

Safety in University of Delaware Study Abroad Programs: Crisis Response Protocols

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A Brief Introduction

Most of our study abroad programs run without incident. Sure, there are the usual hitches—lost passports, students skipping lectures—but there have been few true emergencies.

This document will help you know what to do if there is one.

As one veteran faculty director put it, there are three rules for handling an overseas emergency:

1. Get to the scene as soon as possible (students are comforted by the presence of the faculty director or someone they know and knows them)
2. Take control of the situation (rather than allowing overly zealous but usually inexperienced students try to handle the matter)
3. Start a written log of the events, details and actions taken (otherwise the memory fails us).

The rest is protocol, and you'll find it outlined in this document.

The “For faculty” section of our website—www.udel.edu/studyabroad—will soon include a list of precautions that you can take, even before you leave Delaware. In the meantime, here are a few, as suggested by faculty directors:

1. Find out the address and phone number of the nearest hospital, ambulance, bus route to hospital, etc.
2. Contact the U.S. Embassy in the destination nation, and let them know you and your group will be in the country.
3. Read this document.
4. Fill out the emergency contact information form that appears at the end of this document.

1.0 Contact information/Reporting incidents

When a serious incident occurs (illness, injury, sexual assault, death, political unrest), contact the Center for International Studies and let them know what has happened. If it's after hours, contact Public Safety, and they'll relay the message. You may also convey the above information by email to Lesa Griffiths, Associate Provost: lesa@udel.edu.

Dial the access code for the U.S. (this will vary depending on your site), then:

Lesa Griffiths	(302) 831-2852 (home 410-392-9751)
Lisa Chieffo	(302) 831-2852 (home 368-4113)
Diane Henker	(302) 831-4082
Public Safety	(302) 831-2222
KarenLundin	(302) 831-4399
Marie Gleason	(302) 831-6112
Christina Andrews	(302) 831-4065
Marion Bernard-Amos	(302) 831-4385

When you call, provide details about:

- Your name, and the program you're directing
- Where you are
- Nature of the emergency (name and current state of student in question)
- Tel. number and where administrator(s) may contact you
- Until when/for how long
- When you will call back if you have not been called
- Whether the student's family is aware of the situation¹

If you are calling UD Public Safety, you may call collect, but you must immediately state that you are director of a study abroad program, otherwise Public Safety will not accept the call.

Be sure to stress that this is an urgent or emergency situation! And note the conversation in your log of the incident.

2.0 Dealing with serious injury or illness

2.1 Find out what happened

When you get the first report of a serious injury/illness, ask the following questions²:

- What happened?
- Who is involved?
- Where is the student now?
- Does s/he need medical attention immediately?/Are rescue operations needed?
- Has anyone called for help? If not, get help! If so, who's been called?
- If help has arrived, what's being done?
- What medical treatment has the victim received?
- Were there witnesses (in cases of accident, assault, or other crime)?

¹ It's generally not a good idea for faculty directors to call students' families themselves, as this constitutes a breach of confidence. Encourage students to call their families, and, if they refuse, call your program coordinator for guidance.

² Taken from the University of Akron's **Emergency Response Plan for Study, Work, Travel Abroad Programs**, <http://www.uakron.edu/oip/emerg.htm>

Note the answers, as well as the date and time of the call; write down who gave you the information.

If the student needs to be taken to a hospital/clinic, help the student get there—whether you take her/him, or call for an ambulance, or advise on-the-scene participants to get help for the student (especially if the illness occurs across town, or while students are traveling).

In an emergency situation that requires immediate medical action (like surgery), you may call the emergency contact provided by the student on his/her program application. If you're uncomfortable doing so, the call will be made for you; contact Public Safety and ask to be connected with Cynthia Cummings, Associate Vice-President for Residential Life. Tell her what has happened. She will call the emergency contact and explain the situation. Or, you may contact your program coordinator.

2.2 Go where the student has been taken for treatment

Go to the student as soon as you can; be where you need to be to make sure that the student is receiving appropriate care.

Once there, get the answers to these basic questions³:

- Who is the attending physician (if any)?
- Does the attending physician speak English?
- What is the diagnosis?
- What is the prescribed treatment?
- What is the prognosis?
- Has the student's insurance been contacted?
- Are other participants at risk (physical or psychological)?
- Is airlift a desirable and/or viable action?

If you can't get to the student (for example, if the student has gone to another country for the weekend), call the Center for International Studies to talk about what you should do.

2.3 Contact the Center for International Studies

Once you're sure that the student's physical state is being taken care of, contact the Center for International Studies and let them know what has happened (see section 1.0 for contact numbers and information to provide).

2.4 Keep tabs on the situation

At all times, be respectful of a student's privacy⁴: Don't divulge information, even to a student's family members, without the student's express consent.

³ Taken from the University of Akron's **Emergency Response Plan for Study, Work, Travel Abroad Programs**, <http://www.uakron.edu/oip/emerg.htm>

⁴ According to the Dept. of State, which complies with the Buckley Amendment (a.k.a., the Privacy Act): "The provisions of the Privacy Act are designed to protect the privacy and rights of Americans, but occasionally they complicate our efforts to assist citizens abroad. As a rule, consular officers may not reveal information regarding an individual American's location, welfare, intentions, or problems to anyone, including family members and Congressional representatives, without the expressed consent of that individual. Although sympathetic to the distress this can cause concerned families, consular officers must comply with the provisions of the Privacy Act." We offer this commentary as a guideline.

However, other students in the program may hear about the illness or injury, and quickly. Explain that the student involved is being taken care of—but also caution them about speculative communication and advise them to wait until clear information is available before contacting home. If you promise to keep them posted, do so in a way that protects the privacy of the student.

Stay in contact with any physicians involved in the case, and keep your log of the incident up-to-date. Keep the Director of International Student Programs informed of what's happening.

2.5 If medical evacuation is recommended

If medical evacuation⁵ is recommended: It may be necessary to take a student to the nearest medical facility (in-country or out-of-country) equipped to deal with the illness or injury. If you have a co-director, one of you should accompany the student, if possible. Otherwise, call the Center for International Studies and talk through possible solutions.

3.0 Sexual assault

3.1 When a sexual assault is reported

This is a difficult and sensitive situation, and will require all of your concern, tact and understanding. Do what's best for the student, physically and emotionally. Keep careful notes of details and conversations. And listen to the student's wishes—especially if she⁶ asks you not to contact the person she has listed as an emergency contact.

If the victim reports the assault soon after it happens, she may be in shock, physically harmed and/or emotionally distraught (often with accompanying feelings of guilt, shame and/or anger). Remember (especially if you and the victim are of opposite sexes), the victim may respond badly to physical contact, too-close physical proximity or other aspects of the situation. Treat the victim gently, without judgment. Ask whether the student would like a friend present while she speaks with you.

If a student reports a sexual assault to you, or if a student tells you that another student has been victimized⁷:

- If the reporter isn't the victim, how does the reporting student know about the assault? What is the reporting student's name? Where is the victim now?
- Find out what happened; who was involved; when the incident took place
- Ask the victim whether, and to what extent, she wishes to involve local police
- Ask the victim whether she wants her emergency contact to be notified of the situation

⁵ Background on medical evacuation, taken from U.S.C. Center for Global Education's **SAFETI Resources for Administrators**: "Medical evacuation insurance covers a need for transportation to an appropriate medical facility. This may be a facility in the host country, a neighboring country, or the U.S. A medical evacuation in the worst-case scenario with a full medical team from abroad to the U.S. can cost upwards of \$50,000 and even \$100,000. It is important to consider how much coverage [the student's] evacuation insurance includes.

"In the case of medical evacuation, there are times when the insurance company may disagree with the student, parent, or study abroad professional on where appropriate care can be found. It is important to have medical advice abroad and in the U.S. for consultation on where medical care should take place to make an effective case for the insurance company. This coverage includes transportation care costs only, not the cost of the actual major medical care once the student arrives at a medical facility."

⁶ In this document, "she" will be used generically to refer to a hypothetical sexual assault victim, recognizing that while men also experience sexual assault, the majority of victims are female.

⁷ This list of procedures is adapted from NAFSA's **Crisis Management in a Cross-cultural Setting**.

- Look for any obvious signs of physical distress or injury—if there are, take the student to a local hospital or clinic that you trust
- Look for any obvious signs of emotional distress—if there are, note them and, as soon as possible, consult a rape counselor, psychologist or psychiatrist and start the process of getting support for the student
- Reassure her that the assault isn't her fault and that she didn't cause it
- Explain the host country's laws and procedures for dealing with sexual assault, so the victim can be prepared if she chooses to go to the police, hospital or another rape-crisis agency
- If there's no obvious physical injury, ask the victim whether she's willing to go to a hospital or clinic. If so, help her get there.

If the victim declines assistance⁸:

- Escort her to student housing and make sure she gets to her room safely
- Tell her that you or someone designated by the program (a local rape counselor, for example) will re-contact her to see whether she requires assistance
- Give her the names, phone numbers and addresses of local authorities she can contact if she wants assistance or counseling: police; counseling/mental health agencies or hotlines; local psychiatrist/psychologist; rape crisis centers or other appropriate on-site services.
- Give her the number for the University's Rape Crisis Hotline, SOS: 302-831-2226.
- Contact the local psychiatrist/psychologist whose name you have given to the victim, and explain that there has been an assault, and though the victim declined assistance, you provided her with this professional's contact information.
- Continue to check in on the student, and (without pressing the issue), remind her that there are resources at her disposal should she decide that she requires assistance.

Start a log—write down everything you know about what has happened, including:

- What happened; who was involved; when the incident took place
- Victim's wishes about involving local police, and notification of her emergency contact
- Obvious signs of physical distress or injury—what are they? Describe appearance and location.
- Obvious signs of emotional distress—describe student's demeanor, and apparent state of mind
- What you told victim about the host country's laws and procedures for dealing with sexual assault
- Victim's wishes about care
- Name and phone number of local hospital or clinic that's caring for the student, as well as physicians' names
- **Student's wishes to decline care, reporting, emergency contact protocol—note the circumstances under which the offers were made and declined (each time you offer assistance, note the circumstances, the offer and the outcome)**

If the accused attacker is also a student, or is affiliated with the program in some way: Do what you can to keep the alleged attacker away from the victim. **This is not a presumption of guilt.** It is in the interest of the injured student to help deflect a potentially upsetting presence. In this case, no matter what the wishes of the student, the situation must be reported and dealt with.

Don't call the family. Generally, if a student wishes her family to know, she will call them herself; you may offer to help her do so (a conference call with a counselor can be arranged), but don't push her.

⁸ This list of procedures is adapted from NAFSA's **Crisis Management in a Cross-cultural Setting**.

3.2 Contact the Center for International Studies

Once you're sure that the student's physical state is being taken care of, or that the victim is reasonably stable contact the Center for International Studies and let them know what has happened (see section 1.0 for contact numbers and information to provide).

3.3 Follow up with the student

- Check in with the student to see how she's doing
- Pass along the materials on coping with the aftermath of sexual assault; provide student with a list of on-campus services for victims of sexual assault
- Give her the number for the University's Rape Crisis Hotline, SOS: 302-831-2226.
- If the student wishes, facilitate contact with her family, friends or other support network members at home
- If she needs assistance contacting or getting to counseling (or another official agency), help her to do so
- Be aware of the student's general spirits, appearance; if she's absent from class, follow up—if she develops emotional, eating or psychological difficulties, send her to the appropriate professional. If she refuses help, get advice from the appropriate professional, and do what you can to support the student. Call the Center for International Studies and let them know.

3.4 Administrative protocols

- At all times, be respectful of a student's privacy⁹: Don't divulge information, even to a student's family members, without the student's express consent
- Keep your incident log up-to-date; note conversations with the student.
- Stay in contact with any physicians involved in the case
- Keep the Director of International Student Programs informed of what's happening
- Work with local authorities to help advance any investigation
- Call the Center for International Studies if you are worried about the student's behavior, academic performance or health, and discuss options, including sending the student home
- If the accused attacker is a program participant, do what you can to separate him from the assault victim—both in the classroom and in student housing
- Balance the needs of the victim and an accused participant. If the victim decides to press charges at the official level, and through the University, you must help her do so; likewise, while the accused is bound by the laws of the host country (which may limit your ability to be of help), you must help him process his case and protect his privacy, as well.

3.5 On-site follow-up protocols with other students on the program

The grapevine may be faster than the speed of light, and rumors of an assault will likely have reached the group by this time. If a participant brings it up, protect the victim's privacy as much as you can; you may want to say that a participant has been the victim of an (unspecified) assault, and that it's very, very important for other members of the group to be careful and to look out for

⁹ According to the Dept. of State, which complies with the Buckley Amendment (a.k.a., the Privacy Act): "The provisions of the Privacy Act are designed to protect the privacy and rights of Americans, but occasionally they complicate our efforts to assist citizens abroad. As a rule, consular officers may not reveal information regarding an individual American's location, welfare, intentions, or problems to anyone, including family members and Congressional representatives, without the expressed consent of that individual. Although sympathetic to the distress this can cause concerned families, consular officers must comply with the provisions of the Privacy Act." We offer this commentary as a guideline.

each other. Reiterate safety guidelines. If pressed for details, explain that you are obligated to protect the victim's privacy—just as you would protect the privacy of the person asking for details.

4.0 A student's death

4.1 When you get the news

- Get to where the incident has occurred as soon as possible. If the death has occurred far from the program's base, do your best to get there; if you can't, then gather information about the student in order to help local authorities.
- At the scene: If you think that the person is dead, do not try to move the body or interfere with it in any way until help arrives. If possible, try to screen off the area, for example by keeping onlookers away. Do not touch the body. If you can, seal off the site.
- At the scene: If there are other students in the vicinity, gather them together; provide any help that you can; explain that you want to talk with them, and ask that they wait for you to return. If possible, have another program administrator wait with them.
- Determine the dead student's identity and correct, full name.
- Call local authorities and explain what has happened, or send someone to contact local authorities.

4.2 Call the Center for International Studies

Call the Center for International Studies; if there is no answer at work or at home, call Public Safety. Let them know what has happened (see section 1.0 for contact numbers and information to provide).

Don't call the family; leave this to University professionals.

4.3 Help the local authorities

Work with local authorities to deal with the situation. How you do so will differ according to local customs; make sure to give local authorities any details you can, including information about where and how you can be reached. Take notes about what you're advised to do; make sure to get the names of the officers or emergency personnel involved, as well as the name and phone number of their emergency services.

4.4 Help the other students on the program

Help other students, especially those who might have been directly involved in the incident. As you talk with them about what happened, listen to their concerns and give any comfort and reassurance that you can. Ask them not to contact anyone on the home campus until you've had the chance to talk with the University, and next-of-kin have been notified.

4.5 Take care of administrative matters

- Contact the in-country U.S. consulate or embassy and notify them of what has happened.
- Gather your notes and start a written log of all conversations, phone calls and steps taken in response to what's happened. This will help keep you organized, and help others in reconstructing events as they occurred.

- Review the student's record for medical history, contact information and insurance information.

4.6 After the death—On-site resident/faculty directors' responsibilities

The University may consider sending personnel to carry out these tasks, or another faculty member to complete the program while the original faculty member copes with the aftermath.

- Work with local authorities to handle the student's remains, in accordance with the wishes of the family and with local laws and facilities. (This combination may not always be possible—for example, in a location that doesn't have a crematorium. But do your best. Call the embassy or consulate for assistance.)
- Work with local authorities to have a death certificate prepared. Note: Depending on the location, this may not be written in English. The embassy or consulate will need a copy of it so that they can issue their own certificate of death (which must accompany the remains on the flight back to the U.S.).
- Work with the U.S. embassy or consulate to repatriate the student's remains and effects¹⁰. Overseas consulates/embassies are technically responsible for sending home

¹⁰ Here's what the U.S. Department of State says about repatriating remains of a U.S. citizen:

RETURN OF REMAINS OF DECEASED AMERICANS

SUMMARY: One of the most essential tasks of the Department of State and of U.S. embassies and consulates abroad is to provide assistance to families of U.S. citizens who die abroad. The U.S. consular officer in the foreign country will assist the family in making arrangements with local authorities for preparation and disposition of the remains, following the family's instructions in accordance with local law. The authority and responsibilities of a U.S. consular officer concerning return of remains of a deceased U.S. citizen abroad are based on U.S. laws (22 U.S.C. 4196; 22 CFR 72.1), treaties and international practice. Options available to a family depend upon local law and practice in the foreign country. Certain documents are required by U.S. and foreign law before remains can be sent from one country to another. These requirements may vary depending on the circumstances of the death.

CONSULAR MORTUARY CERTIFICATE: A U.S. consular mortuary certificate is required to ensure orderly shipment of remains and to facilitate U.S. Customs clearance. The certificate is in English and confirms essential information concerning the cause of death. The U.S. consular officer will prepare the certificate and ensure that the foreign death certificate (if available), affidavit of the foreign funeral director, and transit permit, together with the consular mortuary certificate accompany the remains to the United States.

AFFIDAVIT OF FOREIGN FUNERAL DIRECTOR AND TRANSIT PERMIT: The U.S. consular officer will ensure that the required affidavit is executed by the local (foreign) funeral director. This affidavit attests to the fact that the casket contains only the remains of the deceased and the necessary clothing and packing materials. The affidavit may also state that the remains have been embalmed or otherwise prepared. In addition, the U.S. consular officer ensures that a transit permit accompanies the remains. The transit permit is issued by local health authorities at the port of embarkation.

U.S. ENTRY REQUIREMENTS FOR QUARANTINE AND CUSTOMS: In general, if remains have been embalmed, the documentation which accompanies the consular mortuary certificate will satisfy U.S. public health requirements. If the foreign death certificate is not available at the time the remains are returned, the consular mortuary certificate will include reference to the fact that the deceased did not die from a quarantineable disease and that the remains have been embalmed. The affidavit of the funeral director which is attached to the consular mortuary certificate complies with the U.S. Customs requirement that the casket and the packing container for the casket contain only the remains. If the remains are not accompanied by a passenger, a bill of lading must be issued by the airline carrier company to cover the transport. The customs house permit for entry to the United States is obtained by the airline carrier at the point of departure.

SHIPMENT OF UNEMBALMED REMAINS: If the remains are not embalmed, the U.S. consular officer should alert U.S. Customs and the U.S. Public Health Service at point of entry in advance, faxing copies of the consular mortuary certificate, local death certificate (if available), affidavit of foreign funeral director, and a formal statement from competent foreign authorities stating that the individual did not die from a communicable disease. This statement generally is required even if the exact cause of death is unknown in order for unembalmed remains to enter the United States.

ADDITIONAL INFORMATION: For additional information concerning return of remains of a deceased U.S. citizen, contact the appropriate geographic division of the Office of American Citizens Services, Department of State, Room 4817 N.S.,

- the effects of U.S. citizens who die overseas; talk with them about how this should be handled.
- Gather the student's effects, and box them up for transport.
 - Once you know when and how the student's body will be brought home, notify the Director of International Student Programs, who will notify the Associate Vice President of Residence Life.
 - **Pay attention to the other students in the program!** They will likely be shaken by the loss—especially those students who witnessed the incident, or were close to the student. Be as supportive as you can be; if you need advice or assistance on helping students cope, call the Center for Counseling and Student Development at 831-2141.
 - Likewise, if **you** need to talk, contact your employee assistance program.

5.0 Evacuating the program

This document outlines the **specific procedures** for any emergency or crisis involving participants in the University of Delaware's study abroad/domestic travel-study programs. **These procedures are meant first and foremost to ensure the safety and well being of participants and faculty.**

5.1 Steps for faculty/resident directors

5.1.1 Find out what's happening and how serious the situation is

Is it a real or perceived emergency? In other words, is there really something to worry about? If there's a natural disaster, will it affect the program? What about rumors of a coup d'état? Because you'll be closest to what's going on in the country, you are the University's best source of information.

5.1.2 If it's a real emergency involving all of the participants

- **Contact all students** to make sure that they are accounted for and are safe. Use the phone chain you've set up.
- **Contact the U.S. Embassy or other official government agency** and ask for advice and assistance. If the U.S. Embassy is closed, determine the location from which the Embassy is operating (i.e., other embassy within the country, U.S. embassy in a neighboring country).

Ask questions and take notes about the:

Target of unrest and possible danger to U.S. citizens

Advice regarding minimizing danger to students

Probable impact of the event on availability of food, water, and medical supplies

Intensity of the emergency or political unrest

Presence of emergency or military personnel

Feasibility of continuing classes, etc.

2201 C. Street, N.W., Washington, D.C. 20520, tel: (202) 647-5225 or (202) 647-5226 or the consular officer in the American Citizens Services Section of the U.S. embassy or consulate in the foreign country where the death occurred.

CA/OCS/ACS/EAP 9/97

[American Citizens Services](#)

- Begin writing a log. You should continue to update this log as the emergency progresses.
- Make notes about who/what is involved, date and time, and a description of what's happened; as you can, fill out the crisis information form, which can be faxed to the Center in case you can't reach anyone on campus, and which will become part of the final report on the program.

**University of Delaware Study Abroad/Domestic Travel Study
Crisis Information Form
Fax to: 302-831-6042**

Today's date: _____

Program name: _____

UD Staff/Faculty Completing Report and Contact Information:

What is the target of unrest? Is there possible danger to U.S. citizens?

How intense is the emergency or political unrest?

How intense is the emergency or political unrest?

How can we minimize danger to students?

What's the probable impact of the event on availability of food, water, and medical supplies?

Are emergency or military personnel being deployed in the area?

Are other schools closing? Are Americans being advised to leave the area/country?

What's your assessment of the situation? What's your recommendation on what to do?

Additional information:

Call the Center for International Studies and tell them what's happening (see section 1.0 for contact numbers and information to provide).

Caution students about speculative communication and advise them to wait until clear information is available before contacting home.

The Director of International Student Programs will contact you once there's consensus on suspending the program or allowing it to continue.

5.2 If the program is suspended—On-site protocols

If the program is to be suspended, the director(s) should:

- Use their phone chain to gather all students in a single place. Discuss the problem and draw up a list of acceptable actions, including: the need for moving or evacuation; methods of not calling attention to the group; ways to contact families once an agreed-upon course of action is established (and contact is possible); reporting of any suspicious persons or activities; evacuation readiness and plans to reconvene¹¹.
- Students should pack one carry-on bag that includes medications (prescription and over the counter), passports, travelers checks; U.S. currency, if possible; personal items and a change of clothing (appropriate to destination climate).
- Work with Center to make alternate arrangements with the travel agents to book passage out of the country.
- Make arrangements for transportation to airport/bus station/railroad.
- Reconvene group, ready to travel.
- Get the group to the designated transportation site and on its way home.

¹¹ This bullet is taken from: <http://baby.indstate.edu/iac/guidprocedures/info.html>.

**University of Delaware Study Abroad/
Domestic Travel Study Incident Report Form
Fax to: 302-831-6042**

Today's date: _____

Program name/site: _____

UD Staff/Faculty Completing Report and Contact Information:

Other faculty directors on-site: _____

What happened? Describe the incident.

Date:

Location:

Students involved:

Narrative of incident, in chronological order:

Emergency Contact Information Form

Please fill in this sheet upon arrival at your destination.

University of Delaware emergency contact numbers

Dial the access code for the U.S. (this will vary depending on your site), then:

Lesa Griffiths	(302) 831-2852 (home 410-398-9053)
Lisa Chieffo	(302) 831-2852 (home 368-4113)
Diane Henker	(302) 831-4082
Public Safety	(302) 831-2222
Karen Lundin	(302) 831-4399
Christina Andrews	(302) 831-4065
Marie Gleason	(302) 831-6112
Marion Bernard-Amos	(302) 831-4385

Local emergency telephone numbers/directions:

Police:

Fire:

Hospital:

Sexual assault hotline/clinic:

Embassy:

Co-directors/on-site director:

Other site staff:

Home travel agency

Name:

Phone:

Local travel agency

Name:

Phone:

