

# Multiple Perspectives on a Campus Response to a Missing Traveler

The Forum Standards of Good Practice Institutes: Beyond the Basics of Health, Safety, Security and Risk Management at UT Austin, June 2017

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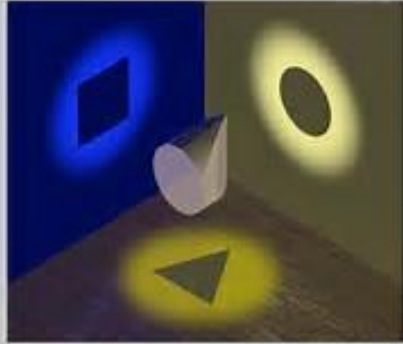
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# Session Objectives

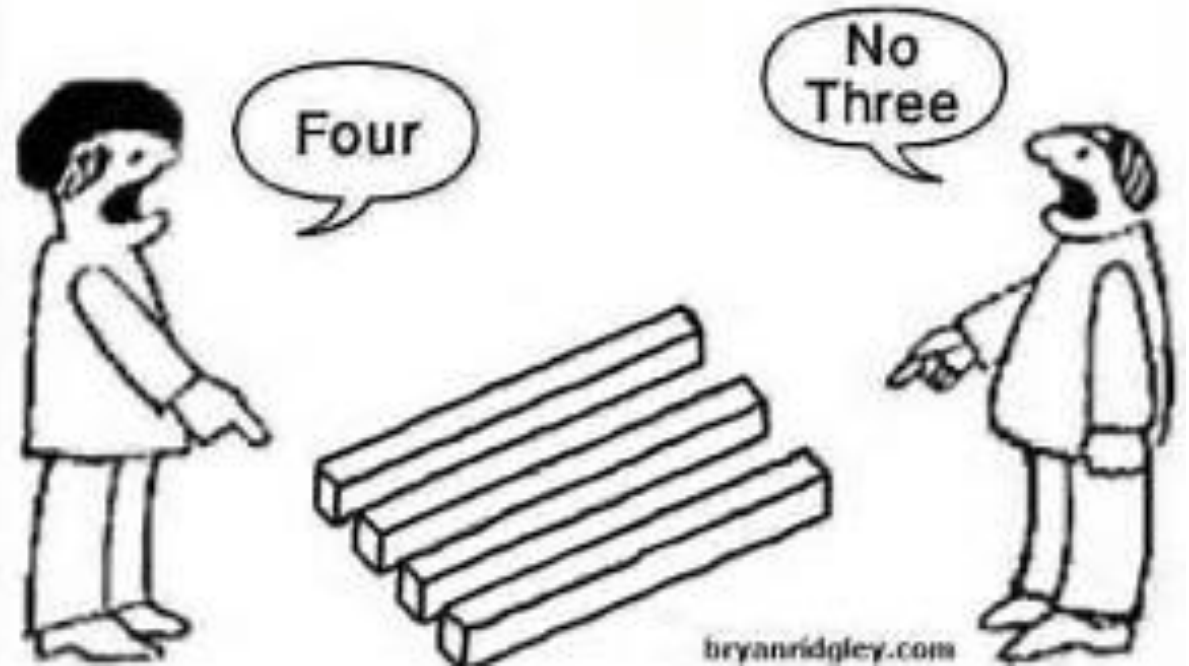
- Identify proactive steps your campus should take to expedite effective location of missing travelers.
- Further an understanding of the response roles of campus, security provider, and U.S. federal government.
- Consider a variety of potential outcomes to missing persons and necessary plans to have in place.

# Perspectives: WHY BOTHER?!



perception vs perspective

Reality can be so complex that equally valid observations from differing perspectives can appear to be contradictory.



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# Some Items to Consider

1. Your institution's duty of care may extend beyond your international traveling undergraduate student population.
2. Most likely your institution's international travel is not limited to American citizens.
3. Your institution does not know who all of the international travelers are, where they are going, or what they are doing.

Now that we have set  
the stage....



# Accountability: Incident Prompting Check In





# Accountability: Do you know?



# Accountability: How would you know?





# Unaccounted v Missing



# Now What?!



# Crisis Response Team



# The Missing Person



# Expectations: Timing





# In the Meanwhile....

- Maintain communication with multiple parties
- Seek additional information
- Consider potential scenarios
- Identify personnel for potential deployment for repatriation



# Expectations: Campus



# Expectations: Security Provider

## Security Provider Role v Insurance

- Insurance vs. direct University relationship
- Services remain the same:
  - Liaison with Embassy/Consulate, FBI or equivalent
  - Liaison with local authorities
  - Investigations with local security professional(s)
  - Language capabilities
  - Secure transportation
  - Protective services
  - Evacuation support

# Expectations: Security Provider

Injury/illness: Coordinate via hotline with Medical insurance provider

Lost Traveler: In-country investigator

Arrest/detainment: Liaison with traveler, Embassy and local authorities

Express kidnapping: Validate safety and wellbeing, provide security advice and assistance

Kidnapping/Hostage: Priority traveler name and phone number, collect 5W's and coordinate with KR&E provider, Embassy and FBI

Death: Coordinate with local services, Embassy and flight services

# Proactive Tips: Security Provider

Inform and prepare travelers

Provide a single number to call for security advice and assistance 24/7

Establish a redundant Incident Communication Plan (mobile/sat-phone, email, text, land line, social media sites) and consider family contacts

Have safety check-in/accountability procedures in place.

Identify and conduct security risk assessment of alternate local “Safe Haven locations in higher risk environments

Review and evaluate information collected, consider identifiable features, blood type.



# Personnel Recovery



# Summation

Be proactive and forward thinking

Duty of Care responsibilities

Risk Tolerance and  
Defendable Approach

Assume you don't know





# Contacting Us

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