

Supervisor Guidance: After-Hours Emergency Call – Border/Customs Issue

This guide provides structured steps for supervisors responding to after-hours emergency calls from faculty, staff, or students stuck at a border or customs checkpoint after international travel.

1. Initial Response (Immediate Action)

- Answer promptly or return the call as soon as possible.
- Remain calm and supportive. Acknowledge their distress and express that you're there to help.
- Gather essential information:
 - Full name and affiliation (faculty/staff/student)
 - Best Phone number to reach them
 - Current location (airport/terminal/country/city)
 - Date/time of travel and airline/flight number
 - Nature of the issue (e.g., denied entry, detained, missing documents)
 - Who (if anyone) is with them? Confirm their contact details.

2. Confirm Travel Information

- Confirm whether this travel was UMCES-sponsored or personal.
- If possible, confirm their travel authorization or travel registry enrollment (if applicable).

3. Determine the Nature of the Issue (this will help UMCES Leadership)

- Ask for specifics from the caller:
 - Are they being detained, denied entry, or questioned?
 - Have they spoken to a border agent or immigration official?
 - Were any documents (passport, visa, travel letter) flagged or missing?

4. Provide Immediate Support and Escalate

- Contact UMCES after hours POCs

(in listed order – Call in rotation until your call is answered or returned)

1. University HR - Lisa Ross, AVP, 410-221-2017
2. Chief of Staff /Govt Relations - Dave Nemazie, 443-496-0187
3. University President - Fernando Miralles-Wilhelm, 305-776-8128

- **Provide incident information to University POC**

- Provide all essential information gathered from emergency caller
- Confirm all provided information with University POC before disconnecting call
- Confirm with the emergency caller that the information has been passed to University POC and contact will be made as soon as possible.