

## International Crisis Management Appendix G (ii)

International travel information, printed and verbal, contains information for faculty and students about health and safety issues related to international travel. Adherence to this information, along with appropriate behavior, caution, and common sense, can prevent many crisis situations. The Office of International and Border Programs (IBP) is prepared to make changes on short notice should a situation arise in-country that causes serious concern.

Prospective international travelers from NMSU will be provided relevant information in advance of the trip that includes:

- The phone number of the NMSU Emergency Dispatch Center (1-575-646-3311) as the single-point-of-contact
- How to register with the US Department of State's Smart Traveler Enrollment Program (STEP):  
<https://travel.state.gov/content/travel/en/international-travel/before-you-go/step.html>
- Any current travel advisories or warnings from the US Department of State:  
<https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html/>
- The process that should be followed if the traveler encounters an emergency while abroad; and  
<https://travel.state.gov/content/travel/en/international-travel/emergencies.html>
- Information on how to report any crimes encountered while abroad.

### 1. COURSE OF ACTION

In the event of an emergency while abroad, the faculty/staff member, on-site coordinator, and/or student should:

- Contact the appropriate local authorities (e.g., US Embassy, police, medical personnel, etc.) to begin the local action necessary to handle the situation; and
- Contact the NMSU Emergency Dispatch Center to start the NMSU assistance process.

Upon receipt of a call for emergency assistance from an NMSU traveler while on an international trip, the Emergency Dispatch Center will:

- Gather basic information from the traveler regarding the situation, the traveler's safety status and a way to call back or otherwise communicate with the traveler;
- Connect the caller with the corresponding victim services staff or other university official who is able to provide direct services to support the traveler;
- Ensure the traveler is safe, or provide information on how to get to safety, and provide instructions on how to contact the appropriate U.S. Consulate in order

to get help if needed.

- Report the incident to the NMSU Police Department Command Staff for any further assistance and crime statistic reporting
- Notify a representative from IBP following a phone list provided (below)

## **2. CONDITIONS REQUIRING CRISIS MANAGEMENT**

Emergency Dispatch Center will contact the staff of International and Border Programs and the Office of Education Abroad under the following circumstances:

- Serious illness, injury or death.
- Emotional or psychological stress that appears to require removal from the situation or professional attention.
- Being the victim of a crime— theft, assault, rape, harassment, etc. or being accused of committing a crime.
- A situation in-country arises that cause serious concern, i.e., a political uprising or a natural disaster.

## **3. CONTACTS**

### **US State Department:**

- State Department Switchboard: 202-647-4000. Call this number and ask for the country desk.
- Overseas Emergency: 202-647-5225
- Consular Affairs 202-647-3600. After Hours Duty Officer 202-647-1512

### **International and Border Programs:**

- Rod McSherry, Associate Provost IBP – Office: 646-7041/646-5669; Cell 202-386-8367
- Michael Schmelze, Director, International Student & Scholar Services – Office: 646-2018; Cell: 304-939-6027
- Mary Jaspers, Interim Director, Office of Education Abroad – Office: 646-2549; Cell: 575-649-0393
- Jan Snyder, Interim Director, Center for English Language Programs – Office: 646-1054; Cell: 575-520-3821