Office of International Education
PREPAREDNESS AND COMMUNICATION GUIDE
A Resource for Faculty & Program Leaders
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## CSU, Chico Resources

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<th>Department/Center</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>University Police Department</td>
<td>+1 (530) 898-5555</td>
<td></td>
</tr>
<tr>
<td>Office of International Education</td>
<td>+1 (530) 898-5415</td>
<td></td>
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<tr>
<td>Office of Risk Management</td>
<td>+1 (530) 898-6588</td>
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<tr>
<td>Regional &amp; Continuing Education</td>
<td>+1 (530) 898-6105</td>
<td></td>
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<tr>
<td>Counseling &amp; Wellness Center</td>
<td>+1 (530) 898-6345</td>
<td></td>
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<tr>
<td>Tips for Faculty &amp; Staff</td>
<td></td>
<td><a href="http://www.csuchico.edu/counseling/resources/facultyTips/index.shtml">http://www.csuchico.edu/counseling/resources/facultyTips/index.shtml</a></td>
</tr>
<tr>
<td>Sexual Assault</td>
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<td><a href="http://www.csuchico.edu/counseling/resources/facultyTips/assaulted.shtml">http://www.csuchico.edu/counseling/resources/facultyTips/assaulted.shtml</a></td>
</tr>
<tr>
<td>Guidelines for Intervention</td>
<td></td>
<td><a href="http://www.csuchico.edu/counseling/resources/facultyTips/intervention.shtml">http://www.csuchico.edu/counseling/resources/facultyTips/intervention.shtml</a></td>
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<tr>
<td>Emergency Telephone List</td>
<td></td>
<td><a href="http://www.csuchico.edu/counseling/resources/facultyTips/telephoneList.shtml">http://www.csuchico.edu/counseling/resources/facultyTips/telephoneList.shtml</a></td>
</tr>
<tr>
<td>Student Judicial Affairs</td>
<td>+1 (530) 898-6897</td>
<td></td>
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<td>Student Conduct Code</td>
<td></td>
<td><a href="http://www.csuchico.edu/prs/EMs/2008/08-040.shtml">http://www.csuchico.edu/prs/EMs/2008/08-040.shtml</a></td>
</tr>
<tr>
<td>Student Health Center</td>
<td></td>
<td><a href="http://www.csuchico.edu/shs/index.shtml">http://www.csuchico.edu/shs/index.shtml</a></td>
</tr>
<tr>
<td>Accessibility Resource Center</td>
<td>+1 (530) 898-5959</td>
<td></td>
</tr>
<tr>
<td>Faculty and Staff Resources</td>
<td></td>
<td><a href="http://www.csuchico.edu/arc/instructors/index.shtml">http://www.csuchico.edu/arc/instructors/index.shtml</a></td>
</tr>
<tr>
<td>Emergency Procedures for Faculty &amp; Faculty-Led</td>
<td></td>
<td><a href="http://www.csuchico.edu/risk/forms.shtml">http://www.csuchico.edu/risk/forms.shtml</a></td>
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<tr>
<td>Faculty-Led Emergency Action Plan</td>
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## Additional Resources

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<thead>
<tr>
<th>Resource</th>
<th>Website/Link</th>
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<tbody>
<tr>
<td>U.S. Department of State Students Abroad</td>
<td>studentsabroad.state.gov</td>
</tr>
<tr>
<td>Centers for Disease Control and Prevention</td>
<td>cdc.gov</td>
</tr>
<tr>
<td>Overseas Security Advisory Council</td>
<td>osac.gov</td>
</tr>
<tr>
<td>Diversity Abroad Network</td>
<td>diversitynetwork.org</td>
</tr>
<tr>
<td>Mobility International</td>
<td>miusa.org</td>
</tr>
<tr>
<td>NAFSA (Int'l Educators Assn)</td>
<td>nafsa.org</td>
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**Roles Defined**

**Program Leader**
The Program Leader is the CSU, Chico faculty, staff, or authorized volunteer accompanying CSU, Chico student(s) abroad. S/he may or may not be responsible for providing instruction but always serves as the University representative on the program.

**On-Site Coordinator**
The on-site coordinator is a representative of the host institution/organization and is assigned to provide logistical support to the CSU, Chico students and program leader.

**CSU, Chico Study Abroad Coordinator**
The CSU, Chico SA Coordinator is the staff person who has assisted the program leader in the development of the program.

**CSU, Chico Risk Manager**
The CSU, Chico Risk Manager is the Administrator who has assisted the program leader and students in securing foreign travel insurance.

**RCE Faculty-Led Program (FLP) Coordinator**
If you have developed the program in collaboration with Regional & Continuing Education (RCE), the Faculty-Led Program Coordinator is the RCE staff person who assisted in the development of the program.

**Participant**
Participants are students in the program. Participants may include CSU, Chico matriculated students, students enrolled in other colleges or universities, or members of the community. The terms *participant* and *student* are used interchangeably throughout this booklet.
Alcohol Consumption
Program leaders serve as the official representative of Chico State, the point of contact between the University and participants, and in many instances the participants’ on-site 24 hour emergency contact. While it is important to establish and maintain a friendly rapport with participants, drinking alcohol in their company is highly discouraged. Refraining entirely from drinking alcohol during the program will mitigate potential allegations of conduct that could jeopardize participant safety and program leaders’ ability to respond appropriately in the event of an emergency.

- CSU, Chico prohibits program leaders from buying alcoholic beverages for, or accepting alcoholic beverages from, participants.
- Alcohol cannot be included in the program fee. The University prohibits inclusion of alcoholic beverages in any part of the program itinerary for which students pay.
- When alcohol consumption by students, faculty, or staff is anticipated during the program because it is deemed reasonable (e.g. during welcome and farewell celebrations) or enhances the learning experience (e.g. vineyard/brewery tours), approval must be granted by the VP for Student Affairs and Office of Risk Management prior to finalization of the program itinerary.
- Program leaders are responsible for clearly communicating to students their expectations regarding personal responsibility with regard to alcohol consumption.

Accompanying Family/Friends
- Family and/or friends accompanying the program leader shall not interfere with the program leader’s responsibilities to the program.
- Any fees incurred by accompanying family and/or friends (e.g. larger accommodation) will be the sole responsibility of the program leader.
Student Conduct

- Whether on campus or on a study abroad program, all students are subject to the Standards for Student Conduct. All program leaders are encouraged to become familiar with the Student Conduct Code.
- Alcohol and Other Drugs
  - Per the Standards for Student Conduct, unlawful (in the US or host country) possession, use, or distribution of drugs and alcohol by students is prohibited.
- If a student’s behavior does not cause immediate danger to him/herself or others but is otherwise disruptive or jeopardizes her/his safety or that of another student, faculty, staff, or volunteer, contact your program coordinator regarding appropriate disciplinary action.
- If a student’s behavior causes an immediate threat or danger to him/herself or others, program leaders have the authority to remove the student from the program in order to ensure the safety of the remaining program participants, faculty, staff, or volunteers. However, all students are granted the right to due process. In extreme instances, simply being heard and given the opportunity to explain him/herself constitutes due process. For further guidance, please contact the Office of Risk Management or Office of International Education.

- Disciplinary action occurring on study abroad programs must be reported to CSU, Chico for possible judicial review. Please contact the Student Judicial Affairs Office with questions.

BEFORE DEPARTURE

Participant Preparation

- If RCE administers your program, the program application packet will ask students to disclose whether they have previously received disciplinary or academic sanction(s) with Student Judicial Affairs. If a student has a history of disciplinary or academic sanction(s), we suggest that you meet with the student to evaluate his/her
suitability for the program and to ensure he/she understands the behavioral expectations for the program.

- If RCE administers your program, all participants will sign an application packet which includes a code of conduct agreement, CSU Release of Liability, requirements for the program, emergency contact information, as well as authorization for release of information.

- All participants are provided foreign travel insurance which is valid in the host country and includes coverage for emergency medical evacuation and repatriation of remains. For additional information regarding coverage, please contact the office of Risk Management.

Pursuant to Executive Order 1081, CSU, Chico ensures that every student attends a predeparture orientation covering general “health, safety, security, specific legal exposure or political restrictions related to their status in the country, CSU or campus policies and procedures for study abroad, and financial information.” Program Leaders are expected to provide an on-site orientation upon arrival into the host country. Participants in academic programs should be provided course expectations.

- All participants should be provided information cards containing emergency numbers as well as location/program specific numbers.

- Participants are instructed to enroll their international trip with the appropriate U.S. Embassy or Consulate via the U.S. Department of State Smart Traveler Enrollment Program (STEP).

- Participants should be informed that it is their responsibility to know the country-specific details of their medications. For example:
  - Are they legal?
  - Can they be easily obtained?
  - Is refrigeration required and, if so, is it available?
Pre-Departure Checklist

☐ Attend a Faculty Leader Training
CSU, Chico and the CSU Chancellor’s Office require every program leader to participate in a pre-departure orientation to review the international communication and emergency response procedures and to receive training regarding responses to disciplinary problems, mental health issues and sexual harassment/assault. Contact the Study Abroad Coordinator to set up a meeting.

☐ Research Your Host Country
Familiarize yourself with your host country by thoroughly reviewing country-specific information available on the [Centers for Disease Control and Prevention (CDC)] and [U.S. Department of State] websites.

☐ Complete Your Travel Paperwork in a Timely Manner
All faculty and staff must complete a Travel Request and secure Foreign Travel Insurance when traveling abroad on University business. Travel paperwork should be submitted at least 45 days prior to departure.

☐ Register Your Travel in the Smart Traveler Enrollment Program
You are required to enroll your international trip with the appropriate U.S. Embassy or Consulate via the U.S. Department of State [Smart Traveler Enrollment Program (STEP)]. STEP enables travelers to receive important information from the U.S Embassy about safety conditions in the destination country and assists the Embassy, friends, and family members of the traveler to contact them in an emergency. You will need to provide a phone number or the address of your accommodations to enroll.

☐ Ensure You Have a Cell Phone that Functions in your Host Country
Program leaders must carry a cell phone that works in the host country, and provide the number to the office of Risk Management. If you have questions about obtaining a cell phone or paying for an international plan, contact the Office of International Education for assistance.
Provide Your Contact Details
In the event of an emergency, it will be critical that the CSU, Chico Risk Manager is able to contact you. Please enter the cell phone number that you will use during the program as well as your emergency contact’s name and phone number.

Review Student Health Statements
If your program is administered by RCE, you will be provided with a health statement for each student on your program. Please review each one and contact your program coordinator if you have any questions or concerns. If your program is not administered by RCE, you are encouraged to have students complete a health & safety questionnaire, contact OIE for questions.

Identify On-Site Contacts and Resources
In the event of an emergency, you may need to rely on an in-country service provider or an on-site coordinator (if available). It is important that you identify at least one person that can assist you and your students, if needed. For example, the On-Site Coordinator may assist the group if your attention is called away to attend to a student in need. Be sure to clearly communicate with your On-Site Coordinator expectations for their role in responding to incidents involving CSU, Chico program participants, as well as the expected flow of communication with participants, local authorities, the U.S. Embassy or Consulate, and local health care providers.

Know Your Local Emergency Services
Be sure you know the local 911 equivalent, the nearest medical facility, and a basic understanding of the healthcare system in your host
country. Record relevant contact details in the On-Site Contacts and Meeting Location section at the end of this booklet.

☐ **Become Familiar with Behavioral Signs of Mental Illness**, which may include the following. Additional resources are provided by CSU, Chico's [Counseling and Wellness Center](#).
  - Becoming extremely quiet or withdrawn
  - Bursting into tears, very high anxiety or anger
  - Dramatic changes in sleeping or eating habits
  - Substance abuse

☐ **Conduct a Program-Specific Predeparture Orientation**

CSU, Chico and CSU expect that each faculty leader conduct a pre-departure orientation covering topics specific to the program destination(s) and course expectations if applicable. OIE will additionally send out general pre-departure information to all participants.

It is highly recommended that you cover the following topics in the program-specific predeparture orientation:

- Establish a communication plan with the group. This should include identifying students who will have access to cell phones and designating them as distributors of information or setting up a “buddy system”.
- Distribute in-country emergency phone numbers
- Discuss proper/improper dress, gestures, and other cultural expectations
- Recommended banking procedures
- Specific arrival information (e.g. will they be greeted at the airport? Do they need to find their way to their accommodations on their own?)
- Be clear about your expectations for responsible behavior regarding alcohol and drugs, sexual behavior, and positive group dynamics.
Throughout the program, be sure you and/or the On-Site Coordinator know the whereabouts of every participant. This may require conducting headcounts when participating in visits and excursions.

**Arrival Checklist**

- **Let Your CSU, Chico Program Coordinator Know if any Participants did not arrive as planned**
  Please send an email to your CSU, Chico Program Coordinator informing her/him if any students did not arrive as planned. Please ensure you know the participant’s name and if she/he had planned to arrive on the same flight as other participants.

- **Keep Students’ Health Statements on You at All Times**
  It is important that you carry the student health statements with you or have easy access to them to enable you to respond appropriately and quickly.

- **Conduct an On-Site Orientation**
  CSU, Chico and CSU highly recommend that the program leader and/or on-site coordinator conduct a post-arrival orientation with all participants. If your program visits multiple locations, it is advisable to conduct a brief orientation upon arrival in each location. The following topics should be addressed:
  - Remind participants to check in with their family back home
  - Identify a meeting location in the event a participant is separated from the group or an emergency occurs (see the On-Site Contacts and Meeting Location Sheet).
  - Advise participants on known health, safety, and security concerns (e.g. high incidence of traffic accidents)
  - Discuss the current political climate and emphasize the importance of steering clear of demonstrations and large gatherings.
• Inform participants of parts of the city that are wise to avoid
• Review the transportation system
• Provide updated local emergency numbers, if appropriate
• Review the communication plan that the group has established
• Reiterate behavioral expectations
• Remind students about the CSU Foreign Travel Insurance, and to call the number on the card prior to securing any services (if possible).

AFTER YOU RETURN

Schedule a meeting with your CSU, Chico Program Coordinator and the Office of International Education to communicate any issues of concern and/or areas for improvement.

EMERGENCIES

Operating Principles

1. All responses to an incident or crisis will be governed by the highest concern for the safety and well-being of students, faculty, staff and visitors participating in affiliated programs.

2. All reasonable and prudent measures will be taken to limit the University’s legal liabilities.

3. Faculty Leaders will exercise caution and restraint in deciding when, and with whom, information about an incident should be shared, and will operate according to the procedures outlined below in deciding how information will be shared.

4. Faculty Leaders will respond to incidents by following the procedures outlined below, except when otherwise directed by circumstances or agencies outside of the University’s control.
What is an Emergency?
For the purpose of study abroad, an emergency is defined as a serious injury or illness, or physical/sexual assault that requires hospitalization of a student, faculty, staff or volunteer or that disrupts the individual’s ability to participate in the program. Emergencies may also include criminal activity, acts of terrorism, natural disasters or other threats to the health and safety of CSU, Chico students, faculty, or staff.

On-Site Communication and Response Plan
The International Response Plan is part of the University’s overall Emergency Plan and was developed in close collaboration with CSU, Chico Office of Risk Management. Faculty should review the Emergency Procedures for Faculty & Emergency Action Plan documents on the Risk Management Website.

While each incident is unique, the following steps should be anticipated in response to any emergency impacting a student.

1. If urgent and appropriate, seek immediate medical assistance for the affected student(s) and/or remove her/him from the imminent risk or danger, if possible.

2. If you have not already done so, establish immediate communication with the on-site coordinator (if available).

3. If urgent and appropriate, work with the on-site coordinator (if available) to notify the local police and U.S. Embassy or Consulate. If it is not urgent, or if you are unsure if it is appropriate, consult with your CSU, Chico Program Coordinator prior to contacting the local police and U.S. Embassy or Consulate.

4. Obtain as much information as possible about the situation and participant(s) involved. If possible under the circumstances, record this information using the Incident Assessment Form.
5. If you believe the incident warrants immediate campus notification, contact the CSU, Chico Police Department at 1 + (530) 898-5555

Incidents warranting immediate notification include but are not limited to:
• Death
• Physical/sexual assault
• Missing person
• Political, natural, or man-made disaster
• Kidnapping/hostage situation

If the incident does not warrant immediate campus notification, contact your designated CSU, Chico Program Coordinator to provide the information collected on the Incident Assessment Form.

CSU, Chico Program Coordinator (Primary):

Name: Jennifer Gruber Dept: Office of International Education
Campus #: 530-898-5415 Cell #: 530-949-4251
Fax #: 530-898-6889 Email: jlgruber@csuchico.edu

CSU, Chico Program Coordinator (Secondary):

Name: Frank Li Dept: Office of International Education
Campus #: 530-898-4767 Cell #: 530-518-1927
Fax #: 530-898-6889 Email: fli@csuchico.edu
The Program Coordinator will inform the CSU, Chico Risk Manager, as well as the Director of the Office of International Education and other offices, as appropriate. If necessary, the CSU, Chico Program Coordinator will work with you to determine the appropriate strategy and specific measures that should be taken in responding to the particular incident. Alternatively, the CSU, Chico Program Coordinator and/or OIE Director may provide a detailed description of the course of action to be followed.

6. Communicate this plan of action and specific instructions to the student(s), on-site staff, authorities, the U.S. Embassy/Consulate if appropriate. Documenting that students have acknowledged receipt of this information may be required.

7. If appropriate, assure the affected participant(s) and advise them of the steps that are being taken to safeguard their well-being.

8. Make the students that were not directly affected aware of the actions being taken in response to the situation. **DO NOT share confidential information** with other program participants that were not directly affected by or are still unaware of the incident or situation.

9. If necessary, the CSU Chico Risk Manager, or another designated CSU, Chico official, will communicate with the participants’ emergency contacts to provide them with accurate information about the status of the affected participant and the University’s response.

10. Direct all media requests for information to the CSU, Chico Public Affairs Office at +1(530) 898-4143 or publicaffairs@csuchico.edu.

11. When time allows, record as many details about the incident or situation to the best of your recollection. If possible, the report should
be specific and include the names and contact information of anyone involved or witness to the event as well as the location, time and actions taken following the event.

12. The CSU, Chico Program Coordinator, Risk Manager, and Office of International Education staff will debrief Program Leaders and students following the incident to ensure they receive the necessary support, including counseling and wellness services if needed, to process the impact of the incident.

Incident Assessment
The content of the Incident Assessment Form is provided here for your reference. This document is also available for download on the "Faculty Resources" section of the Study Abroad website.

Assess the Situation

1. Is the situation a(n):
   □ Death
   □ Injury/Accident/Serious illness
   □ Mental Health Issue
   □ Assault/Sexual Assault
   □ Missing/Kidnapped
   □ Arrest/Incarceration
   □ Hostage
   □ Political Unrest
   □ Natural/Manmade Disaster
   □ Personal (finances, family emergencies/death, lost wallet/passport, etc.)
□ Other: ______________________

2. **Is the situation:**
   □ Specific to a participant in the program
   □ Specific to a group of participants in the program
   □ City/Regional
   □ Country
   □ Other: ______________________

3. **Is/are the student(s) still in imminent risk or danger?**
   No □ Yes □
   If yes, take action to remove her/him from risk, if possible.

4. **What is your proximity to the incident and the student(s) involved?**
   __________________________________________________________________________
   __________________________________________________________________________
   __________________________________________________________________________

5. **What is the current physical/psychological condition of the student(s)? Do you and/or the student(s) have access to food, shelter, water, medical resources, etc.?**
   __________________________________________________________________________
   __________________________________________________________________________
   __________________________________________________________________________

6. **Briefly describe the incident/situation.**
   __________________________________________________________________________
   __________________________________________________________________________
   __________________________________________________________________________
7. What actions have you or others taken so far?


8. Do the actions that have been taken thus far require follow-up information or action?
No □ Yes □ If yes, identify information or actions required and an appropriate timeline.


9. On-Site Communication, if Relevant


10. To what type of program does the participant(s) belong? What CSU, Chico department manages the program/trip?

□ Office of International Education
(CSU, Chico Study Abroad, program provider, etc.)

□ Center for Regional & Continuing Education
(Credit-Bearing Faculty-Led Programs)

□ Academic Department/College
(Alternative Spring Break, embedded field trip, faculty-led trips, conference attendance, internships managed by department, etc.)
Independent Travelers (Research, faculty/staff travel, internships not managed by CSU, Chico, etc.)

11. Given the questions provided, do you have enough information to report this situation to CSU, Chico?

No ☐ Yes ☐

On-Site Contacts and Meeting Location
This document is also available for download on the "Faculty Resources" section of the Study Abroad website.

In the event of an emergency or separation from group, go to this location:

Meeting Place:

Address:

Program Leader’s Local Cell phone #:

On-Site Coordinator: (if applicable)

Name:

Address:

Phone:
Ambulance Company (or “911” equivalent)
Name:

Phone: 

Nearest Medical Facility:
Name:

Address:

Phone:

Nearest Police Station:
Address:

Phone:

Nearest U.S. Embassy or Consulate:
Address:

Phone:

Interpreter (if English is not language of host country)
Name:

Phone:

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