

EMERGENCY COMMUNICATION AND ACTION PLAN



Medical Issues or Medical Emergency	Responsible
1. Identify the affected individuals and determine the level of medical attention	Faculty
2. If immediate assistances is needed call that countries equivalent of 9-1-1	Faculty
3. Notify Gonzaga University at (509) 313-2222	Faculty
4. Fill out Incident Report (http://gonzaga-sa.terradotta.com/index.cfm?FuseAction=Programs.ViewProgram&Program_ID=10059&Type=R)	Faculty
5. SAO will contact you for more details	SAO, ORM
Arrest	
1. Locate student(s)	Faculty
2. Notify Gonzaga University at (509) 313-2222	Faculty
3. SAO will contact you for more details	SAO, ORM
4. Fill out Incident Report (http://gonzaga-sa.terradotta.com/index.cfm?FuseAction=Programs.ViewProgram&Program_ID=10059&Type=R)	Faculty
5. Depending upon the severity of the situation SAO may contact the U.S. Embassy or Consulate	SAO, ORM
Political Upheaval/Natural Disaster/Terrorist Attack	
1. Locate all students	Faculty
2. Secure a safe location	Faculty
3. Contact or respond to local authorities	Faculty
4. Contact U.S. Embassy	Faculty
5. Notify Gonzaga University at (509) 313-2222, if they haven't already been in touch with the director of the program.	Faculty
6. Faculty should communicate Gonzaga's instructions/information to the students.	SAO, ORM
7. Fill out Incident Report (http://gonzaga-sa.terradotta.com/index.cfm?FuseAction=Programs.ViewProgram&Program_ID=10059&Type=R)	Faculty
Death	
1. Call that countries equivalent of 9-1-1	Faculty
2. Notify Gonzaga University at (509) 313-2222	Faculty
3. SAO will contact you for more details	SAO, ORM
4. Fill out Incident Report (http://gonzaga-sa.terradotta.com/index.cfm?FuseAction=Programs.ViewProgram&Program_ID=10059&Type=R)	Faculty
5. SAO will contact the U.S. Embassy or Consulate	SAO, ORM

Communication:

1. In a crisis, calls to the parents and communication with parents should only be made by Gonzaga University and its designated representatives. Faculty should focus on the needs of the students. If a student hands a faculty member a phone and wants you to talk to their parents you should. But you should not call the parents directly.
2. Calls from the media should be referred to the University Marketing and Communications Office. The Marketing and Communications Office are the spokesperson for the university when dealing with the media unless faculty are otherwise informed.

Insurance:

1. The Study Abroad Office and the Office of Risk Management work directly with the insurance companies. The university has several insurance policies for both students and faculty and these insurance will need to be coordinated.