

Center for GLOBAL EDUCATION and EXPERIENCE

ON CALL PROCEDURES

Situations in which you may be called:

- a) An incident happened at a CGEE location or with any Augsburg trip elsewhere
- b) Someone needs to contact a participant about an emergency at home
- c) Wrong numbers and non-emergency situations

As the on call person, your role is not to solve every emergency. In some cases, it may be to facilitate getting that information to other staff, whether in Minneapolis or the international site. In Minneapolis, for a routine emergency, contact the person who would otherwise work with the program or duty in CPT/Semester Programs. If needed, escalate the situation to the Director of Global Initiatives or Asst. Provost for Global Education.

In all instances, get a number where you can call back the person calling the emergency phone.

Incident	Response by On Call Person	Responsibility
Participant's family having trouble getting through on the phone numbers they were given	<ul style="list-style-type: none"> • Reconfirm the number • If that is what they tried, try the number yourself to make sure it works • If it still doesn't work, then call the in-country emergency cell number or consultant • Either have sites pass a message to the participant or have the participant call the person having trouble getting through 	<ul style="list-style-type: none"> • On call person
Missed flight	<ul style="list-style-type: none"> • Let site/trip leader know • Ask participant to rebook flight (need to do at the airport) and tell us when they will arrive • Get new flight information to the site • If it's a group flight, identify if Augsburg booked it. If so, escalate to team that booked. If not, they need to rebook themselves. 	<ul style="list-style-type: none"> • On call person • Escalate to the program person who booked the flight if needed
Lost plane ticket	<ul style="list-style-type: none"> • If it's an e-ticket, go ahead and still check in • If not an e-ticket, then they will need to get ticket reissued at the airport and pay any fees themselves • They will need to call the airline or our travel agent if they run into any problems at the airport • Let site know if there will be a delay 	<ul style="list-style-type: none"> • On call person
Lost passport before or while traveling	<ul style="list-style-type: none"> • They need to check lost and found if it they know where they lost it (ie, airport) • Tell them to contact EIIA/EuropAssistance for assistance • Let site/trip leader and the Mpls Program 	<ul style="list-style-type: none"> • On call person • Escalate to the applicable program person if needed

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	Coordinator/Manager know if it will be a delay/cancellation of participation	
Lost passport in country	<ul style="list-style-type: none"> • Tell them to contact EIIA/EuropAssistance for assistance • They will likely need to go to the Embassy or Consulate of their country to get a new one 	<ul style="list-style-type: none"> • On call person
Emergency related to a participant's family	<ul style="list-style-type: none"> • Identify if they would like to speak to the participant or have the site/trip leader convey the information • Reconfirm contact number in the country that they can call to either speak directly to the participant or site/trip leader • Contact site/trip leader via phone, text or email to let them know what is going on 	<ul style="list-style-type: none"> • On call person • Escalate to the applicable Mpls program manager if needed
Participant wants to leave the program – contacted by site	<ul style="list-style-type: none"> • Get the basic information on what is happening and why they want to leave (unhappy, suicidal, bored, etc.) • Do they consider this an emergency situation? • Get a contact name and number for who could give Mpls Program Manager more info if needed • Immediately notify the applicable Mpls program manager so they can get the information before a parent or school may contact them 	<ul style="list-style-type: none"> • applicable program person • If needed, escalate to Asst Provost or Director of Global Initiatives
Non-life threatening injury that requires overnight hospitalization or surgery	<ul style="list-style-type: none"> • If notified by the site in which this occurred get basic information on what happened, ask if the participant or site has contacted the emergency contact person, if someone is with the injured person, and where they can be contacted • If an Augsburg employee, notify Assistant Provost (AP) or CGEE director of operations to contact HR • Notify the applicable program manager immediately via phone, text or email in case they get notified by the parent/school • Identify if the site is contacting EIIA 	<ul style="list-style-type: none"> • On call person communicates to the applicable Mpls program manager • Applicable Mpls program manager responsible for any ongoing communication

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<p>Life threatening injury/illness, death or missing participant</p>	<ul style="list-style-type: none"> • Call the AP (or CGEE director of Global Initiatives) in his absence depending on the program) to implement the crisis management plan. • Ask if it is an Augsburg employee, so that the AP (or CGEE director of operations in his absence) can notify HR • Get number where the in-country contact can be reached (also get a back-up # if there is one) • Note the relevant details related to the incident • The AP will be in touch with the in-country staff, PR, and sponsoring group leader re: further steps. • The AP/CGEE Director of Global Initiatives will determine when to alert the emergency contact person. • Identify if the site is contacting EIIA 	<ul style="list-style-type: none"> • Asst Provost or Director of Global Initiatives
<p>Act of terrorism or major natural disaster in country where the group is traveling</p>	<ul style="list-style-type: none"> • If staff call from the country to give a report, pass it onto Asst Provost and Director of Global Initiatives. If a participant's family calls with concern, call in-country staff emergency cell or hotel to see if you can get a report, then call Asst Provost or Director of Global Initiatives to report status 	<ul style="list-style-type: none"> • Asst Provost or Director of Global Initiatives
<p>Call from a family or institution about something for which you have no knowledge</p>	<ul style="list-style-type: none"> • "I haven't heard that yet, let us contact our staff and get back to you." • Get basic information of what they think • Get contact number where you, Mpls program manager or site can follow up 	<ul style="list-style-type: none"> • On call person communicates to the Mpls Program Manager • Mpls Program Manager responsible for any ongoing communication
<p>Theft/robbery</p>	<ul style="list-style-type: none"> • Get basic details of the incident – was a weapon involved, when and where did it occur, was anyone injured, what was taken, were the police notified, and were family/schools of those affected notified? • Is there any follow up that needs to happen by the site or Minneapolis? • Notify the applicable program manager immediately via phone, text or email in case they get notified by the parent/school 	<ul style="list-style-type: none"> • On call person communicates to the Mpls Program Manager • Mpls Program Manager • responsible for any ongoing communication

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Behavior/psychological issue (including mental health)	<ul style="list-style-type: none">• Get basic details of the incident –when and where did it occur, has it been resolved, and were family/schools of those affected notified?• Is there any follow up that needs to happen by the site or Minneapolis? Do they need to speak with anyone from Augsburg’s counseling office?• Notify the applicable Mpls Program Manager immediately via phone, text or email in case they get notified by the parent/school	<ul style="list-style-type: none">• On call person communicates to the Mpls Program Manager• Mpls Program Manager responsible for any ongoing communication
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