

IMMEDIATE RESPONSE AFTER TERRORIST ACTIVITY

Speaking to hosts & dorm staff¹

These steps should be done in conjunction with other staff members are contacting the students.

A. SPEAKING TO HOSTS

1. Contact the hosts by phone

- Explain why you're calling (terrorist attack...)
- Ask them if they, and their family, are well & safe
- Ask if the student is at home:
 - if yes, have the student call their parents immediately, even if the host must wake up the student
 - if not, does the host know where the student is?

2. If the host does not answer the phone, leave a message and send a text message

- Your message should state the urgency of the call
- Ask the host to call you back as soon as possible
- Your text message should ask for confirmation that the student is well and safe. State that you left a voice message and ask them to call you back as soon as possible.

3. If no answer from a host or a student

- If the situation allows mobility, designate a person to go to the house and physically check if everyone is safe.

4. If you still can't get an answer from someone and it's late at night

- Have the home university staff continue making the calls regularly until they reach someone.

Important: Make sure to keep track of all responses so that you can share that list with the program director and home University.

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B. CONTACTING THE DORM

The housing coordinator is in charge of contacting the dorm

1. If your program has an RA at the dorm, contact the RA by phone

- Explain why you're calling (terrorist attack...)
- Ask the RA if he/she is well & safe
- Have the RA knock at all the doors and report back the information to you.
 - if the students are in their room, the RA must tell the student to call their parents immediately
 - if the room is empty, have another staff member contact the student by phone.

2. If you don't have an RA

→ Contact the dorm reception/emergency number and have other staff member contact the students individually. It's helpful to ask the students to check on each other. Insist that all students answer the emergency protocol email or call and / or write an email or text message to the designated staff person. (RD or on-call staff.)