

E.1.8.2 (Procedure) International Programs: Crisis Management

Responsible Department: District Office of International Programs

Based on Board Policy: [E.1.8](#) - International Programs

Approved: 11-17-10

Last Amended: 7-28-20

This Procedures were developed in alignment with Board Policy C.2.12 Emergency Management, and with the Emergency Management Program implemented by Enterprise Risk Management Director and provide a Crisis Management Plan for responding to an emergency when Alamo Colleges District employees and students are on an official program managed by the Office of International Programs and could be away from the District on ACD business. All travelers are required to register their program and travel information through the U.S. State Department (Smart Traveler Enrollment Program) prior to departure. The Office of International Programs Office will also provide information on how to contact the U.S. Embassy at their destination abroad in case of an emergency. The Office of International Programs will provide employees and students with emergency insurance coverage, approved by the Office of International and Risk Management.

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 will be examined in every case. These factors have been organized below and can be used to guide employees and students facing an emergency while abroad.

Travel Safety Awareness

Students, staff, and faculty program leaders traveling abroad will participate in a mandatory pre-departure orientation through which information regarding safety and appropriate safety measures is provided. Travelers will receive orientation information that may be used for reference before and during international travel. All travelers will be instructed to adhere to specific safety guidelines as appropriate while traveling.

Individuals participating in international travel are required to submit a travel authorization to the Executive Director of International Programs attached with a proposed agenda of activities and meetings scheduled during the travel period. An agenda review may occur in-person or via other mediums and will include the Executive Director of International Programs and the staff and/or faculty traveling. General safety information and specific safety concerns, if any, will be discussed prior to departure. Individuals traveling are encouraged to research the current social, political, and economic climates of the country in which travel will occur prior to departure.

International Crisis Management Team

The International Crisis Management Team at the Alamo Colleges District consists of the following individuals:

- Executive Director of the Office of International Programs will be the primary contact for/to parents and with on-site officials, and usually will be the individual coordinating the overall response.
- Vice Chancellor of Economic & Workforce Development
- Deputy to the Chancellor or Designee

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- Associate Vice Chancellor of Communications and Engagement will act as the official spokesperson to media sources.
- Chief of Police
- General Counsel
- Risk Management
- And other departments as indicated by the District's Emergency Management Program such as: Facilities and Purchasing Departments as needed

Conditions Requiring Crisis Management

Conditions requiring Crisis Management include, but are not limited to the following and are applicable with regard to all persons traveling abroad on Alamo Colleges District business or an approved Alamo Colleges District program.

- Serious illness, injury, or death of a program participant
- Decline in mental or emotional health
- Occurrence of a crime
- Arrest for or accusation of a crime
- Missing or lost participant
- Critical in-country event, uprising, or disaster
- Personal conduct issues at the discretion of the faculty leader, the Executive Director of International Programs, or the Vice President of Student Success at the appropriate College
- Serious illness or death of a family member

Actions to be Taken in the Event of a Crisis:

In the event of an emergency, the Emergency Management principles set forth on Board Policy C.2.12 and the guidelines established by the Emergency Operations Plan, EOP will apply. It is the priority of the Office of International Programs and the Alamo Colleges District to promptly and effectively resolve the matter by providing accurate information, instruction, and assistance to students, faculty, and/or staff to ensure their safety and well-being. Actions may vary depending on the situation, but will involve one or more of the following reactions, as deemed appropriate by the Crisis Management Team.

- On-site personnel (Incident Commander in terms of the EOP) will assess the situation and contact the Executive Director of International Programs and Program Coordinator
- On-site personnel will contact the appropriate local authorities (i.e. police, U.S. Embassy, medical personnel) Executive Director will contact the necessary emergency contact person(s)
- Executive Director will contact the appropriate Alamo Colleges District Crisis Management Team members

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- Executive Director will relay the appropriate information for action to on-site Alamo Colleges District personnel
- The appropriate Alamo Colleges District staff will travel to location (if necessary)
- The appropriate emergency contact person will travel to location (if necessary)
- Executive Director will meet with Alamo Colleges District Office of Legal Services
- Program participant will return to U.S.
- Counseling Services may be responsible for coordinating psychological counseling, emotional support and spiritual referral to students in need of assistance as a result of the incident.

Release of Information During a Crisis

In all crisis situations, the Executive Director of International Programs will consult with the Associate Vice Chancellor for Communications and Engagement to determine appropriate releases of information to the media as dictated by Board Procedures E.1.8.4 and Board Policy C.4.1

Where warranted, the Executive Director will contact the Alamo Colleges District Police Department regarding the crisis situation. The Office of Legal Services may also receive communication concerning the crisis. As appropriate, the Associate Vice Chancellor for Communications and Engagement will apprise the Executive Leadership Team of the situation. All crisis situations involving Alamo Colleges District international students and or Faculty or Staff will be resolved in collaboration with the appropriate college when applicable.

The Office of International Programs and participants will observe, FERPA regulations and guidelines as relates to information shared and/or released during crisis situations. Additionally, the Office of International Programs will comply with all the Department of State or Department of Homeland Security regulations pertaining to the reporting of incidents for students attending the Alamo Colleges District under certain visas.

Situations Requiring Unique Action:

Crisis situations which may occur and require unique action will be carefully considered by the Office of International Programs. If necessary, Alamo Colleges District will advance funds to cover emergency costs. Such expenses are ultimately the responsibility of the student.

- Situations which may occur include, but are not limited to serious illness, injury, or emotional or psychological decline – The Executive Director will consult with a certified mental health professional who will contact and evaluate the participant. Death or illness of family member – The Executive Director of International Programs, in consultation with and the support of the Crisis Management Team, will provide assistance in contacting the program participant and coordinating their return to the U.S.

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Potential Information Required

As a matter of best practices, a written account of the crisis situation is taken and shared with the Crisis Management Team. Information gathered is used in preparation of the appropriate course of action in emergencies. Information recorded may include, but not limited to:

- Who is involved?
- What are the details of the incident?
- Are there witnesses to the incident?
- Are all program participants aware of the situation?
- Is the group in danger?
- What actions, if any, have been taken, and should be taken?
- Is there adequate food, water, housing and medical attention available?
- Is someone available to assist you who speaks English?

Complete and accurate information in any crisis situation is necessary for the Crisis Management Team to prepare an appropriate course of action.