



### **Best Practices for International Crisis Planning**

“The basis of an efficient crisis management system is ensuring that those with responsibility have the information, resources, and authority they need. It requires that they maintain continuous insurance coverage for students and staff, relationships with local health care providers and civil authorities, and guidelines necessary for addressing crises. It also includes their on-going preparation, so that they can take preventive steps well before a crisis arises or a noncritical matter turns into a crisis.”<sup>i</sup> International Travel Health and Safety offers the following Best Practices for crisis planning.

**International SOS:** International SOS provides DU with pre-trip and in-country security and medical support, coordinates all medical insurance needs, and arranges any emergency evacuation. Visit <https://www.du.edu/risk/international-sos> for more information.

**Crisis Plan:** Devise an emergency plan in the event of an in-country crisis. This plan should include the following components. See <http://gloaled.us/peacecorps/crisis-management-handbook.asp> for more details on developing an effective crisis plan.

- **Pre-trip planning:** Be sure that travelers have all the necessary documents (passports, visas, proof of vaccinations, etc.). Copies of essential documents and emergency contact information should be sent, by the traveler, to appropriate parties to access in the event of an emergency.
- **Register for the U.S. State Department Smart Traveler Enrollment Program (STEP) or equivalent for foreign nationals if applicable:** See <https://step.state.gov/step/>
- **Determine a chain of command in the event of an emergency:** Emergency situations are very chaotic, so a clear plan is essential
- **Communications:** Develop a communications plan with redundancy. Remember that communications often break down in a crisis; landlines, wireless communication, and the internet may not work in an emergency situation. Create a call chain but arrange meet-up points/safe havens for various scenarios, particularly if communications fail. If necessary (depending on the location), arrange for group travel as a general practice. Contact International SOS when possible and they will notify DU.
- **Establish a list of safe locations for various scenarios:** Determine if/when it is necessary to shelter in place, move to a safe house, evacuate, etc.
- **Transportation:** Establish a plan for transportation for various scenarios in the event that communications break down and one’s first choice in transportation is not available.
- **Plan for provisions:** Establish how/where travelers will acquire food, water, and essential items.
- **Medical Assistance:** International SOS will coordinate medical care, but DU travelers should have information on ISOS-approved facilities and medical practitioners on hand (hard copies can be printed from the International SOS website) if communications fail.

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<sup>i</sup> “Dickinson College in Málaga Crisis Management Plan,” available from the Forum on Education Abroad