



Foundation for International Education

Emergency Incident Response Plan

FIE is committed to a prompt and efficient response to any incident that would impact on the operation of a programme.

The Emergency Incident Response Plan is carefully reviewed on an ongoing basis by FIE staff and their recommendations are forwarded to the Emergency Crisis Review Group (ECRG).

The Chair convenes the ECRG at least once a year.

- **Denotes preventative measures or procedures**
- **Denotes action taken**
- ❖ **Denotes post or follow up measures or procedures**

Counselling

In the management of all incidents outlined below the psychological component of emergency response is carefully considered and appropriate action is implemented where necessary.

- FIE's Consultant Psychotherapist has been trained in the administration of psychological support in the event of a major incident. Amongst the potential measures for managing the psychological repercussions of a major incident there might be:
 - Sensitive and confidential assessment interviews as required
 - Appropriate debriefings to students and staff
 - Referrals to helpful agencies or specialists, including psychiatric care
 - On-going individual and/or group support
 - On-line support for parents, students and staff

- A free counseling service is available to students throughout the year. In the event of a major incident, FIE would provide appropriate individual and group support to students as well as staff.

1. Unexplained Absence of a Student During the Programme

Preventative Measures

- ❑ All students are required at the time of application to supply FIE with passport photos. One of these is kept on file in case of student disappearance
- ❑ Student files contain all necessary medical records and home/emergency contact numbers

Action if required

If a student has not been seen, without explanation, for a period of 24 hours, staff will:

- Contact all the student's instructors to establish if they know of student's whereabouts
- Contact student's friends to establish if they know of the student's whereabouts
- Contact last known address (if student is travelling)
- Inform the resident faculty
- Contact police with description, photograph and last known whereabouts
- Consult the Student Travel Form with information of travel plans

If the missing student is found safe and sound, the incident is closed.

If the student is not located or is discovered to be injured, see responses 2 or 3.

2. Injury to, or Illness of, Programme Participant

Preventative Measures

- ❑ All FIE programme participants are required to be covered by some form of medical insurance, either from their home institution or through FIE's insurance policy
- ❑ During orientation students are advised about personal safety issues, such as: living in a large city, security in the residences, avoiding travelling alone at night, recommended methods of travel, handling of electrical appliances in their residences, adjusting to London and UK traffic flow, dangers of excessive alcohol consumption, the laws relating to drug use, prompt reporting of medical problems and the availability of confidential counselling services.
- ❑ All students are required to submit a medical examination form to FIE before the programme begins, outlining their medical history and detailing medications required. Also, students are advised in the FIE pre-departure handbook to ensure that they bring sufficient medication for the duration of the programme and a copy of all prescriptions
- ❑ Once in London students are given a card that lists the emergency contact information for FIE, the emergency services and other useful numbers. Students are encouraged to carry this card with them at all times and to save important numbers in their mobile phone.

- In the larger student residences, FIE provides a resident staff member to monitor students. All full time Residence Life staff has completed a First Aid training course.

Action if required

If a student contacts FIE with an illness or an injury in London, staff will:

- Establish the nature of the illness or injury
- Contact the emergency services or arrange for a student to see a doctor as appropriate
- If a student is hospitalised, send a staff member to the hospital immediately
- If a student is hospitalised, advise the student to contact friends/family and offer to do so on their behalf
- If a student is treated at the residence, staff visit to check on progress

If a student contacts FIE from outside London with an injury or illness, staff will:

- Establish the nature of the illness or injury
- If appropriate, travel to see the student
- If the student is hospitalised, travel to see the student
- If necessary, assist the student's return to London

In either of the above circumstances:

- ❖ If a student needs to return to the US for medical treatment, staff will contact the airline and assist the student in contacting their US doctor
- ❖ FIE's insurance company will be notified and the student's policy (where applicable) will be activated
- ❖ If appropriate, staff will notify the visiting faculty that the student will be absent from class

3. Death of Programme Participant

Action required

Staff will:

- Notify FIE directors and managers and relevant staff (where necessary)
- Notify relevant personnel at student's home university
- Assist in the formal identification of the body
- Notify American (or relevant) Embassy, complete forms for an interim death certificate and request names of funeral homes dealing with international repatriation
- Designate a contact staff member for liaison with appropriate authorities in the UK and supervise the collection and storage of the deceased's effects
- Offer assistance to any family member(s) in making arrangements to come to London if they so desire. Meet family member(s) at airport, arrange accommodation and local assistance

- Assist with repatriation of body
- Observe bereavement protocol e.g. letters of condolence to family members
- ❖ Assess counseling requirements of the deceased's friends and peers

Dealing with the students who remain

Staff will:

- Ideally, notify all students as soon as possible about the death
- Make arrangements for individual counseling if required
- Organize a group session with a professional if required
- Contact all teaching and residence life staff so they are aware of the situation and can deal sympathetically with the students
- Keep the students informed as much as possible
- Arrange a memorial service and:
 - identify someone to perform a non-denominational service
 - prepare a memorial service program
 - purchase a memorial book to sign
 - ask for input from students and staff who may want to speak

4. Major Incident in London

Preventative measures

The importance of clear, concise, accurate and regular communication during times of crisis and emergency cannot be overestimated. All FIE communiqués and bulletins to students, parents, programme administrators and the media will be coordinated by the Vice President for Operations. The language required to communicate with a population during crisis/emergency is distinct and must always be considered, employing a balance of authority and calm. This is more easily attainable when the source is limited.

- ❑ Prior to arrival and on arrival students are advised to register with the US Department of State <https://travelregistration.state.gov/ibrs/ui/> Travel registration is a free service provided by the U.S. Government to U.S. citizens who are traveling to, or living in, a foreign country. Registration allows students and visiting faculty to record information about travel abroad that the Department of State can use to assist in the case of an emergency. Americans residing abroad can also get routine information from the nearest U.S. embassy or consulate.
- ❑ On arrival students are advised to complete and submit Travel Forms when intending to travel detailing travel plans and contact information.
- ❑ All relevant emergency and transport information services are made known to students which provide current warnings and advice to US nationals and London inhabitants about acts of terrorism and accidents in the UK

- Participants will be reassured that everything is being done to assure their security and well being, and FIE will request their utmost cooperation in responding to the crisis
- FIE maintains current address and personnel information of US programme administration and crisis management structures.

Action required

In the event of a major accident (e.g. underground train crash, fire in department store, etc) or terrorist activity in London, staff will:

- Maintain continuous contact with emergency services and transport information via media sources
- Contact all students to establish that they are safe and not involved in the incident
- Advise all students to call home to reassure family/friends
- Contact US campus co-ordinator to confirm status of events
- If individual students are injured, see 2 or 3 above

Additional action in the event of terrorist activity, staff will as necessary:

- Liaise with American Embassy and UK authorities on suggested precautions
- Issue updated security advise to all students and visiting faculty
- Review programme status with US campus co-coordinators and visiting faculty
- Set up a student counseling centre to include trained student/peer counselors
- Advise and brief FIE and visiting faculty to discuss the crisis in the classroom. The familiar and potentially “calming” presence of visiting faculty from “home” institutions should be fully utilized, where possible
- Set up an Information Centre through the Student Life Office to control rumours and prevent anxiety
- Contact London support services assisting with US citizens abroad
- Maintain regular contact with other US student programmes in London
- Refer to students Travel Form if submitted

Post Crisis Action

- ❖ The Emergency/Crisis Review Group will convene, representing students, parents (when possible), faculty, emergency agencies and administration to evaluate the effectiveness of the procedure and amend it accordingly.

5. Arrest of a Student

Preventative measures

- In FIE's pre-departure student handbook and at orientation in London, students are advised that they are subject to local laws and that FIE and the American Consular officials can do very little in the event of the law being broken. A specific warning is given out about penalties for possession of, or trafficking in drugs.

Action if required

Staff will:

- Assist the student in arranging legal representation with the American Embassy.
- Assist in contacting the American Embassy, who will make contact with the student's friends and family if requested to do so
- Co-operate with authorities in providing information as requested

Post incident measures

- ❖ Staff will assist the student in receiving any necessary counseling.

6. Death of a Student's Relative or Friend

Action required

Staff will:

- Notify FIE Residence Life staff and relevant staff (where appropriate)
- Notify faculty/Internship Office of any related absences of the student
- Assess student's counseling requirements
- Provide pastoral care and access to counselor/priest
- Assist student in making travel arrangements if flying home/attending funeral, if necessary accompany student to airport
- Designate a contact staff member to liaise with family and US administrators
- Observe bereavement protocol, e.g. letter of condolence to student

Post incident measures

- ❖ In case of non-completion of programme, the student's fellow programme participants will be briefed.

7. Dangers to Public Health

Action required

In the event of health warnings of contaminated food, infected water supply etc., staff will:

- Immediately contact all students with up to date information and advise all students and resident directors
- Inform US campus co-ordinators of the status of events

8. US Travel Advisory

Preventative Measures

- Staff will make known the US Embassy Web Site which provides up to the minute warnings and advice about travel, <http://www.usembassy.org.uk/index.html>

Action required

In the event of the US State Department issuing a travel warning which advises US citizens either not to travel to London or to leave London if already there, staff will:

- If the programme has not started, postpone or cancel start of programme with full refunds
- Contact US visiting faculty and US campus co-coordinator to appraise them of FIE's intention
- If the programme has started, suspend the programme and fly the students home
- Provide pro-rata refund of programme fees according to proportion of programme not completed

August, 2010