

## The Education Abroad Crisis Management Council (EACMC)

EACMC content is developed and delivered by Julie Anne Friend and Beth Osterlund in the [Office of Global Safety and Security](#), and in consultation with various experts on campus and in applicable fields. Training also aligns with OGSS's Incident Response Manual (an internal document). Outside readings are included with several modules. The learning goals and practice scenarios for each module are described below. All sessions are 1.5 hours unless noted.

### One: Using GeoBlue Health Care Resources (welcome session)

- Learning Goals: coverage and benefits for students and employees; GeoBlue “app” and destination “dashboard”; and using the [GeoBlue] “Admin” portal to confirm converge, search for certificate numbers, and print ID cards
- Scenario-based activities: Confirming enrollment and checking for certificate numbers

### Two: Health Care Needs – Routine

- Learning Goals: likely incidents; opening a “case” / communicating with GeoBlue; understanding the interplay with HIPAA; accessing care / direct pay; internal / external communications regarding a case; and case wrap-up
- Scenario-based activities: Opening a case with GeoBlue; advising a student on care options; arranging direct pay; composing an internal email to university stakeholders about a case; and wrap up / closing a case

### Three: Health Care Needs – Emergency

- Learning Goals: general principles re emergency management; gathering necessary data; and providing directives to first responders
- Scenario-based training: vehicle accident; dog bite; and appendicitis

### Four: Health Care Needs – Mental Health / Wellness

- General principles regarding mental health care management; mental health domestic issues / incidents abroad; and medication management
- Scenario-based training: disclosure of depression post-arrival; managing odd behavior abroad; and responding to a mental health crisis resulting in hospitalization

### Five: Security Assessment Resources / Non-Emergency Security Incidents

- Learning Goals: general principles and definitions for non-critical security incidents; reporting, recording and managing reports of crime; and resources for risk monitoring
- Scenario-based training: managing low-level crimes (pick-pocketing / robbery) and responding to political protests

### Six: Security Incidents – Emergencies

- Learning Goals: general principles and definitions for emergency security incidents; OGSS web-based resources for assessing potential locations or activities for potential risks; and common emergency security incidents
- Scenario-based training: home invasion (burglary) and widespread unrest / disorder / danger stemming from a coup d'état, regime transition or terrorism

## **Seven: Sexual Misconduct Abroad**

- Learning Goals: general principles regarding responding to sexual misconduct abroad; collaborative [Campus] partners; definitions and the law (Title IX, VAWA and Clery); statistics / examples (domestic and international); campus and outside resources; and response protocols
- Scenario-based training: advising a student and deploying resources when a student reports “creepy” communications; inappropriate behavior; and sexual assault in a homestay

## **Eight: Medical Evacuations (Physical & Mental) (2-hour session)**

- Learning Goals: general principles regarding medical “evacuations” (authorized early returns); types/descriptions of medical evacuations; and complexities related to mental health conditions
- Scenario-based training: serious accident / injury (leading to an early return); behavioral incident raises alarm; and a student mental health episode resulting in admission to a mental health care facility

## **Nine: Political, Environment, Security and Natural Disaster (PEND) Evacuations**

- Learning Goals: general principles regarding PEND “evacuations” (authorized early returns); define and discuss the types of emergency security incidents; conditions leading to PEND evacuations; and engaging in “evacuation readiness”
- Scenario-based training: act of terrorism / widespread political protests and a natural disaster

## **Ten: Student, Parent and Community Messaging**

- Learning Goals: general principles regarding messaging; message triggers, such as whether or not to “message” at all; types of message recipients; contents and timing
- Scenario-based training: act of terrorism/political protests that is serious / widespread and a natural disaster

## **Eleven: Death Abroad (2-hour session)**

- Learning Goals: general principles regarding a death abroad / on campus; the role of the Crisis Management Team and other campus stakeholders; past student deaths abroad in the news; pre-crisis preparedness; role assignment; communications / messaging; supporting parents/families and others in grief; on-going (post-crisis) responsibilities; record-keeping; and incident closure

## **Twelve: Table-top Practice/Self-assessment (2-hour session)**

- This final session will combine various scenarios under one destination. Participants will work in small groups to make decisions and move through the incident. At the end of the session, each member will receive a copy of [Crisis Management for Education Abroad](#) by Patricia C. Martin (NAFSA Press, 2017).