



TOCCOA FALLS COLLEGE

Office of the Registrar

Ext. 5396 registrar@tfc.edu

TFC CRISIS MANAGEMENT POLICY

1. The President of Toccoa Falls College shall be the spokesperson for the college. No comment from anyone on the Executive Board or from the administrative staff shall be made unless there has been specific instruction and authorization from the President.
2. In the event of terrorist kidnapping, negotiation shall be limited to conversation directly with the terrorists. When intermediary negotiators, such as government personnel, are involved, the President shall be party to those discussions.
3. Communication with terrorists shall be designed to hear demands, clarify issues, and assure the terrorists that the response to their demands for money, release of prisoners, relinquishing property, or removal of personnel will be negative. There shall be no capitulation; however, efforts should be made to develop a "face-saving" strategy for the terrorists.
4. NO RANSOM WILL BE PAID.
5. Non-monetary demands will not be met, unless, after consultation with other mission/education agencies, their demands seem to be legitimate.
6. Close communication and openness shall be made with the victim's family. NOTE: pre-crisis procedure shall include informing the family of the student involved of any and all agreements made concerning the crisis situation (agreement on the part of each family member is not necessary). There should be complete understanding of the procedure to be followed in the event of a terrorist incident.
7. The news media shall be made aware of the College's policy through the President as its spokesperson. The news media should be clearly informed of the purpose of the College and its role in promoting international harmony and understanding through education, as well as its involvement in the preparation and training of students in cross-cultural educational experiences.
8. Close contact shall be maintained with the governments involved, and considerate cooperation should characterize that relationship. Immediate contact shall be established with the emergency desk of the United States Department with notification of the Overseas Briefing Center, the Family Liaison Office of the State Department, and the Director of the off-campus or study abroad program responsible for the study abroad experience.

U.S. Department of State
Emergency Desk
Washington, D.C. 20520
(202) 647-9018

U.S. Department of State
Family Liaison Office
Washington, D.C. 20520
(202) 647-1076

Overseas Briefing Center
Foreign Service Institute
1400 Key Blvd., Room 400
Arlington, VA 22209
(703) 235-8784

Toccoa Falls College
Provost
Toccoa Falls, GA 30598
(706) 886-6831 Ext. 5200
E-mail: bbell@tfc.edu

9. The President of Toccoa Falls College shall appoint two other members as part of the Crisis Management Team. Any discussion of procedure and further information that may become available should be disseminated to that management team.

CRISIS MANAGEMENT ADDENDUM FOR OFF-CAMPUS AND STUDY ABROAD STUDENTS

1. **Assignments/Placement**

In cooperation with the Council for Christian Colleges & Universities, Toccoa Falls College endeavors to recommend students to areas that are safe and conducive. Students will not be recommended to areas that are known to be politically explosive prior to their overseas experience.

2. **Communication**

It is the policy of Toccoa Falls College to remain in contact as needed with overseas students in their programs (i.e.: e-mail, phone, fax, etc.). Any immediate questions or problems from TFC faculty, the study abroad program coordinator, overseas staff, or the TFC student should also be directed to the Toccoa Falls College Registrar by e-mail or fax.

3. **Death**

The Toccoa Falls College Registrar is to be notified by the study abroad program coordinator or TFC faculty member in the event of a student's death. The college president will be immediately notified, and a representative of the college will notify the family. Although the college cannot be responsible for shipping charges of the body of a deceased individual, or for its care either in that country or the USA, the college will do everything possible to facilitate these matters.

4. **Travel Insurance**

Students participating in Toccoa Falls College study abroad programs are required to obtain the International Student Identity Card (ISIC) which includes a basic travel insurance policy for the length of their time abroad to supplement their own domestic family or personal insurance. The TFC Health Services Office maintains brochures for several other short-term health and travel insurance programs, if additional coverage is desired. Any student NOT covered by TFC Student Insurance, MUST document family or other coverage with the overseas supervisor. Some study abroad programs may require additional coverage.

5. **Natural Disasters**

In the event of earthquakes, typhoons, landslides, or other natural disaster events, the student should inform both their family and the TFC Registrar as soon as possible of their safety.

6. **Political Unrest**

Many areas of the world do experience times of political unrest that are unpredictable and therefore unavoidable. In such situations, the student is to follow the policy of the off-campus school and/or supporting study abroad organization. The student is to stay off the streets, remaining either in the home or designated area during this period of time. Communication with family and the TFC Registrar should be made as soon as possible to confirm safety. However, specific details of political unrest or difficulties should not be shared until the student has returned to the United States, to protect the school, mission, program, or individuals involved.

7. **Ransom**

Toccoa Falls College, as a matter of policy, will not pay any ransom for the release of any of its peoples in whatever category who are taken captive. TFC will help in any way possible, but will largely depend on the study abroad or off-campus program, the CCCU, and, where feasible, the U.S. Embassy, to do any other necessary negotiating in such instances. (See TFC Crisis Management Policy for expansion of this point.)

8. **Travel**

Students are responsible for making their own travel arrangements, (if the trip is not being led by TFC faculty). Once travel arrangements are made, the Registrar needs a copy of the travel plans. Local names and phone numbers at the international location need to be obtained by the student in the event travel is interrupted or delayed and a student arrives at an un-appointed time at their destination. This is especially necessary where English is not the official (spoken) language of the country.