] (0)28 9068 1301

United Kingdom – Edinburgh

The United States Consulate General

3 Regent Terrace

Edinburgh EH7 5BW

Tel: [44] (0)131 556 8315

Fax: [44] (0)131 557 6023

Emergency Tel: [44] (0)122 485 7097

United Kingdom – London

United States Embassy

24 Grosvenor Square

London, W1A 1AE

United Kingdom

Switchboard: [44] (0)20 7499-9000

Email: edinburgh-info@state.gov