

# USG Health & Safety Workshop Series

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

## Agenda

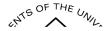
- I. Welcome
- II. Recap of Previous Sessions
- III. Death of an FIU Student Abroad
- IV. Death of a KSU Student Abroad
- V. Q+A

### 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

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?

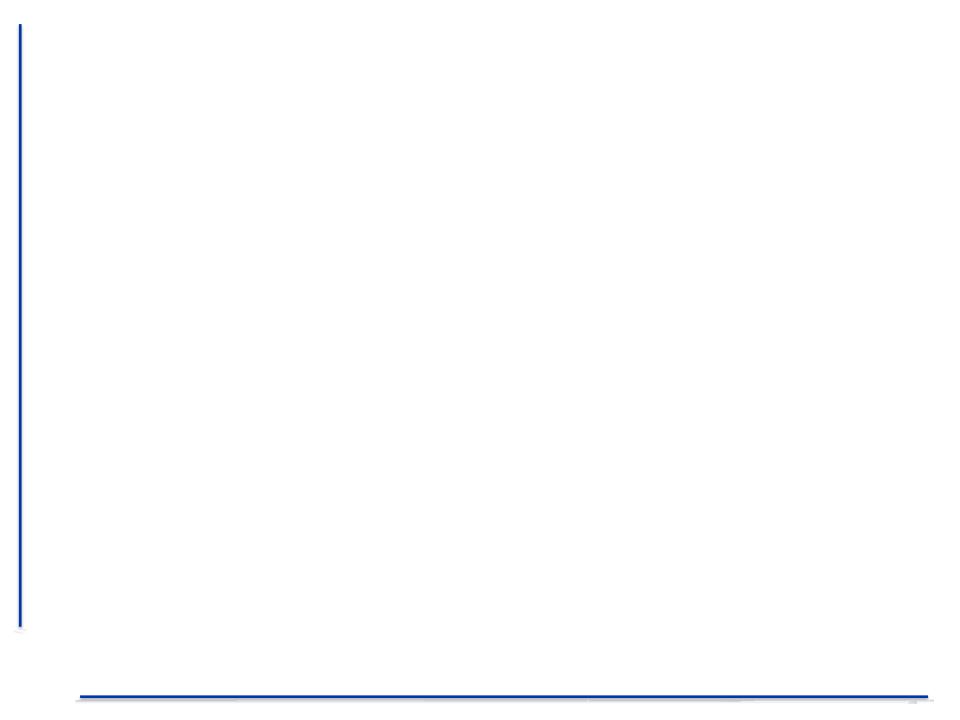
Please share concrete instructions about how to respond to such a call or email with every member of your team.

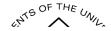
Consider diverse staff reactions and provide support for staff to process the events.

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 10/29/2<del>2</del> First reports hit media
Initiate chec**i**:52 (rt)-5.3 (s -0.6 ude\_0 1 Tfy)] Tw 5.4 20.04 0

Emergencieswill happen at theworst times.

Account for absences, new people, etc.

Everyone whomay be called upon in an emergency has access to/knows theery 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\*

#### 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?

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

Make concerted effort for tributes / processing

Give yourself permission & make time for seafe

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**

Leah Hicks: <a href="mailto:leah.hicks@uga.edu">leah.hicks@uga.edu</a>

Dr. Laura Boudon: