

Missing Student Procedure

If a student goes missing during your program, follow these steps.

- 1. Keep a written record of all information throughout the process of finding the student, as well as all steps you have taken and when you have taken them.
- 2. Attempt to make contact with the student by phone. If there is no answer, attempt to make contact with the student by email.
- 3. Talk with other students to determine when and where the student was last seen. Also ask about any unusual behavior the student may have exhibited. Tell them to contact you immediately if they have any updates about the missing student, and request that they avoid mentioning the incident on social media or to family and friends at home.
- 4. Contact the nearest U.S. Embassy or Consulate to report the student missing. If you do not speak Arabic or French, also ask for contact information for an on-call interpreter service. Use the emergency telephone number if you are calling after 5pm or on the weekend.

U.S. Embassy in Rabat

KM 5.7, Avenue Mohammed VI
Souissi, Rabat

Telephone: +(212)(537) 63-72-00

Emergency After-Hours Telephone:
+(212)(661)13-19-39

U.S. Consulate General in Casablanca

8 Boulevard Moulay Youssef,
Casablanca, Morocco

Telephone: +(212)(522) 26-45-50

Emergency After-Hours Telephone:
+(212)(661) 13-19-39

- 5. Contact local clinics and hospitals to see if the student has been admitted, and leave your phone number in case the student is admitted in the future.
- 6. After it has been **24 hours** since the student was last seen, report the disappearance to local police. The number for emergencies in Morocco is **190**.

- ❑ 7. Call our university's Global Studies office to report the student missing so that we can coordinate crisis management with the family. We are in the office from 9-5 Monday-Friday, and our phone number is +1-831-555-3824. If it is outside these times, call our emergency cell phone, which is held by one of our staff members at all times. This number is +1-831-555-0551.
 - ❑ 8. Keep other students updated and provide reassurance as necessary.
 - ❑ 9. Do not make any comments to the media, should they contact you, unless you have been given permission by Media Relations.
 - ❑ 10. Maintain contact with the consulate, police, and Global Studies staff throughout the search for the student and provide any updates immediately.
 - ❑ 11. Take care of yourself throughout the process. Make sure you get enough sleep, food, and water.
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- ❑ 12. IF THE STUDENT IS FOUND UNHARMED, notify the consulate, police, and Global Studies staff immediately. Finish the program and return to the United States.
- ❑ 13. IF THE STUDENT IS FOUND INJURED OR DEAD, notify the consulate, police, and Global Studies staff immediately. Follow other procedures for medical care or death as necessary.
- ❑ 14. IF THE STUDENT IS NOT FOUND BY COMPLETION OF THE PROGRAM AND WAS LAST SEEN **MORE THAN 72 HOURS** PREVIOUSLY, return home with the other students. Maintain contact with in-country authorities from the consulate and police, and assist Global Studies staff once back on campus to transfer contact to the Crisis Management team.
- ❑ 15. IF THE STUDENT IS NOT FOUND BY COMPLETION OF THE PROGRAM AND WAS LAST SEEN **LESS THAN 72 HOURS** PREVIOUSLY, accompany other students to the airport until they enter the security line. Stay in country until 72 hours have passed in order to be of assistance if the student is found in that time period.