



# Outgoing Study Away Crisis Management Plan

INTERNATIONAL PROGRAMS

SPRING 2018

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## Summary of Crisis Response Plan

### Core International Crisis Management Team

<b>International Programs Director</b>	Carol Martin	Office: 208-792-2877 Cell: 915-317-8838
<b>LCSC Security</b>	Barbara Pierce	001-208-792-2815
<b>Study Away Coordinator</b>	Sarah Rogers	Office: 208-792-2184
<b>Vice President for Student Affairs</b>	Andrew Hanson	Office: 208-792-2218
<b>Administrative Services Risk Management Representative</b>	Theresa Chrisman	Office: 208-792-2240



The LCSC Security Office is the first contact for notification of an emergency involving Study Abroad or National Student Exchange participants. Security will then notify the Director of International Programs.



The International Programs Director gathers and documents as much information as possible about the situation, assesses the level of threat, and informs the Vice President for Student Affairs.



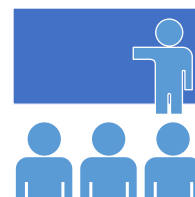
The Vice President for Student Affairs may convene the International Crisis Management Team that draws from a pool of LCSC professionals depending upon the nature of the incident.

Members in addition to the core group listed above may be resourced through the following departments:

- Student Counseling Services,
- Title IX Coordinator
- Communications & Marketing
- Faculty may also be called upon for regional or language expertise.



Once the crisis ends or is resolved, members involved in the response will debrief the response and make any needed changes to the International Crisis Response Plan document.







# LEWIS-CLARK STATE COLLEGE

When a crisis occurs in the study away realm, students and their loved ones turn to college officials and expect a response that is calm, thorough, and effective. They and others within the LCSC community and beyond will also ask what steps the institution has taken to prevent and prepare for an emergency. While it may be impossible to anticipate every type of crisis, there are well-established protocols and action plans that colleges and universities across the country have shared with each other. International Education organizations such as the Forum for Education Abroad, the Peace Corps, and NAFSA, Association of International Educators have published best practices in study abroad crisis management. This document is a compilation of best practices from those sources.

When a crisis occurs, campus leaders often need to make quick decisions. This crisis management plan is designed for quick referral and is predicated on pre-travel risk mitigation and routine staff training.

## ***Types of Emergencies***

This plan outlines LCSC capabilities for responding to events that seriously threaten the health, safety, and emotional well-being of LCSC staff, students, and faculty participating in an LCSC approved Study Away program. Below is a list of possible events that require a coordinated response from the institution.

- Natural disasters (hurricanes, typhoons, earthquakes, floods, fires, etc.)
- Environmental (nuclear hazards, pollution, water and air contaminants)
- Medical (accidents, injuries, epidemics)
- Technical (communications system failures, power failures)
- Socio-political (civil and political unrest, riots and demonstrations, military coups)

In addition, LCSC may be called upon to respond to a “perceived emergency”. In this situation, there is no immediate significant risk, however a student, family, institutional officials, or others perceive it to be so. *Examples:* sensationalized media reporting of overseas event; distortion of information provided by a participant; anxiety of family member or other with little or no international experience. **NOTE:** Perceived emergencies can affect students, family members, staff, as strongly as real emergencies. These need to be treated seriously and responses should be made in a timely manner.

## **Types of Study Away Programs**

- ***National Student Exchange (NSE)***- LCSC students attend another institution in the U.S., Puerto Rico, the Virgin Islands or Canada for a semester or year.
- ***Faculty Led Study Away (FSAP)***- LCSC faculty or staff member takes a group of students abroad for a class, service, volunteer-work or any combination of these.
- ***Third Party Study Abroad (ISA)***- LCSC student study abroad through an approved agency. Currently LCSC contracts with only one agency, International Studies Abroad (ISA).
- ***Exchange Partnerships***- LCSC students attend a university abroad that has an agreement with LCSC.

## ***Charge of International Crisis Management Team (ICMT)***

The International Crisis Management Team is responsible for general oversight of emergencies abroad or in another state, and decides what actions need to be taken. Items to be considered by the ICMT include:

- immediate measure(s) to secure the safety of the program participants and on-site leader
- identification of other issues that may arise as a consequence of the emergency
- appropriate steps to be taken on-site and on campus
- necessary correspondence with program participants, staff members, host institutions, program providers, parents, media, and other constituencies
- lockdown plans until evacuation, if needed
- suspension or cancelation of the on-going and/or future programs

### ***ICMT Composition***

The ICMT is usually composed of the following individuals. Depending on the nature of the emergency, it may include other members of the college community.

<b>Vice President for Student Affairs</b>	Assist the Director of IPO with management of the emergency. Brief senior administration about the emergency in collaboration with the Director of IPO. Convene ICMT and designate personnel to perform the tasks as appropriate. Provide policy guidance.
<b>Director, International Programs</b>	Coordinate the efforts to respond to an emergency. Brief ICMT members as new information becomes available. Communicate with students on the affected program and their emergency contact individual(s). Serve as designated liaison/contact with insurance providers.
<b>Study Away Coordinator</b>	Work with Director of IPO to maintain contact and information flow. Keep logs for information. Coordinate information flow with program participants.
<b>On-Site Leader</b>	Assist with management of the emergency. Provide a conduit for information.
<b>Security Office Director</b>	Provide general safety guidance and emergency management oversight.
<b>College Communications &amp; Marketing Director</b>	Distribute all LCSC communications during emergency to media, and international communication to students, faculty and staff who are not directly affected by the crisis.
<b>Director of Student Counseling, Student Health, and Disability Services</b>	Provide mental and physical health guidance where necessary.
<b>Administrative Services Risk Management Representative</b>	Assist with briefing of legal liability issues and provide guidance as needed.

## ***Emergency Procedures***

### **ON-SITE RESPONSE**

#### **Immediate**

If an emergency, perceived or real, is identified, the On-Site Leader should:

1. Make sure all program participants are safe; know where they are and how they can be reached. If needed, develop lockdown plans until evacuation.
2. Ensure that a participant who has been injured or requires psychiatric attention receives medical and/or mental health services.
3. Contact local law enforcement officers and/or U.S. Embassy/Consulate for advice and assistance if immediate danger exists.
4. Contact LCSC Security Office (001-208-792-2815). Be prepared to provide the following information to create an International Emergency Report (Appendix 1):
  - a. Your name and the program name/location
  - b. Contact information
  - c. Nature of emergency
  - d. What actions have been taken thus far
5. Wait for a campus or IPO staff member to contact you for further information and instructions.
6. Remind all parties involved in the incident to consider how local laws may influence the response of local authorities. Do not proceed without researching local laws regarding the incident.

### ***Follow-Up***

After the immediate response and an International Emergency Report has been made, the On-Site Leader should:

1. Keep a chronological log of all actions and correspondences. Keep records of what happens, what actions are taken and when, who talks with whom and when, and what follow-up actions are necessary.
2. Maintain frequent communication with IPO staff, understanding the guidelines contained within FERPA.
3. Assess the emotional and physical needs of participants and provide necessary support. Remind them of appropriate behaviors.
4. Reevaluate the planned activities for the program and make adjustments in consultation with IPO as needed to avoid additional stress or risk to participants.

### **ON-CAMPUS RESPONSE**

1. LCSC Security Office receives an emergency call from abroad and generates an International Emergency Report (Appendix 1).
2. LCSC Security Office contacts senior or reachable IPO staff member, relays the International Emergency Report, and turns incident over. If IPO staff are unreachable, LCSC Security Office will continue with Incident-Specific Questions (Appendix 2).
3. The Director of IPO:
  - a. Contacts the On-Site Leader and other appropriate people abroad and in the U.S. to discuss the response to the crisis. The Director of IPO in consultation with the Vice President for Student Affairs ensures that all appropriate steps are being taken at this point to assure the immediate safety and welfare of the participants. The Director of IPO informs the staff abroad that the International Crisis Management Team (ICMT) is being convened in order to consider what other responses will need to be made.
  - b. Reassures participants/faculty that everything is being done to insure their safety, security, and wellbeing, and that LCSC is counting on their cooperation in responding to the crisis.
  - c. Tells participants that while it is not possible to eliminate all risks, LCSC has had

- experience dealing with emergencies in the past, and that we will work with them.
- d. Remind all parties involved in the incident to consider how local laws may influence the response of local authorities. Do not proceed without researching local laws regarding the incident.
  - e. As circumstance dictates, either has participants get in touch with their individual(s) listed as emergency contacts or informs participants that the IPO will correspond with their emergency contacts.
  - f. Directs participants to stay in close touch with the On-Site Leader to let him/her know of their precise whereabouts throughout the crisis, and to report any suspicious persons or packages to the On-Site Leader.
  - g. Directs participants to follow procedures in responding to the crisis, and to avoid contact with or travel to the affected area (if they are not located at this area).
  - h. If necessary, directs the On-Site Leader and participants to remove all signs or any other objects, at the academic location or home stays that would call attention to them or to the program.
  - i. If necessary, reminds participants to keep a low profile, to avoid dress and behavior that will attract attention, not use pre-labeled luggage tags, to avoid places where Americans are known to congregate, and to keep their opinions vague in the event of unrest.
  - j. If appropriate, directs the On-Site Leader to provide a description of event and response strategy to the individual(s) listed as emergency contact.
4. The Vice President for Student Affairs convenes the ICMT as soon as the Director of IPO has collected enough information to relay a summary of the crisis and the initial response to it.
  5. The ICMT reviews issues relating to the crisis to determine the appropriate response strategy.
  6. The Director of IPO communicates with the On-Site Leader and program participants once a course of action has been determined. This communication contains a detailed description of the course of action they will be required to follow in responding to the crisis. The On-Site Leader sees that all program participants acknowledge receipt of this information, in writing if possible (date and signature). If written acknowledgment from participants is not possible, the On-Site Leader documents having communicated the information to participants. The On-Site Leader sends signed acknowledgements to the Director of IPO as is practical.
  7. The Director of IPO monitors situation and oversees resolution of crisis while keeping ICMT informed.
  8. Upon resolution of crisis, ICMT assesses response and follows up with Director of IPO to make any needed changes to Crisis Management Plan.

### **Issues for the ICMT**

- Nature and extent of crisis
- Imminent danger to participants and staff/faculty members
- Steps already taken to assure safety and well-being
- Considerations of possible steps to be taken:
  - Review summary of emergency prepared by the Director of IPO
  - Recommendations about student, faculty or other on-site staff behavior
  - Question of program suspension, cancellation, and/or evacuation
  - Reliability of communication with participants and staff/faculty abroad

- Communication with emergency contacts
  - Communication with others (family members, students, and colleagues on campus, etc.)
  - Measures to be taken with the media
  - Counseling of students on and off campus, as appropriate
  - Implications of a return to the United States
  - Refund and withdrawal policies
  - Financial impact on participants and the institution including legal liability and financial aid policies
- If evacuation is necessary, the ICMT develops an evacuation plan in consultation with evacuation insurer). The Director of IPO sends the plan to the On Site Leader.

***Evacuation Plan Considerations***

Safety of routes and mode of transportation

Availability of on-site resources

Ground and air transportation to be scheduled

Cost of evacuation

Coordination with US consulate or embassy

## Appendix 1: LCSC Study Away Program Incident Report

Security or other first contact will take this information over the phone and forward the report to the International Programs Director for follow up. If the Director is unavailable, continue to Appendix 2.

Date of Report:

Participant Name (s):

LCSC ID(s)

Date and Time of Incident

Location of Incident:

Name and Contact Information of Reporter:

Program Name:

Others Involved:

Please check the appropriate box to indicate the nature of the incident:

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Alcohol/Drugs  | <input type="checkbox"/> Arrest of a participant  | <input type="checkbox"/> Other, please specify |
| <input type="checkbox"/> Injury/Illness | <input type="checkbox"/> Assault of a participant |  |
| <input type="checkbox"/> Theft          |   |  |

Describe the incident. Be as specific as possible, including all details. Use additional sheets if necessary.

Inform the person reporting the incident that the Director of International Programs or another responsible party will be following up with either the program leader or the parties involved in the incident.

## Appendix 2: Secondary Incident Report Questions

Contacts in country and on the LCSC campus should make a careful, chronological sequence of events (in writing) leading up to, during, and after the crisis.

The following checklist should be used during conversations. Complete all questions and enter NA if not applicable to the current situation. In addition to these questions, see the following:

Event	Page	Event	Page
Serious accident or illness	12	Arrests	16
Death of student or faculty	13	Political Emergency or Natural Disaster,	17
Assault or Rape	14	Hostage Situation	17
Missing Person	15		

1. What event took place? Request a chronological statement of what happened from each person who was involved in or who witnessed the event.
2. What is the current physical and psychological condition of the affected participant(s) and leaders?
3. Is the LEADER in close touch now with the affected participant(s) and faculty?
4. What is the proximity of the event to all program participant(s) and faculty?
5. What is the imminent risk to participants and faculty if they remain where they are?
6. Are all program participants/faculty, whether directly involved or not, aware of the emergency?
7. How are they responding?
8. Are adequate food, water and medical attention available?
9. Is adequate and secure housing available? How long will this housing be available? What other appropriate housing options available as a backup, if needed?

10. Is safe transportation available locally and internationally (land and air)?
11. Should students/faculty be evacuated?
12. Have you confirmed the list of participants and staff?
13. Have you prepared information for notification of families? When, where, how and by whom?
14. Who will be the spokesperson to the media?
15. What information may and should be dispersed to the media?

## **Appendix 3: Incident Specific Questions to Consider**

### **Serious Accident or Illness**



#### **Questions to Ask**

1. Where is the victim?
2. What has the on-site response been?
3. What medical treatment has the victim received?
4. Can the victim be adequately treated at the current location?
5. Has the student's insurance been contacted?
6. What is the prescribed treatment?
7. How can the family contact the physician or hospital? Who is the attending physician (if any)?
8. Does the attending physician speak English?
9. Is it possible to arrange contact between the host country physician treating the student and the student's family physician?
10. What is the diagnosis? What is the prognosis?
11. Is medical evacuation needed?
12. What are the academic and financial consequences of returning to LCSC?

#### **If an accident include:**

13. What are the details of the accident?
14. Are rescue operations needed? Have they been initiated?
15. Were there witnesses to the accident? If so, obtain signed statement from each witness.

#### **If Psychological include:**

16. In what way(s) is the person upset and/or behaving inappropriately?
17. Is the person prescribed medication(s) for emotional difficulties and/or any other medication(s)? What has been done on site?
18. Are they taking the prescribed medication(s)? Is the person a danger to self and/or others?
19. Was there an apparent precipitant for their distress/behavior? Is there a history of previous counseling/therapy?

#### **Resources:**

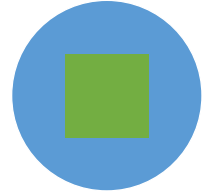
Appendix 3: American Consulate Emergency Services

Appendix 3.2: Emergency Financial Assistance for U.S. Citizens Abroad

Appendix 5: Medical Evacuation Procedures

LCSC Policy 1.117 Family Ed Rights & Privacy Act ; Policy 5.101, Death of a student and Incapacitated Student; HIPPA

## Death of Student or Faculty Member



1. What are the details of the cause of death? What has the on-site response been?
2. Are other participants at risk (physical or psychological)?
3. In the case of death of a faculty leader, what arrangements have been made for the students who are still in the host country?
4. Has the “emergency contact person” or parent/guardian been contacted?
5. Has the on-site faculty program leader contacted the U.S. Embassy or Consulate?
6. Has the student’s insurance company been contacted to arrange for repatriation of remains?
7. Has the “emergency contact person” or parent/guardian expressed concerns for performance of an autopsy due to religious reasons? Have these requests been made known to the medical facility or morgue overseas?
8. Have arrangements been made to obtain a death certificate?

### **Resources:**

Appendix 3: American Consulate Emergency Services

Appendix 3.8: Death Abroad

LCSC Policy 1.117 Family Ed Rights & Privacy Act, Policy 5.101, Death of a student and Incapacitated Student;

## Assault or Rape



1. Where is the victim?
2. What has the on-site response been?
3. What medical treatment has the victim received?
4. Can the victim be adequately treated at the current location?
5. What are the major details of the incident?
6. Is counseling available? In English?
7. Has appropriate local law enforcement been notified?
8. Were there witnesses? If so, obtain signed statement from each witness.
9. Has the victim been informed of the LCSC privacy policy regarding the reporting of a sexual assault?
10. Does victim want to return to the U.S. If so, when? If the victim does not wish to return to the U.S., what steps will they take to recover from and manage the trauma?
11. Clarify with the victim the degree to which he/she wishes to involve local and university police. Are the victim and the counselor aware of these consequences?
12. Is the accused person a LCSC student? A local student or resident? A tourist?
13. Has the student's insurance been contacted?
14. What is the prescribed treatment?
15. How can the family contact the physician or hospital? Who is the attending physician (if any)?
16. Does the attending physician speak English?
17. Is it possible to arrange contact between the host country physician treating the student and either the student's family physician?
18. What is the diagnosis? What is the prognosis?

### Resources:

Appendix 3: American Consulate Emergency Services

Appendix 3.2: Emergency Financial Assistance for U.S. Citizens Abroad

Appendix 3.3: Help for U.S. Citizen Victims of Crime

LCSC Policies 1.117 Family Ed Rights & Privacy Act, Policy 3.109 Discrimination – Sexual Misconduct Complaint Procedures; Policy 3.110 Sexual Misconduct – Title IX, Death of a student and Incapacitated Student;

## Missing Person



1. When & where was missing person last seen or heard from? Did the person tell anyone of plans to be absent?
2. Does anyone know or have an idea about where the person went? How was the person travelling? Ex: Alone, by train.
3. If the person left and was expected to return at a specific time, what was the date and time of the expected return?
4. Are reliable search/rescue operations available on site? Have they been initiated? Should they be initiated?
5. What is the student's passport number?
6. What is a description of the student (height, weight, eye color, hair color, hair length, gender, race and other distinguishing factors)?
7. Have the local missing person's officials been notified? What is the agency and case number assigned?
8. Has the U. S. State Department been contacted?
9. Has the State Department initiated a "Welfare & Whereabouts" check? For which countries? Who is contact at State Dept. (name, title, and phone)?

### Resources:

Appendix 3: American Consulate Emergency Services

Appendix 3.2: Emergency Financial Assistance for U.S. Citizens Abroad

Appendix 3.3: Help for U.S. Citizen Victims of Crime

LCSC Policies 1.117 Family Ed Rights & Privacy Act, Policy; Policy 5.106, Missing Student Policy;

## Arrests



1. Has the student been detained? What are the facts?
2. Have charges been filed? What are the charges?
3. Is the detainee aware of the local laws and how those may differ from laws in the U.S.?
4. Were there witnesses? If so, obtain signed statement from each witness.
5. Has the U. S. Embassy been notified? What was the Embassy's response and advice? What agency made the arrest?
6. What rights have been granted?
7. Is the student entitled to place a phone call?
8. What are the names, addresses and phone numbers of the arresting authorities?  
What is the case number? Does an attorney represent the student?
9. What is the name, address and phone number of the attorney?

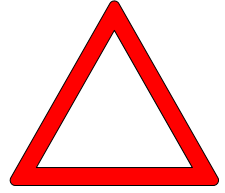
### Resources:

Appendix 3: American Consulate Emergency Services

Appendix 3.2: Emergency Financial Assistance for U.S. Citizens Abroad

LCSC Policies 1.117 Family Ed Rights & Privacy Act, Policy ; Policy 5.105 Student code of Conduct & Student Hearing Board; Policy 5.301 Administrative Student Withdrawal (Involuntary)

## Political Emergency or Natural/Human Disaster



1. Has the U. S. Embassy advised participants to take appropriate action?
2. Have all participants/leaders been made aware of these precautions, and in writing? Are all participants/leaders following these precautions?
3. Has any particular group or organization been threatened? Who or what is the target of the unrest?
4. What kind of military or other security or public safety personnel are present? Are they unusually visible? Is travel in or out of the country restricted in any way?
5. Is the group in danger?
6. How is the military behaving with respect to the civilian population? Have local authorities imposed a curfew?
7. Contact the U.S. Embassy to learn if airlifts are planned.
8. What forms of transportation are available? What would the cost be?
9. If Hostage situation include
10. Has the U. S. Embassy been notified there?
11. What is the Embassy's response and advice?
12. Who is the contact person at the U. S. Embassy (name, title and telephone)? Have the hostage-takers made contact?
13. Have they identified themselves? Is negotiation support available on site?
14. Who is the contact person at the State Department in Washington (name, title, and telephone)?

### Resources:

Appendix 3: American Consulate Emergency Services  
Appendix 3.2: Emergency Financial Assistance for U.S. Citizens Abroad  
Appendix 3.3: Help for U.S. Citizen Victims of Crime  
LCSC Policies 1.117 Family Ed Rights & Privacy Act, Policy ; Policy 5.106, Missing Student Policy;

## **Appendix 4: Online Resources**

**U.S. Department of State Bureau of Consular Affairs**

**Travel Advisories:**

<https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html>

**What the Department of State Can and Cannot do in a Crisis**

<https://travel.state.gov/content/travel/en/international-travel/emergencies/what-state-dept-can-cant-do-crisis.html>

**Emergency Financial Assistance for U.S. Citizens Abroad**

<https://travel.state.gov/content/travel/en/international-travel/emergencies/emergency-financial-assistance.html>

**Help for U.S. Citizen Victims of Crime**

<https://travel.state.gov/content/travel/en/international-travel/emergencies/crime.html>

**U.S. Citizens Missing Abroad**

<https://travel.state.gov/content/travel/en/international-travel/emergencies/US-citizens-missing-abroad.html>

**Ways to Locate your Loved One in a Crisis Abroad**

<https://travel.state.gov/content/travel/en/international-travel/emergencies/locate-loved-one-abroad.html>

**Arrest or Detention of a U.S. Citizen Abroad**

<https://travel.state.gov/content/travel/en/international-travel/emergencies/arrest-detention.html>

**Terrorism**

<https://travel.state.gov/content/travel/en/international-travel/emergencies/terrorism.html>

**Death Abroad**

<https://travel.state.gov/content/travel/en/international-travel/while-abroad/death-abroad1.html>

Content of these websites are reproduced below in case internet is unavailable. See Appendices 3.1 – 3.8

## **Appendix 4.1: What the Department of State Can and Can't Do in a Crisis**

Retrieved 2/23/2018 from <https://travel.state.gov/content/travel/en/international-travel/emergencies/what-state-dept-can-cant-do-crisis.html>

What is the Department of State's role during a crisis overseas? Do you always evacuate U.S. citizens during a crisis overseas?

The actions we take depend on the nature of the crisis. In some instances, we may only need to provide information on conditions in the country, such as warning about areas of unrest, how and where to seek help, and other useful advice. In more serious situations, we may recommend that U.S. citizens leave the foreign country, and, if commercial transportation is not available, provide departure assistance, as our resources permit.

What departure assistance do you provide? Why do you tell U.S. citizens they should leave, and then don't offer transportation?

The assistance we provide depends upon the nature of the crisis. Regularly scheduled commercial flights or transportation are always the best option when local communications and transportation infrastructure are intact and operating normally, even if we have advised all U.S. citizens to leave. Our efforts are devoted to keeping the local U.S. citizen community informed of developments and travel options.

What happens during an evacuation?

Each evacuation depends on the nature of the crisis. In extreme situations, where local infrastructure is damaged or severely compromised, we work with the host government, other countries, and other U.S. government agencies to arrange chartered or non-commercial transportation for U.S. citizens seeking to depart. This could include transportation by air, land, or sea. While we partner closely with the Department of Defense, military options are only used as a last resort. You should not expect the U.S. military to assist you when we issue a Travel Warning advising you to leave a country.

Why don't you use the U.S. military in every evacuation?

We use the resources that are most expedient and appropriate to the situation. Expectations of rescue by helicopters, the U.S. military, and U.S. government-provided transportation with armed escorts reflect a Hollywood script more than reality. While some evacuations involve U.S. military or other U.S. government assets, most rely on commercial transportation and local infrastructure. Any level of departure assistance constitutes an enormous logistical effort.

Will the U.S. government come and pick me up if I need assistance getting to the airport or other evacuation point?

Crises place an enormous strain on our resources as embassy personnel focus on assisting U.S. citizens affected by the crisis. Security conditions can also limit our ability to move freely around the country. It is almost impossible for the U.S. government to provide in-country transportation service to individuals or specific groups during a foreign crisis. You should therefore pay close heed to our travel and safety information for the country they are traveling to or residing in, monitor local conditions, and have a plan of action in case of emergency.

Will the U.S. government pay for my travel? How much will it cost?

Departure assistance is expensive. U.S. law 22 U.S.C. 2671(b) (2) (A) requires that any departure assistance be provided "on a reimbursable basis to the maximum extent practicable." This means that evacuation costs are ultimately your responsibility; you will be asked to sign a form promising to repay the U.S. government. We charge you the equivalent of a full coach commercial fare on a comparable mode of transportation at the time that commercial travel ceases to be a viable option. You will be taken to a nearby safe location, where you will need to make your own onward travel arrangements. Typically, you will not have an opportunity to select the destination to which we will take you; it will be to the nearest safe location (only in rare circumstances will that be to the United States). If you are destitute, and private resources are not available to cover the cost of onward travel, you may be eligible for emergency financial assistance.

What about my pets? Will the U.S. government transport them?

In general, we are not able to provide transportation assistance for your pets. In certain situations, if the pet can fit into an under-the-seat carrier, it can accompany the traveler. U.S. citizens traveling or residing abroad with pets should make alternate plans for their care or commercial transport if a crisis occurs abroad.

How can I receive updated information during a crisis?

We encourage all U.S. citizens traveling abroad, especially citizens who plan to be overseas for a significant amount of time, to enroll in the Smart Traveler Enrollment Program (STEP). It is important that you keep your contact information up-to-date so that we can notify you or your designated emergency contact of developments and provide valuable information.

Also be sure to monitor our website, travel.state.gov, for updates, as this is our primary tool to disseminate important information during a crisis. Our Facebook and Twitter accounts are also good sources of information. Rest assured that in case of a crisis, we will make use of all available modes of communication to keep our citizens informed, including the internet, social media, TV, and radio.

If I don't hear from the embassy or I'm not enrolled in STEP, can I call them?

Often our embassies and consulates abroad cannot handle the huge volume of calls that follow a major crisis. We encourage you to contact us using Task Force Alert (see below for more details), special e-mail addresses established for public inquiries during a crisis, or our U.S.-based telephone number at 1-888-407-4747 (from overseas +1-202-501-4444).

How can I provide information about myself or my U.S. citizen friends and loved ones who are affected by a crisis overseas?

The best way to contact us during a major crisis overseas is to use this site (<https://tfa.state.gov/>) to send us information about yourself and your U.S. citizen friends and loved ones. This information will be added to the database that we use to locate U.S. citizens and offer emergency consular assistance during a crisis. (Note: This service does not automatically notify emergency medical or law enforcement officials. U.S. citizens who are experiencing an emergency that requires immediate medical or law enforcement response should contact appropriate local responders.) This site should

only be used to provide information about U.S. citizens who are in the affected foreign country; we do not collect information on non-U.S. citizens.

What if I don't have access to e-mail or phone?

We know that Internet and cell phone service is sometimes interrupted during a crisis. Land line phones might also be affected. In such cases, we will use local television and radio to broadcast emergency information and may also use a system of pre-designated U.S. citizen "wardens" to pass on information to other U.S. citizens in your area. We also encourage citizens to reach out to family and friends outside the affected area to obtain information and relay messages to and from the task force handling the crisis at the Department of State. Don't underestimate the power of social media – regularly updating your status through social media sites is an effective way to let your loved ones know how you are doing.

What about my family and friends who are not U.S. citizens? Will you help them depart the country?

During a crisis, our priority is assisting U.S. citizens. You should not expect to bring friends or relatives who are not U.S. citizens on U.S. government chartered or non-commercial transportation. Exceptions may be made to accommodate special family circumstances, such as when the spouse of a U.S. citizen is a legal permanent resident, or "green card" holder; however, it is the non-U.S. citizen's responsibility to be sure he or she has appropriate travel documentation for the destination location. Any services provided to non-U.S. citizens are on a space-available basis after U.S. citizens are accommodated.

If my U.S. passport is expired, will you still assist me?

We strongly recommend that all U.S. citizens traveling or residing abroad keep their travel documents up-to-date. If your U.S. passport expires, you may be required to obtain a valid emergency travel document from the nearest U.S. embassy or consulate before traveling. In some cases, we may need to take additional steps to determine your citizenship.

What happens to visa processing during a crisis?

In a crisis, our priority is assisting U.S. citizens. Depending on the nature and extent of the crisis, visa processing could be limited or suspended.

## Appendix 4.2: Emergency Financial Assistance for U.S. Citizens Abroad

Retrieved 2/23/2018 from <https://travel.state.gov/content/travel/en/international-travel/emergencies/emergency-financial-assistance.html>

### Emergency Financial Assistance for U.S. Citizens Abroad

#### Disclaimer

The information below is provided for general information only and may not be totally applicable in a particular case. Questions involving interpretation of specific U.S. or foreign laws should be addressed to appropriate legal counsel.

This is an official U.S. Government source. Inclusion of non-U.S. Government links does not imply endorsement of contents.

What services does the Department of State provide to assist destitute U.S. citizens abroad who need temporary financial assistance?

The Office of Overseas Citizens Services in the U.S. Department of State, (888) 407-4747 (or from overseas +1 202-501-4444) can assist U.S. citizens who are temporarily destitute abroad because of an unanticipated emergency. If you find yourself in such a situation, here are some options:

- **Contacting Home:** U.S. citizens in need of emergency financial assistance while abroad should first attempt to contact their family, friends, banking institution, or employer in the United States, or in their place of residence abroad, for financial help. The American Citizen Services unit in the Consular Section of the nearest U.S. embassy or consulate can assist in this effort. U.S. embassy and consulate contact information is available in our country information pages.
- **Wiring Money Directly:** You, or your family, friends, or associates, may wire money directly to a U.S. citizen abroad by contacting Western Union, MoneyGram, or other similar commercial money transfer services with offices overseas. There are money transfer cost comparison tools online to help you identify your best option. The person receiving the money will need to present proof of identity such as a passport. See our information about replacement of lost or stolen U.S. passports abroad. Be wary of International Financial Scams!
- **Your Bank:** A destitute U.S. citizen abroad who has depleted his/her bank account or reached an overdraft limit can arrange for friends or family to deposit additional funds in his/her account. This option allows the traveler to use an ATM card to access the replenished account quickly.
- **Your Credit Card Company:** Your credit card company may be able to increase your credit limit temporarily. Report a lost/stolen credit card immediately to your credit card company. Your credit card company may be able to send you a new card using an express delivery service. Your credit card company may also be able to verify your credit card account directly to your hotel, airline, doctor, or hospital to enable you to check out of your hotel, obtain replacement airline tickets, or receive other emergency services. A person receiving funds and/or a new credit card may need to present proof of identity such as a passport. See our information about replacement of lost or stolen U.S. passports abroad. Inquire about the benefits your credit card company provides you overseas before you travel abroad.
- **Bank to Bank Transfers:** It may be possible to transfer money directly from a bank in the United States to a bank in the foreign country where the U.S. citizen can receive the funds.

Some foreign banks require that the U.S. citizen establish a foreign bank account to use this option. Bank to bank transfers can take several days to accomplish.

- **Sending Money Through the U.S. Department of State:** When commercial options are not available, or their use is not feasible due to the circumstance of the emergency, family or friends may send funds to the Department of State for delivery to a destitute U.S. citizen abroad through the nearest U.S. embassy or consulate. See [Sending Money Overseas to a U.S. Citizen](#). The Department of State assesses a \$30.00 fee to establish an account and transfer funds. For additional information, contact the U.S. Department of State, Office of American Citizens Services and Crisis Management, at (888) 407-4747.

What assistance is available for U.S. citizens in connection with medical emergencies abroad?

Consult the nearest [Embassy's website](#) for a list of hospitals and doctors in your location overseas. Your hotel concierge may also be a good resource. The availability and quality of medical services available can vary greatly depending on your location. Read the Medical Facilities and Health Information section in our [country information](#) pages. Review our [Medical Insurance](#) page for information about medical coverage abroad, air ambulances, and medical evacuation companies. Limited emergency medical funding assistance may be available on a reimbursable (loan) basis for eligible temporarily destitute U.S. citizens and their qualified dependents. Your U.S. passports will be limited at the time loan funds are issued and in most cases, you will not be issued a new passport until the loan is paid in full.

If you have a U.S. citizen relative or friend abroad in need of emergency financial assistance, whom do you contact at the Department of State for help?

Contact the U.S. Department of State, Office of Overseas Citizens Services, at (888) 407-4747 or, if dialing from overseas, (202) 647-5225. You can also contact the Consular Section (American Citizens Services Unit) at the nearest [U.S. embassy or consulate](#). See also the U.S. embassy and consulate contact information in our [country information](#) pages.

What other assistance is available to a destitute U.S. citizen if family or friends cannot provide financial help?

Destitute U.S. citizens in need of help overseas should contact the nearest [U.S. embassy or consulate](#) or the U.S. Department of State, Office of Overseas Citizens Services, at (888) 407-4747 (or from overseas +1 202-501-4444), for information about other assistance options and eligibility requirements.

### **Appendix 4.3: Help for U.S. Citizen Victims of Crime**

Retrieved 3/09/2018 from <https://travel.state.gov/content/travel/en/international-travel/emergencies/crime.html>

The State Department is committed to assisting U.S. citizens who become victims of crime while abroad. Officers support victims overseas and in the United States.

- Overseas: consular officers, agents, and staff work with crime victims and help them with the local police and medical systems.
- In the United States: our office of Overseas Citizens Services will stay in touch with family members in the United States, and help provide U.S.-based resources for the victim when possible.

Overseas

#### **If you are the victim of a crime overseas**

- Contact the local police to report the incident and get immediate help. Request a copy of the police report.
- Contact the nearest U.S. Embassy or Consulate:
  - Consular officers are available for emergency assistance 24 hours/day, 7 days/week.
  - Contact information for [U.S. Embassies and Consulates](#) overseas can be found here or by going to our individual [country information](#) pages.
  - To contact the Department of State in the U.S. call 1-888-407-4747 (from the U.S. or Canada) or (202) 501-4444 (from overseas).

#### **Consular Assistance to U.S. Crime Victims**

When a U.S. citizen is the victim of a crime overseas, he or she may suffer from physical, emotional or financial injuries. It can be more difficult because the victim may be in unfamiliar surroundings, and may not know the local language or customs. Consular staff at overseas posts know local government agencies and resources in the countries where they work.

#### **We can help**

- Replace a stolen passport
- Contact family, friends, or employers
- Obtain appropriate medical care
- Address emergency needs that arise as a result of the crime
- Explain the local criminal justice process
- Obtain information about your case
- Connect you to local and U.S.-based resources to assist victims of crime
- Obtain information about any local and U.S. victim compensation programs available
- Provide a list of local lawyers who speak English

#### **We cannot:**

- Investigate crimes
- Provide legal advice or represent you in court

- Serve as official interpreters or translators
- Pay legal, medical, or other fees for you

#### In The United States

Some U.S. cities and communities offer programs to help residents who are victims of overseas crime, including:

- Rape crisis counseling programs
- Shelter and counseling programs for battered women
- Support groups and bereavement counseling for family members and friends of murder victims
- Diagnostic and treatment programs for child abuse victims
- Assistance for victims of drunk driving crashes

All U.S. states provide victim compensation programs. However only some states offer benefits to residents who are victims of violent crime overseas. Most compensation programs require the victim to file a report at the time of the incident, and to provide a copy with the application. Programs include financial assistance to pay for:

- Medical costs, including counseling
- Funeral or burial expenses
- Lost income or loss of support
- Expenses related to the repatriation of remains

Information about each state's compensation program and how to apply for benefits is available from the [National Association of Crime Victim Compensation Boards](#).

#### U.S. Victim Assistance Resources

##### **Sexual Assault:**

- [RAINN \(Rape, Abuse and Incest National Network\)](#) – Toll-free 24/7 hotline for sexual assault counseling and referrals: 1-800-656-HOPE (4673). RAINN also offers a hotline that provides live, secure, anonymous crisis support for victims of sexual violence, their friends, and families over RAINN's website. The Online Hotline is free of charge and is available 24 hours per day, 7 days per week.
- [U.S. Department of Justice Office on Violence Against Women](#) – Information about local sexual assault victim assistance coalitions.
- [International Directory of Domestic Violence Agencies](#) - Global list of abuse hotlines, shelters, refuges, crisis centers and women's organizations, plus domestic violence information in over 90 languages.
  - **NOTE:** The agencies and organizations listed on this international directory have not been vetted by the U.S. Department of State or other federal agency.

##### **Domestic Violence:**

- [National Domestic Violence Hotline](#) – Toll-free 24/7 hotline for crisis counseling and referrals: 1-800-799-SAFE (7233).
- [U.S. Department of Justice Office on Violence Against Women](#) – Information about local domestic violence victim assistance coalitions.

- [National Coalition Against Domestic Violence](#) - The National Coalition Against Domestic Violence offers a safe home and shelter programs, public education, and technical assistance. They also have a list of state and international organizations that can assist domestic violence victims. 303-839-1852
- [Americans Overseas Domestic Violence Crisis Center](#) - The center serves abused Americans, mostly women and children, in both civilian and military populations overseas. The 24/7 international crisis hotline 1-866-USWOMEN (1-866-879-6636) can be called toll free from overseas.
- [International Directory of Domestic Violence Agencies](#) - Global list of abuse hotlines, shelters, refuges, crisis centers and women's organizations, plus domestic violence information in over 90 languages.
  - **NOTE:** The agencies and organizations listed on this international directory have not been vetted by the U.S. Department of State or other federal agency.

#### **Families and Friends of Murder Victims:**

- [POMC, Inc. \(National Organization of Parents of Murdered Children\)](#) – Hotline for crisis counseling and referrals available Monday-Friday, 8-5 PM EST: 1-888-818-POMC.

#### **Victims and Families of Drunk Driving Crashes:**

- [Mothers Against Drunk Driving \(MADD\)](#) – Information about local resources for victims and family members.

#### **General Victim Assistance:**

- [U.S. Department of Justice Office for Victims of Crime](#) – Contact information for non-emergency services in communities throughout U.S.
- [National Crime Victim Center](#) – Information for crime victims on the impact of crime, safety planning, legal rights and civil legal remedies, and options for assistance and referrals to local programs.
- [National Organization for Victim Assistance \(NOVA\)](#) – Toll-free hotline available Monday-Friday 9am-5pm EST for information and referral to victim assistance programs: 1-800-TRY-NOVA

#### **Disclaimer**

The Department of State assumes no responsibility or liability for the professional ability or reputation of, or the quality of services provided by, the entities or individuals whose names appear on or are linked to the above page. Inclusion of private groups on this page is in no way an endorsement by the Department or the U.S. government. The order in which names appear has no significance. The Department is not in a position to vouch for the information.

#### **Appendix 4.4: U.S. Citizens Missing Abroad**

Retrieved 3/09/2018 from <https://travel.state.gov/content/travel/en/international-travel/emergencies/US-citizens-missing-abroad.html>

If you are concerned about a U.S. citizen relative or friend who is traveling or living abroad, you can call us at 1-888-407-4747. Our Embassies and Consulates abroad can use the information you provide to try to locate the individual and pass on your message. We can also check with local authorities in the foreign country to see if there are any reports of a U.S. citizen hospitalized, arrested, or otherwise unable to communicate with those looking for them. The more information you can provide about the individual, the better our chances of finding him or her.

**The information we can share with you about these searches is governed by the “Privacy Act.”** A U.S. law called the Privacy Act protects the privacy rights of U.S. citizens. The Act states that we may not reveal information regarding a U.S. citizen’s location, welfare, intentions, or problems to **anyone**, including the citizen’s family members and Congressional representatives, without unless we have that individual’s written consent. Although we recognize that this law may occasionally cause distress to concerned families, we must comply with the provisions of the Privacy Act. However, exceptions can be made for the health and safety of the individual and when minors are involved. A consular officer can explain to you how the Privacy Act might impact your specific case.

Often, U.S. citizens abroad forget – or are unable – to contact their friends and families on a regular basis due to time differences, busy schedules, lack of cell phone coverage, irregular access to email, or difficulty making international phone calls. In most cases, worried friends and family members eventually hear from the person, although it may take several days for the person to respond.

It is a good idea to discuss communication plans with friends and relatives before they travel; agree on how frequently they’ll be in touch and whether it will be by phone or email. Make sure they leave contact information and, when possible, a copy of their itinerary. These details will also help us to try to locate them for you if it becomes necessary.

## Appendix 4.5: Ways to Locate your Loved One in a Crisis Abroad

Retrieved 3/09/2018 from <https://travel.state.gov/content/travel/en/international-travel/emergencies/locate-loved-one-abroad.html>

**Communicating with a loved one overseas can be complicated, especially during a large-scale crisis involving power outages or overwhelmed telephone lines that make sending and receiving calls difficult.** If you are worried that your loved one was affected by a crisis, there are various ways to try and get in touch – and stay in touch.

- **Send them a text message:** U.S. cell phones do not always work overseas, especially when phone services are overwhelmed by a high volume of calls. Try sending your loved ones a text message – it is more likely to get through if they are in Wi-Fi range, even without local cell phone service.
- **Use social media:** Check all of their social media accounts for recent posts or comments. Some social media sites even allow people to “check in” if they are in or near a crisis location. Many sites allow you to send a private message, but you might want to post a public message so that others who might have information are able to see your message and respond. If you do post a public message, keep it general – remember, too much information can play into the hands of identity thieves and scammers.
- **Contact travel companions and other close friends:** Try to touch base with your loved one’s travel companions and close friends. Perhaps they know the whereabouts of your loved one and can pass a message, or have heard from your loved one since the crisis.
- **Call the hotel, school, or organization:** If you know your loved one’s itinerary, contact the current or next hotel on his/her planned trip and request that they ask your loved one to contact you. If your loved one is overseas for studies or work, his/her sponsoring organization in the United States or overseas may have information and be able to pass a message asking him/her to contact you. For privacy reasons, the organization may not be able to provide you with a lot of information, and some organizations may only be available during work hours.
- **Communicate with tour operators:** If your loved one is on a tour, contact the tour operator in the United States. It may not provide you with details because of privacy concerns, but it may pass a message.
- **Call the local police:** If you believe your loved one is in danger, call the police station or emergency services in the country that is local to where your loved one is staying, and find out what they can do to help. Each U.S. embassy and consulate provides local emergency numbers on their websites. Provide as many details about the person and his/her itinerary as possible.

- **Consider reaching out to international aid organizations:** There are a variety of international organizations that work to find people overseas. Consider reaching out to one of these organizations, which might have an established network of contacts in the crisis area.
- **Contact the Department of State:** We can be reached by phone at 888-407-4747 if calling from within the U.S. or Canada; or +1-202-501-4444 if calling from any other location. Check our [travel.state.gov website](https://travel.state.gov) for additional information – during a large-scale crisis, we may set up a crisis-specific email address which allows us to collect information more quickly when we have a large number of requests for assistance. In the event of a crisis, the U.S. embassy or consulate in the affected country works to identify and locate U.S. citizens needing assistance with help from local authorities. See our [travel.state.gov](https://travel.state.gov) page for more information on [What the Department of State Can and Can't Do in a Crisis](#)

## **Appendix 4.6: Arrest or Detention of a U.S. Citizen Abroad**

Retrieved 3/09/2018 from <https://travel.state.gov/content/travel/en/international-travel/emergencies/arrest-detention.html>

**One of the highest priorities of the Department of State and U.S. embassies and consulates abroad is to provide assistance to U.S. citizens incarcerated abroad.** The Department of State is committed to ensuring fair and humane treatment for U.S. citizens imprisoned overseas. We stand ready to assist incarcerated citizens and their families within the limits of our authority in accordance with international law, domestic and foreign law.

### **Tips to avoid getting arrested overseas:**

- Understand that you are subject to the local laws and regulations while visiting or living in the country – follow them.
- Learn which laws might be different from the laws in the United States. We provide some information for each country on our Country Specific pages. For further information on laws within the foreign country before you go, contact that country's nearest embassy or consulate within the United States.

### **If you are arrested overseas or know a U.S. citizen who is:**

- Ask the prison authorities to notify the U.S. embassy or consulate
- You may also wish to reach out to the closest U.S. embassy or consulate to let us know of arrest. Contact information for [U.S. Embassies and Consulates](#) overseas can be found here or by going to our individual [country information](#) pages.

### **Consular Assistance to U.S. Prisoners:**

When a U.S. citizen is arrested overseas, he or she may be initially confused and disoriented. It can be more difficult because the prisoner is in unfamiliar surroundings, and may not know the local language, customs, or legal system.

#### **We can:**

- Provide a list of local attorneys who speak English
- Contact family, friends, or employers of the detained U.S. citizen with their written permission
- Visit the detained U.S. citizen regularly and provide reading materials and vitamin supplements, where appropriate
- Help ensure that prison officials are providing appropriate medical care
- Provide a general overview of the local criminal justice process
- Inform the detainee of available local and U.S.-based resources to assist victims of crime

- Upon request, ensure that prison officials permit visits with a member of the clergy of the religion of your choice
- Establish an OCS Trust, when no other means to send funds are available so friends and family can transfer funds to imprisoned U.S. citizens

**We cannot:**

- Get U.S. citizens out of jail
- State to a court that anyone is guilty or innocent
- Provide legal advice or represent U.S. citizens in court
- Serve as official interpreters or translators
- Pay legal, medical, or other fees

## Appendix 4.7: Terrorism

Retrieved 3/09/2018 from <https://travel.state.gov/content/travel/en/international-travel/emergencies/terrorism.html>

**As terrorist attacks often take place without any warning, U.S. citizens are strongly encouraged to maintain a high level of vigilance and take appropriate, proactive steps to increase their security awareness when traveling.** We encourage U.S. citizens to read Country Specific Information pages, Travel Warnings, and Travel Alerts on [travel.state.gov](https://travel.state.gov) before planning a trip. In addition, prior to departing the U.S., we urge travelers to enroll in the [Smart Traveler Enrollment Program](#) (STEP) to receive security messages about terrorist threats or security incidents. While abroad, U.S. citizens should monitor the local news and maintain contact with the nearest U.S. embassy or consulate.

Terrorist groups and their associates, and those inspired by such organizations, are intent on attacking U.S. and Western citizens around the world. Extremists may use conventional or non-conventional weapons to strike U.S. interests, but many are increasingly using less sophisticated methods of attack to more effectively target crowds, including the use of edged weapons, pistols, and vehicles. Extremists are increasingly assaulting “soft” targets, such as:

- high-profile public events (sporting contests, political rallies, demonstrations, holiday events, celebratory gatherings, etc.)
- hotels, clubs, and restaurants
- places of worship
- schools
- parks
- shopping malls and markets
- tourism infrastructure
- public transportation systems
- airports

The following recommendations may help you avoid becoming a target of opportunity. These precautions may provide some degree of protection, and can serve as practical and psychological deterrents to would-be terrorists.

### Airports and Air travel

- Schedule direct flights if possible, and avoid stops in high-risk airports or areas. Country Specific Information pages often highlight such locations.
- Minimize the time spent in the public area of an airport. Move promptly from the check-in counter to the security screening section to gain entry to the secured area of an airport. Upon arrival, leave the airport as soon as possible. Arrival areas are typically less secure than departure zones.
- Keep an eye out for abandoned packages or briefcases, or other suspicious items. Report them to airport authorities and leave the area promptly.

- To the extent possible, avoid drawing attention to yourself.

#### Public Venues

- When possible, avoid or minimize time spent in the “soft” targets listed above. When in such locations, be alert for suspicious or unusual activity.
- Recognize that Western-branded venues or Western-like facilities may be attractive targets for terrorists.
- Report suspicious activities and individuals (e.g., loiterers or potential surveillants) to the local police, as well as the nearest U.S. embassy or consulate.
- Identify potential safe areas, such as police stations, hotels, and hospitals. Formulate a plan of action of how to respond if a terrorist attack or security incident takes place.
- Remember the “run, hide, fight” rule during a terrorist attack or similar accident: whenever possible, immediately depart the area; if retreat is not an option, conceal yourself from would-be assailants; as a last resort, and only if necessary, yell and fight off an attacker.

#### Taxi Cabs and Personal Vehicles

- If possible, travel with others.
- Carry a charged, cellular telephone with you at all times. Note departures and arrivals via SMS/text messages or phone calls to family, friends, or colleagues, if necessary.
- Select your own taxicab at random. Do not use an unlicensed or gypsy cab. Taxis, Uber or Uber-like vehicles should have photo licenses clearly displayed (compare the image to the driver) and include identifying information for the driver. Record license plate information in your phone as a precaution.
- When operating rental or personal vehicles, periodically inspect the exterior of the vehicle for suspicious items or marks.
- Drive with car windows closed whenever possible.
- Keep your vehicle in good operating condition, with at least one-half a tank of gasoline.

#### Hotels

- Review evacuation and shelter-in-place plans after accessing your hotel room.
- Be sure of the identity of visitors before opening the door of your hotel room. Don't meet strangers at your hotel room, or at unknown or remote locations.
- Refuse unexpected packages.
- Report suspicious activities to the hotel's front desk or security office.

#### Police and Security Services

Follow the instructions provided by the police and security services during an emergency.

## Appendix 4.8: Death Abroad

Retrieved 3/09/2018 from <https://travel.state.gov/content/travel/en/international-travel/while-abroad/death-abroad1.html>

**When an U.S. citizen dies abroad, the Bureau of Consular Affairs assists the family and friends.** The Bureau of Consular Affairs attempts to locate and inform the next-of-kin of the U.S. citizen's death. The Bureau of Consular Affairs provides information on how to make arrangements for local burial or return of the remains to the United States. The disposition of remains is subject to U.S. and local (foreign) law, U.S. and foreign customs requirements, and the foreign country facilities, which are often vastly different from those in the United States.

The Department of State has no funds to assist in the return of remains or ashes of U.S. citizens who die abroad. The Bureau of Consular Affairs assists the next-of-kin to convey instructions to the appropriate offices within the foreign country, and provides information to the family on how to transmit the necessary private funds to cover the costs overseas. Upon issuance of a local (foreign) death certificate, the nearest embassy or consulate may prepare a Consular Report of the Death of an American Abroad. Copies of that report are provided to the next-of-kin or legal representative and may be used in U.S. courts to settle estate matters.

A U.S. consular officer overseas has statutory responsibility for the personal estate of a U.S. citizen who dies abroad if the deceased has no legal representative or next-of-kin in the country where the death occurred, subject to local law. In that situation, the consular officer takes possession of personal effects, such as jewelry, personal documents and papers, and clothing.

The consular officer prepares an inventory of the personal effects and then carries out instructions from the legal representative or next-of-kin concerning the effects. For more information on the Consular Report of the Death of an American Abroad, and other services that a consular officer can help you with when a loved one passes away overseas, see the links below.

## Appendix 5: Sample Medical Evacuation Procedures

1. Consult on-site leader, local doctor, and insurance company representative to obtain pre-approval for medical evacuation (medevac).
2. If doctor and insurance company concurs medevac is necessary, determine
  - a. How soon medevac should occur.
  - b. If medical or nonmedical accompaniment of patient is necessary.
  - c. If patient is stable enough to transport to home country/state or will need to have medical care in country abroad with appropriate medical facilities.
3. Have college or university/study abroad program arrange transportation/medical support.
4. Inform administrators of any special needs in itinerary such as
  - a. Destination
  - b. Special seating arrangements (stretcher, first class)
  - c. Special airport arrangements (wheelchair, stretcher, ambulance)
  - d. Special airline medevac or airline's permission in advance to fly  
(Usually necessary if you want to bump another passenger, if stretcher needed, if medically accompanied, if IV necessary, or if any other visibly obvious, serious medical problems.)
5. Ensure the patient has passport and visa needed for departure from abroad and entry into USA or country enroute. If passport is unavailable, contact US Embassy consul to make another passport or arrange for proper documents.
6. When patient's travel schedule is obtained, follow-up with IEMC. Inform IEMC if student wants parents or family notified and /or review pre-departure form to see if student has pre-approved emergency contact(s).
7. Have on site leader brief patient about medevac procedure going over medevac checklist and reviewing standard medevac handout with student.
8. Request that patient's medical chart and all results are translated into English. Instruct patient or onsite leader to carry chart, etc in hand luggage. Include any x-ray or lab results.
9. Make sure patient has any necessary medications or supplies he/she will need along the way.
10. If patient is traveling alone and will need to overnight in a city enroute, remind patient that airline is usually responsible for providing food and lodging while the patient is enroute to destination. Have patient check at airline desk for lodging voucher.
11. If patient is traveling with accompaniment, determine if patient will need to go directly to hospital when arriving at destination.
12. If direct hospital evaluation/admission will be needed, call administrator to determine which hospital and consultants will be used and go there directly from the airport.

(Adapted from the *Crisis Management Handbook: A Guide for Overseas Staff*, [Peace Corps Volunteer Safety Council](#))