**BCCIE Summer Seminar 2016**

**From Foundations to Effectiveness: Crisis Management in Education Abroad**

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**Guiding Principles**

* “Best interest of the students” / Students come first
* Consider privacy issues BEFORE having conversations and set parameters ahead of time
* Only some individuals hold rights to maintain confidentiality
* Differentiating between truth and perception is crucial
* Cultural context cannot be ignored
  + Local country
  + Your institution
  + Individuals and identities (staff and students)
* A balance of communication and action is required
* Limiting institutional and personal legal liabilities
* Document, document and document
* Debrief
* Comprehensive approach is required

**Stakeholders**

* Student(s) at center of incident
* Parents of Affected Students
* On-site Staff/Program Leader
* Fellow Program Participants
* Program Provider
* Host Institution Education Abroad Office
* Home Institution Education Abroad Office
* Host Institution Administration
* Home Institution Administration
* Professors of Affected Students
* Dean of Students
* Legal Counsel
* Academic Advisor
* Financial Aid Office
* Campus Risk Management Officers
* Public Relations Offices (and potential press)
* Other Campus Communication Stakeholders (i.e. upper administration)
* Local Authorities
* Local Care Providers
* Travel Insurance Provider
* Local perpetrators, victims or associates
* Local Press
* The Whole World (via social media)
* Other(s)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Resources**

***Crisis Management in a Cross-Cultural setting***

Patricia A Brurak and William W Hoffa, editors

<https://www.nafsa.org/wcm/Product?prodid=31>

***Learning from Recent Challenges in Education Abroad Crisis Management***

*Julie Friend*

Education Abroad Jan/Feb 2012

<https://www.nafsa.org/_/File/_/ie_janfeb12_edabroad.pdf>

***University Risk Management Insurance Association***

[**http://www.urmia.org/home**](http://www.urmia.org/home)

A search for terms like “study abroad” will provide a list of resources, many publicly available in their online library.

**Sample Case Studies to Practice on Your Campus**

**Case Study 1 - Mental Health**

You receive a call from the Italian host institution where your student is enrolled. They’ve just received a call from a local hospital reporting that your student is currently there. According to the report, the night before your student refused to leave a local cathedral, demanding a meeting with the Pope. The church staff called 112. A police car and ambulance responded to the call, and when they arrived on the scene, the student was extremely agitated and alone. He had to be sedated and is now in the psychiatric ward at the hospital. You check the student’s file and he disclosed a history of Anxiety, ADHD, Obsessive Compulsive Disorder, and Depression. He was cleared to study abroad by his treating specialist. **NOTE:** Some home universities may have policies that prevent them from gathering this information from students.

* What are the most immediate steps you would take?
* What parties, if any, would you notify of the incident? When would you do so?
* When you visit the student in the hospital, he tells you that he doesn’t understand why no one believes that he can speak with the angels. He wants to check himself out of the hospital. What do you tell him?

**Case Study 2 - Pregnant Student**

On Monday morning, Suzie Student walks into the local office of your program’s provider in tears and tells the director that she needs to talk to someone in private. The director is the only one in the office at that time and there are two other students in the computer lab. The director takes Suzie into a back office and Suzie discloses that she has not had her period since she came back from Oktoberfest in Germany six weeks ago. Suzie took a home pregnancy test that she got from the pharmacy. She thinks she understood the directions on the box, and the result was positive. Through tears, Suzie tells the director that she cannot return home pregnant; her parents are devout Catholics and they will not want her to have an abortion. She hasn’t told anyone yet about the pregnancy test except her roommate, who she met on the program. She asks the director what to do next; she wants to have an abortion and doesn’t know who else to go to for help. Sobbing, Suzie says, “I didn’t even know the guy; this should’ve never happened.”

* If you were the director, are there any questions that you would ask Suzie?
* How would you advise Suzie?
* What are the most immediate steps you would take?

**Case Study 3 - Sexual Assault**

Sally comes to you on Monday morning to talk about an experience she had while she was in Hong Kong over the weekend. According to Sally, she had non-consensual intercourse with a guy who she met at a bar.

Sally explained that she arrived in Hong Kong on Friday night and after checking into her hostel, she went out to the bars. On Saturday morning, she woke up in a stranger's bed and she was naked. Sally said that the guy admitted to having unprotected intercourse but according to him it was consensual. Sally said she has no recollection of the events from the time she met him in the bar until she woke up in his bed. After admitting to having unprotected intercourse, the guy went to purchase emergency contraception pills (sometimes called "the morning after pill") and gave them to her. Sally was concerned as she took both pills at once, rather than as directed one pill per day for two days.

Sally wants your guidance on next steps to get medical treatment. She would also like to file a complaint against the guy in Hong Kong.

* What questions would you ask Sally?
* How would you advise Sally?
* What are the most immediate steps you will take?
* What additional or different steps would you take if the person Suzie had non-consensual intercourse with was another one of your students?