



Middlebury

International Emergency Management Plan

Middlebury and Middlebury Institute of International Studies at Monterey

2019-20

Mid Global Emergency Response Team

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Note: In the event of an emergency, if you cannot reach the point-of-contact for your program, please contact either of the other two team members. If you cannot reach a team member, contact Global Rescue directly at: **+1-617-459-4200**.

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Middlebury-MIIS

INTERNATIONAL EMERGENCY MANAGEMENT PLAN

INTRODUCTION

This guide was created to outline steps that should be taken in the event of a major crisis or emergency affecting students, faculty, and/or staff while engaged in an international activity. Admittedly, each emergency situation is complicated in its own way, and no single blueprint can be written to cover every type of emergency. The intent of this guide is instead to offer general guidelines for each office that can be adapted and used as necessary in different situations.

An emergency is any circumstance that poses a genuine risk to, or that has already disturbed, the safety and well-being of program participants. Emergencies will include, though not be confined to, the following types of events and incidents:

1. Disappearance or kidnapping of a participant;
2. Criminal assaults against program participants;
3. Sexual assault or rape;
4. Serious illness, physical or emotional, injury or death;
5. Hospitalization for any reason;
6. Arrest, incarceration, or deportation;
7. Terrorist threat or attack;
8. Local political crisis;
9. Natural disasters.

A "perceived emergency" results from events that are not immediately threatening to the health or safety of program students or staff, but which may be viewed as such by family and friends at home, or by the media. In many instances, a perceived emergency must be treated as a real emergency.

While none of us likes to consider the possibility, legal action can always be taken against Middlebury for alleged mishandling of an emergency. Litigation is a fact of life in the U.S. and cannot be prevented. However, when reasonable and prudent action is taken in the planning of a program and in the handling of all emergencies, Middlebury can demonstrate to the court that it has acted responsibly.

Emergency guidelines ensure that:

- The safety and security of all participants is the primary concern.
- All Middlebury and overseas individuals who need to be involved in the decision-making process are consulted.
- All appropriate people are notified in a timely fashion.
- An appropriate course of action is taken.
- Should there be a need for media involvement, it will be handled professionally by the Middlebury Communications Office.

GLOBAL EMERGENCY RESPONSE TEAM

Middlebury and MIIS will each have a core Global Emergency Response Team. In major emergencies, this team may pull in others to assist as necessary. The selected team should then meet independently and discuss emergency procedures as outlined here. Tasks should be delegated and a communication outline should be created to confirm that everyone will be kept informed of important details. Detailed notes should be kept by every person involved in the situation, including a log of all telephone calls. The nature of the emergency should be explained with any FACTS (including responses to the Crisis Response Checklist, [Appendix A](#)) that we know immediately. In cases where liability is involved, we must adhere to the advice of Middlebury lawyers.

The Midd/MIIS Global Emergency Response Team will also keep in mind what assistance may be required from other sources. These sources may include:

- Embassies for help with passports, visas, travel advisories/evacuation, repatriation
- Host schools for local assistance at site of emergency
- Global Rescue
- Insurance company to confirm what will be covered, what procedures must be followed

In major emergencies, Midd/MIIS Global Emergency Response Team will consider:

- Sending someone from U.S. staff to the site.
- Sending Global Rescue staff to the site.
- Any immediate measures needed to preserve the health and safety of students and staff.
- Additional issues of health, safety, academic financial aid, public relations, and legal liability.
- The appropriate course of action overseas to deal with initial student panic, to recommend appropriate student behaviors, and to develop a written plan of action that students should acknowledge receipt of in writing.
- Preparing a list of individuals to be alerted once the entire plan is in place (to include the president and board of trustees, staff, parents and family of students abroad, faculty and students on home campus, home university contacts for non-Middlebury students).
- Developing a daily communication plan (people, organizations).
- Providing appropriate individuals with a daily bulletin until the crisis is over.
- Assessing the impact of the event once ended and documenting all actions taken in a written report.

PRE-DEPARTURE ORIENTATION

Prior to students' departure the sponsoring department/program/organization/faculty member must ensure that participants are well-informed and have provided the program with appropriate information. Students must be informed about the risks inherent in travel and study abroad. Students are required to sign the *Acknowledgment and Assumption of Risks and Release Agreement* prior to departure which is accessible through the Travel Registration System.

TRAVEL REGISTRATION SYSTEM

All students and program leaders are required to be registered in Middlebury's [Travel Registration](#) system. The department/program sponsor is responsible for ensuring compliance. Included in the Travel Registration System is the traveler's passport information as well as emergency contact information.

CONFIDENTIALITY

All employees should respect the privacy of student and confidant(s) within our international programs and refrain from requesting information until it is offered.

The following is from the NAFSA Code of Ethics:

“Maintain the confidentiality, integrity, and security of participants’ records and of all communications with program participants. Members shall secure permission of the individuals before sharing information with others inside or outside the organization, unless disclosure is authorized by law or institutional policy or is mandated by previous arrangement.”

The Family Education Rights and Privacy Act (FERPA) of 1974 provides that education records and personally identifiable information about a student may not be disclosed without the student's written consent unless disclosure is permitted by certain exceptions under FERPA.

Middlebury College determines the following to be student "directory information" which may be available to the public if the student has not restricted its release:

- Name
- Home address (while enrolled at Middlebury/MIIS)
- College address
- Photograph
- E-mail address
- Dates of attendance and graduation
- Class standing, e.g., first-year student, sophomore, junior, or senior
- Major field(s) of study
- Degrees received
- Honors and awards received

Though the FERPA law exists for a reason, our priority is the safety of students. If you are asked to share more information than what is included in the above list, this information may be released if you determine that it may protect the health or safety of the student. The facts that should be taken into account in determining whether information should be released include:

- The existence of clear and present danger to the health or safety of persons.
- The need for such information to avoid or substantially minimize the danger.
- Whether the persons to whom such information is released are in a position to deal with the emergency.
- The capacity of the persons to whom such information is released to deal with the emergency.

If you have specific questions about sharing information, please consult your Midd/MIIS Global Emergency Response Team contact if additional information is requested.

MEDIA COMMUNICATIONS

All media and press relations, in the U.S. and overseas, should be coordinated through the Midd-MIIS Communications team to make statements to the press. Under no circumstances should any Program Lead/Abroad Staff make any statements to the press regarding the emergency without the express consent and counsel of the Midd-MIIS Communications team.

INTERNATIONAL MEDICAL INSURANCE, MEDICAL EVACUATION, AND REPATRIATION

All students are required to have adequate health, medical evacuation, and repatriation insurance coverage for the duration of their time abroad. Participants in international programs must also maintain coverage in their home country in case of medical evacuation. The Midd/MIIS department sponsoring the activity abroad is responsible for notifying students of these requirements.

MIDD STUDENTS

Students studying on a Middlebury School Abroad are automatically enrolled in a study abroad health insurance plan for the duration of the program through GeoBlue. This coverage is mandatory and cannot be waived. Middlebury students engaging in other abroad activity sponsored by a Middlebury department have the option to purchase this insurance plan. This insurance plan provides up to \$250,000 medical coverage (accident/sickness) with zero deductible. There is also up to \$500,000 medical evacuation and repatriation coverage. This insurance plan provides emergency service with a 24-hour, worldwide, telephone assistance. This service can aid students in a variety of emergency situations, such as providing help in obtaining physician and hospital referrals. To contact GeoBlue in an emergency, call 1.610.254.8771 or email the Global Health and Safety Team at globalhealth@geo-blue.com. Coverage will begin on the first day of the student's program abroad and will end on the last, with the option to purchase additional months of coverage [here](#).

MIIS STUDENTS

MIIS graduate students enrolled in the school health insurance plan through Wells Fargo have international medical insurance coverage and medical evacuation and repatriation coverage through On Call International. On Call can be reached at (877) 318-6901 (Toll-free within the U.S.) and (603) 328-1909 (Outside the U.S.). Students or participants not on this plan **are required to purchase** international medical insurance and a medical evacuation and repatriation of remains plan with a minimum coverage of \$500,000. MIIS reserves the right to request higher medical evacuation coverage for extremely remote locations. MIIS students not on the school plan (and not covered abroad at the levels indicated above by their healthcare provider), can purchase a plan through GeoBlue [here](#).

GLOBAL RESCUE COVERAGE (MIDD AND MIIS)

Middlebury has an agreement with [Global Rescue](#) for medical and security advisory and evacuation services for Middlebury and MIIS students on college-sponsored activities abroad, students from other colleges and universities studying at our Schools Abroad, as well as faculty and staff traveling on Middlebury/MIIS business.

In the event of a program evacuation, Middlebury has contracted for evacuation services to extract students as safely and efficiently as possible. All students are expected to participate in the group evacuation. Students should be reminded that in-country staff and resources will not be available to any student who elects to remain behind. Any accommodations made for students after an evacuation (financial, educational, etc.) will only be available to students who are part of the evacuation. There is a waiver for any student who refuses to participate in a group evacuation.

Global Rescue is available to assist travelers affected by medical and security emergencies while studying, working, or traveling abroad. They are available to consult and ensure appropriate medical treatment or safety measures are being taken. In addition, Global Rescue will arrange for the provision of health information services through their operations team and Johns Hopkins Medicine to include medical advice, case monitoring, hospital and clinic referrals, and evacuation services. This consultation service comes at no cost to the traveler. Any costs associated with treatment, transportation, or evacuation will be the traveler's responsibility. Travelers in need of either of

these services can contact **Global Rescue at +1-617-459-4200** and identify themselves as a Middlebury/MIIS traveler. Directors, staff, and students can contact Global Rescue directly.

Our partnership with Global Rescue also provides travelers with access to an intelligence platform (GRID) that ensures that travelers are well informed and prepared before and during your travels. This arrangement allows you access to Destination Reports which outline medical and security risks in travelers' host country and other countries that may be visited. Through GRID, travelers are also able to view alert notifications for events that are happening around the world. In addition, while abroad, travelers will automatically receive health, safety, and security reports based on destination, along with expert analysis and advice.

Prior to departure travelers will receive log-in information and instructions directly from Global Rescue in order to access this resource. Travelers with access to a smartphone/mobile device while abroad are strongly encouraged to download the Global Rescue GRID application which is available at the Apple Store (iOS 5 and above), Google Play (Android 4.4 and above), and BlackBerry App World (10.2 and above). Through this application, travelers will be able to reach out directly to Global Rescue in an emergency situation via its in-app emergency call button as well as run Destination Reports, view event alerts, and "Check-In" if there is a crisis in the host country.

PROGRAM CLOSURE & RELATED COSTS

Midd Programs

Any decision to close a School Abroad will be made by the Dean of International Programs and the Director of the School Abroad, in consultation with the Provost, the Chief Risk Officer, and the President. Where there is insufficient time for consultation, the Director of the School Abroad will make the immediate decision to evacuate. If the decision is made to evacuate a program, staff should accompany the group.

If Middlebury closes or evacuates a program, we will do everything possible to assist students to make up some or all of the credit and/or grant a full or partial refund. Much of that will depend on the timing of the closure/evacuation and details will need to be worked out on the Vermont campus before communicating anything to students. Options might include: completing coursework remotely, returning to the Vermont campus for the semester (dependent on timing and availability of housing), enrollment in the summer Language Schools, and/or full or partial credit.

MIIS Programs

Any decision to close a MIIS program abroad will be made by the Vice President of Academic Affairs at MIIS and the person in charge of that program, in consultation with the Midd Global Emergency Response Team, the Provost, and the President.

Costs associated with closing a program

Midd-MIIS will cover all emergency transportation costs in the event an official decision has been made to close the program. Students who decide to leave the program before an official decision is made will be responsible for their own transportation costs.

EMERGENCY EVACUATION PLAN

All programs abroad must have an Emergency Evacuation Plan. See Appendix B for guidance on developing one.

APPENDIX A: EMERGENCY PROTOCOLS

There are several essential points to remember in handling any emergency when managing a program with activities abroad. These points can be summarized as:

- Maintain communication with Midd-MIIS Global Emergency Response Team.
- Collect information from as many reliable local sources as possible.
- Contact the nearest U.S. Consulate or Embassy for information and assistance.
- Maintain plans for possible emergencies, as well as back-up plans.
- Communicate important information (plans, expected behavior) clearly and in writing to all students on the program.
- Stay calm. Part of maintaining safety is keeping students calm and informed of the situation.

FIRST STEPS

On-Site Staff

Occasionally, an emergency is declared based on inaccurate or incomplete information. It is critical to determine if the emergency is real or perceived. Gather all pertinent information:

- What is the specific situation?
- Is anyone still in danger/is everyone in the program safe?
- What day and time did the situation occur?
- Who is involved?
- What is the impact of this situation on program participants?
- What action has already been taken?
- What other information is critical?
- Who has already been contacted? What additional information do you have that is useful in making a decision? (Make sure to record the names and phone numbers of pertinent people, so that they can be passed on to the Midd/MIIS Global Emergency Response Team.)

Ascertain the real danger to students and staff considering such factors as:

- the event's proximity to students and staff
- its impact on the availability of food, water, and medical supplies
- the target of unrest
- the intensity of the emergency or of the political unrest
- the presence of military or emergency personnel
- the feasibility of continuing classes
- the ability of the students and staff to travel in the country
- the ability of the students and staff to leave the country
- the advice of the nearest U.S. Embassy or Consulate.

Midd-MIIS U.S.-based Staff

Emergency Response Checklist*

1. Specific information to be collected from the site:

- A. What happened?
- B. Where did it happen?
- C. When did it happen?

*(Adapted from Institute for Shipboard Education/Semester at Sea documents)

- D. Who was involved?
- E. Who are the witnesses?
- F. Who has been contacted?
- G. What action, if any, has been suggested by authorities at the site?

It is critical to get detailed information regarding names, times, places, witnesses, etc.

2. Status of the participants:

- A. Where are the participants?
- B. What is the physical condition of the participants?
- C. What is the mental health of the participants?
- D. What communication system has been established among the participants?
- E. What information needs to be communicated to the participants?
- F. Do the participants have any immediate needs?

3. Specific contact information:

- A. Who contacted the home university/organization?
- B. When did the contact occur?
- C. How was contact made?
- D. What was discussed?
- E. What plan was developed?
- F. Who was to take what action?

4. Double-checking facts:

- A. What agencies/organizations need to be contacted?
- B. Who will contact each agency/organization?
- C. When will the agency/organization be contacted?
- D. How will the gathered information be communicated?
- E. Who will collate information?
- F. How will the Midd/MIS Global Emergency Response Team receive the information?

5. Action plan:

- A. What action needs to be taken?
- B. What are the legal issues to be considered?
- C. Who needs to be contacted?
- D. What financial arrangements need to be made?
- E. What legal action needs to be taken?

6. Post-crisis follow-up:

- A. What debriefing is needed and who should be included?
- B. What post-trauma counseling is needed?
- C. What letters and messages need to be communicated?
- D. What legal action should be reviewed and initiated?
- E. Who will gather all information?
- F. Who will write the report?

SECOND STEPS

On-Site Staff

- Gather students at the overseas site to inform them of the situation or further potential threats, making note of what has been communicated to them, with dates and written confirmation.

- Review the communication plan, and make sure essential staff numbers (office phone, home phone, cellular, other) are available and carried with students at all times. See to whatever weekend coverage and availability is necessary.
- Maintain liaison with program and university faculty. Do whatever is necessary and feasible to see that students lose as little academic credit as possible. Be mindful that this will be part of students' stress.
- Maintain daily contact with the Midd/MIIS Global Emergency Response Team and provide students with daily bulletins as well as counseling and positive feedback.

In case of a terrorist act or other politically dangerous emergency:

- Help students develop a list of behaviors that draw attention to themselves as Americans or foreigners and communicate that these should be avoided.
- Remind students not to congregate in large groups, especially in locations that U.S. citizens are known to frequent.
- Be prudently suspicious of all incoming mail, especially parcels. Danger signs are odd or absent return address, unusual appearance, peculiar odor, or suspicious weight. If you have any doubts, stop further handling and call appropriate authorities.
- Take added security precautions at the classroom site including the removal of all U.S. program identification and consider hiring additional security.

LATER TASKS

Midd/MIIS Global Emergency Response Team

The situation will dictate much of what needs to be done next. At the very least, an official e-mail to all contact people in the U.S. (i.e. parents, study abroad advisors) should be sent out as quickly as possible after the Midd/MIIS Global Emergency Response Team has identified and responded to the situation as required. The email should be strictly factual and should promise follow up information as soon as more details are available. Be sure to fulfill any obligations related to follow up information.

The Midd/MIIS Global Emergency Response Team will ensure proper notification to other program participants is made, if for no other reason than to dispel rumors. In addition, they must assist in finding counseling at English-speaking medical and religious facilities. A list of contacts, phone numbers, addresses, hours of operation, and services offered by such facilities should be available to any student/participant.

When the crisis has been more or less resolved, allow time for the staff to wind down. Employees may "crash" when the work has died down and the adrenaline has worn off. This is a good time to encourage days off.

APPENDIX B: EMERGENCY EVACUATION PLAN

In the event of an international crisis (terrorism, political unrest, or even war), guidelines for Program Leads/Directors have been created to steer you through three levels of emergency: precautionary measures, possible emergency situation, and imminent emergency.

LEVEL I - PRECAUTIONARY MEASURES

DEVELOP PLAN

- Establish oneself as a “warden” and /or keep in frequent communication with the local American embassy or consulate.
- Establish a network of other study abroad directors/foreign programs located in your country.
- Establish an emergency communication system to reach all students in the shortest period of time (e.g. a phone tree, text messaging).
- Create a map showing all student housing locations.
- Identify and prioritize all possible evacuation routes and establish potential assembly sites.
- Keep current air, rail, and bus schedules at both office and home.
- Ascertain if the host university has its own emergency management plan.
- Inform the Midd/MIIS Global Emergency Response Team of emergency routes and communication plan.
- Identify students who may have special needs (mobility/medical problems, etc.) and formulate plans to accommodate them.
- Identify students who are likely to panic as well as students who might be able to act as group leaders if the need arises.
- Update your emergency evaluation/communication plans annually.
- Review all measures with on-site staff in case you are away during an emergency.

INCLUDE IN ON-SITE ORIENTATION

- Ensure that all students have registered with the nearest consulate of their nationality.
- Inform students of unsafe areas in the city.
- Warn students about behaviors that draw attention to them and identify them as American or foreign in the local culture.
- Advise students not to congregate in large groups, especially in areas that U.S. citizens are known to frequent (e.g. American Embassy, American Express office, McDonalds).
- Ask students to report suspicious persons or packages to the Program Lead and/or local authorities, as applicable.
- Remind students to always file travel plans and contacts with the Director and advise him/her of any changes.
- Test the emergency communication plan.
- Provide students with emergency contact cards they should carry with them at all times.
- Review the GRID app and ensure students download it to their phones.

LEVEL II - POSSIBLE EMERGENCY SITUATION

- Notify the Midd/MIIS Global Emergency Response Team of any and all threats and include assessment of whether the threat is credible or not.
- Remain in constant contact with the Midd/MIIS Global Emergency Response Team as well as the local U.S. Embassy/Consulate.
- Remove anything that identifies the program as American and establish security precautions.

- If there is reason to be concerned, gather students on-site and inform them of the nature of the threat. Communicate this to site students via email, phone, and text messaging.
- Emphasize that students should not congregate in groups or call attention to themselves.
- Tell them of communication and evacuation plans.
- Advise the students to have emergency cash available and easily accessible.
- Draw up an outline of the discussion and distribute two copies to each student. The students will keep one copy and sign and return the second copy.
- Re-test emergency communication plan.

LEVEL III – IMMINENT EMERGENCY REQUIRING EVACUATION

- Refer to individual Emergency Evacuation Plan.

APPENDIX C: PROCEDURES IN THE EVENT OF A MEDICAL EMERGENCY

In a medical emergency, whenever possible the Director/Program Lead or appropriate designee should accompany the student to an appropriate health care provider. The Director/Program Lead should notify a member of the Global Emergency Response Team should a medical emergency occur.

Students who are registered in the Travel Registration system have access to medical advisory services provided by Global Rescue. Students (and/or their parents) can have direct contact with the operations department at Global Rescue. (operations@globalrescue.com; 1-617-459-4200). The student should identify himself/herself as a Midd/MIIS student. Global Rescue will reach out to an established Point of Contact* at Midd/MIIS to confirm the student's status. This advisory service can serve as a second opinion to the recommendations/advice being given by the in-country treating physicians. Global Rescue will remain actively involved in the management of the case between the patient, treating physicians, Middlebury/MIIS management, and the patient's family.

If the medical emergency requires a medical evacuation, it is advisable that the evacuation be coordinated through the student's insurance provider (i.e. GeoBlue or On-Call International) given that the cost of the medical evacuation will be covered by that insurance plan. While Global Rescue is able to coordinate and execute medical evacuations, the cost of this evacuation will be at the traveler's expense.

* Global Rescue Points of Contact:

Midd: Carlos Velez, Liz Ross

MIIS: Barbara Burke, Carolyn Meyer

APPENDIX D: PROCEDURES IN THE EVENT OF A SERIOUS MENTAL HEALTH EMERGENCY

In the event of a serious mental health emergency in which the student presents a danger to himself/herself or others, the Director/Program Lead or appropriate designee should contact local emergency services immediately or consult their program specific emergency procedural document if local emergency services are not reliable. The student should not be left alone at any time during such an event. The following is a list of resources available to all programs world-wide.

- Global Rescue – can assist in identifying appropriate local facility, consult, and ensure appropriate medical treatment is being taken. They are also available to provide a medical evacuation, expensed to the student/family. Contact Global Rescue at (617) 459-4200.
- GeoBlue – can assist in identifying an appropriate local facility. They are also available to provide a medical evacuation. To contact GeoBlue in an emergency, call 1.610.254.8771.
- After-Hours Counseling Support – available 24/7 to conduct safety assessments by phone and determine the level of care needed (this will often have already occurred and may not be useful once the situation is deemed emergent).

If the student's mental health state requires a medical evacuation, it is advisable that the evacuation be coordinated through the student's insurance provider (i.e. GeoBlue) given that the cost of the medical evacuation will be covered by that insurance plan. While Global Rescue is able to coordinate and execute medical evacuations, the cost of this evacuation will be at the traveler's expense.

* Global Rescue Points of Contact:

Midd: Carlos Velez, Liz Ross

MIIS: Barbara Burke, Carolyn Meyer

APPENDIX E: PROCEDURES IN THE EVENT OF RAPE/SEXUAL ASSAULT/DOMESTIC VIOLENCE

It is important for staff members to inform themselves about and prepare to follow all local legal requirements and procedures. This includes how sexual assault, rape, domestic violence, and dating violence are locally defined, to whom it should be reported, and, in order to be able to assure that the student will be fully informed as to the consequences and potential consequences of reporting, which can be different from similar situations in the U.S, what the pros and cons are with respect to reporting such incidents. In addition, it is important for Program Leads to know what constitutes the requisite forensic material, who can collect forensic material, the timing required for collection of material, etc.

In general, interactions with the student should demonstrate the following:

- **Listen.** Show empathy, don't judge or interview.
- **Assure.** We treat these matters very seriously; we have a process for addressing these situations. Provide the [link](#) to the policy, and offer a hard-copy version of the policy.
- **Refer.** Refer to confidential resources locally, and Midd/MIIS [Human Relations Office](#) (HRO) if student is seeking clarification on the process.
- **Report.** Notify the Midd/MIIS HRO.
- **Support.**
 - Express support and reassurance, and help them identify their immediate needs.
 - Allow them to reestablish their sense of control of their lives (although in some cases, may not be able to honor their wishes about pursuing a case).
 - Remain supportive but neutral: even if they pursue a complaint, it may not result in the finding they want.
 - Never discourage someone from pursuing a complaint, even if they express fears about evidence availability, difficulty of process, or question what occurred.

The following must be communicated to the student in writing. The Midd/MIIS HRO should review before sharing with the student:

- Notify the student of our internal procedures for investigating and adjudicating these cases -- assuming the victim wishes to pursue our process. This would not apply if the accused is not part of the Midd-MIIS program.
- Advise the victim about the importance of preserving evidence. This would also include emails, texts or any other evidence that would be relevant to the situation.
- Notify the victim of her/his option to notify law enforcement authorities, including on campus (if applicable) and local police, and assist them in doing so (and tell them that they have the right to decline to notify law enforcement). Students should be encouraged to report to the police, unless there is a reason in the host country to avoid this.
- If applicable, discuss with the victim her/his rights regarding orders of protection, no contact orders, restraining orders, or similar orders issued by a local court. A local attorney or police should be able to assist you with this.
- Provide written notification to the victim about the existence of counseling, mental health, victim advocacy, legal assistance and other services available for victims both on and off campus.
- Offer options for, and available assistance in, changing academic, living, transportation, and working situations (if applicable), if so requested by the victim and if such accommodations are reasonably available. <https://www.middlebury.edu/schools-abroad/health-safety/sexual-harassment-assault>

APPENDIX F: PROCEDURES IN THE EVENT OF A DEATH

1. A Midd/MIIS employee should make a positive identification of the body.
2. After the body has been identified, the Director/Program Lead should inform the Midd/MIIS President's Office and the Midd/MIIS Global Emergency Response Team. The Director/Program Lead should also inform the Consulate and consult with them about arrangements necessary for repatriation of the body and property of the deceased person.
3. A Middlebury representative will seek, if possible, to arrange for the family to be told, in person, of the tragedy by a local law enforcement official who will go to the home of the parents. If this is not possible, the representative should call the family directly. In the call, the representative should inform the family of the event and the cause and answer any immediate questions that the family has. The representative should provide contact numbers to the family. The representative should also get a contact name and number for a later conversation about arrangements for repatriation of the body and property of the deceased.
4. During the second conversation, the representative should determine whether the parent plans to travel to the country and, if this is the case, offer assistance. The family should be informed of a contact person at the Consulate. If the family does not want to work through the State Department, they will need to send a notarized power of attorney to Middlebury College or to whomever they want to handle the arrangements.
5. The parents should be informed of a contact person at the participant's health insurance provider to discuss repatriation.
6. All communications with the family should be recorded with the name, date, time of call, and notes on the call.
7. The President and Program Lead will write a letter of condolence to the family. The President's Office will make arrangements to send flowers to the funeral, if appropriate.
8. If the death occurs during the semester, the Director/Program Lead should inform all participants of the death, and organize a memorial service. A mental health professional should be asked to provide group and individual counseling sessions.
9. The Midd/MIIS Global Emergency Response Team will inform the President's Office to notify the Middlebury/Monterey community.

Please keep in mind that unless dictated otherwise by law, no autopsy may be performed without the consent of next of kin. Religious laws may forbid autopsies and must be followed, according to the family's wishes.

APPENDIX G: PROCEDURES IN THE EVENT OF POLITICAL, SOCIAL, OR NATURAL EMERGENCY

There are also some general procedures to follow in a political, social, or natural emergency. If possible, one person should be available by phone or cell phone at all times to field incoming calls, as well as to receive calls from the Midd/MIIS Global Emergency Response Team. If no phone is available to receive incoming calls, call the Middlebury office from whatever phone is accessible as soon as possible. Where cell and satellite phones are in use, make sure they are charged and switched on at all times.

Midd/MIIS will only evacuate a group or individual when the U.S. Embassy gives such instructions or, prior to that, if a joint decision by the Program Lead and the Midd/MIIS Global Emergency Response Team determines such a measure to be necessary. While travel warnings are serious, they should not be regarded as the automatic basis for the suspension or cancellation of the program.

A group evacuation will be done with the assistance of Global Rescue. In general, if students must be evacuated, they should be told to:

- Keep their passports, visas, and cash on their person at all times
- Stay together
- Travel with as few belongings as necessary
- Attempt to travel to the nearest or most accessible School Abroad office
- Stay in contact with Program Lead as often as possible on journey

These procedures should be discussed IN DETAIL with students during orientation. Communication lines may be down in certain emergencies and students may need to react and relocate on their own.

APPENDIX H: MIDDLEBURY SATELLITE TELEPHONES AT SCHOOLS ABROAD

Description

A satellite telephone, satellite phone, or satphone is a type of mobile phone that connects to orbiting satellites instead of terrestrial cellular sites to provide similar functionality to mobile telephones anywhere in the world. Middlebury provisions satphones for selected locations to ensure reliable emergency communications. In some countries, possession of a satphone is illegal, thus Middlebury does not provide satphones for these locations.

Operation

Middlebury-provisioned satphones are not intended to be used for daily/regular activities, but rather for emergency situations when normal modes of communication (i.e. landline, terrestrial mobile, Internet/email, etc.) are not available. Detailed instructions regarding making and receiving calls are contained in the satphone case.

- In order to successfully make or receive a call, the satphone must be powered on and locked onto the satellites, as indicated by the satphone's status display.
- In order to lock onto the satellites, the satphone's antenna must be fully extended and the satphone must have a clear and unobstructed view of the southern sky.
- Satphones are not reliable for indoor operation due to structural interference from buildings.
- While outdoor open areas or rooftops are recommended for best operation, the priority in an emergency situation should always be human safety.
- All Middlebury-provisioned satphones are programmed to operate as though calls are being made from within the United States, so to dial Middlebury's International Programs office, one would simply dial 1-802-443-5745 and press the green CALL button.
- International calling: Placing a call TO anywhere outside of the U.S. must include the country code.
- Keep a list of emergency contact numbers with the satphone at all times.

To call satphones, dial the country code + Sat Number. To call Claudio from the US you would dial 011 870776497299.

Midd Tag	Sat Number	Location	Country	Assignee Name
15700	870776497299	Buenos Aires	Argentina	Claudio Gonzalez
15701	870776497300	Florianópolis	Brazil	Silvia Lorenzo Castro
15702	870776497301	Yaoundé	Cameroon	Ariane Ngabeu
15703	870776497302	Santiago	Chile	Juan Pastene (primary)
15704	870776497303	Beijing	China	Kai Zhang
15705	870776497304	Hangzhou	China	Tao Hong
15706	870776497305	Kunming	China	Li Rong
15708	870776497307	Paris	France	David Paoli
15709	870776497308	Mainz	Germany	Heike Fahrenberg
15711	870776497310	Florence	Italy	Rosa Cuda
15712	870776497311	Tokyo	Japan	Sanae Eda
15713	870776497312	Amman	Jordan	Kerstin Wilsch
15714	870776497313	Santiago	Chile	Juan Pastene (secondary)
15715	870776497314	Irkutsk	Russia	Ilya Ipatov
15716	870776497315	Moscow	Russia	Nana Tsikhelashvili
15717	870776497316	Yaroslavl	Russia	Anna Melnikova
15718	870776497317	Madrid	Spain	Patricia Rodriguez
15719	870776497318	Montevideo	Uruguay	Sylvia Murninkas
17698	870776766553	Rabat	Morocco	Samir Jaafar
	TBD	Oxford	UK	Guy Perry

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