



## **Best Practices for International Crisis Planning**

“The basis of an efficient crisis management system is ensuring that those with responsibility have the information, resources, and authority they need. It requires that they maintain continuous insurance coverage for students and staff, relationships with local health care providers and civil authorities, and guidelines necessary for addressing crises. It also includes their on-going preparation, so that they can take preventive steps well before a crisis arises or a noncritical matter turns into a crisis.”<sup>i</sup> The Department of Risk Management offers the following Best Practices for crisis planning.

**International SOS:** International SOS provides DU with pre-trip and in-country security and medical support and emergency/evacuation coverage. Visit <http://www.internationalsos.com/en/> and enter DU membership #11BSGC000067 for more information.

**Crisis Plan:** Devise an emergency plan in the event of an in-country crisis. This plan should include the following components. See <http://globaled.us/peacecorps/crisis-management-handbook.asp> for more details on developing an effective crisis plan.

- **Pre-trip planning:** Be sure that travelers have all the necessary documents (passports, visas, proof of international health insurance coverage, proof of vaccinations, etc.). Copies of essential documents and emergency contact information should be sent to appropriate parties to access in the event of an emergency
- **Register for the U.S. State Department Smart Traveler Enrollment Program (STEP) or equivalent for foreign nationals if applicable:** See <https://step.state.gov/step/>
- **Determine a chain of command in the event of an emergency:** Emergency situations are very chaotic so a clear plan is essential
- **Work with International SOS, U.S. (or appropriate) Embassy, local contacts, and local authorities (if plausible) to coordinate evacuation if necessary:** Communicate with Campus Safety if possible
- **Communications:** Develop a communications plan with redundancy. Remember that communications often break down in a crisis; landlines, wireless communication, and the internet may not work in an emergency situation. Create a call chain, but arrange meet-up points/safe havens for various scenarios, particularly if communications fail. If necessary (depending on the location), arrange for group travel as a general practice. Contact International SOS when possible.
- **Establish a list of safe locations for various scenarios:** Determine if/when it is necessary to shelter in place, move to a safe house, evacuate, etc.
- **Transportation:** International SOS will arrange transportation in the event of an emergency. However, the ability to utilize International SOS hinges on effective communication (travelers must be able to call SOS). Establish a plan for transportation for various scenarios in the event that communications break down.
- **Plan for provisions:** Establish how/where travelers will acquire food, water, and essential items
- **Medical Assistance:** International SOS will coordinate medical care, but DU travelers should have information on SOS-approved facilities and medical practitioners on hand (hard copies can be printed from the International SOS website) if communications fail.

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<sup>i</sup> “Dickinson College in Málaga Crisis Management Plan,” available from the Forum on Education Abroad