

CSU, Chico Emergency Procedures for Faculty-Led International Programs

Overview

This document is intended to provide Faculty Members with procedures to follow in the event of an emergency involving a student when traveling abroad. For the purpose of this document, any international travel by students who are led by Faculty is referred to as study abroad. Potential emergencies include, but are not limited to:

- Serious Illness or Injury
- Sexual Assault or Rape
- Death of a Student
- Missing Student or Kidnapping
- Political Unrest, Natural Disaster or Terrorist Attack
- Arrest or Crimes by a Student

Preparation

It is essential that Faculty members are prepared for emergency situations when leading students in study abroad programs. The Faculty member, or designee, should conduct an orientation for students prior to departing for the program. The orientation should include discussion of:

- The “Country Specific Information” and any “Travel Alert” details for the host country.
- The standards of conduct in the host country.
- The risks associated with traveling to and from the host country as well as the risks inherent in staying in the host country.
- The need for students to create an emergency contact card listing the names, email and phone numbers of their emergency contacts. The card should also include the emergency contact numbers (police, hospital, fire department, US Embassy) for the host country if available at the time of the orientation.
- Students will need to secure foreign travel insurance available via the Office of Risk Management. This will be taken care of by the department, but additional information from the student may be necessary (i.e. emergency contact information).

Prior to departing, the Faculty member should have students complete an **Emergency Contact Form** (obtain from Risk Management) which requests students’ emergency contact information as well as their medical insurance information. If the Faculty member and students are not traveling together, the Faculty member should collect the travel itinerary for each student. If more than one Faculty member will be leading the students, each director should retain copies of the student’s information if traveling separately. The above information should also be provided to the appropriate department AND Risk Management prior to departure. If possible, students should be given a way to contact the Faculty member at all times throughout the trip. It is also recommended that each participant registers via the US State Department’s Smart Traveler Enrollment Program.

Once the Faculty member and students reach the host country, the director should prepare an Emergency Action Plan (EAP) as soon as possible. Separate plans for the place of residence and the host agency’s worksite (if applicable) may be necessary. The EAP should include an

evacuation route from each site and a primary and secondary destination point. The Faculty member may seek the assistance of the host agency (if applicable) when determining the route and destination points.

Course of Action

In the event of an emergency, the Faculty member's first responsibility is to safeguard the safety and well-being of the program participants. The director may need to combine efforts with the appropriate representatives of the host site. Collectively, the Faculty member and host site should attempt to remove the student or students from immediate danger (if applicable). They may also need to contact the appropriate local authorities depending upon the type of emergency. Follow up should also be provided to the Office of International Education so that the emergency and the response can be documented. Dependent upon the severity of the emergency, the Faculty member may need to direct any media related questions to the campus Director of Public Affairs and Publications, Joe Wills.

Serious Illness or Injury

- Immediately attend to the medical needs of the student.
- Notify your department and the host agency if applicable of the illness or injury.
- Notify the CSU, Chico Office of Risk Management
- Notify the Foreign Travel Insurance Carrier listed on the insurance card.
- Notify student's emergency contacts of the illness or injury.
- Provide the hospital or clinic with a copy of the student's medical insurance information.
- Determine the events that led up to the injury or illness and document your findings.
- Ascertain the extent of the injury or illness from the physician or hospital.
- Notify other participants of student's illness or injury.
- Monitor situation and provide guidance and status to all contacts as needed.
- Thoroughly document your actions.

Sexual Assault, Rape, Crime against Student

- Immediately attend to the physical and emotional needs of the student.
- Determine the circumstances surrounding the incident, including names and location, and document your findings.
- Contact the host institution if applicable and the local police department.
- Notify other participants of the incident.
- Notify your department and the student's emergency contacts (if appropriate) of the incident.
- Notify the CSU, Chico Office of Risk Management
- Notify the Foreign Travel Insurance Carrier listed on the insurance card (if treatment is necessary).
- Monitor situation and provide guidance and status to all contacts as needed.
- Thoroughly document your actions.

Death of a Student

- Verify the identity of the student.
- Determine the circumstances surrounding the student's death and document your findings.
- Notify the CSU, Chico Office of Risk Management
- Notify the Foreign Travel Insurance Carrier listed on the insurance card.
- Contact your department on campus to initiate a support network for students, friends, roommates and family. Determine the appropriate method for notifying the student's family.

- Faculty member or pre-determined individual on campus should contact student's family to advise of student's death.
- Notify the other participants and the host agency if applicable of the student's death.
- Notify U.S. Embassy or Consulate in host country of student's death.
- Assist family of deceased student with coordinating travel and other forms of support.
- Thoroughly document your actions.

Missing Student or Kidnapping

- Determine the circumstances surrounding the disappearance and document your findings.
- Notify your department and determine an appropriate time to provide notification to the student's emergency contacts.
- Notify the student's emergency contacts of the disappearance.
- Notify the CSU, Chico Office of Risk Management
- Notify the Foreign Travel Insurance Carrier listed on the insurance card.
- Contact the local police department, the local hospitals and the host agency if applicable.
- Notify U.S. Embassy or Consulate in host country of student's disappearance.
- Speak with those who last saw the student and ask if the student exhibited any unusual behavior prior to the disappearance. If possible, establish a timeline for the student's whereabouts.
- Notify other participants of the student's disappearance.
- Monitor situation and provide guidance and status to all contacts as needed.
- Thoroughly document your actions.

Political Unrest, Natural Disaster, or Terrorist Attack

- Contact all students to ensure their safety.
- Seek immediate medical attention as needed.
- If applicable, follow emergency evacuation plan to a safe, pre-determined location.
- Contact host agency, if applicable, and/or the U.S. Embassy or Consulate for guidance.
- Contact your department on campus to notify them of the situation.
- Have students notify their emergency contacts of the situation.
- In the event of political unrest, instruct students to avoid demonstrations and confrontational situations.

Arrest for Crimes by a Student

- Determine the circumstances surrounding the crime and document your findings.
- Contact host agency, if applicable, and/or the U.S. Embassy or Consulate for guidance.
- Notify other participants of the student's alleged crime.
- Notify the CSU, Chico Office of Risk Management
- Notify the Foreign Travel Insurance Carrier listed on the insurance card.
- Notify your department and the student's emergency contacts.
- If the student is incarcerated, visit the student if possible.
- Monitor situation and provide guidance and status to all contacts as needed.