

CRISIS MANAGEMENT for EDUCATION ABROAD

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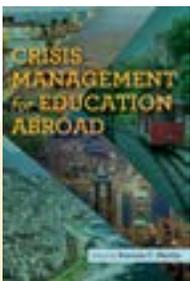


Political and Social Unrest, and Terrorist Activities Affecting Education Abroad Programs

Recent years have seen an increase in political and social unrest or attacks, particularly in locations with large numbers of study abroad programs and participants. This increase underscores the critical need for education abroad professionals to have tested contingency plans to respond to, and recover from, an event that has the potential to generate a significant number of deaths and injuries, extensive media coverage, and strong fear and anxiety that can continue for an extended time. This checklist provides an overview of the critical minimum preparedness elements and a step-by-step, systematic, and consistent process for a response. In addition to following the steps below, consider all participants and provide them with information and appropriate support. For additional guidance and resources on planning and promoting safe programs abroad, and more checklists, read Chapter Four in *Crisis Management for Education Abroad*, available for purchase online from the [NAFSA bookstore](#).

CHECKLIST Responding to Political and Social Unrest, and Terrorist Activities

- ❑ Immediately determine the whereabouts and safety of students. Relay any instructions and further communication plans and take action to immediately address any needs of students, staff, and faculty.
- ❑ Using all available information sources (on-site resources, local media, disaster relief, U.S. embassy, etc.), determine initial response to protect students from subsequent danger (consider shelter in place, assemble in a central location, move to other location, etc.). This decision needs to involve your insurance and assistance providers.
- ❑ Start an incident log.
- ❑ Using the established communication tree, verify the whereabouts and safety of students in partnership with your insurance and assistance providers. Relay any instructions and further communication plans. Utilize as many modes of contact with students and colleagues on-site as necessary (e.g., cell, landline, e-mail, text, Facebook, Skype, WhatsApp).
- ❑ Analyze possible scenarios that could unfold and activate your own emergency plan (see chapter 3), which should include trigger points for action depending on the situation (include a potential evacuation). Consider triggers that indicate that the situation is returning to precrisis level. If relevant, include your insurance and assistance provider in this discussion.
- ❑ Implement your communication plan (see chapter 3) to launch communication with students, parents/emergency contacts, and your institutional leadership. Consider a website on which subsequent timely updates can be posted to avoid further mass e-mails.
- ❑ Complete the incident report and debrief with colleagues as needed. Revise protocols.



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