



*GLOBAL USA "making a difference"*

## OIE EMERGENCY CONTACT INFORMATION

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As of November 1 the OIE published 24/7 intl emergency and business contact cell-phones will no longer be in service (discontinued numbers 251-375-6565 and 377-6668). All OIE emergency and urgent weekend, holiday and "after business hour" is being referred to the following contact (collect if necessary): USA Police Department - 1-251-460-6312. Students, faculty, parents, partner institutions, etc. are being advised to be prepared to leave detailed information to be relayed to the appropriate USA offices.

**If the call involves a traveling faculty/staff member who is NOT leading a study abroad program:** contact is the USA Human Resources or other USA emergency contact protocol.

### USA PD CONTACT PROTOCOL – QUESTIONS:

1. does this involve a faculty member or student on a study abroad program or a faculty/staff member traveling on USA business
  - a. If the latter, follow the USA HR/emergency crisis protocols.
  - b. If the former (as study abroad program) then determine the following and contact the Director of USA International Education as well as follow USA academic/student affairs emergency contact protocols.

Determine:

2. who is calling and a call back number, relationship of caller to the individual involved in the situation, (if available the J number for the student/faculty member involved)
3. whether the call is originating in the US or not
4. if originating from abroad, we need to know the country and city and number (we will need the country and city to determine the proper dialing codes) and whether the call is originating from a cell phone or land line (makes a huge difference)
5. the nature of the situation, location, when it occurred, who has been contacted, etc.. Also is call back possible, often in emergencies calling back can be troublesome or impossible depending the situation on site.
6. whether this is a health, medical, "legal", safety, etc.. type emergency - whether the caller has activated their 24/7 emergency assistance travel insurance provider - this can vary by program, etc.. we will have to look this up in the records.
7. whether the caller has notified any local authorities, the program coordinator on site, etc..

Prior to ending the call advise all callers should be advised that: "If you have not heard back within 1 hour please call us back (collect if needed) to confirm any added contact information." It is critical during an international crisis that the caller maintain contact as much as USA be able to do so.