**Simpson College**

**Crisis Management Plan for Study Abroad Programs:**

**Information for Students and their Families**

Last updated: November 2020

Technological change and current political realities have altered the administration of study abroad programs in ways that early program developers could not have conceived. Although crises have always been possible in the study abroad context, it is now more important than ever to have plans in place to effectively deal with such emergency situations as they arise. Simpson College has developed a plan to manage emergencies occurring during study abroad. The outline below provides students and their families the essential components of that management plan to facilitate its implementation and to aid in communication about or in an emergency.

Please note that off-campus study orientation information, both printed and oral, addresses important health and safety issues related to international travel. Adherence to this information, along with appropriate behavior, caution, and common sense can prevent many emergency situations.

Decisions regarding program itineraries routinely consider information from the U.S. State Department. Simpson is prepared to make changes on short notice should a situation arise in-country that causes serious concern. In most cases, Simpson will not allow students to begin a program at a site that is designated by the U.S. State Department as existing under a travel warning. It should also be noted that all Simpson study abroad courses and programs are registered with the U.S. State Department so that government officials can more easily contact program participants if need be.

**Conditions Requiring Emergency Management**

1. A medical emergency (regarding one’s physical and/or psychological health), or death of a program participant.

2. A program participant becomes the victim of a crime, such as theft, assault, rape, harassment, etc., or has been accused of committing such a crime.

3. A program participant is missing.

4. A widespread emergency affecting, or potentially affecting, all program participants (i.e., a natural disaster, an act or threat of terrorism, an act of war, or political/civil unrest).

When an emergency occurs, the in-country course leader(s) is trained to take appropriate actions to remove the participant(s) from danger, to contact the appropriate local authorities, to seek any needed medical treatment, and to contact Simpson’s Dean of Students, Dr. Luke Behaunek. Dean Behaunek will then contact the relevant student(s)’ families, and if needed, will convene the College’s Crisis Management Team to develop an action plan in response to the specific situation. The Dean of Students is the primary contact with students’ families while Director of International Education Jay Wilkinson, is the primary contact for the College with in-country officials.

**Family Emergency Management**

Before departure, students and their families should discuss action that would be taken should an immediate family member become seriously ill or die during the student’s time abroad. Simpson will, if requested, provide assistance in contacting the student. (Usually this is accomplished by contacting travel course faculty and asking them to inform the student.) Family members needing assistance in contacting their student abroad, should call Dean of Students, Dr. Luke Behaunek at one of the phone numbers listed below. Simpson also can help make arrangements for the student to come home, should that be necessary, although any such additional expenses associated with a student’s early return home will be the responsibility of the student or his or her family.

**Emergency Contact Information**

Should students need travel assistance while abroad, Simpson has international insurance coverage through Educational & Institutional Insurance Administrators, Inc. (EIIA) to provide its students, faculty and staff with assistance. EIIA has in turn contracted with Europ Assistance to provide the actual services and assistance while off-campus. Call Europ Assistance when:

• You require a referral to a local hospital, doctor, or attorney

• Your luggage or travel documents become lost or stolen

• You may need to be evacuated or repatriated

• You need to guarantee payment for medical expenses, or

• You need over-the-phone language translation assistance in emergencies or medical situations

**Europ Assistance** can be reached 24-hours-a-day, 7-days-a-week for assistance in evaluating a situation. From within the U.S. & Canada call **(855)-901-6712**; from outside the U.S. or Canada ask the international operator to place a collect call to **Europ Assistance at +1 (240) 330-1551**, and let the representative know that you’re a student at Simpson College and that you’re covered under EIIA’s International Travel Program, referencing Simpson’s EIIA Group ID# C2EII.

Should an emergency situation arise while you are outside of the U.S., please notify the College by contacting **Dean of Students, Dr. Luke Behaunek**. His office number is **(515) 961-1592**. If no answer, or if it’s after hours in Indianola, call **Simpson Security** at **(515) 961-1711** and ask them to page Dean Behaunek.

**Other potentially helpful Simpson College Contact Numbers**

Director of International Education Jay Wilkinson (515) 961-1288

Academic Dean John Woell (515) 961-1720

Chaplain Mara Bailey (515) 961-1610

Counseling Services Director Ellie Olson (515) 961-1556

Student Health Services Director Katie Lee (515) 961-1604