



# **EMERGENCY RESPONSE GUIDELINES FACULTY-LED STUDY ABROAD PROGRAMS**

## **Three Key Points for Handling an Emergency Abroad:**

1. Take control of the situation
2. Get to the scene as soon as possible
3. Document the events, details, and actions taken

Spring 2022 Version

## Something has happened! First Steps:

1. **Remain calm.** The participants affected need you to be calm.
2. **Assess the situation and take control** with immediate action if an emergency (calling for police, ambulance or medical professionals, gathering students together, moving to a safe location, etc.)
3. **Speak with the affected student(s)** in private, if needed, to assess what has happened but do not promise complete confidentiality or secrecy since you will need to discuss the situation with others at OSU and the Assistance provider.
4. Express **concern, care, and willingness to help.**
5. Once the immediate emergency is addressed, **call** the OSU Travel Assistance Service, the OSU Police Department 24-hour number, and depending on the incident and time of day your College Coordinator, to report the incident and request support. **Do not call the family of a victim directly.** OSU will handle that process from Stillwater, as needed.

**OSU Travel Assistance Service: +1 866 693 6873 (from outside of the US)  
+1 312 935 9242 (from inside the US)**

**OSU Police: +1 405 744 6523**

**Your College Coordinator: \_\_\_\_\_**

When calling to report an incident, have the following details available:

- Your name and the program you are leading
  - Your location and immediate contact number and how long it will be valid
  - Participant's name(s), individuals involved
  - The nature of the emergency and names of treating doctor (if relevant to the emergency)
  - Name of hospital or other facility, if relevant to the emergency
  - When you will call back or when the OSU administrator may call you
  - Your longer term contact number if different from your immediate contact number
  - Who knows about the incident (other participants, family members, etc.), if known
6. **Review the *Emergency Response Guidelines*** for additional instructions on the specific emergency that has occurred.
  7. **Take time** for self-care, if needed.
  8. **Document all that has happened\***

**\*Reminder: Document, document, document.** Good documentation is important! For any incident, documenting the date, who was contacted, who was involved, and what was done is important to record keeping and recall of incidents in case there are later questions about how the incident was handled. Take photos of the setting if they might be helpful for future reference. Documenting includes taking note of the conversations you have with OSU Police Dispatchers and Travel Assistance Services staff. All OSU incidents abroad are entered into the Critical Incident Database (CID) and may be required for compliance with Cleary Act reporting requirements, so no detail is too small to document.

## Table of Contents

MANDATORY STUDENT INSURANCE AND PREPAYMENTS.....	4
POTENTIAL INCIDENTS ABROAD.....	5
<b>1.0 LOSS OF PASSPORT FIRST-STEPS CHECKLIST</b> .....	6
<b>2.0 THEFT OF PERSONAL BELONGINGS FIRST-STEPS CHECKLIST</b> .....	7
<b>3.0 DISCIPLINE AND BEHAVIOR CONCERNS FIRST-STEPS CHECKLIST</b> .....	9
<b>4.0 ILLNESS or INJURY FIRST-STEPS CHECKLIST</b> .....	11
<b>5.0 MENTAL HEALTH CONCERNS FIRST-STEPS CHECKLIST</b> .....	13
<b>6.0 ALCOHOL and SUBSTANCE ABUSE FIRST-STEPS CHECKLIST</b> .....	16
<b>7.0 SEXUAL ASSAULT FIRST-STEPS CHECKLIST</b> .....	17
<b>8.0 NATURAL DISASTER FIRST-STEPS CHECKLIST</b> .....	23
<b>9.0 SOCIAL UNREST AND TERRORISM FIRST-STEPS CHECKLIST</b> .....	24
<b>10.0 CRIMINAL BEHAVIOR OR ARREST FIRST-STEPS CHECKLIST</b> .....	25
<b>11.0 MISSING STUDENT OR ABDUCTION FIRST-STEPS CHECKLIST</b> .....	26
<b>12.0 EPIDEMIC FIRST-STEPS CHECKLIST</b> .....	28
<b>13.0 DEATH OF A PARTICIPANT FIRST-STEPS CHECKLIST</b> .....	29
APPENDICES .....	32
<b>Appendix A. Pre-departure Checklist Example</b> .....	32
<b>Appendix B. Emergency Contact Card Example</b> .....	33
<b>Appendix C. Types of Incidents</b> .....	34
<b>Appendix D. Incident Report Template</b> .....	35
<b>Appendix E. Cancelling a Program and Evacuation</b> .....	37
RESOURCES .....	38
OSU Resources.....	38
State Department and Government Resources:.....	38
Online Resources and Books .....	38

## MANDATORY STUDENT INSURANCE AND PREPAYMENTS

As part of our OSU Health and Safety Program for students, the OSU mandatory student travel insurance includes medical pre-payment in emergency situations ([see more on payments below](#)). Depending on the nature of the emergency (see first steps on page for specific type of emergency), the insurance company may be one of the first calls you make as they can assist in locating local hospitals, locating a medical translator and help make other arrangements.

If this emergency is such that the student's injuries must be addressed urgently, the insurance company should be called as soon as possible after the incident. Depending on the nature of the medical situation, you or the student may call Gallagher Global Assistance at **+1 312 935 9242 (from inside the US) or +1 866 693 6873 (from outside of the US)**. The OSU policy number is **GLMN14301720**. They will need details on the injury or illness and contact information for the medical care provider if the student was taken to a hospital or other facility.

### **Note on paying for medical care**

Students should be prepared to pay for all of their own medical care while abroad. They should have access to an emergency credit card or other funds to pay for basic care such as visits to the doctor and minor medical treatments. It is standard for travel insurance to be on a reimbursement basis, so all receipts should be kept to file a claim after the treatment. If the student cannot pay for their medical care or the situation requires a large pre-payment (such as for a surgery) OSU's travel assistance service should be contacted immediately to arrange payment to the hospital. They can pay up to \$10,000 in advance.

*Faculty leaders should not pay for any student medical expenses on their personal credit card unless there is no other option, as there is no guarantee of reimbursement.* In addition, state regulations for PCard use do not allow payments for student medical care. If you believe you have no other option but to pay for a student's medical care using personal funds, please contact your college or department study abroad coordinator to discuss in advance, as your college needs to agree to reimburse you or assist with collecting funds from the student if the insurance provider declines the claim or other issues arise.

## POTENTIAL INCIDENTS ABROAD



## 1.0 LOSS OF PASSPORT FIRST-STEPS CHECKLIST

If you are on-site, take care of any immediate needs first and foremost (e.g. student was injured and needs a medical evaluation, student's hotel room was robbed and they need to go to a safe space) then

- Obtain details and document what happened and evaluate the situation
- Determine if items were lost or taken along with the passport (wallets, phones, etc.)
- Depending on the country, notify the police if a theft occurred (if appropriate)
- Call the OSU Travel Assistance Service at +1 312 935 9242 (from inside the US) or +1 866 693 6873 (from outside of the US) if information or support needed
- Plan with the student how they will replace the passport
  - Do you or they have a paper copy? If not, OSU has a digital copy to use
  - Do they need to get a new photograph taken?
  - How far are you from the Embassy or Consulate to obtain a new passport?
- Document what has happened!
  - Date and who was involved
  - Who was contacted and steps taken
  - Take photos of the setting if they might be helpful for future reference
- Complete an incident report and send to your College Coordinator. They will enter the incident into the OSU Critical Incident Database used for Clery Reporting and other university processes

## ADDRESSING CRISIS RESULTING FROM LOSS OF PASSPORT

The loss of a passport is extremely common but never convenient. It will take some help and logistical planning on your part as the course leader to help a student arrange for a replacement passport or temporary travel documents. Here are some tips for common problems that can come up after loss of a passport:

1. **Missed Transportation** – if the group is traveling on to another location, the student may not be able to travel with the group. Discuss with your College Coordinator to plan for who will stay with the student and who will travel with the remaining group, or if the entire group needs to remain behind until the problem is resolved.
2. **Student Misses Official Class time** – the student may need to miss official class activities replacing their passport. Discuss with the student your expectations for making up any missed activities with other assignments or tasks, if needed.
3. **Student Cannot Fly Home** – the course has ended but the student cannot board their flight home. Discuss with your College Coordinator to plan if the student will remain behind after the course to resolve the issue or if the situation requires OSU staff remaining with them until resolved.

### Helpful Resource

US Department of State, Lost Passport Page:

<https://travel.state.gov/content/travel/en/passports/after/lost-stolen.html>

## 2.0 THEFT OF PERSONAL BELONGINGS FIRST-STEPS CHECKLIST

If you are on-site, take care of any immediate needs first and foremost (e.g. student was injured and needs a medical evaluation, student's hotel room was robbed and they need to go to a safe space) then

- Obtain details and document what happened and evaluate the situation
- Determine the extent of items stolen (wallets, phones, passports, etc.)
- Depending on the country, notify the police of theft (if appropriate)  
Call the OSU Travel Assistance Service at +1 312 935 9242 (from inside the US) or +1 866 693 6873 (from outside of the US) if information or support needed to replace documents or locate a doctor
- Discuss with the student what type of support they need and contact your College Coordinator as needed
  - Did they lose all cash and credit cards? If so, how will they pay for personal items for the remainder of the time abroad?
  - Do they need to replace a passport?
  - Do they need a police report to submit when they get home for their personal, family insurance?
- Document what has happened!
  - Date and who was involved
  - Who was contacted and steps taken
  - Take photos of the setting if they might be helpful for future reference
- Complete an incident report and send to your College Coordinator. They will enter the incident into the OSU Critical Incident Database used for Clery Reporting and other university processes

### CATEGORIES OF THEFT AND POSSIBLE RESPONSES

Theft is unfortunately all too common when traveling. A purse is left on a table at the bar; wallets are lifted from jean pockets on the subway. Theft can be distressing and stressful for anyone. It will take some help and logistical planning on your part as the course leader to help a student after a theft.

There are three primary types of theft: Burglary, Larceny, and Robbery. Here are some steps for each manner of theft:

4. **Burglary** – unlawful entry or remaining in a structure to commit felony or theft. In this instance, a student has likely lost items from their room or in a classroom. They will likely want to change rooms or take other precautions since burglary can leave one feeling violated. If the items have been taken by a roommate, or one student accuses another of the theft, this will need to be discussed with OSU. Also, discuss with your College Coordinator a plan for addressing a student's needs if they feel unsafe in space provided by OSU.
5. **Larceny** – taking, carrying or riding away with someone else's property. This is pickpocketing and purse snatching, as two examples. Students may not be aware immediately they have lost an item which may take time with your help to determine what happened. Students may be injured if they are shoved to the ground or attempt to fight back against the perpetrator. Medical attention will be

your first concern, then addressing the loss of items. Discuss with the student and your College Coordinator any support needed.

6. **Robbery** – taking personal items with force, threat, violence or fear. Students may be injured or in emotional distress since robbery can be violent or create fear for the victim. Medical attention will be your first concern, then addressing the loss of items. Discuss with the student and your College Coordinator any support needed.



### 3.0 DISCIPLINE AND BEHAVIOR CONCERNS FIRST-STEPS CHECKLIST

Become familiar with prohibited conduct outlined in the OSU Student Code of Conduct.

<https://studentconduct.okstate.edu/code> if any behavior exhibited by students aligns with the prohibited conduct you may file a complaint with Student Conduct at <https://studentconduct.okstate.edu/report>

There are three steps to follow in addressing undesired behavior:

1. Confront the behavior
2. Document
3. Refer, if needed

#### 1. Confront the Behavior

- a. Depending on the severity of the behavior consider a general word of caution to the whole class rather than warning a particular student (e.g. "When I tell you to be ready to leave at 8am, I expect that we are walking out the door at that time").
- b. If the behavior continues or was more server or egregious in nature you might need to meet with the student instead of a general word of caution.

STEPS	EXAMPLES
Clearly state the behavior causing the disruption	When you arrive late it puts the whole group behind schedule.
Give the student an opportunity to respond	
Set expectations going forward	I expect from here on out, you are ready five minutes before.
Explain what will happen in the future if expectations are not met	If you can't meet this expectation you will not be allowed to have free time in the evening.
Discuss resources to promote student success	I suggest that you set your phone alarm, room clock, and ask for your roommate to wake you up so you are on time.
Document, if able, in an email to the student a summary of the conversation. If not possible, be sure you also have clear, verbal affirmation from the student that they understand your conversation.	

#### 2. Document

Make written notes of any discussion, incidents, or action taken. Notes should include:

- a. Reconstruct your actions, conversations with the student
- b. Dates and times
- c. Reflects student awareness

### **3. Refer, if needed**

- a. Continued undesired behavior that violates the Student Code of Conduct can be referred to Student Conduct. This allows for due process to be given to the student yet holds them accountable for their actions. However, this is not necessarily an immediate solution
- b. Keep your College Coordinator informed.
- c. Egregious incidents could result in immediate dismissal from the program. This should only be done in consultation with relevant campus staff.

### **Points to Consider**

- a. Eye contact, facial expressions, gestures, physical proximity to students, and the way you carry yourself will communicate that you are in calm control of the situation
- b. Verbalize descriptions of the behaviors and do not make value judgments about students
- c. Do not use sarcasm
- d. Consider, "Am I making this worse or better?"
- e. Listen as much as you talk
- f. Stay solution focused

## **4.0 ILLNESS or INJURY FIRST-STEPS CHECKLIST**

Take care of an urgent medical emergency first and foremost, then

- Obtain details and start documenting what happened
- Go to the participant if you are not on-site or meet them at the medical facility if they have been transported somewhere other than the location where the illness or injury occurred
- Evaluate the situation
- If the student needs to go to the doctor, arrange medical transport to the medical facility and remain with them at the facility until they are discharged
- Be able to provide medical alert/allergy information to the emergency response/ medical staff
- Contact the **OSU Travel Assistance Services at +1 312 935 9242 (from inside the US) or +1 866 693 6873 (from outside of the US)** for medical facility recommendations or if prepayment for services is required
- Call the **OSU Police at +1 405 744 6523** so they can notify appropriate staff on campus. OSU will contact family members as needed so that you can remain focused on your students
- Coordinate who will stay with the ill or injured student and who will remain with the other students
- If life and death emergency medical decisions are needed, you may need to call the student's emergency contact directly if there is not time for OSU staff in Stillwater to assist you. In all other situations, focus on the students on site and leave to other OSU staff to speak with family members

Once the immediate medical emergency has passed:

- Record the following information:
  - Who is the attending physician (if any) and do they speak English?
  - What is the diagnosis and/or prescribed treatment?
  - What is the prognosis?
  - Are other participants at risk (physical or psychological)?
  - Is airlift evacuation a desirable and/or viable action?
- Monitor the situation - Don't divulge information, even to the participant's family members without his/her prior specific consent. Privacy law exceptions apply, however, in case of emergency and the injured person cannot act for him or herself. At all times, be respectful of the participant's privacy.
- Other participants may learn about the incident and want to share their information. Explain that the participant involved in being taken care of and caution them about speculative discussion or social media posts. Advise them to wait until complete and accurate information is available before they communicate with persons at home. Keep them informed in a way that ensures confidence as well as protects the privacy of the participant.
- Stay in contact with any medical personnel involved in the situation and keep your incident report up to date. Keep the Outreach/International Program Director updated.
- If the student must withdraw early to return home, or needs medical evacuation, contact the **OSU Assistance Services immediately at +1 312 935 9242 (from inside the US) or +1 866 693 6873 (from outside of the US)**. They will make those flight and other arrangements.
- Document what has happened

- Date and who was involved
  - Who was contacted and steps taken
  - Take photos of the setting if they might be helpful for future reference
- Complete an incident report and send to your College Coordinator. They will enter the incident into the OSU Critical Incident Database used for Clery Reporting and other university processes

**Reminders:**

- **NEVER leave a student alone at a hospital or other care facility.** Organize an OSU employee to remain with the students at all times until a family member is present, if the illness or injury is such a family member travels to the location. If serious enough, OSU will send staff from Stillwater to assist you if the emergency is that critical and family members are unable to be present at the hospital with a student.
- Should a family member travel to the location, provide local assistance as necessary. Your College Coordinator and the OSU Travel Assistance Services representatives will handle flights and other details for family members
- Reminder, only in extreme circumstance and with OSU approval are you permitted to use a PCard for student medical care. That is not an approved expense for PCard use. You are also discouraged from paying with your own credit card for any student medical treatment to avoid personal liability issues. If care must be prepaid, contact the OSU Travel Assistance Services as they are prepared to arrange for prepayment of care. If you must pay personally for any medical care, do so in consultation with your College Coordinator and others at OSU.

## **5.0 MENTAL HEALTH CONCERNS FIRST-STEPS CHECKLIST**

If the situation appears to be a **mental health emergency**, take appropriate steps to ensure the safety of the student and other participants as you would in any other emergency/life threatening situation.

### **Examples of Mental Health Emergencies include (but are not limited to):**

- a) Suicide has been attempted or student states they have a plan to kill themselves
- b) Student states they plan to kill or harm someone else
- c) Student has engaged in self-injury and they need immediate medical attention
- d) Student is severely impaired by drugs or alcohol that requires immediate medical attention (i.e. alcohol poisoning or drug overdose) – also refer to that section of these Guidelines
- e) Student is engaging in unusual and erratic behavior that suggests a threat to self or others (i.e. psychotic, unable to communicate, destructive behavior)

- Obtain details and start documenting the situation and any related incidents
- Go to the participant if you are not on-site or meet them at the medical facility if they have been transported somewhere
- Evaluate the situation
- Arrange medical transportation if necessary and stay at the medical facility until a replacement OSU staff member or family member arrives, or the student is discharged to return to the program
- Contact the **OSU Travel Assistance Services at +1 312 935 9242 (from inside the US) or +1 866 693 6873 (from outside of the US)** for medical facility recommendations or if prepayment for services is required
- Call the **OSU Police at +1 405 744 6523** so they can notify appropriate staff on campus. OSU will contact family members as needed so that you can remain focused on your student(s)
- Coordinate on site OSU staff who will stay with student experiencing an emergency and who will remain with the other students

(See next page)

In cases where a student is in **acute distress** or requests to speak with a counselor for a **non-emergency**, contact the **OSU Travel Assistance Services at +1 312 935 9242 (from inside the US) or +1 866 693 6873 (from outside of the US)** for local counselor recommendations. You should also notify your College Coordinator so they are aware of and can support you as needed, along with other professional staff on campus.

**Examples of Acute Distress include (but are not limited to):**

- a) Student threatens to attempt suicide at some point in the near future
- b) Student is engaging in threatening behaviors or gestures towards others
- c) Student has engaged in self-injury (cutting, scratching, etc) **and** states they are having serious thoughts of suicide
- d) Student is engaging in odd behavior that is concerning and causing some disruption

**Examples of Non-emergencies include (but are not limited to):**

- a) Student has engaged in self-harm (cutting, scratching, etc) and denies thoughts of suicide
- b) Student has threatened to engage in self-harm and denies thoughts of suicide
- c) Student states they have thoughts of suicide but deny any intent to harm themselves and state they would never take action on the thoughts
- d) Student is upset and requests to speak with a counselor (relationship break up, past abuse, past trauma)

Once the emergency or immediate situation has passed:

- Document the behavior, related incidents, and any response to the situation by OSU staff, other participants, and local responders/care providers
- Ask participants to report if a peer's behavior is hampering their ability to learn or to get the most out of their program. (Do not however call out potentially disruptive students by name to other students)
- Contact your College Coordinator with updates and if you notice indications of a potential problem or that a non-emergency situation is becoming a mental health emergency
- If medical professionals determine the student needs to return to the USA for additional care or cannot rejoin the course in progress, the OSU Travel Assistance Services should be engaged to manage that process and arrange for transportation

### **General Reminders for Mental Health Issues**

- 1) **Prior to departure:** familiarize yourself with the local resources for both on-going psychological and psychiatric care as well as emergency services.
- 2) **Become aware of signs of distress**  
The most frequent conditions reported on study abroad may include:

- Anxiety symptoms and panic attacks
- Depression
- Self harm
- Eating disorders
- Chronic alcohol or prescription drug abuse

**The University Counseling Services website lists signs and symptoms of distress:**

<https://ucs.okstate.edu/scc/referstudents.html>

**3) Reminder**, only in extreme circumstance and with OSU approval are you permitted to use a PCard for student medical care. That is not an approved expense for PCard use. You are also discouraged from paying with your own credit card for any student medical treatment to avoid personal liability issues. If care must be prepaid, contact the OSU Travel Assistance Services as they are prepared to arrange for prepayment of care. If you must pay personally for any medical care, do so in consultation with your College Coordinator and others at OSU.

**4) NEVER leave a student alone at a hospital or other care facility.** Organize an OSU employee to remain with the students at all times until a family member is present, if the situation is such a family member travels to the location. If serious enough, OSU will send staff from Stillwater to assist you if the emergency is that critical and family members are unable to be present with a student.

Should a family member travel to the location, provide local assistance as necessary. Your College Coordinator and the OSU Travel Assistance Services representatives will handle flights and other details for family members

## **6.0 ALCOHOL and SUBSTANCE ABUSE FIRST-STEPS CHECKLIST**

Consequences of excessive alcohol use and other drugs are common on campus and those behaviors travel easily to the study abroad space, potentially disrupting your course and student learning experiences. Local drinking or drug cultures that may be different from the United States, potency of alcohol that may vary from typical drinks in Stillwater, a variety of legal drinking ages, the legality and availability of drugs, and stress of being in an unfamiliar environment can all influence student behavior abroad. If you encounter a student who may be overconsuming any variety of substances:

- Treat the situation seriously while remaining objective. Do not judge but also do not ignore what could be or become a serious health incident
- If you suspect alcohol poisoning or some kind of overdose, contact emergency medical care immediately
- Contact the **OSU Travel Assistance Services at +1 312 935 9242 (from inside the US) or +1 866 693 6873 (from outside of the US)** if you need to refer the student to a medical facility or other care
- Call the **OSU Police at +1 405 744 6523** if the situation warrants contacting family members so they can notify appropriate staff on campus who will reach out to the student's emergency contacts.
- If a student is hospitalized or needs medical care, coordinate who will stay with them until they are discharged or in worst-case scenarios a family member arrives. Reminder, never leave a student alone without an OSU employee representative at a hospital or medical facility.

Once you have addressed the immediate incident, or in cases where there are ongoing problems:

- Discuss the situation with your College Coordinator, if not done already
- Document the incident(s) for future reference should disciplinary action be required
- Hold the student responsible for their behavior and actions
- Remind the student of behavior expectations, if appropriate in the situation (for example, arriving on time for class meetings)
- Remind the student of the disciplinary process and explain consequences of misbehavior
- Discuss the incident with OSU Student Conduct if the situation warrants. Your College Coordinator and the Center for Global Learning can assist with that, if needed.
- Complete an incident report and send to your College Coordinator. They will enter the incident into the OSU Critical Incident Database used for Clery Reporting and other university processes



## 7.0 SEXUAL ASSAULT FIRST-STEPS CHECKLIST

- Take any report of sexual assault seriously and respond quickly. Do not ignore or minimize the situation
- Ensure the immediate safety of the student. Attend to the immediate health and safety of the student
- Contact the **OSU Travel Assistance Services at +1 312 935 9242 (from inside the US) or +1 866 693 6873 (from outside of the US)** for medical facility or local resource recommendations, if needed
- Support the student by providing resources
- Contact the OSU Deputy Title IX Coordinator for assistance. Call the **OSU Police at +1 405 744 6523** and they can help contact the Title IX Coordinator
- Remember, confidentiality is critical in sexual assault incidents. Beyond your institutional reporting requirements and supporting the student, do not discuss the incident with other individuals (including family members and other students in the course) without specific permission from the student

The primary concern during a sexual assault incident is to do what is best for the student both physically and emotionally. It is important to allow the harmed student to make the decisions on what they want to do. It is the university employee's responsibility to offer options. When a sexual assault is reported the following five steps should be followed.

1. Safety
2. Explain your responsibilities
3. Get the facts
4. Share resources
5. Report

### 1. Safety

- a. Is the student in immediate danger? **Ask the student, "Is there any reason I should be concerned about your safety right now?"**
- b. Explain the host country's laws and procedures for dealing with sexual assault so the student can be prepared to make a decision to go to the police, hospital, or a rape-crisis agency. Check the country specific page of the State Department website, [www.travel.state.gov](http://www.travel.state.gov)
- c. If there are obvious signs of injury, take the student to a local hospital or clinic that you can trust if appropriate and desirable. If there is no obvious physical injury, ask the victim whether they would like to go to a hospital or clinic. If so, help with getting to the facility and stay with them through the duration of care.
- d. If the student does desire to go to the police about the incident, discourage washing clothes or showering or discarding any other potential evidence.
- e. Ask the student if they wish for their emergency contact to be notified or if they would like a friend present during the conversation.

## 2. Explain Your Responsibilities

- a. Inform the student that you are required by the university to report to the office of Student Conduct and the OSU police. **“Thank you so much for trusting me enough to share this with me, but before you go any further, I do want you to know that I am required by the university to report certain things, especially if I think you have been harmed in any way.”**
- b. The student then knows that their information will remain private and only shared with those individuals that need to know however you will NOT be keeping the information confidential.
- c. The information is reported to the OSU police department for the purpose of crime statistics. Your College Coordinator will not be reporting the student’s name to OSU PD unless they provide consent for us to do so. However, OSU policy and federal laws require that you report all of what the student has shared with you to the Deputy Title IX Coordinator. When reporting to the Deputy Title IX Coordinator you are required to provide both the victim and alleged individual’s names and details of what you know. The university is required to take immediate and appropriate steps to investigate what occurred and take prompt and effective action to end the harassment, prevent any recurrence, investigate, and remedy the effects. The university will not be able to fulfill its federal requirements and maintain a safe living and learning environment if you do not share all the information.

## 3. Get the Facts

- a. As you talk to the student, let them share what they want to share. Your responsibility is not to investigate. However, you should ask about the date, time, location, alleged individual, and the basic details. **“Thank you so much for sharing that with me. Would it be alright if I asked you just a few questions to be shared when I pass this information to the Deputy Title IX Coordinator and so I can best help you? Do you remember a timeframe of when this happened, like the date, and maybe a time? Do you remember where you were when this happened?”**
- b. **Do Not Investigate.** You do not have to prove what happened or who was at fault, the appropriate and appointed university officials will investigate. In addition, do not try to apprehend the alleged individual of a crime.

## 4. Share Resources

There are several resources available to victims of crimes.

- b. **Police:** Please inform the individual about their option to report directly to law enforcement themselves; however, you do not need to convince the person reporting the incident to you to speak to the police if they are unwilling to do so. Explain the host country’s laws and procedures for dealing with sexual assault so the student can be prepared to make a decision to go to the police, hospital, or a rape-crisis agency. Check the country specific page of the State Department website, [www.travel.state.gov](http://www.travel.state.gov)

- c. OSU Victim Advocates: **This is the best resource to encourage!** The OSU victim advocates can talk to students and will cover resources and options with the students. They are designated as confidential so if a student does not want to disclose to you because you are not a confidential reporting options the victim advocates information would be a good alternative. Oklahoma State University has victim advocates on call Monday – Friday 8:00 a.m. to 5:00 p.m. They can be reached at +1 405-564-2129. The advocates' email address is [advocate@okstate.edu](mailto:advocate@okstate.edu) and more information is provided online at <http://1is2many.okstate.edu/advocate>.
- d. Support Hotlines:
- Pathway to Safety offers live chat capabilities to support victims. <https://pathwaystosafety.org/>
  - National Sexual Assault Hotline offers online chat feature and 24-hour phone hotline. <https://hotline.rainn.org/online> or 1-800-656-4673
  - Wings of Hope is Stillwater's domestic violence center and a 24-hour help line is available at +1 405-624-3020
- e. Please review information provided at <http://1is2many.okstate.edu> with the individual. Information to cover could include victim advocates, interim measures, reporting and resources.
- f. Continue to check periodically on the student without being too intrusive.

## 5. Report

After the facts have been collected and the individual has been informed of the report and provided resources, you now must report the incident to the appropriate officials.

- a. Within the next 24 hours call Student Conduct, Deputy Title IX Coordinator, +1 405-744-5470 or email at [student.conduct@okstate.edu](mailto:student.conduct@okstate.edu) . Your College Coordinator can assist with this process. However, the Title IX Coordinator will expect to speak with you directly as well.

What can I expect when I make a report?

- The student who disclosed the incident(s) will be treated with respect, care and dignity, and disclosures will be treated seriously.
- The victim's privacy is carefully maintained. The individual will be asked to describe the incident to as few individuals as practicable and will not be required to unnecessarily repeat a description of the incident.
- The victim can decide whether to participate in the conduct or criminal justice process free from pressures from college officials.
- The Student Conduct staff member will communicate with the student via phone, email or Skype and will provide information on available resources, explain all options for reporting and offer interim safety measures.

- b. In cases where the accused perpetrator is another student, or faculty or staff member additional conversation will take place when you report about addressing any additional issues. The alleged perpetrator may need to be dismissed from a program to return home as an interim measure. You should not make these decisions it should be in consultation with the appropriate university officials. Do what you can to keep the alleged individual away from the harmed student. This is not a presumption of guilty but rather an effort to minimize future conflict and emotional harm.
- c. Contact the College Outreach/International Programs Director and the Center for Global Learning.
- d. Be prepared to deal with rumors that might circulate faster than you can imagine. In all cases, protect the student's privacy as much as you can. You may want to emphasize safety guidelines. If pressed for details, be as reassuring as possible, but explain that you are obliged to protect student's privacy, just as you would the person asking for details.

### **Communicating with a Victim**

It will help the reporting individual if you are calm and measured. Assure the student that you will try to help them and will share some resources and discuss their options.

Learn about and employ active listening (<http://psychcentral.com/lib/become-a-better-listener-active-listening/0001299>). Display calm, confident, quiet competence. Let them talk at a rate that is comfortable for them. Details might be out of order. Let them decide what and when to share information. Show interest. If in person or via video conference, nodding your head and eye contact can convey a lot. Statements of concern rather than shock are key. Resist the urge to make decisions for the student. Don't panic or display high levels of emotion. It is normal to want to fix something and to feel angry or upset, but those reactions are not going to help the reporting person.

It is important to start by believing the individual (<http://www.startbybelieving.org/what-to-say>). It is helpful to express concern and to say that you are very sorry that they have experienced this situation. You walk a fine line between not minimizing the individual's feelings or emotions and not exacerbating their negative emotions with your reaction.

#### **It is helpful to say things like:**

- "I am sorry this happened to you."
- "I am here to help you. Let's explore some options."
- "What happened wasn't your fault."
- "That must have been scary."

#### **Likewise, there are unhelpful things to say and to avoid:**

- "Why" questions
- Questions about what a person was wearing or how much they had to drink
- Any statement that begins with "at least..." or "if only you hadn't..."

- Any question that asks if they are sure it was sexual assault
- Any statements that normalize sexual assault (“it happens,” “it’s just sex,”)
- Any statement that you cannot be sure of (“I know it will be ok,” “I promise you everything will work out,” “Everything happens for a reason”)
- Any statement that can be victim blaming, or displaying anger or desire for more violence, can be very harmful.

Know that you do not have to ask the person a lot of questions. We want to give the victim choices and options and let them be in control of letting us know what is most important to them at this moment. In fact, it is recommended that victims not have to repeat what happened over and over and over again, so let the person tell you what they wish to tell you and try not to ask too many questions or assure them of what will happen.

**Avoid these communication “roadblocks”:**

- “Why” questions —tend to make people defensive.
- Quick reassurance — “Don’t worry about that.”
- Advising — “I think the best thing for you is to...”
- Digging for information and forcing someone to talk about something they would rather not talk about.
- Patronizing — “You poor thing, I know just how you feel.”
- Preaching — “You should...” Or, “You shouldn’t...”
- Interrupting — implies you aren’t interested in what someone is saying.

Try to be comfortable with pauses and some silence as needed by the person speaking to you (whether in person, over the phone, or via video-conference). Know that many victims blame themselves. Responses to sexual violence are physiological (fight, flight, or freeze) and may be dictated by specific situations. After an attack, victims often question what their response was and wonder if they could have done something differently to prevent the situation. If you hear self-blaming, it is appropriate to reassure a victim that sexual violence is never the fault of the person who was attacked.

It can be especially helpful and important to validate the person’s feeling and acknowledge the individual’s concerns. Listen openly and with empathy, and respond in a genuine way — for example, “I appreciate your willingness to talk about such a difficult issue...”

- Be a non-judgmental listener.
- Avoid statements or questions that might do harm to the victim (e.g. avoid any suggestion that the individual is at fault, or that they should have acted in a different manner).

- Reinforce that you can help the individual take steps to help them.
- Assure the individual that they will be treated with respect and given privacy.
- Know that there is an amnesty policy for alcohol and drug use in sexual violence cases.
- Recognize the limits of your expertise and don't try to get all the details.

## **Policies**

Familiarize yourself with campus policies regarding sexual violence. The following prohibited conduct can be found in the Student Code of Conduct at <https://studentconduct.okstate.edu/code>. The location of the behavior does not matter. These policies apply to all members of the campus community – students and employees and in any location connected with university programs. These incidents might occur in another country with study abroad programs or campus-related travel.

- Sexual Misconduct
- Dating Violence
- Domestic Violence
- Sexual Harassment
- Stalking

## 8.0 NATURAL DISASTER FIRST-STEPS CHECKLIST

Natural disasters often include multiple types of incidents and can disrupt normal processes if communication systems are down, students are scattered in multiple locations, and other crisis situations.

First and foremost, address any health and safety emergencies as best able and seek emergency medical treatment as needed. Refer to other sections of these Guidelines depending on the situation. Then:

- Locate all students as soon as able. You may need to go to your pre-determined meet up point to see if any students are there
- Take any steps necessary to protect students from immediate danger or physical harm, in consultation with local officials
- Call the **OSU Police at +1 405 744 6523** so they can notify appropriate staff on campus. OSU will contact family members as needed so that you can remain focused on your students
- Seek out local information and updates to protect students (from local media, disaster relief responders, Embassy, AlertTraveler, etc.)
- Consider sheltering in place or if moving to another location is needed. Unless instructed by officials, do not take the group to the U.S. Embassy. The Embassy is not equipped for large numbers of people and typically instructs all citizens to shelter in place until the immediate crisis has passed
- Contact the **OSU Travel Assistance Services at +1 312 935 9242 (from inside the US) or +1 866 693 6873 (from outside of the US)** for medical facility or shelter recommendations or if evacuation assistance will be needed
- Analyze possible scenarios and activate an emergency plan, in consultation with the OSU campus
- Remain in contact with OSU and the Assistance Services as much as possible

When you have addressed the immediate crisis:

- Start an incident log and document all relevant details
- Keep students updated on information and instructions
- Remind all students to report in as safe, if possible, using AlertTraveler
- Assist in organizing for evacuation, if needed (see Appendix E on cancellation and evacuation)

## **9.0 SOCIAL UNREST AND TERRORISM FIRST-STEPS CHECKLIST**

Social unrest can be a complicated situation to navigate and the unexpected nature of a terrorist attack can involve any number of different crisis situations to be addressed.

First and foremost, address any health and safety emergencies as best able (if any) and seek emergency medical treatment as needed. Refer to other sections of these Guidelines depending on the situation.

Then:

- Locate all students as able. You may need to go to your pre-determined meet up point to see if any students are there
- Take any steps necessary to protect students from immediate danger or physical harm, in consultation with local officials
- Call the **OSU Police at +1 405 744 6523** so they can notify appropriate staff on campus. OSU will contact family members as needed so that you can remain focused on your students
- Seek out local information and updates to protect students (from local media, disaster relief responders, Embassy, AlertTraveler, etc.)
- Consider sheltering in place or if moving to another location is needed. Unless instructed by officials, do not take the group to the U.S. Embassy. The Embassy is often a target of protest or potential attack and is not equipped for large numbers of people. The Embassy typically instructs all citizens to shelter in place until the immediate crisis has passed
- Contact the **OSU Travel Assistance Services at +1 312 935 9242 (from inside the US) or +1 866 693 6873 (from outside of the US)** for medical facility or shelter recommendations or if serious evacuation assistance will be needed
- Analyze possible scenarios and activate an emergency plan, in consultation with the OSU campus
- Remain in contact with OSU and the Insurance Assistance Services as much as possible

When you have addressed the immediate crisis:

- Start an incident log and document all relevant details
- Remind students to avoid areas where protests are occurring and never take students to a local protest event. In many countries, foreigners at local protests can be arrested and charged with inciting violence or worse!
- Keep students updated on information and instructions
- Remind all students to report in as safe, if possible, using AlertTraveler
- Assist in organizing for evacuation, if needed (see Appendix E on cancellation and evacuation)

**REMINDER:** When a host country is experiencing open social unrest or terrorist incidents, avoid areas where tourists congregate or frequently travel through. Avoid popular nightspots, entertainment facilities, sporting events that are likely to become targets or involved in rioting.



## **10.0 CRIMINAL BEHAVIOR OR ARREST FIRST-STEPS CHECKLIST**

U.S. citizens are subject to a local country's laws and regulations. If students, or a program leader, are arrested or detained, follow these steps:

- Contact the **OSU Travel Assistance Services at +1 312 935 9242 (from inside the US) or +1 866 693 6873 (from outside of the US)** if support is needed
- Call the **OSU Police at +1 405 744 6523** or your College Coordinator so they can notify appropriate staff on campus. OSU will contact family members and others as needed so that you can remain focused on your students
- Determine who will contact the US Embassy. The Embassy cannot provide any legal representation but can provide referral for local legal counsel. The Embassy staff will take steps to help ensure those detained have access to counsel and basic humanitarian treatment, including conducting a welfare visit to the site of the detention
- Document what has happened
  - Date and who was involved
  - Who was contacted and steps taken
  - Take photos of the setting if they might be helpful for future reference
- Remain in contact with the detained individual, if possible, and the Embassy officials
- Work with your College Coordinator to determine next steps for continuing the course. In some cases, a representative from OSU may travel to your location.
- Complete an incident report and send to your College Coordinator. They will enter the incident into the OSU Critical Incident Database used for Clery Reporting and other university processes

**REMINDER:** Participant criminal activity is not covered by the travel assistance evacuation policy

## **11.0 MISSING STUDENT OR ABDUCTION FIRST-STEPS CHECKLIST**

Students can go missing for innocent reasons (wandering off along or getting lost) or for more serious incidents of harm. In both cases, the incident is concerning for all involved. If a student is not accounted for based on set expectations for arrival at official activities or normal behavior coming and going:

- Gather information from fellow students and others to see if anyone knows anything about the student's possible whereabouts. Facebook and GroupMe posts can be quite helpful as well to see if a student has posted recently.
- Determine when, where, and by whom the student was last seen
- Ask everyone to report immediately if the student returns
- Use AlertTraveler to send out a 'check in' to see if the student replies (staff on the OSU campus can assist with that process)
- Call the **OSU Police at +1 405 744 6523** or your College Coordinator depending on time of day so they can notify appropriate staff on campus. OSU will contact family members if needed so that you can remain focused on your students
- Contact the **OSU Travel Assistance Services at +1 312 935 9242 (from inside the US) or +1 866 693 6873 (from outside of the US)** for assistance in contacting local officials or others who can help with reporting a missing person
- Contact local police and/or the U.S. Embassy to report a missing person. This often requires a 24 hour or other predetermined time missing before officials will consider them missing.
- Document what has happened
  - Date and who was involved, including who was contacted and steps taken
  - Take photos of the setting if they might be helpful for future reference

Once you have addressed the immediate emergency:

- Keep other participants updated and instruct them of any new protocols (for example, requiring the group to stay together)
- Once a student is confirmed missing, work closely with local officials and OSU campus staff on steps needed
- If a student is confirmed abducted, special responses may be required so assist with open communication with all involved
- If contacted by local or US media, do not provide any information on the student or speak on behalf of OSU. OSU will handle all official media communication

If a student is located:

- Determine the student's health and wellbeing
  - If injured or in distress seek out medical care. OSU Travel Assistance Services can help with that process and any referrals needed
  - If the student is deceased, refer to that section of the Guidelines for next steps

- Interview the student, if they are able, to get information on the situation and if any help is needed or a discussion on behavior is warranted
- Notify OSU that the student has been located. They can notify other parties involved, including parents who may want to speak with their child

## **12.0 EPIDEMIC FIRST-STEPS CHECKLIST**

Epidemic outbreaks often follow a natural disaster or emerge on their own as with the zika virus in 2018 and the H1N1 swine flu in 2010. Epidemics can disrupt programs quickly, including before departure, and can involve travel restrictions that complicate institutional response.

First and foremost, address any health and safety emergencies as best able and seek emergency medical treatment as needed. In an epidemic, stopping the spread of the contamination to others is a primary focus. Once urgent health and safety issues are addressed:

- Locate all students as soon as able, if the group is disbursed in multiple locations
- Depending on the urgency of the situation, call the **OSU Police at +1 405 744 6523** or your College Coordinator so they can notify appropriate staff on campus. OSU will contact family members as needed so that you can remain focused on your students
- Seek out local information and updates to protect students (from local media, official responders, Embassy, AlertTraveler, etc.)
- Contact the **OSU Travel Assistance Services at +1 312 935 9242 (from inside the US) or +1 866 693 6873 (from outside of the US)** for medical facility or shelter recommendations or if evacuation assistance will be needed
- Avoid public spaces as much as possible and consult with local officials and OSU staff on sheltering in place, assembling in another location, moving locations, et cetera
- Unless instructed by officials, do not take the group to the U.S. Embassy. The Embassy is not equipped for large numbers of people and typically instructs all citizens to shelter in place until the immediate crisis has passed
- Analyze possible scenarios and activate an emergency plan, in consultation with the OSU campus
- Remain in contact with OSU and the Assistance Services as much as possible

When you have addressed the immediate crisis:

- Start an incident log and document all relevant details
- Keep students updated on information and instructions
- Remind all students to report in as safe, if possible, using AlertTraveler
- Assist in organizing for evacuation, if needed (see Appendix E on cancellation and evacuation)

## 13.0 DEATH OF A PARTICIPANT FIRST-STEPS CHECKLIST

Death of a student or program leader while abroad is one of the most emotionally challenging crisis that can occur. When a death has occurred, follow these steps closely:

- Go to the site of the incident
- Do not move, touch, or interfere with the body until local help arrives
- As much as possible, try to screen the area from onlookers
- Determine if any other participants are at risk, at the location or from a recognized threat. If so, act quickly to protect their safety
- Call the local authorities if necessary and work with them as needed/requested
- Collect the following information, as possible
  - Full name of the deceased
  - Time, location, and manner of death
  - Citizenship of the deceased
  - Location of the deceased's remains (e.g. hospital, morgue)
  - Names of others involved in or present at the time of the incident (e.g. students, leaders, locals)
  - Names of individuals involved in the response (e.g. consular officials, local officials)
- Call the **OSU Police at +1 405 744 6523** to begin notifying critical individuals on campus. Do not contact the deceased's family members. OSU will contact family members and others so that you can remain focused on your students
- Continue to attend to other participants
- Contact the **OSU Travel Assistance Services at +1 312 935 9242 (from inside the US) or +1 866 693 6873 (from outside of the US)** for assistance in contacting US Embassy or Consulate Officials and provide access to local resources
- Gather all participants in one location to discuss temporary limits on social media and other communication until family members are notified
- Do not communicate with the media, on site or from the US. OSU Communications will manage all university statements on the incident
- Help coordinate counseling and other support resources with key individuals at home

Once you have addressed the immediate crisis:

- In most cases, OSU will send an additional staff member to help with logistical tasks so that you can remain focused on the other participants.
- Remain in contact with US Embassy Officials, OSU Administration, and the OSU Travel Assistance Services to navigate notification and repatriation of remains
- Be prepared to meet family members who may travel to the location. They may have questions for you as they process their grief and will likely ask to visit the site where their family member died
- Request a death certificate be prepared, if the Embassy has not done so

- Work with OSU Administration on steps to be taken regarding the plans remaining for the course and participants
- Follow up with local officials as appropriate with thanks for their assistance

### **General Overview of the Institutional Response to the Death of a Participant**

Due to the extreme nature of this type of incident, a large part of the response will be managed centrally on the home campus. This overview is provided to give a sense of that response and where individuals on site (course leaders or staff from OSU who travel to the site to assist) will be most involved.

1. Course leaders will collect all critical information and relay that to the OSU Police (per first-steps checklist)
2. OSU Police will contact Director of the Center for Global Learning and/or Risk Management. These two offices will together contact, with the support of OSU Police as needed:
  - a. Dean of the College sponsoring the course
  - b. College Coordinator responsible for the program
  - c. VP of Student Affairs Office (if death is a student participant)
  - d. Director of the OSU Counseling Center
  - e. Director of OSU Communications
  - f. Dean of the School of Global Studies and Partnerships
  - g. President and Provost Offices
  - h. Others as needed for each specific incident (e.g. Regents Legal Counsel, Department Head)
3. OSU or the US Consular/Embassy staff will notify family members
4. If the deceased is not a US citizen, OSU will work with the Embassy of their home country on repatriation of remains and other issues
5. All media interaction will be handled by OSU Communications and campus notifications
6. Appropriate OSU staff member(s) will travel to the site, if needed, to assist with local logistics and participant support (e.g. Director of The Center for Global Learning, Grief Counselors, Director of Risk Management, College Coordinator) especially in the instance where the deceased is a course leader
7. OSU will express official condolences and support for the deceased's family members. This will include working with the Travel Assistance Services on family travel to the site and special requests for handling the body (cremation versus embalming), funeral home location, and other concerns

8. In the days following the death abroad, OSU will (as appropriate)
  - a. Continue to follow up with the insurance and assistance services
  - b. Make plans for representatives to attend funeral services
  - c. Assist with on campus memorial services as needed
  - d. Continue to support participants (students and staff) still abroad
  - e. Update media and campus community as needed
  
9. Once services and response items are completed, all involved in the institutional response will gather to review the response, discuss future response, and provide support for colleagues who were most personally affected by the death

## APPENDICES

### **Appendix A. Pre-departure Checklist Example**

Provide participants a complete cultural and logistical orientation at OSU and on site.

#### **Ensure participants:**

- Are familiar with the mandatory OSU health and accident insurance policy
- Are informed about emergency procedures including a phone chain for emergency communication
- Possess an emergency contact list
- Understand their responsibilities to the program and the university
- Know the rights of US citizens abroad

#### **Verify the participants have completed all required materials on Terra Dotta, including:**

- An updated emergency contact
- A release of information or authorization to communicate with the emergency contact
- A release from liability form
- A student behavior agreement (code of conduct)
- An authorization for the program to use photos or quotes

**Locate contact information for the hospitals, ambulances, police departments in the sites to be visited.**

**Know the access codes for the US from the country or countries you are visiting.**

**Register participants with the U.S. Embassy in the country or countries on your itinerary**

**Know the contact information for the closest US Embassy or Consulate**

**Complete an emergency contact form to be left with your college Outreach/International Programs (IP) Director**



## **Appendix B. Emergency Contact Card Example**

Reminder: All students and leaders have access to Alert Traveler and the Alert Travler App from Terra Dotta. However, an emergency card is still helpful for students to carry to use in an emergency situation when phone service is down. The card should be small enough to fit in a wallet or pocket. Laminated cards are ideal.

**2020 TITLE OF COURSE AND COUNTRY/COUNTRIES**

Calling Code(s) for countries to be visited

**List Host Country/Countries versions of 911**

Primary Leader Phone Number: +1 000 000 0000

Secondary Leader Phone Number: +1 000 000 0000

**OSU Police 24/7: +1 405 744 6523**

US Embassy:

Address, City and Country

Phone (including calling cod):

**2020 TITLE OF COURSE AND COUNTRY/COUNTRIES**

Accommodations

**Hotel 1 Name**

Address and Phone Number

**Hotel 2 Name**

Address and Phone Number

**List each hotel or accommodation separately.**

## **Appendix C. Types of Incidents**

### **Is this a real emergency, a crisis, a perceived crisis, or a problem?**

Four types of incidents can occupy the faculty leaders' attention. All should be treated seriously.

1. **Real emergency:** Immediate situation or imminent risk or disturbance. This requires an immediate response from the leader followed up by additional steps once the incident is under some level control.

Examples include: physical or emotional illness, accident, physical assault, disappearance, kidnapping, terrorist threat or attack, political coup or civil unrest, natural or manmade disaster

2. **Crisis:** Longer-term situation with lasting impacts beyond the immediate emergency that may precede the crisis. This requires ongoing attention of faculty leaders and other staff.

Examples include: arrest and incarceration, ongoing protests, natural disaster after-effects, mental health concerns after an assault or other incident, and emergencies for which there is no existing plan

3. **Perceived crisis:** Risk thought by participants, family, university personnel, or others in the US to be threatening. This requires response and likely some education efforts as failure to respond to perceived risks can still affect personal and institutional reputations.

Examples include: sensationalized news reporting of an event, a distortion of information, incomplete information, or misinformation about a particular event or location

4. **Problem:** Concerns by participants, family, and others that may be presented as an emergency or crisis but are in fact inconveniences or have limited to no effect on health and safety. This requires response recognizing the concern and in some cases a solution offered.

Examples include: lack of Western accommodations and conveniences in host culture such as air conditioning or free water at meals, loss of a metro ticket, temporary lack of Wi-Fi service

## Appendix D. Incident Report Template

### Oklahoma State University Off-Campus Program

Off-campus program leaders/representatives must complete this form as thoroughly as possible for any incident (*including hospitalizations, serious/major illness, assault, theft, etc.*), especially those that involve bodily harm, or threats of bodily harm, and/or racially motivated verbal/physical harassment. *Note: Stalking behavior should be considered an incident, which involves “threat of bodily harm,” even if no direct threat is verbalized.* All incidents will be recorded (without identifying information to maintain student confidentiality) in the Critical Incident Database (CID).

Submit this form to your college coordinator. They will enter the incident into the CID.

Today's Date: _____
OSU Program and Country:
Person Submitting Report: _____
Title or Relationship to Program: _____ _____

Student's Name: \_\_\_\_\_

CWID: \_\_\_\_\_

Date of Incident: \_\_\_\_\_

Time of Incident: \_\_\_\_\_ (include time zone)

Location(s) of Incident: \_\_\_\_\_

Were other OSU students involved?      Yes    No

Were there witnesses (list of available)?    Yes    No

Brief description of Incident:

Immediate action taken by Program Leader:

Were clinic/hospital/health practitioners consulted?	Yes	No
Was medical treatment required?	Yes	No

Brief Description:

Were host university authorities notified?	Yes	No
Was the local police notified?	Yes	No
If "yes," was a report filed?	Yes	No

Report Number: \_\_\_\_\_

Contributing factors, if known, such as weather, student's own behavior, failure to follow OSU policies, failure to follow Study Abroad Program advice, political situation, etc. (*Note: A major purpose of incident reporting is to understand contributing factors to document preventive actions, recommendations, etc.*):

Follow-up Information (*Follow-up information should include: dates & times, persons spoken to, actions taken, additional phone/contact numbers. These notes should be appended to a final report, kept in student's file, and forwarded to the Outreach Coordinator for your program.*).

## **Appendix E. Cancelling a Program and Evacuation**

All decisions and logistics for evacuating a program will involve the **OSU Travel Assistance Services +1 312 935 9242 (from inside the US) or +1 866 693 6873 (from outside of the US)** in coordination by Risk Management and others on the OSU Campus.

The decision to cancel a program typically involves university and college administration, risk management, and the Center for Global Learning based on these factors:

- The level of risk and OSU's tolerance for that risk
- The maturity of the participants
- Program type
- Local onsite knowledge of the course leaders
- Control the university has over the program, itinerary and logistics
- The quality of information and updates available to assist during a security emergency
- The specific location of the protests/attack/disaster/incident in relation to the location of the students and OSU staff
- The projected timeline on when the course can resume normal operation
- The level and scope of the information available and advice from our evacuation service provider

### General Checklist for an Evacuation:

- OSU staff will assemble a complete list of those to be evacuated, including name, passport number, date of birth, location and in some cases U.S. address and emergency contact
- In consultation with the evacuation service provider, risk management and OSU Administration, a decision will be made to determine if the group is to be evacuated to a nearby secure location first, or directly back to the USA and the mode of that evacuation (land, air, sea)
- If for any reason some individuals are not being evacuated (by personal choice or other circumstances), that decision and factors with that will be thoroughly discussed and vetted by OSU and those providing the evacuation services and alternate plans made, if needed
- Student should be instructed on any steps they must take before evacuation. This could include:
  - Notifying locals if staying with a host family
  - What they can take and what they must leave behind
  - Details of the evacuation plan relevant to their responsibilities and behaviors
  - Updates on any new information or changes to the plan
- Arrange for medical and mental health services, if applicable, upon arrival at the secure location

## RESOURCES

The references cited below do not represent a comprehensive list of resources, but rather a starting point for developing an understanding of all the elements involved in emergency preparedness and management abroad.

### OSU Resources

OSU Travel Assistance Services at +1 312 935 9242 (from inside the US) or +1 866 693 6873 (from outside of the US)

OSU Study Abroad Faculty and Staff Resource Page:

[https://global.okstate.edu/studyabroad/faculty\\_staff\\_advisers/index.html](https://global.okstate.edu/studyabroad/faculty_staff_advisers/index.html)

### State Department and Government Resources:

General website for the US State Department: [www.state.gov](http://www.state.gov)

Emergency Assistance to American Citizens Abroad: <https://travel.state.gov/content/travel/en/international-travel/emergencies.html>

Death or injury of an American citizen abroad: <http://travel.state.gov/content/passports/en/abroad/events-and-records/death.html>

Crisis Preparedness for Americans abroad: <https://www.state.gov/m/fsi/tc/ocr/>

Campaign to Encourage College Students to Travel Safely Abroad  
<http://travel.state.gov/content/studentsabroad/en.html>

Overseas Citizens Services : Call 1-888-407-4747 (from overseas: 202-501-4444)

Overseas Security Advisory Council: [www.osac.gov/](http://www.osac.gov/) (information on security threats around the world)

Center for Disease Control and Prevention (CDC): Travelers Health: <https://www.cdc.gov/>

### Online Resources and Books

Chieffo, L. & Spaeth, C. (2017). *The Guide to Successful Short-Term Programs Abroad* (3<sup>rd</sup> Ed.). Washington, DC: NAFSA: Association of International Educators.

Crisis Management Handbook Adapted from the *Crisis Management Handbook: A Guide for Overseas Staff, Peace Corps Volunteer Safety Council*: <http://gloaled.us/peacecorps/crisis-management-handbook.asp>

Forum on Education Abroad: Standards of Good Practices:

<https://forumea.org/resources/>

Martin, P. (2017). *Crisis Management for Education Abroad*. Washington, DC: NAFSA: Association of International Educators

McCallon, M. & Holmes, B. (2010). *Faculty-Led 360*. Charleston, IL: Agape LLC.

NAFSA: Association of International Educators, Education Abroad Resources  
<https://www.nafsa.org/professional-resources/browse-by-interest/education-abroad>



CENTER FOR  
**GLOBAL LEARNING**

Center for Global Learning  
242 Student Union, Stillwater, OK 74078  
Tel: 405-744-8569  
Email: [abroad@okstate.edu](mailto:abroad@okstate.edu)  
Website: <https://global.okstate.edu/studyabroad/>