**INDIVIDUAL CASES**

**International SOS Case: Phone**

- Is it urgent or an emergency? Yes: Escalate / Consult (as required)
  - Emergency: Campus Security is contacted
  - Urgent: Critical Incident for Executive: Activated

- Is it urgent or an emergency? No: Is notice required?
  - Yes: **Delegated or Non-Delegated Program is contacted**
    - Can they manage the event? Yes: Program manages event and reports back
      - No: Global Engagement Coordinates Response
  - No: No further action required.

**International SOS Case: Email**

- Is it urgent or an emergency? Yes: The Delegated or Non-Delegated Program is contacted
  - Can they manage the event? Yes: **Delegated Program**
  - Can they manage the event? No: **Delegated Program**
    - The Risk Management Department will contact programs during regular hours unless there is an urgent issue. The primary contact will usually be the department administrative contact or, if unavailable, a member of the department’s leadership team.

- Is notice required? Yes: Informs
- Is notice required? No: No further action required.

- Global Engagement is notified
- Global Engagement is notified