



Emergency Response Handbook for Faculty-Led Study Abroad Programs

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1. Introduction

Because the safety of our students is our top priority, your first responsibility in an emergency is to safeguard the well-being of program participants. In order to do so effectively, you should thoroughly read and become familiar with the following crisis management information covered in this handbook. Be sure to take a copy with you overseas.

The key during a crisis is to remain calm. You must help the students get through any difficult time. Office of Global Education (OGE) has experience dealing with crises and is here to assist you in any way before, during and after a crisis.

It is important to understand how emergency prevention can assist you in the event you are faced with a crisis or emergency while studying abroad.

Emergencies can occur to students whether they are at home or studying abroad. It is important to understand that while most study abroad students experience a safe environment in their travels, crises can occur and therefore all students must participate in emergency prevention. Emergencies can become more problematic when leading a group abroad due to distance factors, cultural unfamiliarity, and language barriers. This handbook will provide you with some tools to cope with different kinds of emergencies when leading a program abroad. Moreover, this handbook will serve as a preventative guide to educate you on precautions for avoiding certain minor emergencies.

It is crucial for faculty leading students abroad to understand the importance of emergency planning.

Emergency planning is a necessary tool for all people who travel abroad. Understanding the basics of emergency planning will allow you to develop comprehensive support strategies in order to assist and prepare you in case you encounter emergencies abroad.

2. Understanding Crisis Management

Before we understand the necessary steps in emergency planning, we must first understand what an emergency is and how different “types” of emergency are classified. Knowing this can help you strategize your actions to more appropriately deal with each kind of crisis. The American Heritage Dictionary defines “emergency” as a “situation or occurrence of a serious nature, developing suddenly and expectedly, and demanding immediate action.”

2.1 Minor (Routine) Emergencies

Minor or routine emergencies tend to be the most common while students are studying abroad. Such include:

- Pick-pocketing or petty theft (purse/wallet)
- Lost Passport
- Minor illness or injury (e.g. cold, flu, sprain, broken arm, toothache, etc.)
- Family emergency back home (e.g. family member illness)
- Consequence of alcohol use
- Power failure

2.2 Major Emergencies

Major emergencies are more severe than minor (routine) emergencies, but typically happen less frequently:

- Natural disaster (hurricane, earthquake, fire, flood, etc.)
- Major sickness or injury (car accident, epidemics, death, etc.)
- Assault or rape
- Missing person
- Arrest
- Hostage situation
- Socio-political (riot, military coup, terrorist attack)
- Behavior of the Director or students that causes or threatens harm to themselves or others

Political upheaval and terrorism are some of the events the U.S. State Department considers to be serious emergencies or crises. When they occur, a task force is set up in Washington D.C. to deal with the situation and provide assistance to U.S. citizens abroad.

2.3 Perceived emergencies

Distinguishing between a real emergency and a perceived emergency is a crucial first step. Often folks at home will become alarmed by a perceived emergency – floods in Northern Italy, for example, though your program is hundreds of miles away; or government instability in Ecuador, though you are in Belize. Due to media attention and incomplete information, situations abroad may be perceived in the U.S. as more dangerous than they actually are. They can be as disturbing to program participants and their family members as real emergencies and require serious and prompt action on your part.

To evaluate an emergency seek contact OGE staff and consult with the U.S. Embassy or Consulate.

2.4 Charter Out of a Country

Emergency evacuation is needed in the event the U.S. Department of State signifies it is no longer safe for Americans to remain in the area of travel. Issues that could warrant an emergency evacuation include a natural disaster, political event, or security crisis. Kent State University holds an emergency evacuation policy (DRUM) that is a part of the medical insurance (HTH Worldwide) required for all students who study abroad. If emergency evacuation is required, Kent State University will work with the faculty leader, HTH Worldwide, and DRUM to evacuate the program. The U.S. Department of State will also provide support for American citizens abroad in the event an emergency evacuation is required. Emergency evacuation coverage held by Kent State University will provide for the support of all covered students, regardless of citizenship.

Depending on the level of emergency, the program may need to evacuate from the program location. Questions for consideration include:

- Is there imminent, persistent danger to the students?
- What steps have been taken?
- Have those steps been effective?
- Any additional possible steps necessary?
- Can you re-ticket the students?

- What is the cost of re-ticketing?
- What is the implication of returning to the US? Refunds?
- What is the financial impact on participants including financial aid?
- What is your preference? How safe do you feel?
- What is the students' preference? How safe do they feel?
- Is counseling necessary before students return to the US? After?
- Is the evacuation plan safe?
- What are the routes and modes of transportation?
- What are the advantages/disadvantages of separating into smaller groups?

Should such an emergency occur, the faculty leader should be prepared either to continue the program at an alternative site or close the program altogether. In deciding whether to move or close a program and evacuate students, the physical safety of the students must be the highest priority. The decision to terminate a program or evacuate the students will be made by the OGE Emergency Response Team in consultation with the faculty leader, who should have the best understanding of the local conditions. However, when there is an inability to reach OGE for consultation, the faculty leader has the authority to close a program and evacuate the students.

It is imperative that the faculty leader plan for such a crisis prior to departure and have a pre-arranged plan in place for evacuation. During an emergency requiring evacuation, the preference is to get the students back to the U.S. if at all possible. If this is not possible, the emergency evacuation plan should include at least one alternative site that will accommodate housing for the group. For example, if the program is in London and an evacuation is necessary that does not allow for a safe return to the US, the group could possibly meet up with another program located in Lyon, France. Students should be made aware of a meeting point during on-site orientation, so that they know immediately where to go during an emergency.

At the time of the emergency, the faculty leader should contact the nearest U.S. consulate to discuss the need for evacuation and any measures the U.S. is taking to evacuate its citizens. A member of the OGE Emergency Response Team will contact the State Department for the same information. The OGE Emergency Response Team will also contact other institutions with programs in that location to discuss what actions they are taking. OGE will convene the Emergency Response Team to decide the best course of action, make a decision about evacuation, and determine evacuation costs and means for meeting those costs.

Once a decision has been made to evacuate, the faculty leader should notify students and other staff of the evacuation plan in writing and have students/staff sign the plan agreeing to the course of action. KSU cannot be responsible for the safety of any student or staff member who does not sign the plan of action or who refuses to comply with the evacuation procedures arranged by OGE.

OGE will issue guidelines to staff about communicating with families. Faculty leaders should never contact a family directly; Kent State University will handle official communication with families. At the outset of a crisis, students should be cautioned to avoid unnecessarily alarming their families and others at home with panicky phone calls or emails. You can and should discuss with students the absolute necessity of communicating in a way that does not cause undue panic. The principal ingredient in their response will be you. You must maintain a level head and assume a forceful but reasonable manner. Level heads abroad and at home are the best way to ensure rational, carefully-considered procedures.

In the event of a terrorist attack or other event that jeopardizes the health and safety of program participants, it is possible that a program may need to be cancelled. If appropriate and feasible, moving the group to a different site may be an alternative to cancellation. The decision will be made by the OGE Emergency Response Team, in conjunction with the faculty leader, and the dean and department head of the academic unit sponsoring the program courses.

If the cancellation occurs before or soon after the program begins, every effort will be made to refund recoverable costs to the participants. If the emergency occurs toward the middle or end of the program, it may be best to evacuate the group back to the U.S., but to make arrangements to continue the coursework through a form of independent study, rather than cancel the program altogether.

If a program is not cancelled, but an individual student feels uncomfortable about going abroad or remaining on site, they should be allowed to withdraw. KSU would not be obligated by policy to offer a refund in this situation.

Non-medical evacuation insurance and trip cancellation insurance are not currently provided by Kent State University. If you are interested in having this options for your program, OGE can help you find resources. They will add additional costs to your program.

2.5 Resuming an interrupted program

A decision to resume a program after an emergency or evacuation as the result of a crisis will be made by the OGE Emergency Response Team after a review of the situation, input from the faculty leader, consultation with the U.S. State Department and U.S. Consulate/Embassy in the country. Other items that OGE and the OGE Emergency Response Team will consider:

1. Group vs. Individual Decisions

Plan for creative ways to proceed; terminate the program only as a last resort, since a positive alternative is almost always possible. However, individual students should not feel coerced to remain on site after a crisis.

2. Financial Policies

If individuals choose to withdraw from the program after a crisis, OGE will help the department decide if any refund is possible.

3. Stress reduction

OGE will assess the needs of the students and staff for physical and emotional needs. Faculty leaders should remind students of appropriate behaviors. OGE will make certain all affected local legal and U.S. authorities are consulted. OGE, in collaboration with the faculty leader and appropriate members of the OGE Emergency Response Team, will reassess planned activities for the program and adjust if necessary to avoid subjecting students and staff to unwarranted stress.

2.6 Media Communications

The first actions taken following an accident, death, or emergency may well determine whether a situation is contained or leads to panic or rumor mongering. Whenever feasible, statements to the press should be made exclusively through the Kent State University Relations. Many difficulties may arise when more than one source releases information to the media.

3 Steps to Take Before a Crisis

3.1 Emergency Action Plan (EAP)

In addition to the emergency management planning conducted by the University, it is important to understand that the more support networks you build before and during an emergency or crisis, the more likely someone will be informed and thus, able to help. Being prepared before an emergency occurs will allow you to respond more effectively.

The first step in crisis management is being prepared before a crisis occurs. For this reason, we strongly recommend faculty leaders to create an emergency action plan. In Appendices D you will find some resources to help you make an EAP. Such steps include carrying a pocket-sized emergency card containing important phone numbers and contact information (home and host country) of the health insurance company, emergency evacuation number, Office of Global Education emergency contact, your lodging, a travel agent or contact regarding travel arrangements, and a small first aid kit.

3.2 Emergency preparation

All Program Directors are strongly encouraged to follow the procedures below:

- Register all students and staff with the local consulate/embassy in your location. Every Kent State University student who is a U.S. citizen and traveling internationally is strongly encouraged to register with the nearest U.S. Embassy or Consulate through the U.S. Department of State's Smart Traveler Enrollment Program (STEP) <https://step.state.gov/step>. Registration will make a student's presence and whereabouts known should it be necessary to contact them in an emergency. STEP also allows you to get routine information from the nearest U.S. Embassy or Consulate.
- Keep note of which students are not U.S. citizens and not their home embassy or consulate's contact information.
- Assess the program logistics for safety. For example, how will students travel from their accommodation to the other program facilities? Are approaches to the residence well lit at night?
- Maintain periodic contact with the U.S. Consulate or Embassy officials and local police in normal times (this will facilitate communications should an emergency occur).
- Know how to communicate with and access other resources during a crisis. These include:
 - Airport authorities
 - Travel agents
 - Other transportation authorities (local train station, bus terminal, etc.)
 - Telephone and other utility companies
 - Hospitals, clinics, and a comprehensive list of health and counseling professionals
 - International Red Cross Offices
 - United Nations Offices
 - U.S. Embassy/Consulate and pertinent embassies/consulates for all students on the program
 - Other U.S. Study Abroad Programs/ Organizations Volunteer agencies
 - HTH - Insurance provider for KSU Study Abroad
 - Office of Global Education Staff Members
 - Local government officials and ministries
 - Local police and fire departments
 - Other local universities/colleges

- Keep copies of students' Emergency Contact forms and Health History forms with you on site. Be sure you have sent copies to be kept at OGE and with your department.
- If using a travel agent, choose one at your overseas site that could potentially help you make travel arrangements in an emergency.
- Develop a rapid communication system to reach students once on site (email, cell phones, etc.); establish a phone tree. Develop a contingency plan in the event that students cannot be reached or are traveling.
- If hiring a bus or contracting with a local travel agency, be informed about their insurance coverage.
- Provide your department and OGE with an itinerary and telephone numbers for each accommodation site.
- Provide participants with site-specific information about potential health and safety dangers, preferably in writing.
- Provide participants with in-country emergency contact information (names and telephone numbers of medical emergency officials, law enforcement officials, U.S. Embassy/consulate).
- Prepare a contingency plan that addresses procedures in case of absence or incapacity of the Director. Any assistant director or local coordinator should inform OGE before making decisions on emergency matters, if possible.
- Have multiple methods of accessing funds (credit card, ATM, travelers checks, wire transfer, etc.). Research these in advance. For example, find out whether an in-country bank has a direct relationship with a U.S. bank, as this would facilitate wire transfers. Make sure contingency funds were factored into the program budget.
- Become familiar with the student health insurance policy through HTH. Know how to access medical assistance or evacuation, how to file claims, and which conditions are excluded. Print a copy of local HTH doctors prior to departure and keep it with you. These doctors know the HTH system and all speak English. This list can be printed from the HTH website.
- Be familiar with the extensive personal liability insurance provided by the University to its employees.
- Create an emergency evacuation plan that includes at least one alternative site that will accommodate housing for the group. Students should be made aware of a meeting point during on-site orientation, so that they know immediately where to go during an emergency.
- Know how to contact OGE staff or OGE Emergency Response Team and carry this information with you at all times.

3.3 Decision making during an emergency (General procedures for all emergencies)

There are four steps to be taken during ANY emergency. These include assessment, securing student(s), communication, and documentation. Depending on the emergency, each of these steps must be completed, but will vary in degree.

3.3.1 Assessment

In general, the first step in ANY emergency is assessment. How serious is the emergency? Do you need to administer any first aid immediately? Is this a routine emergency or major emergency? Is one student involved or multiple? Do you need to call an ambulance? Police? Consulate? Is the emergency real or perceived? What steps must be taken to secure the environment?

The answers to these questions will determine your next step of action: securing students.

3.3.2 Securing students

The second step is to make reasonable efforts to secure students and the environment and remove student(s) from any immediate danger if possible. This may require an immediate need for evacuation from the area. Administer any first aid to the extent possible. Call for any medical/consulate/police help necessary. Determine the likely availability of medical supplies, food, water, shelter, and transportation if any of these have been threatened.

In any MAJOR emergency, if there is time, consultation with OGE is recommended. When there is an inability to reach OGE for consultation, the Program Director has the authority to cancel a program and evacuate the students.

3.3.3. Communication

After the students' safety is secured, you should contact OGE as soon as possible. If direct communication is not possible, try to reach OGE through the U.S. Embassy/consulate (or possibly through the government of the host country). Refer to OGE Emergency Contact List (see Appendix E).

Remember that the HTH assistance service is specialized to help with international medical needs, and may be able to provide more immediate assistance than the U.S. Embassy.

You should be prepared to provide OGE:

- Name of caller and victim, if any
- Brief description of accident, injuries, and/or emergency
- Status of any victims
- Status of all students/staff
- Location of caller - street, city and country
- Location of accident or emergency - how close is it to students and staff?
- Phone and fax number where the caller is located
- Has rescue squad, local law enforcement, U.S. embassy/consulate been called?
- What is the advice of the rescue squad, local law enforcement, U.S. embassy/consulate?
- Any information released to media thus far
- What impact, if any, did the emergency have on availability of food, water, shelter and medical supplies?
- What was the target of unrest, if the event was political? What is the intensity of the emergency?
- Are there military or emergency personnel at the site of emergency?
- Is continuation of the Program possible?
- How able are students/staff to travel in the country?

Important Emergency Communication Information

Please note that under FERPA and HIPPA it is not legal for university employees, including faculty leaders, to contact a student's parent or guardian without permission from the student regarding medical conditions or emergencies if the student is over 18. For this reason, you should ask students to complete/update the FERPA permission form and emergency contact form prior to departure. If a student on your program is involved in a medical or other emergency, you should urge the student to contact his or her parents if possible or to allow you or OGE to contact them, but you should not do so until you have the student's permission. If the student is unable to

communicate his or her wishes, check the emergency contact form to confirm whom the student has allowed you to contact.

Faculty Leader Communication Responsibilities

Once you have secured all students and staff and contacted the appropriate local medical emergency officials, law enforcement officials, U.S. Embassy/Consulate and OGE, you are responsible for maintaining contact with these people, if possible. In political crises or natural disasters, gather as much information as possible from local sources.

You should maintain contact with OGE to coordinate issues of:

- Group location/activities
- Health & Safety
- Legal Liability
- Financial concern, particularly in the case of program cancellation or evacuation
- Academic concern, including plans to complete coursework after the crisis

Even if not all students were involved in the MAJOR emergency, notify all students of the situation without breaking confidentiality. Lack of information or discussion is likely to create rumors and panic among students. Hold a group meeting to inform and reassure students, and to quell rumors. Be careful not to appear to be blaming the victim of a distressing incident. Encourage students to call or email home to assure family members of their safety. However, a panicked telephone call or email message may heighten emotions at home and impair reason. You can and should discuss with students the absolute necessity of communicating in a way that prevents undue panic. The principle ingredient in their response will be you. You must maintain a level head and assume a forceful but reasonable manner.

Do not make any statements to the media. Consult with OGE who will in turn contact Kent State University Relations.

OGE Communication Responsibilities

Once the situation allows you to notify OGE of the MAJOR emergency, OGE staff will manage all stateside communications. This includes U.S. media, OGE staff, parents (if necessary) and KSU staff.

Upon notification of an emergency, OGE staff will call the U.S. State Department's Citizen Emergency Center at 202-647-5225 for suggestions or assistance, if necessary. OGE will also call U.S. International Programs of other institutions that have students in the emergency location to compare information and develop a common plan of action, if necessary.

OGE will not make any statements to the press before designation of a spokesperson and consultation with Kent State University Relations. OGE will also notify Kent State University Relations of statements, if any, already made to the media by the Program Director. OGE staff will refer inquiries to Kent State University Relations and record all calls and activities.

OGE will also contact and assemble the OGE emergency response members to develop a plan of action.

OGE Emergency Response Team Communication Responsibilities

OGE Emergency Response Team serves to advise and support OGE in establishing emergency protocols and in managing a crisis situation. This Team is the primary vehicle to ensure campus resources and expertise are utilized effectively in managing crises in internationally based academic programs. In the event of a MAJOR emergency, the Team members will be consulted as needed or meet as a group to address the current situation, based on information provided by the Faculty Leader and OGE.

OGE Emergency Response Team will help determine:

- Any immediate action that has been taken and any additional steps that need to be taken to maintain the security and health of participants and staff
- Other issues of health, safety, academic concerns, financial aid, public relations, and legal liability
- Whether a program should be cancelled or interrupted; whether and under what conditions it might be re-instated after interruption

Any additional steps to be taken abroad:

- Address student panic
- Recommend appropriate student behaviors
- Create a written action plan, if necessary
- Ask students to acknowledge in writing their receipt of any information

Assistance with an evacuation plan, if necessary, considering:

- Safety of various modes and routes of travel
- Evacuation costs and means for meeting those costs
- Methods of reducing the threat, such as dispersing students in small groups to reconvene later in another location
- Availability of in-country resources
- Assist with any necessary communication.

Once the important facts have been collected, the OGE Emergency Response Team should follow the guidelines in the KSU University crisis communication plan. In summary:

- Designate a spokesperson, usually a) the Director of University Relations, or b) the person with the most direct knowledge of the crisis, acting under the advice of University Relations, or c) the President or other high ranking University official, if warranted by the scope of the crisis.
- Draft a fact sheet, including a summary statement that can be released to the media. Consult with University Counsel regarding the public's right to know and concerns for privacy and security.
- Notify key constituencies. Assign members of the OGE Emergency Response Team to communicate the facts to relevant areas and groups. Depending on the magnitude of the emergency, include the President and Trustees; faculty, staff, and students on the home campus; parents and family of students abroad; the KSU administration; state representatives and legislators.
- Alert the media. Establish a dedicated call-in line for media use, if appropriate.

- Develop a daily communication plan. Provide rotation for phone relief in OGE or other points of heavy communication contact.
- Assess the impact of the event once ended, and document all actions taken in a written report.

3.3.4 Documentation

If a crisis should occur, keep a written record of all steps taken. The KSU Study Abroad Incident Report used for any crisis (see appendix A). Avoid releasing information directly to the media. Kent State University Relations would coordinate any media contact for a major crisis.

It is very important for you to document all steps taken after the emergency to be recorded for further reference. It is vital that information is passed promptly, accurately, and completely at each communication link. Each staff person should keep chronological logs of the crisis (on site and at OGE). The logs should detail what happened, steps taken, when they were taken, with whom staff members talked and what follow-up actions were necessary. The person keeping the log should note the time of each event as carefully as possible as well as the time at which the notes were taken.

In a MAJOR emergency OGE Emergency Response Team will:

- Make certain that written accounts are obtained as soon as possible from all witnesses and affected students and staff/faculty.
- Prepare a detailed and factual report within 7 days, including preliminary recommendations without any judgments, conjecture, analysis, or conclusions.
- Submit the report to legal counsel for review and revision.
- After review of the report by the Associate Vice President for Student Affairs and Dean of Students Enrollment Management and Student Affairs, decide:
 - distribution and dissemination of the reports
 - the need, if any, for further in-house or outside review or investigation, and the specific tasks of any review body established.

Additional Notification Responsibilities of OGE in a MAJOR emergency:

- Consider having the staff/faculty member who has firsthand knowledge of the accident or illness make a follow-up call to the next of kin.
- Consider having a University representative visit the family at their home. (Normal advance travel clearances must be obtained.)
- Arrange for others (trustees, other staff, OGE Emergency Response Team members) to reinforce OGE's communications, as it is helpful for the family to have support or information from a source besides OGE. Avoid extraneous or uncoordinated efforts in this regard.
- Contact parents of other students on the participant list in OGE files.
- Stay in touch with University Relations, university legal counsel, the travel agency if appropriate, the insurance representative if appropriate, and the next of kin of the victim.

3.4 Creating an Emergency Action Plan

Before leaving develop detailed instructions for yourself and your group, showing possible routes from your place of residence and the sites you will be visiting to a safe place. You may also want to include other places that you might go, including shops, restaurants, subway stations, etc. You may want to

draw visual aids or include a copy of a map in addition to writing out instructions. This will allow faculty members, OGE, students, and the police to better track you in case of an emergency.

3.5 Steps to help you stay calm and use your Emergency Action Plan EAP more effectively in an emergency

- STEP ONE **Remain calm.** Take a deep breath. You will need a clear head in order to focus on your next move.
- STEP TWO **Assess the situation/Get advice from program staff.** Identify in what kind of emergency situation you are in. Contact program staff, if applicable, for advice.
- STEP THREE **Take action.** Exercise good judgment. Go to the safe location you have identified in your Emergency Action Plan. Follow your evacuation plan/written instructions/maps you have developed as part of your EAP to help remove you from the emergency and get you to a safer location where you can get help. Remember the alternate transportation options you have available.
- STEP FOUR **Get in touch.** Now that you are in a safer and more stable location, update OGE and other contacts as appropriate (e.g. U.S. Consulate, emergency personnel) about your situation.
- Take care of yourself. While you are waiting for your contacts to assist you, or in case you cannot reach anyone to assist you, use your emergency kit, if necessary.
 - Keep Trying. If you cannot get a hold of anyone to help you (because phone lines are down, you are trapped, etc.) don't give up. Try alternate methods of communication until you are able to reach someone. If you need to move to another location, let others know and leave a written description of where you are going.
- STEP FIVE **Move to a more permanent location.** After you have removed yourself and your group from any immediate threat, regrouped at a safer location, and communicated with your emergency contacts. Consider your transportation options and get yourself to the appropriate location (hospital, police station, embassy/consulate, contact's home, counseling center, etc.)
- STEP SIX **Stay in touch.** Maintain contact and update OGE on your condition.
- STEP SEVEN **After the emergency is over, inform OGE and the emergency response team.**

4. Preparing Yourself and Students

4.1 Pre-departure Orientation

You must provide some sort of pre-departure orientation in which many of the concerns in this manual can be directly and openly discussed with the students. OGE can aid you in prepared and presenting a pre-departure orientation.

4.2 Managing Expectations

The difference between what students expect and what they are actually experiencing may determine the level of distress they feel. It is helpful, therefore, to review students' expectations and visualizations so that they are not surprised-or even shocked-by what they find.

4.3 Understanding Intercultural Adjustment

Students should be made aware that their perceptions of their home culture will influence how they adapt and function in a new culture.

“Group Think” and Mental Health

Students in an unfamiliar culture are in a state of personal flux since they don't have those familiar cues around them on how to act. As a result, students may cluster together along certain similarities.

These new groups will then use one another as a frame of reference for appropriate behavior—anchoring to the stronger personalities or more seasoned travelers. As such, there is the likelihood of “group think” (where the thoughts, values, actions of the group itself temporarily superimpose themselves over the thoughts, values, and typical course of action of the individual). Since there is not cultural frame of reference any longer the group becomes their frame of reference.

This behavior can be good in some circumstances helping students frame their international experience, relate to the growth of others, and stay engaged and focused on their program.

A danger of “group think” is the likelihood that there will be a displacement of blame across the group. Therefore, students may do something that is normally against their values or better judgment, but because the blame is disbursed across the group they are less likely to feel responsible for their actions.

(Previously open minded individuals acting prejudiced towards a member of the program because the rest of the group has designated them as an outsider).

Actions

In situations where group think has become damaging on a program the professor should first approach the individuals exhibiting the altered behavior and reintroduce the originally held belief of the students' home culture and point out the disparity between this value and their current behavior.

e.g. Highlighting KSU's belief in diversity and equity and then relating that to how a particular student is being mistreated or ostracized. This might first be addressed individually with the students directly acting out so they may be reminded that they own their own actions.

Once the behavior is highlighted and the core values of the home culture / institution reintroduced. The professor should then attempt to uncover the actual concern that may have caused an issue (stress of transition, do they feel overwhelmed, etc.)

- Always return to the facts of an event.
- Address each individual involved.
- Address the group in broad terms, specific details as needed or deemed appropriate.
- Separate the personal from the professional. In the end, the professor / faculty director is an agent of the university.

Should you be concerned about their academic relationship with the student, contact OGE, and OGE will be able to provide you assistance about further actions.

If issues are addressed early on, further escalation can be avoided. The stronger personalities can also be swayed to help minimize the negative effects of group think and help keep the program on target or help address issues that may arise.

4.4 Understanding your emotions

When experiencing a crisis know that you may feel any of the following emotion: disbelief, fear, anger, anxiety, denial, concern, stress, excitement, depression, shock, and difficulty concentrating. However, there are some steps you can take to help you better control your emotions given the circumstances.

4.5 Tips to help you maintain physical and mental health safety during a crisis

- Realize your feelings are normal
- Find/make a safe environment
- Avoid confrontation, both physical and verbal
- Take one step at a time
- Assess what you can and cannot control
- Ask for help
- Create a support network

4.6 Coping Choices Students Make

It is difficult to know how a student will react in a new environment. Below are some negative ways students may cope, as well as some suggestions you can share with students to help them cope with any difficult they may experience.

4.6.1 Poor coping choices

When a student is in a low mood, he/she is vulnerable, and thus more likely to make poor choice for coping. Examples of poor coping choices include:

- Resorting to heavy alcohol use
- Staying in bed 12-14 hours a day
- Staying in living quarters all day
- Eating excessively
- Avoiding friends and neighbors
- Escaping into sexual relationships

4.6.2 Better coping choices

The more coping strategies a student has identified and thought about before his/her struggles begin, the more likely he/she is to make good choices. As applicable, encourage students to:

- Immerse themselves in study/reading that is satisfying
- Find a local person with whom they can talk regularly
- Practice their faith through prayer, meditation, reading, etc.
- Write letters/e-mails (or make videos) to family and friends
- Visit fellow students
- Meet with you or speaking with appropriate professional to talk about their stress

4.7 Predictable Stages of Adjustment for Students

There are some fairly predictable stages that most students go through during participation in study abroad as they adjust to life abroad. Letting students know about them may help them prepare and react more effectively:

- Orientation and honeymoon
- Initial culture shock/confrontation
- Adjustment-crisis/depression-frustration-to adjustment (cycle)
- Recovery-integration into host culture
- Re-entry and reverse culture shock

5. Managing Specific Areas of Risk

5.1 Serious Illness or Injury

Prior to departure or immediately upon arrival abroad, you should identify appropriate medical facilities in case of injury abroad. In the case of serious illness or injury, contact the nearest U.S. Consulate or Embassy, if the student is a U.S. citizen. For non-U.S. citizens, you must contact that student's home country's consulate or embassy.

Never leave a sick or injured student beyond while the rest of the group moves on to a new location.

If there are two faculty leaders, one can stay with the student while the other continues with the group. If you are the only faculty leader, then you and the group must not continue on to the next location.

Questions for assessment:

- Where is the victim?
- What medical treatment has victim received?
- What has the on-site response been? Who is the attending physician (if any)?
- Does the attending physician speak English? Is an interpreter required?
- What is the diagnosis?
- What is the prescribed treatment?
- What is the prognosis?
- Has HTH Insurance been contacted?
- Are other participants at risk (physical or psychological)?
- Is airlift a desirable and/or viable option?
- What are the details of the accident (if injury)?
- Are rescue operations needed (if injury)? Have they been initiated?
- Were there witnesses to the accident (if injury)?

5.1.1 Pre-departure Reminder

Prior to departure, determine the availability of HTH approved English-speaking medical services in your location. Also determine the means of transportation to these medical services. HTH will be a valuable resource. In the event of an emergency, work with area medical personnel to determine if the level of care available is appropriate. HTH personnel are principal allies if you need assistance or if it is determined a transfer is in the student's best interest. A decision to move a student is ideally the result

of an accord between local medical personnel, HTH consultants, the student (if it is possible for him/her to participate in the decision), the student's family, and you. If it becomes necessary for the student's family to join him/her, you will need to make every effort to facilitate their travel and support them upon arrival.

It is important that all students have read and understood their insurance policy. Remember the HTH insurance is only available while the student is abroad.

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Sample Checklist for Serious Illness or Injury

Prior to departure:

- Determine the availability of HTH approved English-speaking medical services in your location
- Determine the means of transportation to these medical services
- Identify location and contact information of the nearest U.S. Consulate or Embassy
- Identify location and contact information for the consulate or embassies of any non-US citizens participants
- Make sure all students read and understood their insurance policy, remember, it is only available while students are abroad

During the incident:

- Identify victim's location
- Determine what medical treatment victim has received
- Identify what has been done on-site, get names and titles of any emergency officials on the scene
- Identify who is the attending physician
- Identify whether the physician speaks English and whether an interpreter required
- Get information on what the diagnosis is diagnosis, prescribed treatment and prognosis
- Contact HTH insurance if it hasn't been done already
- Identify whether other program participants are at risk either physical or psychological
- Collect detailed information about the incident
- Find out whether there are witnesses to the incident
- Determine whether rescue operations needed (if injury) and whether they have been initiated
- Contact OGE
- Assist family members in case it becomes necessary to join the victim

5.2 Sexual Harassment, Sexual Assault or Rape

In the event of sexual harassment, you should immediately notify the appropriate officials on campus (at Kent State University: contact HR Equal Opportunity and Affirmative Action at 330-672-2038 or aa_eeo@kent.edu).

Share with your students the following precautions about traveling abroad:

- Avoid overindulging in alcohol and becoming impaired.
- Keep your eyes on your drinks while at parties, clubs, bars, or pubs to ensure that substances are not slipped into them.
- Use a buddy system to the extent practicable when out at night.
- Avoid leaving restaurants, bars, or nightclubs with strangers and do not get into vehicles with people you do not know.
- Don't be too quick to trust people you have just met or don't know well.
- Know the local culture as well as areas to avoid in order to reduce the likelihood of becoming a victim.
- Immediately report any problems to program faculty or staff leader or a designed campus contact.

Questions for assessment:

- Where is the victim?
- What medical treatment has victim received?
- What has the on-site response been? Who is the attending physician (if any)?
- Does the attending physician speak English? Is an interpreter required?
- What is the diagnosis?
- What is the prescribed treatment?
- What is the prognosis?
- Has HTH Insurance been contacted?
- Are other participants at risk (physical or psychological)?
- What are the details of the accident (if injury)?
- Were there witnesses to the accident (if injury)?
- What are the major details of the incident?
- Is counseling available? In English?
- Has appropriate local law enforcement been notified?
- Were there witnesses?
- Does the victim want to return to the US?
- What are the likely academic and financial consequences of returning to the US?
- Are the victim and the counselor aware of these consequences?

5.2.1 Pre-Departure Reminder

Be aware of the laws of the host country regarding sexual assault; in some countries it is the victim who can be arrested.

Prior to departure, determine the availability of HTH approved English-speaking medical services (including counselors) in your location. Also determine the means of transportation to these medical services. HTH will be a valuable resource.

Sexual assault victims do not always tell someone at the time of the incident. However, they may tell you at a later date or you may notice incident-related symptoms (e.g. anxiety/depression, pregnancy, STD).

Students who report that they have been sexually assaulted should be treated in a compassionate, non-judgmental manner.

In the event of an assault or rape, encourage the student to go to a hospital/clinic after the assault as soon as possible. Students reporting rape should be asked not to urinate, defecate, rinse their mouths, bathe, or clear under their fingernails before examination, if possible. Protect and maintain clothing in original form. Inform the student that this request is to help obtain evidence that might later be used in court and is not in itself for medical reasons.

The attending doctor should tend, first and foremost, to the student's well-being. The student should not be left alone and should be taken to a comfortable, safe area. The student may prefer to be accompanied by a friend. Consent from the student must be given before examination and treatment.

Remember to keep the victim's name confidential. The victim's name should be protected to the maximum extent possible. The victim must authorize, in writing, the release of confidential medical information or notification of his/her condition to family members. Once you have been notified of an assault or rape (actual or attempted), as the Director, you must:

- Not leave victim alone
- Provide support to the victim
- Make sure that other students are safe and not in immediate way of harm
- Notify KSU/OGE
- Encourage victim to go to a doctor (who can then treat injuries, give examination, provide pregnancy & STD protection, recommend counselor, etc.)
- Maintain medical confidentiality
- Provide and/or arrange psychological support
- Document everything:
 1. Type of assault
 2. Date and time
 3. Location – including city, streets, building, etc.
 4. Whether assailant is known
 5. Number of assailants
 6. Whether a weapon was involved
 7. All steps taken after incident reported to you – including dates, times, locations, persons involved, etc.

Much of the information in this section is derived from the Center for Global Education's "Rape Response Handbook." The full handbook can be found on their website:

<http://gloaled.us/peacecorps/rape-response-handbook.asp>.

Sample Checklist for Sexual Harassment, Sexual Assault or Rape

Prior to departure:

- Determine the availability of HTH approved English-speaking medical services in your location
- Determine the means of transportation to these medical services
- Make sure during orientation that all students are familiar with precautions while traveling abroad recommended in section 6.2 above

Once you have been notified of an assault or rape (actual or attempted), as the Faculty Leader, you must:

- Not leave victim alone
- Provide support to the victim
- Make sure that other students are safe and not in immediate way of harm
- Notify KSU Office of Global Education
- Encourage victim to go to doctor (who can then treat injuries, give examination, provide pregnancy & STD protection, recommend counselor, etc.)
- Arrange for medical treatment/Medevac
- Maintain medical confidentiality
- Provide and/or arrange psychological support
- Document everything:
 - Type of assault
 - Date and time
 - Location – including city, streets, building, etc.
 - Whether assault was related to the program
 - Whether assailant is known
 - Number of assailants
 - Whether a weapon was involved
 - All steps taken after incident reported to you – including dates, times, locations, persons involved, etc.
- Identify and document the major details of the incident
- Identify whether counseling is available and whether it can be provided in English
- Notify local law enforcement, if appropriate. Collect the names and titles of the officials
- Identify whether there were witnesses
- Identify whether the victim want to return to the U.S.
- Identify the likely academic and financial consequences of returning to the U.S.

5.3 Arrest

While in a foreign country, a student is subject to that country's laws and regulations, which sometimes differ significantly from those in the United States and may not afford the protections available to the individual under U.S. law. As the US Department of State Country Specific Information http://travel.state.gov/travel/cis_pa_tw/cis/cis_4965.html explains, penalties for breaking the law can be more severe than in the United States for similar offenses. Persons violating the law, even unknowingly, may be expelled, fined, arrested, or imprisoned. Penalties for possession, use, or trafficking in illegal drugs may be strict, and convicted offenders can expect jail sentences and fines. If arrested abroad, a student must go through the foreign legal process of being charged or indicted, prosecuted, possibly convicted and sentenced, as well as any appeals process. Within this framework, U.S. consular officers can provide a variety of services to U.S. citizens arrested abroad and their families.

If a student is arrested on your program, nearest U.S. Consulate/Embassy, or student's home country consulate should be contacted immediately.

Check US Department of State student abroad web site for more detailed information on services provided by US Consulate officers to U.S. citizens arrested abroad <http://studentsabroad.state.gov/emergencies/arrestedabroad.php>

Be sure to get the answers to the questions below and then contact OGE. The OGE Emergency Response Team will then likely meet to determine a course of action depending on the severity of the charge.

Questions for assessment:

- Has the student been detained?
- Has the appropriate embassy been notified?
- What was the embassy's response and advice?
- What agency made the arrest?
- What are the names, addresses and phone numbers of the arresting authorities? What is the case number?
- Have charges been filed?
- What are the charges?
- What are the facts?
- Were there witnesses? If so, obtain signed statement from each witness.
- What rights have been granted?
- Is the student entitled to place a phone call?
- Does an attorney represent the student?
- What is the name, address and phone number of the attorney?

Sample Checklist for Arrest

Prior to departure:

- Identify location and contact information of the nearest U.S. Consulate or Embassy and embassies of the home country of non-U.S. citizens on your program
- Make sure during orientation that students understand that while in a foreign country, a U.S. citizen is subject to that country's laws and regulations

Once you have been notified of an arrest of a student, as the Faculty Leader, you must:

- Identify whether the student has been detained
- Notify the nearest U.S. Embassy or Consulate or appropriate embassy immediately
- Receive advice from the U.S. Embassy or Consulate regarding appropriate course of actions you need to take
- Identify which agency made an arrest
- Collect all the names, addresses and phone numbers of the arresting authorities
- Obtain the case number
- Identify whether charges have been filed
- Identify what are the charges
- Identify all the facts related to the incident
- Identify whether there were witnesses
- If possible, obtain signed statements from each witness
- Identify what rights have been granted to the arrested student
- Identify whether the student entitled to place a phone call
- Identify whether there is an attorney that represent the student
- If there is, obtain the name and contact information for the attorney
- Contact OGE to report the incident

5.4 Criminal Case

As mentioned above, when student leaves the United States, he/she is a subject to the laws of the country of travel. Therefore, before going, you should stress during your pre-departure that students should learn as much as he/she can about the local laws and customs. In addition, keep track of what is being reported in the media about recent developments in those countries.

US Department of State web site offers country specific information for all international travelers http://travel.state.gov/travel/cis_pa_tw/cis/cis_4965.html and student travel website <http://studentsabroad.state.gov/> that can help students prepare for their programs abroad.

Many practices which are illegal or grounds for mistrial in the U.S., including extraction of a confession, entrapment, or police searches without a warrant, are admissible in courts in other countries. In some judicial systems, there is no bail requirement, no jury trial, and the burden of proof is on the accused to prove his or her innocence.

5.4.1 Victim of Crime

Contact local police and your nearest Embassy if you become a victim of a crime overseas. Detailed information is available at Student Abroad pages of the US Department of State site <http://studentsabroad.state.gov/emergencies/victimofcrime.php>

- Contact local police to report the incident and obtain immediate help;
- Remember to request a copy of the police report;
- Contact the nearest U.S. embassy, consulate, or consular agency for assistance.

Remember, for US citizens, a US Consular Officer **can help to:**

- Replace a stolen passport
- Contact family, friends, or employers
- Obtain appropriate medical care
- Address emergency needs that arise as a result of the crime
- Explain the local criminal justice process
- Obtain information about your case
- Connect you to local and U.S. resources to assist victims of crime
- Obtain information about local and U.S. victim compensation programs
- Provide a list of local lawyers who speak English

A U.S. Consular Officer **CANNOT:**

- Investigate crimes
- Provide legal advice or represent you in court
- Serve as official interpreters or translators
- Pay legal, medical, or other fees for you

5.4.2 Criminal Penalties

While student is traveling abroad, he/she is subject to its laws. Foreign laws and legal systems can be vastly different than our own. These criminal penalties will vary from country to country. There may also be some things that might be legal in the country student visits, but still illegal in the United States, and

student can be prosecuted under U.S. law. If student breaks local laws in the country of travel, his/her U.S. passport won't help avoid arrest or prosecution. It's very important to know what's legal and what's not in the country student is visiting. Contact the nearest U.S. Embassy or Consulate for assistance: <http://travel.state.gov/content/passports/english/emergencies.html>

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Sample Checklist for Criminal Case

Prior to departure:

- Identify location and contact information of the nearest U.S. Consulate or Embassy and embassies of the home country of non-U.S. citizens on your program
- Make sure during pre-departure orientation that students understand that while in a foreign country they are subject to that country's laws and regulations

Once you have been notified of a criminal case involving a student, as the Faculty Leader, you must:

- Contact the nearest U.S. embassy, consulate, or consular agency for assistance
- Receive advice from the U.S. Embassy or Consulate regarding appropriate course of actions you need to take
- If the student was a **victim of crime**, contact local police to report the incident and obtain immediate help
- Remember to request a copy of the police report

5.5 Missing Student

Prior to departure, be sure to remind students that if they will be traveling outside of your program's itinerary, that they should leave a copy of their itinerary with you. Also arrange for students to notify you by phone if they change their travel plans and will not be back by the time they had declared. Ensure that they know how to get in touch with you. Inform them that if they are over 24 hours late without notification, you will try to discover their whereabouts and depending on the circumstances (where the student went, with whom, special circumstances, etc.).

We also recommend that prior to departure you make sure to fill out a Student Emergency Contact for each participant of your program fill out Student Description Information (see Appendix B). Please note that when you fill out Student Description Information (gender, race, height, weight, eye color, hair color, hair length, and other distinguishing factors), we recommend that you put height and weight both in US and metric systems. You should check the U.S. Citizens Missing Abroad page http://travel.state.gov/travel/tips/emergencies/emergencies_3881.html of the U.S. Department of State that describes assistance of local U.S. Embassies and Consulates.

Questions for assessment:

- When and where was the missing person last seen or heard from? Did the person tell anyone of plans to be absent?
- Does anyone know or have an idea about where the person went?
- How was the person traveling? (alone and by train, in a group and by foot, etc.)
- If the person left and was expected to return at a specific time, what was the date and time of the expected return?
- Are reliable search and rescue operations available on site?
 - Have they been initiated?
 - Should they be initiated?
- What is a description of the student (height, weight, eye color, hair color, hair length, gender, race, other distinguishing factors, and clothing at time of disappearance)?
- Do you have the student's passport number?
- Have the local missing persons officials been notified? What is the agency and case number assigned?
- Has the U.S. State Department been contacted?
- Who is the contact at the State Department (name, title, phone)?
- Has the State Department initiated a Welfare and Whereabouts check?
- For which countries?
- Clergy involvement?

KSU has a missing student notification and procedure policy:

http://www.kent.edu/policyreg/policydetails.cfm?customel_datapageid_1976529=2338663

Sample Checklist for Missing Student

Prior to departure:

- Make sure during pre-departure orientation that students understand that if they will be traveling outside of the program itinerary that they should leave a copy of their itinerary with you
- Make sure to fill out a Student Emergency Contact and Student Description Information (see Appendix B) for each participant of your program and keep it with each student's file with you while abroad

Once you become aware of student's absence for over 24 hours without notification, as the Faculty Leader you must:

- Identify when and where was the missing person last seen or heard from
- Ask other program participants whether the missing person told anyone of plans to be absent
- Ask whether anyone knows or has an idea about where the person went
- Gather information regarding how was the person traveling? (alone and by train, in a group and by foot, etc.)
- Identify what was the date and time of the expected return
- Identify whether reliable search and rescue operations are available on site
 - If so, make decision about should they be initiated and initiate them when appropriate
- Use a Student Description Information (see Appendix B) and identify student's clothing at time of disappearance
- Get a student passport number from Student Emergency Contact form (see Appendix B)
- Contact the U.S. Embassy, or appropriate embassy, in your area and collect the contact information (name, title, phone number) of the contact person (your nearest U.S. Embassy can assist contacting local authorities and help quickly check local hospitals, police stations and morgues)
- When appropriate, notify local missing persons officials and collect the information on what is the agency and case number assigned
- Ask whether the State Department initiated a Welfare and Whereabouts check
- Contact Kent State University OGE to report the incident

5.6 Theft precaution

Theft is fairly common all over the world, especially in highly touristic areas. During pre-departure orientation, you need to discuss with your students local crimes and how to prevent them.

Some tips include:

- Exercise extra care when studying abroad.
- Secure your personal belongings (money, cards) in a safe place when you travel and make copies of all their important documents and to not carry them in one place. A money belt is an effective way of carrying important documents when travelling.
- Make copies of your passport; leave a copy at home with someone you trust and pack additional copies somewhere apart from the originals (suitcase, jacket, etc.).
- Write down location specific telephone numbers for debit/credit cards.
- Write down account numbers and pack them somewhere apart from the originals (suitcase, jacket, etc.).
- Remember that toll free numbers generally do not work from overseas. Call providers (credit card companies, phone card companies) before departure and get local numbers to use in an emergency.
- Report any crime to local authorities as soon as possible after the event.

Note that **any crime against any property or funds of the University requires immediate report to OGE** in order to file the proper paperwork necessary with the State Bureau of Investigation (SBI). This paperwork often requires documentation from the local authorities on the crime, as well as a copy of the official police report.

If funds from the travel advance are part of the crime, these monies require the SBI report and overseas police report in order for you to be reimbursed by the University.

5.7 Death of Student

In the event of a fatality, wait for legal authorization (usually the local authorities) before moving the body. Arrange for photographs before the body is moved. You should, if at all possible, make a positive identification of the body. You should notify OGE immediately and **DO NOT** contact next of kin directly, KSU will handle that.

You will most likely need to make the on-site arrangements with the Embassy and HTH for repatriation.

The responsibility for supporting other students will fall heavily on you also. KSU counseling personnel can be very helpful to you and the students over the telephone. Do not fail to utilize their resources. Explore the possibility of utilizing local trauma counselors if it seems like a good idea.

In a major crisis, it may be possible to send a counselor to the site of the emergency.

Family Notification: You DO NOT contact the family. In any death occurring on a KSU study abroad program, the Dean of Students and Associate Provost of Global Education will confer before any action for family notification is taken. The most likely notification procedure would be for the Dean of Students to follow its standard guidelines to make the initial contact, with OGE making a follow-up call or visit to provide details of the incident. The President's and Vice President's offices would, in most cases, also contact the family to offer additional information and support.

If at a later date, you do speak with the family, keep in mind these general guidelines:

- Sensitivity to the feelings of the family is the foremost consideration. Think through what you will say before you make contact.
- Have your facts organized and accurate.
- Be sure to convey whatever personal condolences might be appropriate.
- Remember that the next of kin have a right to all factual information pertaining to a serious accident.

Sample Checklist for Death of Student

- Contact the nearest U.S. Embassy, or student's home embassy, immediately. They should be able to assist with contacting appropriate local authorities
- Contact the local police immediately; local authorities will run investigation and issue necessary documents
- Wait for legal authorization (usually the local authorities) before moving the body
- Arrange for photographs before the body is moved
- If at all possible, make a positive identification of the body
- Notify OGE immediately. The Dean of Students and the Associate Provost of Global Education will confer before any action for family notification is taken. Do not contact the family directly; all communications should be handled through the university relations.
- Make the on-site arrangements with the local U.S. Embassy or Consulate and HTH insurance for repatriation procedures
- Contact KSU counseling personnel through OGE for supporting other students over the telephone if needed
- Explore the possibility of utilizing local trauma counselors if necessary

5.8 Political and natural/man-made disaster

Questions for assessment (see Serious Injury section if needed):

- Has the U.S. Embassy advised citizens to take appropriate action?
- Have all participants/staff been made aware of these precautions, and in writing?
- Are all participants/staff following these precautions?
- Have local authorities imposed a curfew?
- Is travel in or out of the country being restricted in any way?
- Is the group in danger?
- Who or what is the target of the unrest?
- Has any particular group or organization been threatened?
- What kind of military or other security or public safety personnel are present?
- Are they unusually visible?
- How is the military behaving with respect to the civilian populations?
- Is airlift a desirable and viable action?

5.8.1 Terrorism or anti-American sentiment - in general

In pre-departure orientation, advise students to do the following:

- Avoid American hangouts.
- Avoid speaking loudly in English when walking with groups of other Americans.
- Avoid dressing in ways that identify them readily as Americans (university t-shirt, baseball hat, etc.).
- Exercise care in how much information they give to strangers – be skeptical of new acquaintances.
- Be alert to any danger signs such as the presence of suspicious looking strangers or unidentified packages.
- Keep abreast of local news through the Internet, radio and newspapers.
- In airports, bus terminals and train stations, do not linger at ticket counters; go immediately to departure area after conducting your business.
- Do not drive someone else's car, especially across national borders.
- Do not borrow suitcases from anyone. Do not look after cases or carry packages from anyone.
- Remove all luggage tags or other external items that provide identification.
- Stay in touch with families so that they know their students are safe and they know where to reach them in case of an emergency, or should an incident cause them to worry about their students' safety.

5.8.2 Terrorism or anti-American sentiment - in the event of a threat

You need to do the following:

- Eliminate outward signs on the program premises of American presence.
- Call the U.S. Embassy or Consulate for advice. Check with them daily or more often if necessary. Make certain they have your contact information.
- Stay in touch with OGE.
- Be vigilant about incoming mail. Alert authorities to the presence of anything unusual. Do not open or allow students to open suspicious letters or parcels.
- Make a rapid communication plan, e.g. a telephone tree.

- Ask students to give you detailed travel plans or if necessary, details of their schedules on a daily basis. Cancel as necessary.
- Control access to the program site.

5.9 Hostage situation

Questions for assessment (same as Missing Student and Political and natural/man-made disaster, but include:

- Has the U.S. Embassy there been notified?
- What is the U.S. Embassy's response and advice?
- Who is the contact person at the U.S. Embassy (name, title and phone)?
- Who is the contact person at the U.S. State Department in Washington D.C. (name, title and phone)?
- Have the kidnappers made contact?
- Have the kidnappers identified themselves?
- Who are they and what do they want?
- Is negotiation support available onsite?

5.10 Discrimination and Harassment

Incidents of unlawful discrimination and harassment can occur abroad, just as they can on Kent's campus. These types of allegations may include claims of racial, sexual or religious harassment as well as claims of unlawful discrimination on the basis of national origin, sexual orientation, disability, race, gender, religion and other groups.

A faculty member needs to take immediate action if a student identifies that he or she is being harassed or discriminated against (at Kent State University: contact HR Equal Opportunity and Affirmative Action at 330-672-2038 or aa_eeo@kent.edu).

5.11 Safety of LGBT Students

Safety of all students while participating in study abroad programs is a top priority for the university; therefore, we recommend that you as the faculty leader take some time to learn about safety of lesbian, gay, bisexual, and transgender (LGBT) students abroad. Attitudes and tolerance toward persons vary from country to country, just as they vary among U.S. cities and states. Most LGBT travelers encounter no problems while overseas, but it helps to be prepared and research your destination before you go.

There are a number of countries that provide legal protections to those who are LGBT. Unfortunately, there are others that do not, and a significant number that even criminalize consensual same-sex sexual relations. Persons convicted in these countries could be sentenced to prison, and/or be punished by fines, deportation, flogging, or even sentenced to death. If you are traveling with students to a country with strict anti-LGBT laws, be sure to speak with all of your students about these laws. OGE can also assist you with explaining this to students.

Review the U.S. Department of State's Bureau of Consular Affairs country specific information website http://travel.state.gov/travel/cis_pa_tw/cis/cis_4965.html to assure your LGBT students are informed and safe.

5.12 Accommodating Students with Disability on Education Abroad Program

KSU Education Abroad programs endeavor to provide reasonable accommodations for students with documented disability conditions (e.g., physical, learning, psychological, etc.). If the student receives disability-related accommodations at KSU, he or she should notify KSU's Student Accessibility Services and turn in the proper documentation. For questions, contact Amy Quillin, Director, Student Accessibility Services aquillin@kent.edu, 330-672-8036, <http://www.kent.edu/sas/faculty-info.cfm>.

Legal Aspects: Rehabilitation Act of 1973, Section 504 & Americans with Disabilities Act (ADA), ADA Amendments Act of 2008

"No qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any public entity."

Definition of Disability

The ADA defines disability as a physical or mental impairment that substantially limits one or more major life activities, such as walking, seeing, breathing, working, and learning. Examples of disabilities covered by the ADA include orthopedic, visual, speech and hearing impairments, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, psychological disorders, specific learning disabilities.

Implications for Study Abroad Programs

An institution is obligated to make its study abroad programs accessible unless doing so would *fundamentally alter* the nature of the programs or create an *undue financial burden*. For example, relocating a study abroad program to a different location in order to make it physically accessible would constitute a fundamental alteration.

Beyond Physical Access

Many students have invisible disabilities, such as attention deficit hyperactivity disorder (ADHD), acquired brain injuries (ABI), deafness, psychological disabilities or learning disabilities. Accommodations commonly utilized by these students include extended time on tests, low distraction testing, qualified sign language interpreters, and note taking assistance.

Tips for the Faculty Leader

Encourage disability disclosure so that the student and the faculty leader can consider disability needs early in the advising process. Include access statements in syllabus. Include detailed information about the requirements of the program including information about academics, housing and dining options, transportation, field trips, and access to technologies (internet, computers).

Sample Access Statements

Consider using or modifying these statements for program announcements, newsletters, brochures and other communications:

- Access provided for people with disabilities. Call Student Accessibility Services for specific requests.
- Kent State University is committed to providing access for all people with disabilities and will provide accommodations if notified.
- This program follows the regulations outlined in the Americans with Disabilities Act. Call Student Accessibility Services for information about architectural access and to arrange for sign language interpreters, assistive listening devices, large print, audio or Braille.

5.13 Mental Health Issues

The stress of traveling and being in a foreign country can cause anxiety and stress in all of us. Please encourage your students to come to you if they have any personal concerns about themselves or other

participants. If you notice altered behavior – binge eating/drinking, withdrawal, manic behavior, serious weight loss – talk to the student. You should inquire if the student may be taking any medications; often students stop taking their prescriptions when they are feeling well or can get off-cycle while traveling and adjusting to time changes.

During pre-departure orientation suggest that if a student has a mental health condition, that the student goes to his/her doctor prior to departure, and takes a copy of their medical record on the study abroad program. This will aid the process if student needs to meet with a doctor overseas. KSU's international health insurance, the insurance provider (HTH) can help identify a counselor abroad in advance so that medical records can be released directly. The HTH insurance policy also covers outpatient and inpatient mental and nervous disorders expenses (see Appendix G).

Mental health issues are sometimes the trickiest to manage as often the student is in denial of any existing problems and will do their best to hide any problems they may be experiencing. It is harder to manage mental health issues while abroad because there may or may not be adequate health resources, hospitals in your destination, students don't have their usual system of support of family, friends, and counselor; are emerged in a different an unfamiliar environment; and have limited autonomy. For these reasons, it is very important for you to act on any concerns that you may have as soon as you have them and to talk to the student as soon as possible. Contact OGE immediately as well. OGE can provide assistance in connecting you and the student with professional resources. We can get assistance from professionals here.

Manifestation of Stress: Many emotions and reactions are to be expected when you are stressed. Some common manifestations are:

- Irritability over small things
- Difficulty concentrating
- Difficulty falling asleep or staying asleep
- Queasy stomach
- Desire to run away
- Constant feeling of tiredness
- Psychosomatic illness
- Excessive criticism of others
- Poor work performance
- Difficulty making decisions
- Being unusually introspective
- Feelings of guilt, worry and anxiety

5.14 Alcohol

Excessive drinking is a primary cause of a vast number of problems with students studying abroad. It can result in STDs, brawls, rape, theft, injury, arrest, etc. Excessive drinking can also be associated with depression, and other mental problems that could affect the student and group as a whole.

While studying abroad, students will most likely be going to a location where they will be of legal drinking age in that country and where alcohol may be more a part of the everyday culture. Distance from home may lessen students' inhibitions. However, students should be encouraged to use good judgment if they choose to consume alcoholic beverages while abroad.

In pre-departure orientation, be clear with students about the expectations you have about responsible drinking and any consequences you may wish to have for those who excessively drink, such as termination from the program. Be sure to discuss the cultural drinking norms of your host country.

Note that the Kent State University insurance (HTH) does NOT cover any injuries that occur while students are under the influence of alcohol or other drugs not prescribed by a physician.

The Kent State University Code of Student Conduct, Kent State University Alcohol Policy: 4-04, and all regulations are applicable while students are studying abroad.

Tips for responsible use of alcohol for you to review with students during pre-departure orientation:

- Be aware of and abide by the customs and laws of the host country.
- Drinks may have a stronger alcohol content than what you are used to.
- Avoid over-indulgence. Do not become intoxicated, arrive intoxicated, or miss any scheduled events or classes due to alcohol consumption.
- Drinking to get drunk is not a common practice in many countries abroad.
- Do not accept drinks brought and given to you by someone you do not know.
- Do not drink from an open container if you walked away from it.
- Do not accept a drink that you did not watch get made.
- Never go home with strangers. Traveling in pairs or small groups.
- Remember, injury or illness resulting from alcohol use is EXCLUDED from the KSU health insurance (HTH) coverage. If alcohol is found in your system, they will deny your claim.

5.15 Drugs

Drug laws are often more strict around the world than in the U.S. In some countries, possession of even a relatively small amount of illegal drugs can be grounds for a mandatory jail sentence or the death penalty. Remember, once students have ventured beyond U.S. borders, U.S. laws and constitutional rights no longer protect them.

It is important that you review the host countries drug laws, and encourage your students to do that same. "I didn't know it was illegal" is not an acceptable defense. Some drugs that are legal in the US may be illegal in other countries, for example, Sudafed considered illegal in Japan. If students ever get into legal trouble abroad, you should immediately contact the nearest U.S. Embassy or Consulate and OGE.

5.16 Motor Vehicle Accidents

Motor vehicle and pedestrian accidents are a leading cause of injuries and legal claims involving international programs. You and your students should be aware that road-structure is not always the same; streets and rules also vary across countries and regions and for this reason you must always be extra attentive on the road.

The following steps can guide and help you prevent incidents that involve motor vehicle accidents:

- Make sure you always take legitimate public transportation and cabs.

- Ensure that required and appropriate automobile insurance is in place and that the coverage provided is effective in all countries of travel.
- It is not recommended that you drive students.
- Never allow students to drive.

5.17 Fire

If possible, you should check that all students housing has fire extinguishers and smoke detectors. Help students to think about what to do in case of a fire – whether they are in their residence or traveling independently. Be sure students know local emergency numbers to call in case of fire. Establish a safe meeting point to meet in case of a fire. Be sure to also address fire safety issues with housing and classroom providers.

5.18 Living Space

Tell students to consider the following precautions for their living space areas:

- Don't bring strangers to your housing facilities.
- Lock your doors all the time.
- Speak with your roommate you have an issue with something your roommate is doing.
- Notify the faculty leader when you have safety concerns about your current location.
- Don't give your address to unknown parties.

Appendix A: KSU Education Abroad Incident Report



Education Abroad Incident Report Form

Name of Person Reporting: _____

Incident Information:

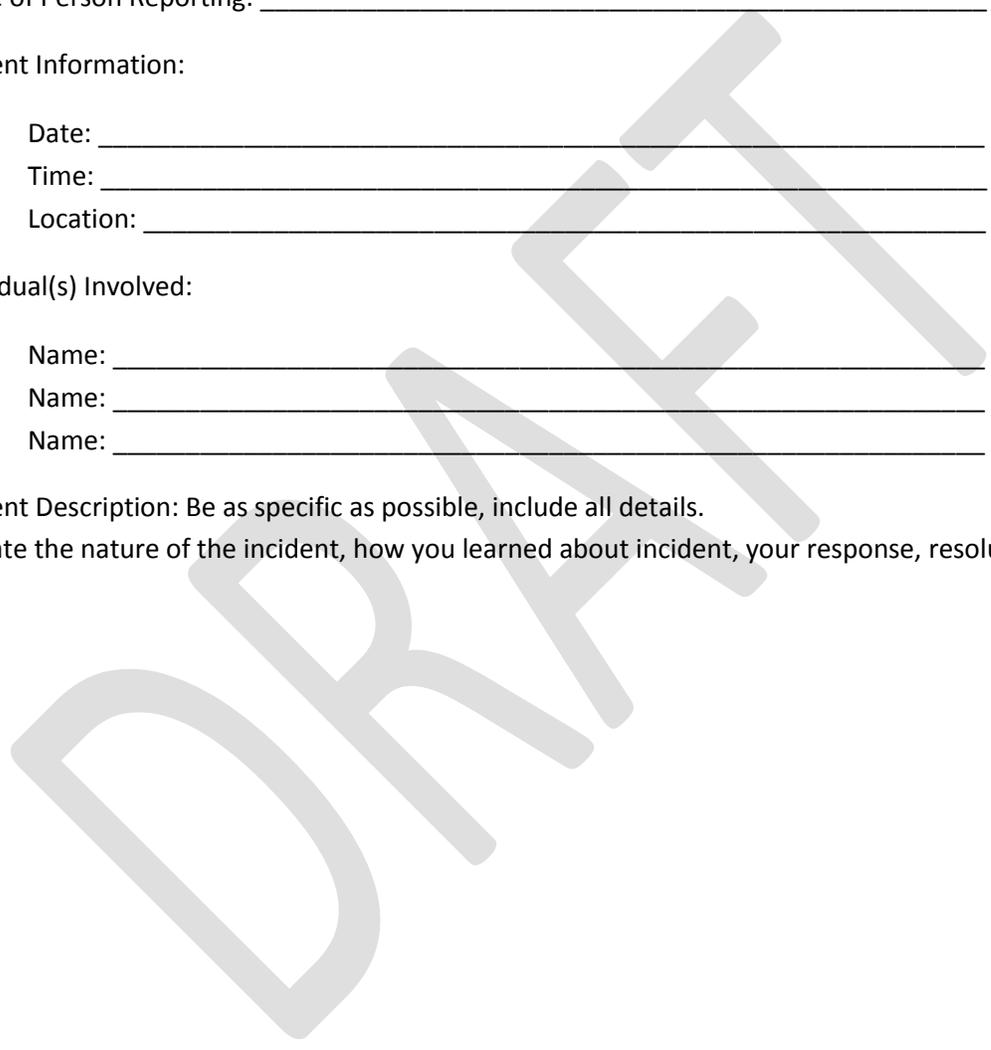
- Date: _____
- Time: _____
- Location: _____

Individual(s) Involved:

- Name: _____
- Name: _____
- Name: _____

Incident Description: Be as specific as possible, include all details.

Indicate the nature of the incident, how you learned about incident, your response, resolution, etc.



Appendix B: Student Independent Travel Notification Form

Student Independent Travel Notification Form

Please fill out this form before traveling to any other destination than your host country. This form is simply to know where you are in case of an emergency.

Last Name: _____ First Name _____

Email Address: _____ Phone Number: _____

Today's Date _____ Length of Travel: _____

Names of Anyone Traveling With You:

Travel Destinations with Specific Dates

Example: *Destination: Paris, France Dates of Stay: Jan 2-Jan 4, 2014*

Destination: _____ Dates of Stay: _____

Mode(s) of Transportation: _____

Train/Flight Information:

Number: _____ To/From: _____

Number: _____ To/From: _____

Hotel/Hostel/Host Contact Information:

Name of Establishment: _____ Phone Number: _____

Name of Establishment: _____ Phone Number: _____

Appendix C: Student Emergency Contact

<p>Student Name: _____</p> <p>Date of Birth: _____</p> <p>Citizenship: _____</p> <p>Passport #: _____</p> <p>Blood type: _____</p> <p>Special medical conditions: _____</p> <p>Emergency Contact Abroad: _____</p> <p>_____</p> <p>Address _____</p> <p>_____</p> <p>Phone _____ Email _____</p> <p>Kent Emergency Contact: _____</p> <p>_____</p> <p>Phone _____ Email _____</p>	<p>Family Emergency Contact</p> <p>_____</p> <p>_____</p> <p>Address _____</p> <p>_____</p> <p>Phone _____ Email _____</p> <p>Insurance Company: HTH</p> <p>Policy #: _____</p> <p>Phone: _____</p> <p>Embassy/Consulate</p> <p>_____</p> <p>Phone _____</p> <p>_____</p> <p>Address _____</p> <p>911 equivalent: _____</p>
---	---

Student description information

Gender: M ___ F ___ Race: _____

Height: _____' _____" (US system) Weight: _____ Lbs. (US system)

_____ centimeters (metric system) _____ kilograms (metric system)

Eye color: _____ Hair color: _____ Hair length: _____

Other distinguishing factors: _____

Appendix D: Emergency Action Plan (EAP)

Know Where to Go

Where should you go first in an emergency, and what methods of transportation will you use to get there?

Be aware of all your emergency transportation options. Know the numbers for the following:

Airport:

Bus Station:

Train Station:

Metro Station:

Car Rental:

Boat/Ferry/Port Authority:

Know Your Emergency Contact Information

In addition to your personal emergency contacts, we also recommend you look up the numbers for the following individuals and agencies nearest to your study abroad and/or travel location(s):

City or country's 911:

Local government office:

Consulate/Embassy:

Police:

Fire:

Hospital:

Post Office:

Translator Service:

Lawyer:

Red Cross:

24 hours assist/insurance:

Other:

Who will you call first, second, third, etc. in an emergency?

1.

2.

3.

Do your emergency contacts have each other's' phone numbers so they can communicate and relay information about you to each other.

What are some alternate ways of communicating with your emergency contacts?

The following are some communication options you may have available:

Telephone	Cell phone/text message
Fax	Email/internet
Post/Express Mail Service	Wire Service

Who should be the main contact onsite in the event of your illness, injury, etc.?

Where should participants meet in case of an emergency?

Where is your back up location in case the first meeting point is unsafe/inaccessible?

Back-up Plan/Special Conditions

If the situation does not permit you to follow the original plan, what is the backup plan?

Are there any other special conditions to consider which are unique to your situation (i.e. weather conditions, hazards in your region of travel, poor public transcription, limited phone service, etc.)?

Emergency Kit and Money

Make sure you have a stocked emergency/first aid kit.

Suggested items to include: flashlight, whistle, band-aids, antibiotic ointment, aspirin

Do you have emergency cash reserves via multiple means (cash, cards, etc.)?

Using the emergency supplies and money you have set aside, for how many days would you be able to sustain your group? What would you use each day?

Documents that should be attached to your EAP:

1. Copy of your students' and your passports and visa, if applicable
2. Copy of your driver's license
3. Copy of your students' and your insurance card/information
4. Area maps/safety routes
5. Emergency card
6. Communication trees
7. Students' special medical needs information
8. Copy of debit/credit cards

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Appendix E: Emergency Contact Information and Campus Resources

The following are some campus resources that you might find useful in the event of an emergency or other problem while abroad. However, before using any campus resources, please contact Office of Global Education first to coordinate your efforts.

Office of Global Education

Ediz Kaykayoglu

ekaykayo@kent.edu

106 Van Campen Hall

Kent, OH 44242

OGE Emergency phone number:

Public Safety (police services): 330-672-3070

[Office of General Counsel](mailto:legal@kent.edu): 330-672-2982 legal@kent.edu

[Care Team](tel:3306722487): (330) 672-2487

[Psychological Services at University Health Services](tel:3306722487): (330) 672-2487

Dean of Students: (330)-672-4050

[The Office of Student Ombuds](tel:3306729494): 330-672-9494

Appendix F: Resources and Sources

Resources

- Center for Disease Control: Traveler's Health: www.cdc.gov
 - Information on required and recommended vaccinations and health and safety
- Kent State University LGBTQ Student Center: <http://www.kent.edu/diversity/centers/lgbtq/index.cfm>
- Kent State University Missing Student Policy: http://www.kent.edu/policyreg/policydetails.cfm?customel_datapageid_1976529=2338663
- Kent State University Student Accessibility Services: <http://www.kent.edu/sas/index.cfm>
- Kent State University Women's Center: <http://www.kent.edu/womenscenter/index.cfm>
- US Department of State, Bureau of Consular Affairs: <http://travel.state.gov/content/travel/english.html>
- US Department of State, Get Help in an Emergency: <http://travel.state.gov/content/passports/english/emergencies.html>
 - Emergency resources, including all embassies and consulates in other countries
- US Department of State, Learn About Your Destination: <http://travel.state.gov/content/passports/english/country.html>
 - Information on laws, customs, visa requirements, safety info
- US Department of State, Students Abroad: <http://studentsabroad.state.gov>
 - Tips for students going abroad
- US Department of State, Smart Travel Enrollment Program (STEP): <https://step.state.gov/step>
- The Center for Global Education: <http://globaled.us/peacecorps/index.asp>

This manual was created with the help from resources the following institutions.

- North Carolina State Greensboro
- The University of Georgia

Appendix G: HTH International Health Insurance Policy

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