

USG Health & Safety Workshop Series

Workshop III: Dealing With a Crisis Abroad
12/7/2023

Agenda

- I. Welcome
- II. Recap of Previous Sessions
- III. Death of an FIU Student Abroad
- IV. Death of a KSU Student Abroad
- V. Q+A

Presenters

Leah Hicks, University of Georgia,
Assistant Director for Global Risk, Health
and Safety

Dr. Laura Boudon, Director of Study
Abroad Programs, Georgia State

Erin Rasche, Georgia Tech,
International Risk, Safety and Security
Director

Moment of Silence



Workshop II: Preparing for Travel

- Pre-Departure Orientations for Students
 - Templates and ideas for interactive sessions
 - Data-driven preparations: focus on realities of study abroad
- Faculty Orientation
 - Emergency resources

Chronology

Diana's Story

Initial

- Phone Calls to Office of Study Abroad

- Inform FIU senior leadership and Travel Committee

- Liaise with student's family

- Pull out Emergency Plan

First 24 Hours

- Worked with CISI on next steps and benefits

- Spoke with US Consulate in Greece

- Communicated with Exchange Partner in Spain

Lessons Learned

Be prepared for news of an emergency to come in unexpected ways.

You may have an Emergency Phone Number or tell students to call your Police Department.

Are your Student Assistants and front desk staff trained to respond to emergency calls?

Please share concrete instructions about how to respond to such a call or email with every member of your team.

Lessons Learned

Lessons Learned

Consider diverse staff reactions and provide support for staff to process the events.

- Check in with individual team members regarding their well-being.

- Some team members will want to talk about what happened and others won't.

- Offer a team session with Employee Assistance Counselor as well as individual, private sessions.



Death of a KSU Student Abroad and Lessons Learned

Erin Rasche, Georgia Tech

Chronology

Steven's Story

Initial

~3PM ET 10/29/22 First reports hit media

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Lessons Learned

Emergencies will happen at the worst times.

Account for absences, new people, etc.

Everyone who may be called upon in an emergency has access to/knows the very basic initial steps to take (e.g. who on campus needs to know; death notification protocol*).

May have to move quickly to react to publicity*

Lessons Learned

Role clarification

Who notifies and/or liaises with individual's(s') emergency contacts?

Does this differ for initial outreach vs. ongoing support (for logistics)?

Who prepares statements for or responds to media requests?

Make sure they have the information they need in a timely manner to respond

Who works with insurance and/or on the ground partners?

Lessons Learned

This is the value of partnerships and program providers. Lean into them when able.

- Can assist in obtaining translations of death certificates, etc.

- Making space for and accommodating family wishes surrounding final preparations and repatriation

- Supporting family should they wish/need to travel

- Retrieving and sending belongings

- Potentially work with insurance

Lessons Learned

Make concerted effort for tributes / processing

Lessons Learned

Give yourself permission & make time for ~~self~~ **care**

May be dealing with multiple time zones

Incident management can take time until full resolution attained

High pressure & stress + lack of sleep = burnout

Divide & conquer

Overview

- Prepare and practice plans
- Expect the unexpected – have backups and redundancies in place
- Lean on partners and contacts
- Empathy and care for all involved
- USG Resource: Dealing with a Death Abroad: Policies and Best Practices

Questions

Contact Information

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