

# UC Riverside – Education Abroad – Health & Safety Handbook

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# UC Riverside – Education Abroad – Health & Safety Handbook

## EMERGENCY contacts

**UC Travel Insurance Provider iJET**  
+1 (410) 453-6330

**Director of Education Abroad:**  
Karolyn M. Andrews  
+1 (951) 827-2509 – office  
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**Director of Risk Management:**  
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Kelechi Kalu  
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**UCR Counseling & Psychological Services (CAPS)**  
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**CARE Advocate:**  
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## I> Overview

### 1. Guiding principles

- Demonstrate concern for the health, safety and well-being of students, faculty, teaching assistants, and staff;
- Define the institution's legal obligations;
- Implement standards of ethical practice for education abroad;
- Establish how and with whom is information shared;
- Indicate when and with whom the response will be coordinated.

### 2. What's an emergency?

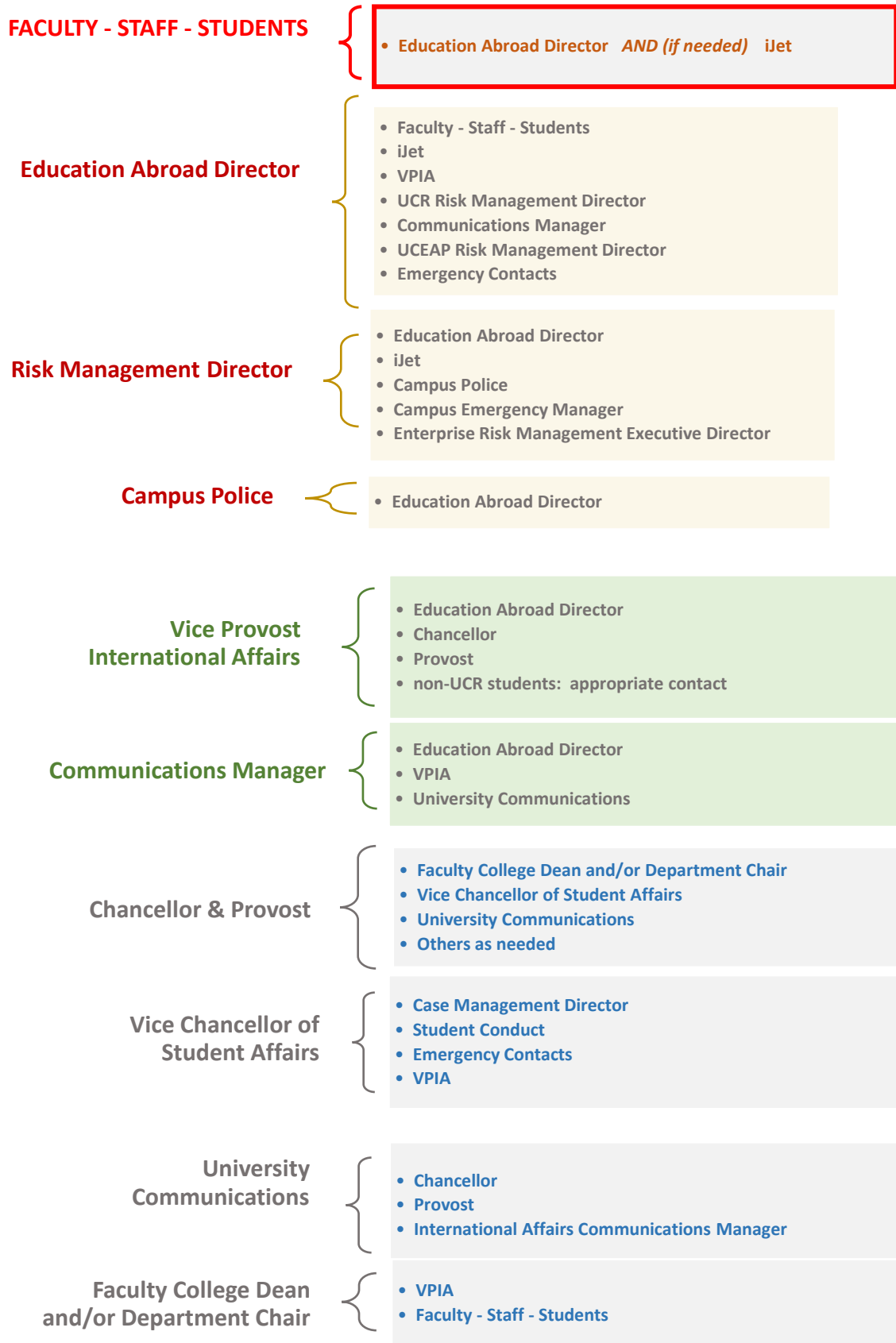
Emergencies\* include, but are not limited to, the following types of events and incidents:

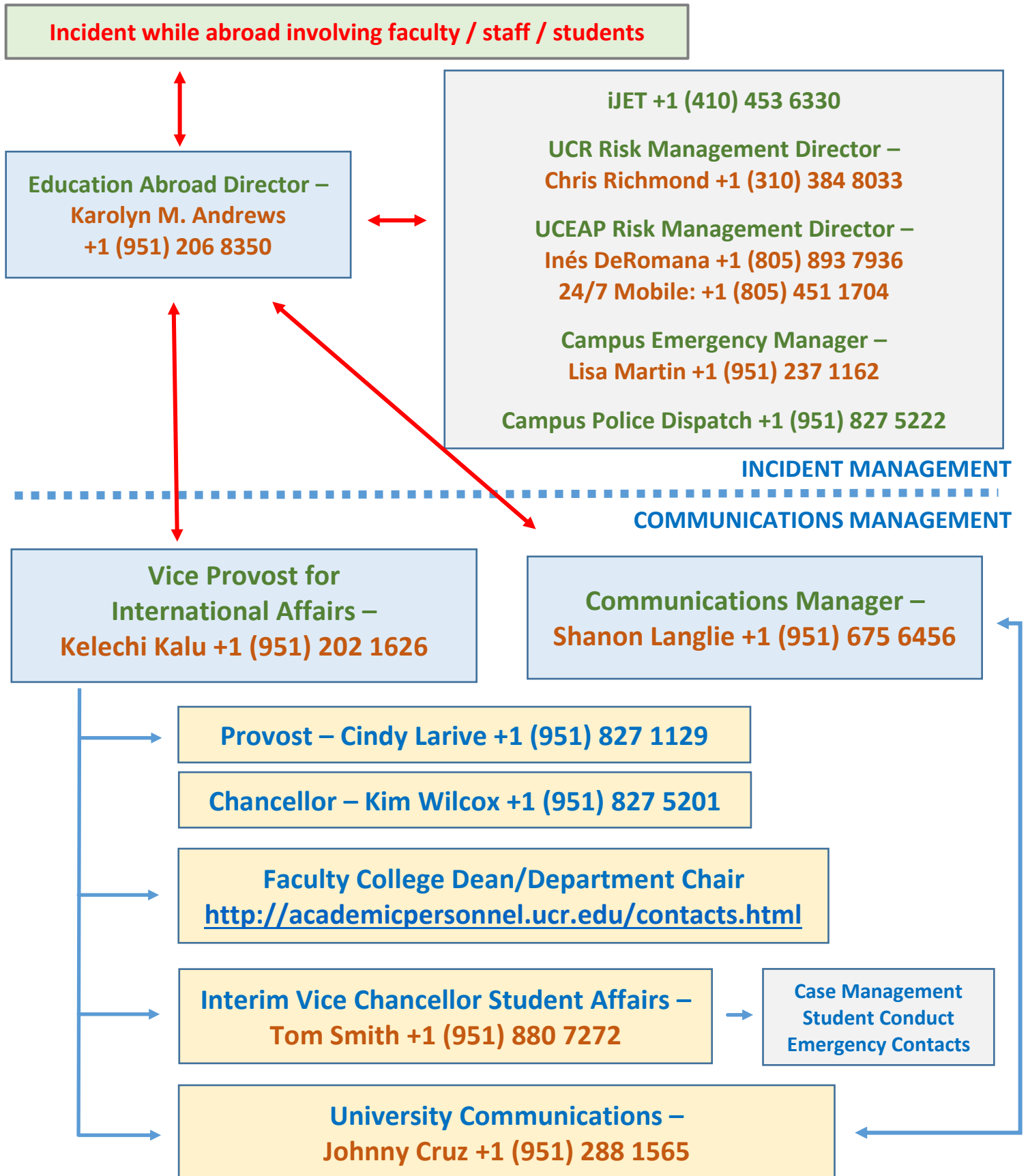
- Disappearance, kidnapping or death of a participant
- Criminal assaults against program participants
- Sexual assault or rape
- Serious illness, physical or emotional, injury or death
- Hospitalization for any reason
- Arrest, incarceration, or deportation
- Terrorist threat or attack
- Local political crisis
- Natural disasters
- Protest/Civil Unrest/Riots
- Foiled Terrorist Plot
- Military Coups
- Anything "newsworthy" regardless of its impact
- "Perceived" emergencies can also arise, when events are not immediately threatening but are seen as so by the media, or family and friends back home. In such cases, the perceived emergency will be treated as a real emergency.

### 3. How do we respond?

- Who needs to be informed and when? See communication flow below.
- Decisions made by consensus, with any strong objections noted in writing.
- How long do committee members serve? 2 years or permanently
- Who will carry out which aspects of the response? See diagrams below.
- What support services will be needed?

## II> Flow of Communication: who contacts whom?





### III> International Travel Policy Committee

Members of the International Travel Policy Committee serve a 2-year term, or permanently; decisions made by consensus, with any strong objections noted in writing.

#### Core Members:

Chris Richmond, Director of Risk Management

[permanent position]

#### Chair

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Karolyn M. Andrews, Director of Education Abroad

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#### *Ex Officio*

Kelechi Kalu, Vice Provost for International Affairs

[permanent position]

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The following individuals were recommended by the Faculty Senate:

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## IV> How to prepare for an emergency

### How can we prepare for emergencies abroad, in general?

1. Train on risk management and mitigation, on an annual basis or as needed:
  - education abroad staff;
  - faculty and teaching assistant Program Leaders;
  - campus police and dispatchers;
  - campus emergency manager;
  - associate vice chancellor for research;
  - other staff, faculty, or students as appropriate.
2. Periodically test the emergency response procedures; on a monthly basis, validate the names and contact details of personnel who participate in emergency responses.
3. Assess the risk for all university-sponsored activities taking place off-campus, prior to approving travel.
  - Include Department of State (DOS) Travel Advisory as part of review of education abroad proposals;
  - Initiate a risk assessment when DOS Travel Advisory is updated or revised in response to a major event.
4. The Education Abroad Office provides general and location specific information at pre-departure orientations, as well as online.

### What can Faculty and Teaching Assistants do to prepare for emergencies?

1. The Education Abroad Office works with Program Leaders (faculty and teaching assistants) to ensure that students complete all required documents. The information will be accessible online by Education Abroad staff, Program Leaders, the Vice Provost for International Affairs, Student Health staff, UCR police department, and Enterprise Risk Management staff.
2. To participate in an Education Abroad program, students are required to provide:
  - A signed responsibility and insurance statement including a statement that the student has received and understood the orientation materials.
  - For programs located in Europe, a signed disclaimer meeting the conditions of the EU [General Data Protection Regulation](#) (GDPR).
  - Details for two emergency contacts, including name, relationship, address, and mobile phone number.
  - Copies of passports (and visas if appropriate) or passport numbers.
  - After being accepted in a program, complete the health clearance form.
3. All Education Abroad programs include medical evacuation, repatriation, and 24/7 assistance via iJet.
4. At a minimum, the following information will be provided to students during the pre-departure and on-site orientation.
  - a. **Consular Information Sheets and U.S. State Department Travel Warnings** (if applicable). If a Travel Advisory is issued during a program, the Education Abroad office

will notify participants, and take appropriate action if needed. (See [applicable refund policy](#) at the end of this document.)

- b. **Emergency Contact Details**, to include:
  - i. Faculty and Teaching Assistant Program Leaders, and/or on-site coordinator in host country. All Program Leaders must have a cell phone that works in the host country - either a US or foreign number - and provide it to students and the Education Abroad staff;
  - ii. Onsite accommodation address, website, and contact details;
  - iii. US Embassy address, website, and contact details including after-hours emergency number;
  - iv. Education Abroad Office;
  - v. Counseling and Psychological Services (CAPS), CARE, Title IX;
  - vi. UCR Campus Police;
  - vii. Insurance information (website, contact number outside the US);
  - viii. iJet.
- c. Cover safety and security issues specific to the country. Advise the students to avoid travel to or through any location where tensions exist and travel may be dangerous.
- d. Program Leaders will provide a detailed written program itinerary with the Education Abroad office with written instructions on how they can be contacted in an emergency.
- e. The Program Leaders and students must register with the [U.S. embassy or consulate via STEP](#) in the host country or countries. Where it is appropriate, this type of notification should be provided to the local authorities at the program site.
- f. Prior to the arrival of the students on site: if the students are to be housed with local families, inform the families that they are required to notify the on-site coordinator or Program Leaders if there is an emergency involving a student. If the students are housed in a residence system, rented house, or hotel, inform the local housing supervisor or hotel manager that he or she must notify the Program Leaders if an emergency occurs, and if done verbally, to be followed up in writing.

### **What can Students do to prepare for emergencies?**

1. Be familiar with all materials provided to you by your program or the Education Abroad Office including the Consular Information Sheets on your host country and the Centers for Disease Control Travelers Information.
2. Regularly use the UC [Trip Planner resource](#) to check for civil unrest, drinking water safety, or special social customs before you leave.
3. Review the UCR Health & Safety Handbook.
4. Know how to use the health insurance information and keep a copy of the card with you at all times along with the 24/7 assistance phone number.
5. Make 2 copies of your passport. Leave one copy with your family and bring one copy with you on your trip and keep it separately from your original passport. While you are traveling, protect your passport, both the original and the copy.
6. Keep the emergency contact information with you at all times.

7. Learn as much as you can about your country before you go.
8. Register with the U.S. Embassy via STEP, <https://step.state.gov/step/>.
9. Develop with your family a plan for communication, via email, phone, social media, or any reliable electronic means, so that in case of emergency you will be able to communicate with your parents directly about your safety and well-being.
10. Familiarize yourself with local laws and customs of the countries to which you are traveling. Remember, while in a foreign country, you are subject to their laws.
11. Bring a credit card or make sure to have access to additional funds in case of an emergency.

## V> TO DO IN AN EMERGENCY

### TO DO IN A general EMERGENCY: Faculty or Staff

In an emergency, the Program Leaders' first responsibility is to safeguard the health, safety and welfare of program participants. They should do whatever is necessary to assure this - see the list below.

When all has been done to ensure participants' health, safety and welfare, the Program Leaders should then contact the [Director of Education Abroad](#), who will contact the Risk Management Director and the Vice Provost of International Affairs. The Education Abroad Office and Risk Management will then work with Campus Police – if necessary – to ensure that all dispatchers have the information and training needed to respond to emergency calls related to the program.

1. Secure a safe location – this needs to be determined in advance, and communicated to all students at the onsite program orientation.
2. Account for all students and ensure their health, safety and welfare.
3. Notify the [Director of Education Abroad](#) of your location and status.
4. If the Director of Education Abroad cannot be reached, contact the [University's travel insurance provider iJET](#) for 24/7 global assistance. Information about UCR's insurance through the UC Office of the President can be found [here](#).
5. Know where the US Embassy or Consulate is located and have contact information readily available.
6. Contact or respond to directions of the US Embassy or Consulate, and local authorities. If there is a continuing risk to the health, safety and welfare of the students (during a terrorist threat, for example), ask the appropriate Embassy or Consular Official to advise on a regular basis about the evolution of the crisis, and about how the students should respond.
7. Communicate instructions/information to participants.
8. Urge participants to contact parents/emergency contacts as soon as possible to advise them of their personal situation.
9. During an on-going crisis, the Program Leaders will keep the Director of Education Abroad informed on a regular basis, daily or as need dictates.
10. Depending on the acuteness of the crisis, the Risk Management Director would contact the Campus Emergency Manager, who would then decide in consultation with the Emergency Management Policy Group (EMPG) on the course of action that the Program Leaders and students need to follow.
11. In the event of a significant crisis, students have the option of returning to the U.S. Every reasonable effort will be made to allow them to continue their academic program on campus, and to be housed appropriately as well. [Refund policies are outlined below.](#)



12. To determine if Program Leaders and students will be evacuated or sent home if a situation deteriorates to the point where the degree of risk to participants is deemed unacceptable, the Emergency Response Team, in consultation with the Vice Provost of International Affairs, the U.S. Embassy and State Department, UC Office of the President, the University's travel insurance provider, and appropriate individuals on the home campus, would develop an evacuation plan in as much detail as possible. The Emergency Response Team also notifies the Emergency Management Policy Group (EMPG).

Notes:

- Email and social networks may sometimes be the best form of communication, so use and check your WhatsApp, email, Facebook, Twitter and any other means of communication often during a crisis, particularly if it is widespread.
- **Do not make any statement to the press.** If pressed for comments, response should be limited to statements such as *"We are aware of the situation and are taking appropriate action in consultation with university officials."* Refer all press inquiries to International Affairs Communications Manager (+1 951-827-1118) or University Communications (+1 951-827-6397).

### TO DO IN A general EMERGENCY: Students

1. If there is an emergency, you should immediately contact the Program Leaders. They will do all they can to ensure your safety. The Program Leaders will be in touch with UCR and recommend appropriate steps depending on the situation. Follow their instructions.
2. During a political crisis or some other emergency during which foreigners in general or U.S. citizens in particular may be at risk, keep a low profile; avoid demonstrations, confrontations or situations where you could be in danger; avoid behavior that could call attention to yourself; avoid locales where foreigners or U.S. citizens are known to congregate; and take down signs, avoid using luggage tags and wearing clothes that would label you as U.S. citizens.

### TO DO IN A general EMERGENCY: Education Abroad Office & UCR Risk Management

Upon receiving a call from any source involving an emergency, Education Abroad staff will:

1. Start a log of all contact made with anyone involved in this matter.
2. Obtain the following information from the caller:
  - Name of caller and of victim(s), if any;
  - Contact details for caller;
  - Location of caller - street, city, country;
  - Location of accident or emergency, and proximity to students, faculty, and staff;
  - Brief description of emergency, the steps that have been taken and the status;
  - Which local authorities have been contacted, including the US Embassy/consulate;
  - Whether information been released to the media.

[If an emergency – real or perceived – occurs, click here for detailed questions based on specific situations.](#)

[After gathering the necessary information](#), the Education Abroad office will consult with Risk Management to determine if a meeting or teleconference call (via Zoom) with the Emergency Management Policy Group (EMPG) needs to be called.

If an emergency has occurred, the Program Leaders or the Director of Education Abroad will call the U.S. Department of State Citizen Emergency Center at 1-888-407-4747 (from overseas: +1 202-501-4444) for suggestions or assistance.

**Do not make any statement to the press.** If pressed for comments, response should be limited to statements such as *“We are aware of the situation and are taking appropriate action in consultation with university officials.”* Refer all press inquiries to International Affairs Communications Manager (+1 951-827-1118) or University Communications (+1 951-827-6397).

### Medical Emergencies

Medical emergencies include, but are not limited to the following:

- Any hospitalization – no matter how brief
- Rape or sexual assault
- Severe food poisoning
- Severe allergic reaction
- Anything of a mental health nature
- Any incident involving injuries or potential injuries

#### TO DO IN A medical EMERGENCY: Students

If you observe a student with any of the above symptoms/behaviors, inform the Program Leaders and/or the Director of Education Abroad as soon as possible.

#### TO DO IN A medical EMERGENCY: Faculty or Staff

1. Prior to departure, the Education Abroad office will identify two or three nearby hospitals (if possible at that location) which accept international insurance, have English-speaking staff, and are open 24/7.
2. Seek appropriate medical care. In a medical emergency, the Program Leaders or appropriate designee should accompany the student to an appropriate health care provider.
3. Talk to the physician treating the student to assess the severity of the situation.
4. Keep a log of your discussions with the attending physician, the student involved, and/or staff from the host institution. Record the circumstances that led up to the accident/illness.
5. Contact the student’s medical insurer (e.g., ISIC Premium, or UC SHIP).
6. Contact the [Director of Education Abroad](#). Depending on the severity of the illness/injury, Education Abroad may contact the student’s “emergency contact” and may also inform other campus officials if it appears necessary. **Do not speak to the media unless you have been instructed to do so.**
7. If you cannot reach the Director of Education Abroad, contact the University’s travel insurance provider, [iJET for 24/7 global assistance](#).
8. Maintain communication with the Education Abroad office, iJET, and the local treatment facilities.
9. Protect student’s right to medical privacy while providing appropriate information to other program participants.

## Mental Health or Substance Abuse Problems

Mental health or substance abuse problems can develop into potentially dangerous situations if not addressed appropriately. Behaviors that may be indicative of a mental health or substance abuse problem include:

- missing classes on a frequent basis;
- asking to do less academic work;
- withdrawing from friends and activities;
- exhibiting unusual behavior.

These behaviors could be indicative of any number of problems, including but not limited to clinical depression, an eating disorder, or alcohol or drug abuse. Each mental health case is unique and requires that an appropriate treatment plan be developed in consultation with a mental healthcare professional.

### TO DO IN A mental health EMERGENCY: Students

If you observe a student with any of the above symptoms/behaviors, inform the Program Leaders and/or the Director of Education Abroad as soon as possible.

### TO DO IN A mental health EMERGENCY: Faculty or Staff

If you observe a student with any of the above symptoms/behaviors, take the following actions so that an appropriate treatment plan can be developed.

1. Gather details of the situation by speaking to the student and any other key people. Record what you learn.
2. Contact [Education Abroad](#) and inform the director of your observations. The director will contact [Counseling and Psychological Services \(CAPS\)](#) to discuss the potential causes of the student's behavior and ascertain an appropriate course of action.
3. If recommended by CAPS, arrange for the student to see a local psychologist/psychiatrist. iJet, CAPS, and the director can assist you.
4. If the student receives treatment from a local psychologist/psychiatrist, CAPS will maintain contact with the local professional to monitor the student's treatment. (This takes place only with student approval.)
5. Continue to monitor the student's behavior and inform Education Abroad staff of any changes.

## Severe Psychiatric or Substance Abuse Problems

If a student's behavior is more extreme than that outlined in the previous section, a more assertive response is warranted. A student with a more serious psychiatric or substance abuse problem might:

- exhibit severe disruptive behavior with a suspected psychiatric basis;
- be severely emotionally disturbed, create disturbances, or be a danger to her/himself or others;
- attempt suicide or speak to someone about doing so;
- be severely disruptive due to alcohol or drug use.

### TO DO IN A severe mental health EMERGENCY: Faculty or Staff

Your response should be as follows, if it can be done safely:

1. Gather information about the situation by talking to the student and any other key people. Try to learn about the history of the problem and record specific behaviors. Keep a log of what you learn.

2. Assess the extent of the emergency and the student's support network (family, friends, roommates, etc.)
3. Assess whether the student will voluntarily seek help. See below for next steps.

**If the student will voluntarily seek help:**

1. Arrange for the student to see a counseling professional immediately. Escort the student to the appointment. Notify the Education Abroad staff.
2. If necessary, arrange for the student to be hospitalized. In some cases, a student may need to be evacuated in order to receive appropriate treatment, with which [iJet](#) can assist.
3. With the student's consent, Education Abroad staff will notify the student's designated emergency contact person and other involved parties on a need-to-know basis. Be prepared to talk to the emergency contact yourself, if requested.

**If the student does not give consent**, work with the student's local counselor and Education Abroad staff (who will consult [CAPS](#)) to plan follow-up support.

1. If the student's condition continues to be a threat to her/his or others' safety or if it is disrupting the educational process for his/herself or others, contact the [Director of Education Abroad](#).
2. Education Abroad, CAPS and the Vice Provost of International Affairs will decide upon appropriate action.

**If the student will not voluntarily seek help, but does not appear to be dangerous to her/himself and/or others:**

1. Assess who can be called upon to persuade the student to seek help. Work with those persons to persuade the student to obtain treatment.
2. Contact the [Director of Education Abroad](#) and brief them on the situation. Education Abroad will consult with CAPS and iJet about appropriate steps/treatment.
3. Establish behavioral limits with the student. Put the limits in writing. Make it clear to the student that if the behavior continues, further limits, including dismissal from the program, will be instituted.
4. If the disruptive behavior continues, notify Education Abroad staff. They will consult with CAPS, iJet, and the Vice Provost of International Affairs to determine whether additional measures (including dismissal) are appropriate.

**If the student will not voluntarily seek help and appears to be dangerous to him/herself and/or others:**

1. Assess who can be called upon to persuade the student to seek help. Work with those persons to persuade the student to obtain treatment.
2. Contact the [Director of Education Abroad](#) and brief them on the situation. Education Abroad will consult with CAPS about appropriate steps/treatment.
3. If necessary, and if such procedures exist in the host country, the Program Leaders may petition to have the student involuntarily committed to a hospital. In most circumstances, however, arrangements will be made to have the student sent back to the United States for treatment.

**In the event of sexual assault**, contact the Director of Education Abroad and/or the Risk Management Director, who will then contact the [CARE Advocate](#), [Title IX/Sexual Harassment Office](#), and [UCR Police Department](#) (contact information on the first page).

- The CARE Advocate provides a safe and confidential place for students, faculty members and employees who desire information about and/or need help with issues involving sexual assault, dating/domestic violence and stalking. The CARE Advocate can provide information about reporting options, psychological support and resources for on and off campus. All information shared with the advocate cannot be shared with others outside CARE without your written permission or as required by law. The law in the State of California mandates that information may be appropriately shared if you are in imminent harm to yourself or to others or when there is an indication of child or elder abuse.

### **In case of a Death**

When a death occurs on campus, the following UCR Policies & Procedures apply ([Reporting Student Deaths](#)), and would need to be amended to include handling a death which occurs abroad.

### **Immediate response for STUDENTS ONLY in case the Program Leaders are not available:**

#### **1. Collect all relevant details pertaining to the death(s):**

- Name, title, and phone number of the caller as well as their relationship to the program;
- Name(s) and citizenship of the deceased as well as time, location, and manner of death, and whether or not an autopsy is required.

#### **2. Name of the program title or sponsor (host institution, US institution, or third-party provider) and location:**

- Names, titles, and contact information for others involved in the response (consular officers, local authorities, home/host institution staff or faculty, etc.);
- Whether or not the following have been notified already: a parent/guardian; local embassy or consulate; international medical assistance provider; other individuals or entities;
- Names of any witnesses or ill/injured victims;
- **Whether other program participants are at risk:** If yes, work quickly to provide a timely warning to affected students. This is often best done by text message, social media, and email. Consult with Education Abroad office for assistance.

### **Immediate response after a death: Faculty or Staff**

#### **3. Collect all relevant details pertaining to the death(s):**

- Name, title, and phone number of the caller as well as their relationship to the program;
- Name(s) and citizenship of the deceased as well as time, location, and manner of death, and whether or not an autopsy is required.

#### **4. Name of the program title or sponsor (host institution, US institution, or third-party provider) and location:**

- Names, titles, and contact information for others involved in the response (consular officers, local authorities, home/host institution staff or faculty, etc.);
- Whether or not the following have been notified already: a parent/guardian; local embassy or consulate; international medical assistance provider; other individuals or entities;
- Names of any witnesses or ill/injured victims;

- **Whether other program participants are at risk:** If yes, work quickly to provide a timely warning to affected students. This is often best done by text message, social media, and email. Consult with Education Abroad office for assistance.
5. **If family contact has not yet been made, coordinate notification with local consular staff - [OSAC\\*](#) members can call (571) 345-2000 or after hours at (212) 309-5056.**
  6. **While family contact is being made, the Education Abroad Director will notify by phone (do not email) the following people and propose the earliest possible meeting date and time:**
    - Vice Provost of International Affairs
    - Executive Director of Enterprise Risk Management
    - Director of Risk Management
    - Campus Emergency Manager
    - General Counsel
  7. **Once consular staff has made the notification, the response team composed of the above members will determine who will support the family on behalf of the institution:**
    - Express condolences, personal and institutional;
    - Explain your pastoral care and advocacy role;
    - Inform that repatriation services and costs will be covered;
    - Begin discussions of the need and timeline for notification to peers and the campus community;
    - Inquire whether or not family wants contact information released in the notifications (for students and others to express condolences);
    - Ask if they would like to appoint a family member to work with you;
    - Inform them of the need to discuss details of repatriation in a few days;
    - Inquire about any religious customs they would like to honor with regard to the remains.
  8. **If the student is a guest student on your program, but is a full-time student at another institution, work with the deceased student's home campus education abroad director, adviser, or other appropriate individual to make notification to his or her counterpart.**
  9. **Inform education abroad office staff members.**
  10. **Inform the chairman of the deceased student's major department and/or academic adviser.**
  11. **Discuss timeline with University Communications regarding:**
    - institution-wide notification email;
    - relevant web posting;
    - who addresses media inquiries.
  12. **Follow up with family members to inquire:**
    - If they want the remains embalmed or cremated;
    - The name of a funeral home to collect the student's remains;
    - Whether or not they want their contact information released (so members of the university community can express condolences).

**13. Compose an email to your international emergencies campus unit stakeholders informing them of the incident and response.**

**14. Arrange notification meetings or direct appropriate individuals to compose emails to the deceased student's peer group:**

- bystanders/witnesses/co-victims;
- other students onsite;
- students in the city/region/country (on other programs);
- academic peers, such as the honors program;
- social/organizational peers, such as fraternities or sororities;
- participation in student government, athletics, or registered student organizations;
- all students on the home campus (plus faculty and staff).

### **Response in days following the incident**

- Check daily with your insurance assistance provider on the status of the return of the deceased student's remains.
- Send flowers, cards, or engage in other appropriate displays of sympathy.
- Make plans to attend the deceased student's funeral.
- Identify a faculty member to collect the deceased student's academic work for the family.
- Contribute to planning/execution of a memorial service.
- Maintain communications with affected students/ faculty/staff abroad.
- For faculty or staff who were abroad during the incident, provide information about employee support services/benefits.
- Discourage promises of named scholarships, but make plans to investigate the possibilities with development officers at a later time.
- Contact the registrar to see if the deceased student qualifies for a posthumous degree.
- Ensure the deceased student is removed from university records so the family does not receive bills or enrollment notification (such as from the registrar, student accounts, technology support, etc.).
- Regularly update website, if necessary.
- Make any changes to program status in the database and/or post an incident summary in the individual deceased student's record in the database.
- Ensure all the deceased student's possessions are packed up and returned from abroad.
- Maintain contact with the family as appropriate.
- Take time for self-care.

### **Disaster or Crisis, whether political, natural, or man-made**

From time to time, a political uprising, peaceful or otherwise, will occur in a country where U.S. students are engaging in education abroad. Possible guidelines to follow while the political uprising is in place are:

1. Make sure you know that your students/staff/faculty are safe. Contact all students by phone or SMS or alternative means of communication. Use the emergency telephone tree that you have set up.
2. If appropriate, advise students/faculty/staff to stay indoors, in a safe place(s) which was established at orientation on the first day of the program, until the situation on the ground is clarified. When classes resume, students should keep a low profile; avoid public gatherings and demonstrations; keep away from key government buildings, confrontations



or situations where they could be in danger; avoid behavior that could call attention to themselves; avoid locales where foreigners or U.S. citizens are known to congregate; and take down signs, avoid using luggage tags and wearing clothes that would label them as U.S. citizens.

3. Advise students/faculty/staff to monitor the media to keep up-to-date with the situation and follow any instructions issued by the local authorities.
4. Communicate with your students to reassure them. For most U.S. students, a political uprising is an extraordinary event that is beyond their experience.
5. Strongly suggest to students that traveling within areas of unrest, going near "hot spots" such as political rallies, areas with tanks, or crowds, etc. are not recommended and would put their safety at risk.
6. Corroborate all information that you receive before you share it with others.
7. Consult with [Overseas Security Advisory Council \(OSAC\)](#) analysts, other expert analysts, and on-site staff and/or partner institutions abroad.
8. Follow communication protocols as established by the International Affairs office and University Communications when speaking with the media.
9. Gather as much factual information as possible so you are prepared when talking to parents.
10. Monitor the situation carefully.

#### **Planning Questions: in event of an evacuation**

- Do we have students or programs in locations where the possibility of evacuation exists? If so, how many? If the number of students in higher risk locations is small, is our office capable of organizing an evacuation?
- Are we relying on the U.S. Department of State to evacuate our students? If so, have we discussed this with representatives of American Citizen Services? Are we prepared to reimburse them for travel or accommodations costs? Do we have a plan to assist noncitizens or permanent residents? Have we considered other options (such as private coverage)?
- Do we have shelter-in-place plans?
- What is our threshold of risk? Will we be conservative or liberal? What review triggers will be important to our institution or organization?
- Do we have the funding to cover evacuation costs not covered in our policy?
- Are we capable of monitoring security and risk in the locations we have students on a daily basis? If not, how do we know if conditions have changed?
- If staff is receiving security reports from a government agency, such as the Overseas Security Advisory Council (OSAC) or a private organization, can we assure constituents they are being read? Do we have a back-up plan for when the recipient of this information is out of the office?
- How does the provider assess risk? How are covered evacuation decisions made, and by whom? What influence, if any, does our institution or organization have in determining a covered benefit?
- Is door-to-door transportation provided, or do my students, staff, and Program Leaders need to get to the pre-designated meeting place to be evacuated?
- If door-to-door transportation in the conflict location is not provided, what do my students, staff, or faculty do if it is too dangerous to travel to the meeting place?
- If our institution would like our students, staff, and faculty evacuated, but the provider does not think the conditions warrant a covered benefit, can we be billed for this service? Can we obtain example costs for a non-covered evacuation recently conducted?
- What advance information does the provider need from our office to be prepared to carry out an evacuation? For example, are passport identification numbers or photos required?



## VI> Emergency Cancellation or Termination of Programs

Based on the recommendation from Risk Management, if the provost determines that a program should be cancelled or terminated due to an emergency or crisis situation, the process for notification and refunds will be determined by the Education Abroad office. The International Affairs Communications Manager will be notified so that all university communications will be consistent.

### State Department Travel Alert

If, **prior to the commencement** of a program, the U.S. State Department issues a Travel Advisory for the area in which the program is being conducted, the updated information must be distributed within 7 days to students and the Program Leaders by the Education Abroad office. Students must be permitted to withdraw and every effort made to find an alternate program. Students shall be refunded any fees.

If, **during the course of a program**, the U.S. State Department issues a Travel Advisory for the area in which the program is being conducted, the updated information must be distributed within 72 hours to students and students must be permitted to withdraw. Every effort will be made to allow students to complete their coursework after their return. Students shall be refunded any fees not already expended.

### State Department Travel Warning or Centers for Disease Control Travel Health Warning

If either the U.S. Department of State or the Centers for Disease Control issue a travel warning for the area where a program is being conducted, the Education Abroad Office will consult with Risk Management. Normally UCR will suspend approval of education abroad while the warning is in effect. If following consultation with Risk Management, UCR decides to continue the program, the updated information must be distributed promptly to students and students must be permitted to withdraw.

(\* For purposes of this document, Education Abroad Programs include all university-sponsored, campus-originated activities that take place outside of the U.S.)

## Resources

NAFSA International Educator, [Health & Insurance](#) Supplement  
[Questions](#) for Responding To Emergencies

Safety & Security: Suggested [Best Practices](#) During a Political Uprising

University of Iowa International Programs Faculty Handbook [Emergency Management](#)

[General Data Protection Regulation](#)

[U.S. embassy or consulate via STEP](#)

UC [Trip Planner resource](#)

UCR Policies & Procedures ([Reporting Student Deaths](#))

[Overseas Security Advisory Council \(OSAC\)](#)

NC State [Faculty Director Handbook](#)

## Appendix: QUESTIONS FOR RESPONDING TO EMERGENCIES

<b>Universal concerns</b>	1. STATUS: What is the current physical and psychological <b>condition</b> of affected participant(s)?
	2. CONTACT: Is the lead on-site staff member now in close <b>contact</b> with all affected participants? How many have been affected, and to what degree?
	3. PROXIMITY: What is the <b>proximity</b> of the event(s) to all program participants?
	4. IMMINENT RISK: What is the imminent <b>risk</b> to participant(s) if they remain where they are?
	5. AWARE: Are all program participants, whether directly involved or not, <b>aware</b> of the emergency? How are they responding to the emergency?
	6. HELP AVAILABLE: Are <b>adequate</b> food, water, and medical attention available?
	7. SAFE PLACE: Is adequate and secure <b>housing</b> available? How long will this housing be available? What other appropriate housing options are available as a backup, if needed?
	8. NEXT STEPS: What <b>information</b> should be given to students about steps to take in the event that the situation worsens?
	9. EVACUATE: Should students be <b>evacuated</b> ?
<b>Illness or injury</b>	1. Is the <b>insurance</b> provider involved/aware?
	2. What medical <b>treatment</b> has the student received?
	3. Does the attending physician <u>speaking English</u> ?
	4. What is the <b>diagnosis</b> ? The prescribed treatment? The prognosis?
	5. Have the student's medical records been shared with medical staff?
	6. Have the student's <b>parents</b> been contacted?
	7. Are <u>other participants</u> at risk from this illness?
	8. Is <b>airlift</b> a desirable and viable action?
	9. Does the <b>Response Team</b> need to be convened?

<b>Mental health</b>	<ol style="list-style-type: none"> <li>1. Is the <b>insurance</b> provider involved/aware?</li> <li>2. What medical <b>treatment</b> has the student received?</li> <li>3. Have the student's medical records been shared with medical staff?</li> <li>4. Is the student on any medication?</li> <li>5. Is <b>counseling</b> available?</li> <li>6. If the individual chooses to return home, is it <b>safe for them to go alone</b>?</li> <li>7. Does the <b>Response Team</b> need to be convened?</li> <li>8. Have the student's <b>parents</b> been contacted?</li> </ol>
<b>Sexual assault</b>	<ol style="list-style-type: none"> <li>1. What are the <u>details</u> of the incident?</li> <li>2. What has the <u>on-site response</u> been?</li> <li>3. <u>Where</u> has the participant been taken?</li> <li>4. If a rape or sexual assault, is <u>counseling</u> available? Counseling in English?</li> <li>5. Is the victim able to advocate for her/himself-themselves?</li> <li>6. Has the closest U.S. consulate or <b>embassy</b> been contacted for advice regarding reporting the incident?</li> <li>7. Has appropriate <b>local law enforcement</b> been notified?</li> <li>8. What is the medical <b>diagnosis</b>? The prescribed treatment? The prognosis?</li> <li>9. Is the participant interested in <b>returning to the United States</b>?</li> <li>10. Have the student's <b>parents</b> been contacted?</li> <li>11. Does the <b>Response Team</b> need to be convened?</li> </ol>
<b>Missing participant</b>	<ol style="list-style-type: none"> <li>1. When was the student <b>last seen</b>?</li> <li>2. Does anyone have <b>any idea</b> where they might have gone?</li> <li>3. If the student had left and was expected to return at a specific time, when was the <b>date and time of the expected return</b>?</li> <li>4. Did the participant tell anyone of <b>plans to be absent</b>?</li> <li>5. Does anyone know of friends living locally? Names, addresses, phone numbers, etc.</li> </ol>

6. Are <u>search and rescue operations available</u> on site? Are these reliable? Have they already been initiated? Should they be initiated?
7. If other students are enlisted to form search parties, have they been adequately <b>briefed</b> on what to do if they find the missing participant and on the various scenarios they may encounter?
8. Is assistance through the health <b>insurance</b> or travel assistance provider needed?
9. Does the <u>Response Team</u> need to be convened?
10. Have the student's <b>parents</b> been contacted?
11. Has a ransom been requested? Is this a real, or virtual kidnapping?
12. If you have determined that the student is truly likely to be missing, proceed with the following questions:
a. Has a <b>report</b> been filed with the local police?
b. What is the <b>case number</b> ?
c. What other locally and culturally appropriate <b>steps</b> are necessary?
d. Has the <b>embassy</b> been contacted?

<b>Death</b>	
	1. Who is <b>notifying</b> UCR of the death? Get the name, title, phone number for all authorities involved.
	2. Have the local <u>police</u> been notified?
	3. Has the U.S. <b>embassy</b> been notified?
	4. Have plans been made to <b>repatriate</b> the body?
	5. What <b>coordination</b> is needed to take care of collecting personal belongings, closing a bank account, liaising with the student's host family, etc.?
	6. What is the <u>time, location, manner of death</u> , and is an <b>autopsy</b> required?
	7. Are there any <b>witnesses</b> , and/or other ill/injured victims?
	8. Are <b>other</b> program participants at risk? If yes, have they been <b>notified</b> ?
	9. What <b>counseling</b> support is available for other program students?
	10. Does the <u>Response Team</u> need to be convened?
	11. Have the student's <b>parents</b> been contacted? If not, coordinate with OSAC. (571) 345-2000; after hours (212) 309-5056)

<b>Arrest</b>	
	1. Has he or she been <b>detained</b> ? Where?
	2. Has the U.S. <b>embassy</b> been notified? What has their response been? What is their advice?
	3. What <b>agency</b> made the arrest and filed the charges?
	4. What are the <u>names, addresses, and phone numbers</u> of arresting authorities?
	5. What is the <u>case number</u> ?
	6. What <b>rights</b> have been granted?
	7. Is he/she entitled to place a <b>phone call</b> ?
	8. Has a local <b>attorney</b> been contacted?
	9. Has anyone accompanied the detainee?
<b>Taken hostage</b>	
	1. Has the U.S. <u>embassy</u> been notified?
	2. What is the embassy's <b>advice</b> ?
	3. Have the kidnappers made <b>contact</b> ? Is this a real or virtual kidnapping? Has a ransom been requested?
	4. Is <b>negotiation</b> support available on site?
	5. Who is the contact person at the <b>embassy</b> , and at the U.S. Department of State in Washington, D.C.?
	6. What are their titles and contact <b>numbers</b> ?
	7. Does the <b>Response Team</b> need to be convened?
	8. Have the student's <u>parents</u> been contacted?

Political/man-made/natural disaster or crisis	1. Does the <b>Response Team</b> need to be convened?
	2. Have the students' <b>parents</b> been contacted?
	3. Has the U.S. <b>embassy</b> advised participants to take appropriate action?
	4. Have all participants <b>been made aware of these precautions</b> , and in writing?
	5. Has a meet-up location been established? Where?
	6. Are all participants <u>following these precautions</u> ? Have local authorities imposed a curfew?
	7. Has travel in or out of the country been <b>restricted</b> in any way?
	8. Is the group in <b>danger</b> ? Is the entire group in one location?
	9. Should regular classes and other program activities be <b>suspended</b> ?
	10. Who or what is the <b>target</b> of any unrest?
	11. Has any particular group or organization been <b>threatened</b> ?
	12. What kind of military or other <b>security or public safety personnel</b> are present? Are they unusually visible? How are they behaving with respect to the civilian population?
	13. Is <b>airlift</b> a desirable and viable action?

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Source: Gail Gilbert