



PROROME

Crisis Management Plan

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What is Crisis Management?

Incident – Any event which has implications for safety and liability.

Emergency – Any event that may require an urgent response on the part of the tour operator and trip participants, but which is manageable by the tour operator's resources and does not threaten the tour operator's ability to operate.

Crisis – Any event that is a turning point for a tour operator. A crisis may overwhelm the tour operator's available staff/resources and impact an tour operator's ability to operate.

“Crisis Management is the process of preparing for, mitigating, and responding to and recovering from a crisis situation. It requires (1) an organized plan to ensure the safety and survival of self and community, and (2) an understanding of the human response to stress. Crisis management is a dynamic process that begins well before the critical event and extends beyond its conclusion. As all those in the field know, there are many kinds of crises, from natural disasters to accidents and injuries to civil unrest, riots, and military coups. Each stage before, during and after a crisis presents special challenges and requires different strategies for effective management.”

– USC Center for Global Education, SAFETI Adaptation of Peace Corps Resources

Going abroad is an experience that students carry with them throughout their lives. Most students returning home from an abroad program say that it was the most valuable part of their educational experience. While the majority of them enjoy a positive and rewarding stay, some are forced to deal with unanticipated events. When in an unfamiliar country, unanticipated events such as suicides, traffic accidents, natural disasters or multiple injuries or deaths can quickly escalate into a group catastrophe if not dealt with immediately and effectively. Knowing what to do if a crisis occurs will minimize the chaos, rumors and impact of the event on the other students, staff and chaperones. For the purposes of this manual, crisis is defined as:

“A sudden, generally unanticipated event that profoundly and negatively affects a study abroad participant(s) and has the potential to result in serious injury or death. Crises shall also include, but not be limited to, situations involving illness; substance misuse/abuse; accident; natural disaster; taking of hostages; and the death of a student, staff member or a member of a participant’s immediate family.”

Crisis Management Planning

Every ProRome tour has created a procedure with contact information and process. Crisis response procedures are intended to guide staff in responding to a crisis, such as the illness or death of a student or faculty and other traumatic events which can affect the tour. These procedures are intended to be time-sensitive, problem-focused interventions designed to identify and resolve the crisis, restore equilibrium, and support productive responses.

When a crisis does occur, the tour director/lead faculty or student leader should contact their immediate supervisor and brief them on the current circumstances. They will then identify and determine whom to communicate this information to next. Take meticulous notes recording the entire incident and keep an event log of what takes place after the situation is initially reported.

Types of Crises or Critical Incidents

Real emergency: A genuine or imminent risk to participants or a disturbance that has occurred.

- Examples:
- Serious physical/emotional illness or accident
 - Trauma or physical assault
 - Missing student for unknown reasons
 - Death of a student or other tour member
 - Political coup or civil unrest
 - Natural disaster
 - Terrorism
 - Incarceration
 - Kidnapping
 - Pandemic

Perceived emergency: No immediate significant risk, but perceived as threatening by student, family, program officials or others.

- Examples:
- Sensationalized media reporting of overseas event
 - Distortion of information provided by a participant
 - Anxiety of family member or others with little or no international experience

NOTE: Perceived emergencies can affect students, family members and staff as strongly as real emergencies. These need to be treated seriously and responses should be made in a timely manner.

Critical Incident: Situations involving threats of harm to students, faculty or facilities. In addition, academic or conduct violation, disruption of group, and potentially dangerous situations are considered critical incidents.

Examples:

- Tardiness
- Missing tour or group functions
- Drug/alcohol misuse; belligerence
- Cultural inappropriateness
- Sexual harassment
- Questionable facilities or transportation
- Academic misconduct, cheating, plagiarism, copyright violations

When giving the crisis information to your immediate supervisor remember the following details:

- Fully identify the type of emergency and all related information. Evaluate your initial response needs (emergency medical attention, police report, contact next of kin required).
- State who is directly affected by the emergency.
- What you have done to intervene directly with the student/faculty affected.
- What is your immediate need and how can the program help. (Chaperone replacement, transportation out of the area, contact affected family members, etc.)

Guiding Principles for Any Emergency Procedures:

- Prevent life threatening situations.
- Provide a climate of safety.
- Maintain confidentiality where important.
- Defuse threat if possible and ensure health and welfare of participants.
- Contact immediate supervisor.
- Maintain communication with appropriate personnel.

What Will You Need to Do or Provide to ProRome Before You Travel?

- Registration form with signatures
- Any other requested forms

Resources you may want to have before you travel:

- Select a responsible student participating on the trip, and provide them with all contact information in cases of an emergency if you become incapacitated and unable to communicate.
- Names of tour director and host country support services (medical, police, rescue, consulate)
- Have on your person at all times a reliable cell phone with international capabilities.

The immediate supervisor will:

- Serve as first line of communication from the Tour Director, faculty or student.
- Gather information from all sources for making appropriate decisions about the management of the emergency.
- Coordinate with ProRome staff in the management of an emergency.
- Maintain a roster of all education abroad participants with their emergency contact information in an electronic form that is accessible 24/7.
- Determine if additional off-campus resources are needed—or are needed to “stand by”—to effectively manage the crisis, and notify them if appropriate.
- Stay in contact with the leaders of the emergency service agencies and the law enforcement agencies working with the emergency.
- Serve as a clearinghouse of information for family.
- Make assignments to resources (persons and offices) for specific response needs.
- Contact appropriate persons/offices.
- Maintain lines of communication between ProRome and the emergency site.

Risk Reduction Procedures

For the ultimate health and welfare of all participants on education abroad programs, it is necessary that ProRome takes certain steps in the trip planning process for risk reduction. The following are accomplished before each trip abroad:

- Risk audit (programmatic and on-site)
 - Location
 - Transportation
 - Facilities
 - Staffing
 - Day trips and activities
- Application screening process of all independent contractors
- Research on all local medical facilities, mental health specialists and legal counsels
- Arrange a mandatory pre-departure orientation for participants
- Discussion of conditions of participation: assumption of risk, academic and behavioral expectations, and emergency contact information

- Require forms signed that acknowledge discussion and acceptance of conditions
- Health and safety orientation
- Cultural transition orientation
- Orientation on awareness that laws may differ in other countries
- Mandatory on-site orientation (accomplished on day one (1) of tour)
- Local contact information provided to students and faculty
- Research emergency services/facilities in the area
- Research and assess local risks/cautions
- Has extra cash money
- Has cell phone/phone card with ability to dial internationally
- Determines how to contact local law enforcement
- Reviews the most relevant local laws
- Makes a contingency plan if the program leader is unable to fulfill duties
- Becomes familiar with the crisis response plan
- Identifies a contingency meeting site for students
- Each staff member asked to become familiar with the ProRome program policies and procedures

Major Medical and Accident Insurance

Every student and faculty member participating in an trip abroad is strongly suggested to purchase travel insurance. It is expected that this insurance policy supplements personal insurance and provides coverage for the cost of accidents, sickness and travel-related mishaps while on education abroad programs.

Benefits

The insurance coverage includes medical expenses, sickness and hospital benefit, emergency medical transport, repatriation of remains, accidental death & dismemberment, travel and/or baggage delays, travel documentation replacement, and 24-hour assistance services.

A 24-Hour, Toll-Free Help-Line

Traveling students can call their insurance provider to get assistance for medical referrals, emergency medical payments, obtaining prescriptions and legal advice, and replacement and reporting of missing travel documents.

State Department Warnings and Alerts

The U.S. State Department issues current travel warnings, travel alerts, and country-specific information on its web site: <http://travel.state.gov/travel/>.

Travel Warnings

Travel Warnings (as well as Country Specific Information) are issued when the State Department recommends that Americans avoid travel to a certain country.

Travel Alerts

Travel Alerts disseminate information about terrorist threats and other relatively short-term and/or trans-national conditions posing significant risks to the security of American travelers. Travel Alerts are made when there is a specific threat that cannot be countered. In the past, Travel Alerts have been issued to deal with short-term coups, violence by terrorists, and anniversary dates of specific terrorist events.

It is the policy of ProRome that if a travel alert is issued for the area or region in which the education abroad program has been granted approval, permission to travel must be reassessed by your immediate supervisor and the company director.

Country Specific Information

Country Specific Information, available for every country of the world, includes such information as location of the U.S. Embassy or Consulate in the subject country, unusual immigration practices, health conditions, minor political disturbances, unusual currency and entry regulations, crime and security information, and drug penalties. If an unstable condition exists in a country that is not severe enough to warrant a Travel Warning, a description of the condition(s) may be included under an optional section entitled "Safety/Security." Country Specific Information presents information in a factual manner so decisions concerning travel to a particular country can be made in the absence of a warning or alert.

Procedures for Response to Crisis

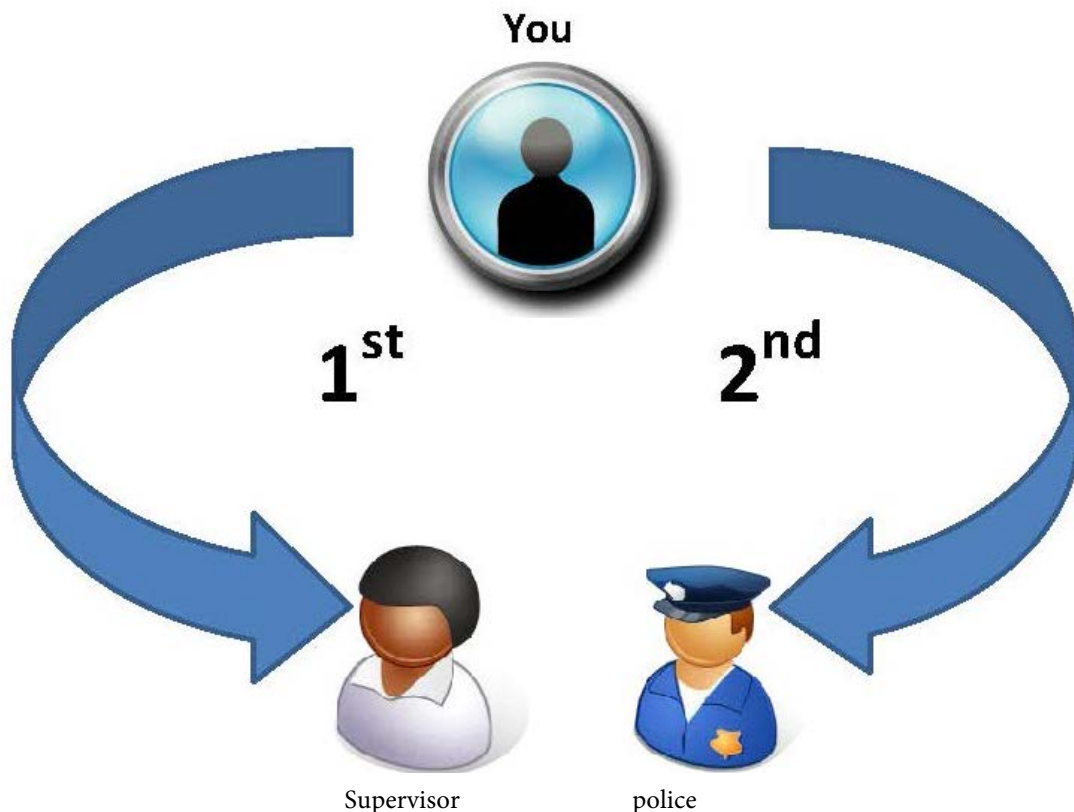
This section is intended to provide recommendations for general procedures to be followed in the case of a crisis.

****Each incident will vary and may require the use of only a portion of the recommended action or may require steps that are not included.***

Your immediate supervisor will most likely be the first person notified. The immediate supervisor should begin a careful process of gathering and reporting information immediately to local police which includes the following information:

- Describe the imminent risk
- Describe current status of affected participant(s) (location, physical condition, etc.)
- Describe what monitoring/assistance affected participant(s) is receiving
- Describe what impact this incident has on the entire group/program
- Report on others who may have already been notified of the incident (students, parents, local police, media, etc.)
- Describe urgent need or expected response.

***** If your immediate supervisor cannot be contacted and it is warranted, immediately contact Local police to make a report or ask for assistance.***



Considerations in response actions/decisions:

- On-site assessment of the situation and advice by your immediate supervisor or local Police
- Determination of real or perceived risk
- Reliability/accuracy of information
- Health and welfare of participants
- On-site host involvement and considerations
- Academic credit and consequences
- ProRome services that will be impacted (faculty, counseling, legal, PR)
- Family involvement and recommendation
- Available on-site contingency plans
- Evacuation feasibility
- Implications of return to U.S.
- Refund policy of the program
- Reimbursement, accountability, compensation for damage, legal issues, hospitalization, transportation to the hospital and/or airport
- Financial aid consequence to the student
- News media
- ProRome responsibility

Circumstances in which local police will contact family:

- Inability of student to make the decision about calling family (i.e., unconscious or incoherent)
- Student's life in jeopardy
- Death of student or faculty

Student Misconduct

Definition: Student behavior that results in sufficient disruption to the educational process such that disciplinary action is warranted.

Students may be issued a probationary warning or dismissed from a trip abroad; the choice should be determined in consultation with the ProRome tour director. This is intended to be an interim solution to deal with an urgent situation and does not necessarily impact overall student status. ProRome's policies, procedures and due process for suspension must be considered in any such action.

Examples: Tardiness, missing tour or group activities. Substance or alcohol use will be treated as per the trip policies.

Preventative Measures

- Mandatory pre-departure orientation: establish clear alcohol policies; encourage students to watch out for each other.
- Assumption of Risk and Release forms signed by student.

Action if Necessary

1. Begin an event log: gather background information and report developments and responses.
2. Discuss issue with student by explaining how actions/behaviors are incompatible with success of program.
3. If circumstances permit, the student can receive disciplinary probation. If possible, the warning will be issued with another program administrator or faculty member present and signed and dated by the student and Tour Director. A warning should include:
 - Written document of warning
 - Description of behavior that warrants dismissal or correction
 - Clear expectation that misconduct is not to reoccur
 - Clear indication of probationary status action to take place if student is dismissed (no academic credit, financial cost borne by student, escort to airport, etc.)
 - The student may decide to terminate the program and return home at own expense

Depending on the severity of issue, student may be dismissed without a probationary warning although it is advisable that Tour Director get a second opinion from appropriate contact at ProRome before taking such action.

The following warnings must be given by the suspending official:

- You are hereby given disciplinary suspension. This action means you will be barred from the trip and must return to the U.S. at your own expense.
- You may request an appeal hearing from ProRome managing director, Joe Long.

Follow-up

- Complete an Incident Report and recommend to ProRome director any further disciplinary action.
- If student is dismissed from program, consult with ProRome personnel/immediate supervisor to ensure student is met at the airport by family to be transported home.
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

Mental Health

Definition: Student exhibits behaviors symptomatic of mental illness with sufficient severity to cause concern or is disruptive to others; behaviors symptomatic of alcohol or drug misuse.

Examples: Student threatens, attempts and/or acknowledges ideation of homicide or suicide; student is UNABLE to participate in tour or group activities; behavior causes other participants to fear his/her actions.

Preventative Measures

- Mandatory pre-departure orientation discussion on culture shock and psychological strain caused by new environment.
- Students are encouraged to get a thorough mental and physical health screening prior to participation.
- Tour Director has 24/7 contact information for their immediate supervisor, local police and travel insurance company.

Information to Gather

- Description of student behavior (continuing or single incident)
- Description of discussion with student about behavior
- Discuss nature of concern
- Ask what the issue may be
- Determine if student is risk to self or others
- Response to the request that student voluntarily talk to a counseling professional
- Determine the student's support network
- Obtain input/observations from others who have been interacting with the student

Action if Necessary

- Begin an event log: gather background information and report crisis developments and responses. Focus on behavior; do not add personal comments.
- Ensure student is monitored and not left alone.
- Notify your immediate supervisor. If your immediate supervisor cannot be contacted and it is warranted, immediately contact local police to make a report or ask for assistance.
- Get advice on appropriate medical treatment through consultation with counseling department or other mental health professional and/or local hospital or licensed psychologist.
- Obtain consent of family if necessary.
- If student will not voluntarily talk to your immediate supervisor (and does NOT appear to be an immediate threat to self or others), clearly state behavioral expectations, keep a log of all communications with student and related incidents, and continue encouragement to seek assistance.
- If disruptive behavior persists, contact your immediate supervisor for consultation on student dismissal.

Injury, Major Medical

Definition: An actual or potentially life threatening event or any situation where a loss of consciousness, excessive loss of blood, or an altered breathing pattern occurs.

Examples: Auto/transportation accident, recreational injury, serious illness, drug or alcohol overdose.

Preventative Measures

- Mandatory pre-departure orientation instruction on avoiding injury and illness while abroad and Code of Conduct behavioral expectations.
- Students are encouraged to undergo physical and mental health screenings prior to program for an assessment about participation.
- Center for Disease Control web address www.cdc.gov/travel provided.
- Familiarize students with the host country's auto/accident policies/rules to avoid unwarranted consequences, such as vehicle confiscation.

Information to Gather

- Describe details of how/when illness/injury occurred.
- Where is student currently?
- What medical treatment was received?
- When and where was medical treatment obtained?
- Who was attending physician?
- Does attending physician speak English?
- What is the diagnosis?
- What is the prescribed treatment?
- What is the prognosis?
- Has travel insurance company been contacted?
- Are other participants at risk (physical or psychological)?
- Does victim want to return to U.S.? If so, when?
- What are the consequences of returning to U.S. (medical, academic and financial)?
- Has anyone else been notified of incident (family, local police)?
- Is evacuation necessary?

Action if Necessary

- Get student appropriate emergency medical treatment (call for local ambulance or transport to local hospital).
- Seek assistance from relevant embassy for referral to appropriate medical facilities that meet U.S. standards of care.
- Begin an event log: gather background information and report crisis developments and responses.

- Contact travel insurance agency.
- Notify your immediate supervisor. If your immediate supervisor cannot be contacted and it is warranted, immediately contact local police to make a report or ask for assistance with contacting family if desired by student.
- Monitor student condition; ensure student has translator if medical care providers do not speak English.
- Continue communication with your immediate supervisor.
- Refer media inquiries to ProRome director.

Steps to remember:

- Notify your immediate supervisor. If your immediate supervisor cannot be contacted immediately contact local police to make a report and ask for assistance.
- Local police will coordinate communications with all agencies/staff/family involved.
- Communicate specific instructions to students and staff (in writing where appropriate).
- Coordinate in-country transport of students and their belongings where conditions permit such travel.
- Arrange lodging and support services at pre-disembarkation points.
- Coordinate planning and travel arrangements with appropriate embassy.
- Emphasize the importance of staying in familiar territory during an emergency.

Follow-up:

- Complete Incident Report. (Appendix I)
- Monitor the student's return home and/or recovery.
- Refer to appropriate department(s) for resolution of financial and academic issues.
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

Unexplained Absence of Student

Definition: Student is absent from tour or lodging without permission and/or notification of absence.

Examples: Student has not returned to lodging at expected time and did not notify roommate or host family.

Preventative Measures

- Mandatory pre-departure discussion includes importance of letting Tour Director, host family, and/or other participants know of plans and timeframes, as well as the importance of reporting any change in those plans.
- Students will know that attendance at tours and cultural events is mandatory.
- Tour Director will have photo and physical description (height, weight, eye and hair color, gender, race, nationality, etc.) of each student.
- Students have emergency card with local contact information.

Information to Gather

- When and where was the missing person last seen?
- Was he/she seen with someone else?
- Who was the last contact?
- Did the person tell anyone of plans to be absent?
- Does anyone know or have an idea about where the person went?
- How was the person traveling (alone, by train, etc.)?
- What, if any, search efforts have been initiated?
- Has a missing person report been submitted with local police? If so, what agency and what is the case number?
- Are there search/rescue services available locally?
- Has the U.S. State Department (or student's home country embassy/consulate) been contacted? If so, what is the State Department contact (name, title, phone number)?
- Has anyone else been notified?

Action if Necessary

- Begin an event log: gather background information and report developments and responses.
- Ask EVERY student if they have any information about the missing student's whereabouts.
- Contact host family or dormitory residence manager.
- Contact local police, if determined necessary, through consultation with on-site director.
- Provide police with student's photograph, description, passport number, and last known whereabouts.
- Notify other faculty and students traveling with you.
- Determine if rest of group is safe and accounted for.

- Contact the U.S. Embassy.
- Seek assistance from immediate supervisor who should notify local police.
- Consider having local police contact the student's emergency contact and/or family.
- Refer any media inquiries to the ProRome director.

Follow-up:

- Complete Incident Report (Appendix I).
- Depending on reason for absence, refer to your immediate supervisor for possible Code of Conduct disciplinary action.
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

Arrest of a Student

Definition: Student has been legally incarcerated by local authorities. Examples: Drug or alcohol misuse, sexual misconduct.

Preventative Measures

- Mandatory pre-departure orientation discussion that Student Code of Conduct applies while on an abroad program.
- Familiarize students with the host country's auto/accident policies/rules to avoid unwarranted consequences, such as vehicle confiscation.
- Participants are informed during orientation that they are completely subject to the legal jurisdiction of the host country. Tour Director or designee discusses the laws and customs of destination countries during orientation.
- Tour Director determines if students should continue to participate in program through consultation with their immediate supervisor and school administrators.

Information to Gather

- Describe nature of incident leading to participant's legal incarceration.
- Has the participant been detained or arrested?
- What agency has made arrest/detention? (Name, phone number)
- Have charges been filed?
- What are the charges?
- What is the case number?
- Were there witnesses?
- What rights have been granted?
- Has the U.S. Embassy/Consulate been notified? If yes, name, title, and phone number?
- What advice has the U.S. Embassy/consulate given?
- Is a representative from the Embassy/Consulate able to talk to participant? If so, name and phone number?
- Has the participant been given legal representation? If so, name and phone number?
- What is the process and timeline?
- Has anyone else been notified of the incarceration (family, media)?
- Does the student want coaching or assistance in contacting family?

Action if Necessary

- Begin an event log: gather background information and report developments and responses.
- Obtain as much information as possible from local authorities.
- Contact the U.S. Embassy/Consulate to obtain legal representation for student and to guarantee student's rights and humane treatment according to internationally accepted standards (If student is non-U.S. citizen, contact student's home country consulate).
- Notify your immediate supervisor. If your immediate supervisor cannot be contacted and it is warranted, immediately contact local police to make a report or ask for assistance.
- Contact host staff.
- Verify that student is obtaining legal representation with the U.S. Embassy.
- Have local police assist the student in contacting family.
- Assist the student in contacting appropriate embassy.
- Visit student if possible and appropriate.
- Refer any media inquiries to the ProRome director.

Follow-up

- Complete Incident Report (Appendix I).
- Evaluate whether student should continue to be enrolled in education abroad program.
- Evaluate with the immediate supervisor whether student should be referred for possible Code of Conduct disciplinary action.
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

Natural Disaster, Civil Unrest or Terrorism

Definition: Activity that causes the program to be cancelled because of safety and/or health reasons. Examples: Hurricane, flooding, earthquake, fire, volcanic eruption, rioting or terrorism.

Preventative Measures

- Monitor international security news and ensure that no travel alert or warning has been posted for the host country. (<http://travel.state.gov/travel>)
- Hold mandatory pre-departure orientation discussion of potential risks and steps taken to mitigate such risks.
- Emergency contact information for all students and program administration maintained by the Tour Director.

Information to Gather

- What is the nature of the unrest/disaster?
- Is the group directly threatened or in imminent danger?
- Where is the group currently located?
- Are all participants accounted for and aware of risk?
- What advice have participants been given for response/precaution?
- What advice has the host institution given?
- Has the U.S. Embassy been notified? If so, date and time? Contact person and phone number?
- What advice has U.S. Embassy given?
- Have local authorities imposed protections and/or restrictions?
- Is travel restricted?
- Is evacuation desirable? If so, when, where, how?

Action if Necessary

- Begin an event log: gather background information and report crisis developments and responses.
- Contact all students to determine needs of each.
- Determine local emergency plan (listen to news, meet at contingency location and seek advice from host institution, and call U.S. and relevant embassies).
- Notify your immediate supervisor. If your immediate supervisor cannot be contacted, immediately contact local police to make a report or ask for assistance.
- Monitor the U.S. Embassy and State Department home pages for current information. (<http://travel.state.gov/travel>)
- Seek guidance/advice from travel insurance agency to get assistance on evacuation decisions.

- Identify student responsibilities and provide them with descriptions of specific emergency evacuation conditions and plans.
- Communicate specific instructions to students and staff (in writing where appropriate).
- Coordinate in-country transport of students and their belongings where conditions permit such travel.
- Arrange lodging and/or support services at pre-disembarkation points.
- Coordinate travel arrangements to safe haven countries/regions with U.S. Embassy.
- Limit movement of personnel to essential travel associated with emergency.
- Emphasize the importance of staying in familiar territory during an emergency.
- Maintain a detailed log of actions taken.
- Refer media inquiries to the ProRome director.

Crimes against Participant

Definition: Program participant is victim of crime.

Examples: Pick-pocketing or robbery.

Preventative Measures

- Mandatory pre-departure orientation providing crime and security information for destination country.
- Encourage students to be aware of surroundings and not to display cash, wear expensive jewelry, and set down packages, but to carry cash, credit cards, plane tickets and passport in front pockets or in Velcro-closing bags.
- Encourage students to take limited amount of credit cards, cash, jewelry, etc.
- Encourage participants to make copies of passport, credit cards, and flight information and leave with responsible family member or friend.
- Encourage participants to store copies of travel documents electronically.
- Check U.S. State Department website prior to departure for up-to-date safety and security information. (<http://www.travel.state.gov>)
- Know location of nearest U.S. Embassy or Consulate for passport replacement.
- Familiarize students with the host country's auto/accident policies/rules to avoid unwarranted consequences, such as vehicle confiscation.

Information to Gather

- police report information and any necessary follow-up action.

Action if Necessary

- Get student medical attention if necessary.
- Begin an event log: gather background information and report developments/responses.
- Submit notification/report to local law enforcement.
- Notify your immediate supervisor. If your immediate supervisor cannot be contacted and it is warranted, immediately contact local Police to make a report or ask for assistance.
- Make appropriate contacts to report/replace stolen items (passport, credit cards, tickets).
- Report stolen passport and/or other travel documents to U.S. (or relevant) Embassy/Consulate.
- Seek assistance from travel insurer to get assistance to replace passport and/or other travel documents as soon as possible, before leaving the host country.
- Provide appropriate emotional and financial support to student.
- Notify other students and staff as needed.
- Refer media inquiries to ProRome director.

Follow-Up Action

- Complete Incident Report with outcome of event.
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

Physical or Sexual Assault

Definition: Physical assault or sexual harassment and/or assault by fellow participant or local

citizen. **Preventative Measure:**

- Mandatory pre-departure orientation
- Information on local culture, customs, religious and moral standards, safety and security, and crime statistics
- Statement that such crimes will be reported to local police
- Discussion on local legal system
- Website address for victim assistance programs in 20 countries (<http://www.vaonline.org>)

Information to Gather

- What are known details of incident?
- Has person obtained medical assistance? If so, where, what?
- Has incident been reported to local law enforcement? If so, what agency and case number?
- Is counseling available? In English? If so, contact name, and phone number?
- Are there witnesses? If so, have they reported, do they need counseling?
- Does victim want to return to the United States? If so, when?
- What are consequences of leaving the program (academic and financial)?
- Has anyone else been notified of this incident (family, media, insurance company, etc.)?
- Is the person allegedly responsible a ProRome student, faculty or staff member?

Action if Necessary

- Get victim immediate medical treatment at local hospital. (Contact Travel Medical Insurance agent to get assistance)
- Report attack to local police.
- Begin an event log: gather background information and report crisis developments and responses.
- Notify your immediate supervisor. If your immediate supervisor cannot be contacted and it is warranted, immediately contact local Police to make a report or ask for assistance.
- Seek assistance from the relevant embassy or consulate.
- Address safety concerns of victim and provide emotional assistance.
- If another program participant contributed towards the injury, review section on student dismissal and/or consult with local Police about employee sanctions.
- Determine who else in the program needs to know and provide information and support to other

program participants affected as appropriate.

- Continue with necessary medical and/or mental health treatment.
- Determine if victim wants to leave the program early and assist with any necessary travel arrangements.
- Refer media inquiries to ProRome director.

Follow-up

- Complete Incident Report.
- Verify that victim returned home safely.
- Refer victim for additional counseling.
- Report alleged criminal behavior to appropriate department for potential discipline.
- Refer victim to State Department website for possible compensation and victim assistance. (www.nacvcb.org)
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

Death of Student

Preventative Measures:

- Mandatory pre-departure orientation
- Avoidance of injury and illness while abroad
- Filling prescriptions and carrying adequate medication
- Taking copies of essential prescriptions
- Requirement of pre-authorization from Travel Medical Insurance to get emergency care
- Ensure that no U.S. Department of State travel warnings or alerts posted for host country. (<http://travel.state.gov/travel>)
- Students are encouraged to get mental and physical health screenings prior to trip for assessment of ability to participate and/or secure appropriate on-site resources.

Action if Necessary

- Begin an event log: gather background information and report crisis developments and responses.
- Confirm status through local agency (police, hospital, consulate).
- Notify your immediate supervisor. If your immediate supervisor cannot be contacted, contact local Police to make a report and/or ask for assistance.
- Seek assistance from U.S. Embassy/Consulate and travel insurer to arrange repatriation of remains.
- Complete forms for an interim death certificate.
- Request names of funeral homes that facilitate international repatriation.
- Coordinate the repatriation of remains, collect the deceased's personal belongings, and serve as centralized contact person.
- Collect deceased's belongings and return to U.S.
- Contact local Police to determine counseling needs of other students and staff on program.
- Refer media inquiries to ProRome director.

Kidnapping/Hostage

Definition: A participant is verified to be a victim of kidnapping or hostage-taking.

Preventative Measures

- Ensure that the host country does not have a travel warning or alert. (<http://www.travel.state.gov>)
- Mandatory pre-departure orientation discusses the potential risks to students and faculty/staff.

Information to Gather

- What verification do you have that a kidnapping has taken place?
- Have kidnappers identified themselves?
- Have the kidnappers made a ransom request? If yes, what?
- Has the U.S. (or relevant) Embassy been notified? If so, when, contact person, phone number?
- What is the U.S. Embassy response/advice?
- Has local law enforcement been notified? If so, when, contact person and phone number?
- Is negotiation support available on-site?

Action if Necessary

- Verify that the student has been kidnapped or held as hostage.
- Assess risk to other program participants.
- Notify your immediate supervisor. If your immediate supervisor cannot be contacted, contact local police to make a report and/or ask for assistance.
- Contact on-site host, if appropriate.
- Begin an event log: gather background information and report crisis developments and response.
- Contact the U.S. (or relevant) Embassy/Consulate.
- Contact local police and other law enforcement authorities in the country.
- Provide emotional support to other students in the group.
- Refer any media inquiries to the ProRome director.

Death or Serious Injury/Illness of Family Member

Definition: A family emergency that may warrant a return to home country. Responses will differ, depending on whether the participant or the Tour Director is notified of the situation first.

Examples: Death or serious injury/illness of a family member

Preventative Measures

- Contact information for all program participants is maintained by the ProRome Administration.
- Participants are asked to tell family to direct any concerns first to local Police.

Information to Gather

- Who is the family member? What relation to student/staff?
- What is the family issue?
- Is counseling available locally for student/staff? Is on-phone counseling desired?
- Does participant want to return to U.S.?
- What are consequences of returning to U.S. (academic and financial)?

Action if Necessary:

- Begin an event log: gather background information and report developments and responses.
- Discuss details privately with involved person.
- Offer options: return home immediately, receive counseling support, monitor situation daily.
- Monitor student/staff's mental health and offer on-phone or local counseling.
- Consult with immediate supervisor/local police.
- If necessary, assist in making travel arrangements.
- Determine how student/staff will be transported to desired destination.

Follow-up

- Complete Incident Report.
- Verify that person was safely delivered to the desired destination.
- Consult with immediate supervisor on possible academic impact.
- Evaluate the efficacy of the action steps with those involved and recommend modifications as needed.

Pandemic or Regional Health Threat

Definition: A serious, widespread viral or bacterial outbreak that causes severe illness or death. To slow the spread, countries may bar entry or require quarantine after arrival.

Examples: H1N1 flu virus, cholera, etc.

Preventative Measures

- Contact Travel Medical Insurance agency.
- Contingency policy and plans for late cancellation of trip, quarantine after arrival, or if entry into country is prohibited.
- Procedures in place for accessing funds through ATM access to U.S. bank account
- Students are encouraged to undergo physical and mental health screenings before traveling prior to program.
- Mandatory pre-departure orientation discussion on preparing for possible quarantine,
 - Avoidance of illness
 - Availability of prescription medication
 - Awareness of sanitary conditions of lodging and food
 - Preventative behaviors of washing hands, avoiding others' sneezes and coughs, using hand sanitizers
 - Monitoring of State Department (www.travel.state.gov) and Center for Disease Control for (www.cdc.gov/travel) websites travel warnings and alerts

Situation A: If quarantined upon arrival and no one is

ill. Information to Gather

- Where are you required to stay? For how long?
- How will group be monitored for symptoms?
- What lodging and food accommodations must be provided? By whom?
- Are there serious health concerns if participants share rooms?

Action if Necessary

- Begin an event log: gather information and report situation developments and responses.
- Notify on-site hosts of situation.
- Make necessary decisions about lodging and providing food for group.
- Remain in contact with local authorities and update the Tour Director and on-site host of ongoing situation.
- Depending on length of quarantine, consult with your immediate supervisor for decision on continuation of program once quarantine is lifted.
- Monitor physical and mental/emotional health of participants.
- Refer media inquiries to ProRome director.

Situation B: If entry into host country is prohibited upon arrival

Information to Gather

- Reason for barring entry. For how long?
- What can group do in meanwhile? Stay at airport? Stay in nearby hotel? What meal accommodations can be made?
- What return flight arrangements can be made? Additional expenses incurred?

Action if Necessary

- Notify your immediate supervisor. If your immediate supervisor cannot be contacted, contact local police to make a report and/or ask for assistance.
- Begin an event log: gather information and report situation developments and responses.
- Contact the U.S. Embassy/Consulate and AIG Travel Guard for assistance.
- Contact on-site host.
- Make travel arrangements to return home or secure lodging and food for group if denial of entry is anticipated to be short.
- Refer media inquiries to ProRome director.

American Consulate Emergency Services

Replace a Passport - If someone loses a passport, a consulate office can issue a replacement, often within 24 hours. If you believe a passport has been stolen, first report the theft to the local police and get a police declaration/report.

Medical Assistance - If someone is sick, you can contact a consular officer for a list of local doctors, dentists, and medical specialists, along with other medical information. If someone is injured or becomes seriously ill, a consul will help you find medical assistance and inform family or friends.

Help Get Funds - Should someone lose all his/her money and other financial resources, consular officers can help contact family, bank or employer to arrange for them to send emergency funds. In some cases, these funds can be wired to you through the Department of State.

Help in An Emergency - Family members may need to reach you because of an emergency at home or because they are worried about their student's welfare. They should call the State Department's Overseas Citizens Services at (202) 647-5225. The State Department will relay the message to the consular officers in the country in which you are traveling. Consular officers will attempt to locate you, pass on urgent messages, and, consistent with the Privacy Act, report back to your family.

Visit in Jail - If someone is arrested, you should ask the authorities to notify a U.S. consul. Consuls cannot get you out of jail (when you are in a foreign country, you are subject to its laws). However, they can work to protect legitimate interests and ensure you are not discriminated against. They can provide a list of local attorneys, visit you, inform you generally about local laws, and contact your family and friends. Consular officers can transfer money, food, and clothing to the prison authorities from your family or friends. They can try to get relief if you are held under inhumane or unhealthful conditions.

Make Arrangements after the Death of An American - When an American dies abroad, a consular officer notifies the American's family and informs them about options and costs for disposition of remains. Costs for preparing and returning a body to the U.S. may be high and must be paid by the family. Often, local laws and procedures make returning a body to the U.S. for burial a lengthy process. A consul prepares a Report of Death based on the local death certificate; this is forwarded to the next of kin for use in estate and insurance matters.

Help in A Disaster/Evacuation - If you are caught up in a natural disaster or civil disturbance, you should let your relatives know as soon as possible that you are safe, or contact a U.S. consul who will pass that message to your family through the State Department. Be resourceful. U.S. officials will do everything they can to contact you and advise you. However, they must give priority to helping Americans who have been hurt or are in immediate danger. In a disaster, consuls face the same constraints you do—lack of electricity or fuel, interrupted phone lines, closed airports.

A consular officer cannot:

Demand immediate release of a U.S. citizen arrested abroad or otherwise cause the citizen to be released.

Represent a U.S. citizen at trial, give legal advice or pay legal fees and/or fines with U.S. Government funds.

Appendices

Appendix I..... Incident Report

Appendix II..... Waiver and Release Form



PROROME

Incident Report Form

Please fill out this form as completely as possible. In the event of any legal action, this form will serve as the basic official ProRome record of what transpired and what actions were taken by responsible ProRome staff/officials at the scene of the incident. Attach extra sheets as necessary and any documentary evidence. Submit the completed original report and all supporting materials to local police upon your return to the United States.

Date of incident: _____ Location of incident: _____

Time of incident: _____ Were you present? _____

Name of student involved (please use a separate form for each student): _____

Names of other participants involved: _____

Brief description of what happened: _____

Who provided this description if you were not a witness (please list all names): _____

If you were not present, when were you informed? _____

What actions did you take? _____

If the student was transported to a hospital or clinic, please provide complete name of the facility, its phone and fax numbers, and address: _____

Names and phone numbers of all physicians who examined or treated the student

Dr. _____ Phone: _____

Dr. _____ Phone: _____

Exact names of any medications prescribed to the student (please have student keep all packaging/inserts)

Rx: _____

Rx: _____

Rx: _____

Was the student conscious and capable of making informed judgments about medical treatment?

If the student was not capable of making medical decisions, who made any decisions?

What, if any, follow-up care was recommended? _____

Were the police or legal authorities notified of the incident or present at the scene? _____

Names and phone numbers of responsible legal authorities in charge of the case:

_____ Case#: _____

Was the U.S. or relevant embassy notified?
officials involved in this incident:

Dates/times of contact with local police office and/or family:

Report submitted by: _____

Printed Name

Signature

Date: _____ Time: _____

Waiver and Release Form

In consideration for being permitted in the PROROME, LLC program and participating in activities provided by PROROME, LLC and on behalf of my minor child/children identified below, I HEREBY WAIVE AND RELEASE, indemnify, hold harmless and forever discharge PROROME, LLC, and its agents, employees, officers, directors, members, affiliates, successors and assigns, of and from any and all claims, demands, debts, contracts, expenses, causes of action, lawsuits, damages and liabilities, of every kind and nature, whether known or unknown, in law or equity, that I or CHILD ever had or may have, arising from or in any way related to CHILD'S participation in any of the events or activities conducted by or for the benefit of, PROROME, LLC.

I understand that activities during the tour that said CHILD will participate in may involve risk and may be inherently dangerous and may cause serious or grievous injuries, including bodily injury, damage to personal property and/or death. On behalf of myself, CHILD, my heirs, assigns and next of kin, I and said CHILD waive all claims for damages, injuries and death sustained to me or my property, that I or said CHILD may have against the aforementioned released party to such activity. I have explained these risks to my child/ward. In spite of the risks mentioned above I freely want to participate and want my child to participate in the aforementioned activities.

CHILD is not suffering from any mental, emotional, or physical condition precluding participation in the tour or activities and CHILD'S only limitations or activities from which said CHILD is prohibited are noted below. The nature of the activities has been fully disclosed and any advertisement or brochure relating to the participating activities is expressly made a part of this WAIVER AND RELEASE.

By this Waiver, I, on behalf of said CHILD, assume any risk, and take full responsibility and waive and relinquish any and all claims of any sort whether in tort, contract equity or otherwise including any claims of personal injury, death or damage to personal property associated with PROROME, LLC, including, but not limited to, the participation of all tour activities.

This WAIVER AND RELEASE contains the entire agreement between the parties, and supercedes any prior written or oral agreements between them concerning the subject matter of this WAIVER AND RELEASE. The provisions of this WAIVER AND RELEASE may be waived, altered, amended or repealed, in whole or in part, only upon the prior written consent of all parties.

The provision of this WAIVER AND RELEASE will continue in full force and effect even after the termination of the program conducted by or for the benefit of, PROROME, LLC whether by agreement, by operation of law, or otherwise.

By signing this Waiver and Release, I and my CHILD, each hereby jointly and severally agree to defend, indemnify and hold harmless PROROME, LLC against any claim resulting from, arising out of, or in any way connected with MY and/or my CHILD'S participation on tour provided by PROROME, LLC. My CHILD and I agree that any dispute or claim arising in any way or in connection with the Agreement shall be decided by action, without a jury, in Augusta Circuit Court in Staunton, Virginia, USA.

PROROME, LLC has no responsibility for lost, damaged or stolen items.

I, ON BEHALF OF MYSELF AND MY CHILD, ACKNOWLEDGE THAT I HAVE CAREFULLY READ THIS WAIVER AND RELEASE AND THAT I UNDERSTAND THE TERMS SET FORTH HEREIN AND THAT I UNDERSTAND THAT IT IS A RELEASE OF LIABILITY AND A WAIVER OF RIGHTS THAT I MAY HAVE ON BEHALF OF MYSELF AND MY CHILD TO BRING A LEGAL ACTION OR ASSERT

A CLAIM FOR INJURY OR LOSS OF ANY KIND AGAINST PROROME, LLC. SHOULD ANY LEGAL ACTION BE COMMENCED OR CLAIM ASSERTED, I UNDERSTAND AND AGREE THAT I WILL BE RESPONSIBLE FOR ALL ATTORNEY’S FEES AND DEFENSE COSTS INCURRED BY PROROME, LLC AND ITS EMPLOYEES, AGENTS, OFFICERS, DIRECTORS, SHAREHOLDERS, MEMBERS AFFILIATES, SUCESSORS AND ASSIGNS IN CONNECTION WITH OR IN DEFENSE OF SUCH ACTION OR CLAIM.

I and my Child have a responsibility to ourselves and to other participants of the PROROME, LLC, program, to conduct ourselves in a safe manner. If we are unsure of what our responsibilities are at any time, we will ask an employee. We are in good health and have no condition that will affect our safe travel participation. Neither I nor my CHILD will participate on the tour while under the influence of drugs or alcohol or while in any other condition that would cause an impairment.

I further grant PROROME, LLC the right to photograph, videotape, and/or record me and/or my child/ward and to use my or my child’s/wards’ name, face, likeness, voice and appearance in connection with exhibitions, publicity, advertising, and promotional materials without reservation or limitation.

I HEREBY GIVE CONSENT TO PROROME, LLC TO PROVIDE MEDICAL CARE AND TO GIVE AUTHORITY TO ANY MEDICAL PROVIDER TO GIVE IMMEDIATE CARE TO MY CHILD.

I have read, understand and fully agree to the terms of this WAIVER AND RELEASE. I understand and confirm that by signing this WAIVER AND RELEASE said CHILD and I have given up considerable future legal rights. I have signed this Agreement freely, voluntarily, under no duress or threat of duress, without inducement, promise or guarantee being communicated to me. My signature is proof of my intention to execute a complete and unconditional WAIVER AND RELEASE of all liability to the full extent of the law. This Release and parental/ guardian Waiver is made in accordance with Virginia State Law.

Parent/Guardian Information

Please Print Legibly

Print Name of Parent/Legal Guardian of Minor

Adult’s Birth Date MM/DD/YYYY

Address

City

State

Zip

Email

Emergency Phone Number

PARENT’S OR LEGAL GUARDIAN’S ADDITIONAL INDEMNIFICATION (Must be completed for participants under the age of 18
In consideration of:

Print Name of Participant

Minor’s Date of Birth MM/DD/YYYY

Age

X _____
Signature of Parent/Legal Guardian of Minor

Date MM/DD/YYYY