

**GENERAL ORDERS MANUAL
WESTERN MICHIGAN UNIVERSITY
DEPARTMENT OF PUBLIC SAFETY**

I. PURPOSE

The purpose of this general order is to provide department personnel with a notification procedure when a WMU international student or a student in a study abroad program has an emergency. These students are under the direction of the Haenicke Institute for Global Education (HIGE) program.

II. POLICY

It shall be the policy of this department to assist the HIGE program when Study Abroad or International students are reporting an emergency or when someone else is reporting an emergency on their behalf. HIGE provides the Kalamazoo County Consolidated Dispatch Authority (KCCDA) number (269-488-8911) to study abroad and international students for purposes of reporting emergencies.

III. PROCEDURE

- A. When KCCDA receives a call reporting an international student emergency or study abroad student emergency they should:
 - 1. Try to determine if the student is in the study abroad program or is an international student (non-US citizen)
 - 2. Ask for the caller's name and phone number
 - 3. Get the name of the student (if different from the caller)
 - 4. Open a call for service
 - 5. Assign a WMU public safety officer to the call

- B. The assigned WMU public safety officer will:
 - 1. Obtain as much additional information as possible, including but not limited to:
 - (a) Student's WIN
 - (b) Student's location
 - (c) Student's phone number or host information
 - 2. Activate the HIGE emergency response team by contacting the appropriate staff member and working their way down the call order lists described in Section IV of this policy until someone is reached. Contact names and phone numbers are listed in Appendix 1, the last page of this policy.
 - 3. Document all actions taken in a CFS report.

- C. Depending on the nature of the emergency, HIGE staff may request assistance in making additional university personnel notifications. Additional notifications shall be documented in the CFS report.

IV. CALL ORDER LIST

Note: Employee positions, names and phone numbers are listed in Appendix 1 of this policy.

- A. If an emergency call is received during the University's regular business hours (M-F 8:00 am – 5:00 pm):
 - 1. Brian Childs at (831) 324-5908
- B. After-hours calls regarding an international student crisis (international student studying at WMU):
 - 1. Michelle Metro-Roland at (269) 779-2332
 - 2. Brian Childs at (831) 324-5908
 - 2. Tara Severino at (269) 276-6836
- C. After-hours calls regarding a study abroad crisis (WMU student studying abroad):
 - 1. Joe Milostan at (517) 375-0835
 - 2. Alison Sprague at 269-330-4498
- D. After-hours calls from the U.S. Department of Homeland Security:
 - 1. Brian Childs at (831) 324-5908
 - 2. Tara Severino at (269) 276-6836
- E. If any of the above after-hours contacts cannot be reached, the officer shall attempt to contact Haenicke Institute for Global Education Interim Associate Provost, Ying Zeng at 269) 743-9476 (also listed in Appendix 1).
- F. The Chief or Deputy Chief shall be contacted if the officer is unable to reach any emergency contact person in H.I.G.E.

Issued Date: 6/11/03

Revised Dates: 8/30/06, 6/15/16, 8/14/19, 9/25/19, 09/10/20, 04/26/22, 12/18/24

Issued By:



Scott Merlo
Director of Public Safety

Emergency contacts for the Diether H. Haenicke Institute for Global Education

(sorted in alphabetical order by last name)

Brian Childs, Senior Director of International Student and Scholar Services

Office # 387-5873

Cell # (269) 823-2409

Email: brian.childs@wmich.edu

Michelle Metro-Roland, Ph.D., International Student Advocate

Office # 387-3908

Cell # (269) 779-2332

Email: michelle.metro-roland@wmich.edu

Joseph Milostan, Director of Study Abroad

Office # 387-3907

Cell # (517)375-0835

Email: joseph.milostan@wmich.edu

Tara Severino, Associate Director of Immigration Services

Office # 387-5657

Cell # (269) 276-6836

Email: tara.severino@wmich.edu

Alison Sprague, Associate Director of Study Abroad

Office # 387- 3959

Cell # (269) 330-4498

Email: alison.sprague@wmich.edu

Ying Zeng, Interim Associate Provost

Office # 387-3870

Cell # (269) 743-9476

Email: ying.zeng@wmich.edu