



UNIVERSITY SYSTEM OF GEORGIA

# USG Health & Safety Workshop Series

Workshop I: Building Your Resources  
09/08/2023

# Agenda

- I. Welcome
- II. Campus Study Abroad Committee, UGA
- III. Crisis Management Team, Georgia Tech
- IV. Emergency Action Plan, Georgia State
- V. Breakout Rooms
- VI. Closing Remarks



# Presenters

Dr. Yana Cornish, UGA, Director of Global Education

Leah Hicks, UGA, Assistant Director, Global Risk, Health, and Safety

Erin Rasche, Georgia Tech, International Health, Safety and Security Director

Dr. Laura Boudon, GSU, Director of Study Abroad





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*Campus Study Abroad Committee:  
Creation and Best Practices*

Dr. Yana Cornish

Leah Hicks

UGA

# Risk Management Advisory Board

- Purpose:
  - Advisory group
- Membership:
  - Associate Provost for Global Engagement serves as Chair
  - Student Affairs
  - Marketing and Communications
  - Emergency Preparedness
  - University Housing
  - University Health Center Director
  - Counseling and Psychological Services
  - Faculty representative
  - Legal Affairs (non-voting member)
- Function:
  - Discuss and advise on policies and important risk-related decisions
  - Meetings: once per semester or more frequently, if needed



# New Study Abroad Program Proposal Committee (UGA Example)

- Membership
  - Office of the Registrar
  - Two faculty members
  - Emergency Preparedness
  - Financial Director
  - Coordinator of Study Abroad Programs
  - Director of Global Education (Chair)
- Meetings: 1-2 times per semester

\*A separate committee is in place to review bilateral exchange proposals



# New Study Abroad Program Proposal Process (UGA example)

- Focus on several aspects of program proposals:
  - Academic
  - Risk Management
  - Financial
  - Academic unit support for the program
- Function: review and recommend programs for approval by the Office of Global Engagement





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*Crisis Management Team:  
Creation and Best Practices*

Erin Rasche  
Georgia Tech



# Initial Emergency Notification Plan

- How will you be notified?
  - Dedicated emergency phone?
    - Rotation?
    - Voicemail instructions
  - Emergency phone trees? Use **CARE** in building
    - Critical
    - Alternate
    - Reserve
    - Emergency
- **Once you are aware of a crisis, time to activate your Crisis Management Team!**



# Know Thyself Stakeholders

## Who

### Who needs to be in the room?

Does your institution have an existing CMT you can/should plug into?

Building from scratch?

#### Consider:

- Internal
- Campus partners
  - Always
  - Situation specific
- External
  - Situation specific

## How

### How will I contact them?

Do you have their information?

What is preferred lines & methods of contact?

## What

### What does each stakeholder care most about?

Be sure to collect and include vital info in communications

- *E.g. Dean of Students may want to know if student(s) has(have) already been in touch with their emergency contacts*



# Some Individuals to Consider

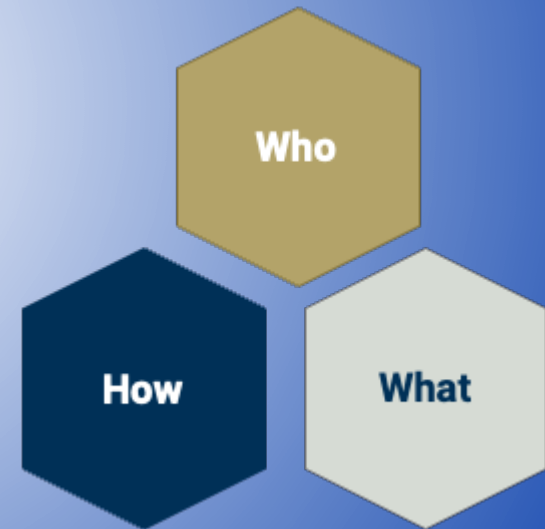
- International Office Leadership
- Executive Leadership
- Dean of Students
- Strategic Communications
- Police
- Title IX
- Counseling
- Student Health
- HR
- Home Departments



# Role Clarification

Determine who will liaise with any External Partners you may communicate with in an emergency (if applicable)

- Family members
- Program leadership
- Host institution
- Insurance representative
- Local authorities and/or U.S. Department of State (ACS, RSO)\*
  - *\*Or individual's home country embassy*



# Role Clarification

- Check periodically for changes in personnel
  - Turnover?
  - Did anyone critical go on extended leave?
- Does your CMT know their role?
  - Recommend touchpoints ahead of peak travel
  - Reminder that they may be called upon
  - Consider periodic tabletop exercises, especially if long periods between incidents or times of significant turnover
- Debrief following major incidents





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*Emergency Action Plan:  
Creation and Best Practices*

Laura Boudon, Ph.D.

Georgia State University

# INCREMENTAL STEPS FOR YOUR PLAN

- Keep It Simple and Be Realistic.
- Build Out More Each Year.
- Start with a Communication Plan For Study Abroad Emergencies.
- Work Towards an Emergency Action Plan Which Responds to Possible Types of Emergencies.
- Be Creative.



# QUESTIONS TO HELP YOU CREATE COMMUNICATION PLAN

- How does news of a study abroad emergency come to you or your campus? How would your institution prefer to receive news of an emergency abroad?
- Is the unit currently receiving emergency calls trained to do so?
- Does this vary by program type for your students?
- What instructions do you currently share with students and faculty in case of an emergency abroad?
- What are your resources for study abroad emergencies?
- Is the Crisis Management Committee making decisions in response to emergency? Who is the decision maker on your campus in these situations?
- Who will communicate with student, emergency contacts, internal and external stakeholders?





# CLARITY OF PLAN AND STEPS IN AN EMERGENCY

- Think through all the components and build your communication plan, knowing that resources are limited.
- Be specific about who calls/emails who and what in order.
- Have backup contacts, in case of illness or vacation.



# Contact Information

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# Breakout Rooms