

HUMBOLDT STATE UNIVERSITY

Center for International Programs · College of Extended Education and Global Learning

Emergency Management Plan International Field Manual

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Quick Reference Sheet

During a true emergency, the Program Director (or designee) will:

- Promptly contact local authorities and providers of emergency assistance;
- Contact all students to make sure that they are accounted for and safe (utilize the calling tree). If a student has been injured, have his/her physical injuries attended to. Caution students about speculative communication and advise them to wait until clear information is available before calling home.
- Contact the U.S. Embassy or other official government agencies and ask for advice and assistance. Ask for information about the:
 - Target of unrest and possible danger to U.S. citizens;
 - Advice regarding minimizing danger to students;
 - Probable impact of the event on availability of food, water, and medical supplies;
 - Intensity of the emergency or political unrest;
 - Presence of emergency or military personnel; and
 - Feasibility of continuing classes;
- Contact the Center for International Programs at **001-707-826-4142 (or 3781 or 5877)**. After hours, call the HSU Police Department at **001-707-826-5555**. When you call, provide details about:
 - Your name, and the program you're directing;
 - Where you are;
 - Nature of the emergency, including name and current state of student(s) in question;
 - Telephone number, when, for how long, and where administrator(s) may contact you;
 - When you will call back if you have not been contacted; and
 - Whether the student's family is aware of the situation;
- Complete an Incident Report Form (Appendix A) and fax it, as soon as possible, to the Center for International Programs.

The HSU contact will do the following:

- Contact the U.S. Department of State's Citizen Emergency Center at (202) 647-5225 for suggestions and assistance;
- Contact the U.S. Embassy or Consulate in the host country; and
- Contact U.S. study abroad offices at other institutions that have programs in the region to develop a common plan of action;

The Program Director and HSU contact(s) will:

- Maintain a written log of steps taken and all communication. A written record of phone calls, discussions, actions, and conversations is important for tracking management efforts after the event and improving future responses.

Guidelines

Programs

This Emergency Management Plan (EMP) provides guidance in case of an emergency or crisis during study abroad programs. The Emergency Management Plan is a living document and will periodically be refined, as appropriate.

An emergency can often be minimized with good pre-planning. These are some instances in which you would need the EMP.

- Natural disasters (floods, hurricanes, earthquakes);
- Civil disorder;
- Terrorist activities; and
- Student and/or Program Director/staff accidents.

Emergencies include mishaps affecting both groups and individuals. Individual crises may stem from personal problems that threaten a given student's well-being and are typically unrelated to what other students are experiencing. How one student is affected and treated, however, can have a profound impact on the other students. Individual crises may include, but are not limited to:

- Illness or injury;
- Assault or rape;
- Missing participant(s);
- Arrest;
- Incapacitated Program Director or staff;
- Responding to a lost or missing person;
- Emotional health problems;
- Death of a student;
- Alcohol/drug abuse; and
- Serious student misbehavior.

All of these crises have common aspects. They:

- Result in disruption or early termination of the program, or the closing of the study abroad center or university in the country;
- Cause significant emotional stress to the individuals involved, resulting in predictable cognitive, physical, and behavioral reactions; and
- Can be managed.

Emergency management is the process of preparing for, mitigating, responding to, and recovering from a crisis situation. Preparation, communication, and certain administrative procedures are essential in managing a crisis. Crisis response is implemented at the local level and campus personnel are immediately informed.

Preparation: Avoiding Preventable Emergencies

Emergency management begins during the selection of the Program Director, staff, and student participants. The Director, staff, and participants will be informed of their roles and responsibilities prior to departure and onsite, as needed. The Program Director and staff must carry the Overseas Emergency Response Card with them at all times. The mandatory Pre-Trip Orientation for participants will include information on safety, health, legal, environmental, political, cultural, and religious conditions in the host country, potential health and safety risks, and appropriate emergency response measures as per Executive Order 998.

The following are steps the Program Director will take:

During Participant Screening / Before Leaving the Country:

- Check for travel advisories issued by the State Department;
- Check the Center for Disease control web site for advice;
- Consider factors that may impact the safety of the individual or group, e.g., disciplinary history (student records can be checked for disciplinary action);
- Consider health and safety issues when deciding on each student's participation;
- Provide orientation material that covers, but is not limited to: health and safety issues and risks, legal, environmental, political, and religious conditions in the host country;
- Communicate applicable codes of conduct and the consequences of noncompliance (see back of HSU catalog);
- Inform participants of sexual assault and harassment policies, alcohol/drug abuse policies, and behavior policies;
- Provide information to participants and their parents/guardians/families regarding when and where the sponsor's responsibility ends as well as the aspects of participants' study abroad experience that are beyond the sponsor's control, i.e., sponsor cannot guarantee or assure the safety of participants or eliminate all risks from the study abroad environment;
- Discuss any special cultural issues that may affect the safety of female, minority, and/or gay/lesbian students;
- Ensure all students have travel health insurance and know how to use it in an emergency;
- Check that all release documents, informed consents, codes of behavior, and medical documents are signed and on file. This includes making copies of each student's passport for the Program Director's file and for the records maintained in the Study Abroad Office;
- Make certain that all participants attend the mandatory Pre-Departure Orientation; and
- Verify all relevant offices, including the Center for International Programs, have up-to-date contact information including the Program Director's cell phone number in the host country, land-line numbers, e-mail addresses, postal addresses, etc.

On-Site

- Have all participants register at the nearest American Embassy/Consulate (students could be required to do this before they leave);
- Keep readily available:
- A photocopy of each participant's passport photo page, emergency contact information, and emergency treatment forms;
- Phone numbers for all students;
- Phone number of the nearest American Embassy/Consulate;
- Consider, in consultation with faculty experts, the host country's culture and how that culture might be used to respond to an emergency;
- Provide an on-site orientation that includes information on personal safety and procedures to be followed in case of emergency;
- Develop and test a phone-tree communication system (as appropriate) with all participants;
- Distribute on-site contact information, including the HSU 24-hour contact number, to all students;

- Help students complete the Student ID and Emergency Information Card;
- Include the local 911 equivalent (if available);
- Ensure students carry the card with them at all times;
- Remind students to leave an itinerary and contact information for any time spent away from the program site;
- Devise an evacuation route that will ensure the safety of all participants, e.g., small group travel, as opposed to all participants heading for the airport on a bus;
- Choose places that are known to have a high level of security as gathering and evacuation points;
- Keep the evacuation plan strictly confidential—from program participants, family, friends, the media, and everyone except those who MUST know in order to implement the plan;
- Have a plan to finance an emergency evacuation, whether through a corporate American Express card or an unlimited credit line with a travel agency; and
- Keep all rosters, contact information, and this handbook with you at all times.

Contacting HSU

The number to call during regular business hours is 001-707-826-4142 (3781 or 5877).

The number to call after hours is the HSU Police Dept. 24-hour number 001-707-826-5555. The Center for International Programs staff has all their contact numbers permanently lodged with the Police Department and will initiate the appropriate response on receipt of a call. Remember to provide the following information:

- Stress that this is an emergency situation and that you are calling from overseas;
- Give your name;
- Provide your location;
- State the nature of the emergency;
- Provide your telephone contact number and say how long you will be at that number;
- Provide an alternate number, if possible; and
- State when you will next be in contact or be reachable.

Emergency Response Team

The Emergency Response Team (ERT) will be convened to assist in emergencies. The purpose of this team is to provide support to the Program Director and facilitate emergency resolution. The ERT consists of, but is not limited to, the following:

Program Director
Center for International Programs Representative
Faculty (or other) Expert
Risk Manager
Public Affairs Director
Psychological Counselor – on call
University Police
Appropriate College Dean: Arts, Humanities, & Social Sciences; Natural Resources & Sciences; or

Professional Studies
Vice President or Assistant Vice President for Student Affairs
Study Abroad Coordinator
Legal Counsel, CSU Chancellor's Office

Recording Events

After contacting HSU, an *Incident Report (Appendix A)* will be completed as soon as possible and faxed, if feasible, to the Center for International Programs at 001-707-826-5885, or emailed to hsugoabroad@humboldt.edu. All events and actions need to be documented—by date and time—for review upon return to the United States. If it is not possible to fax the Incident Report, keep all records with you until your return.

If the emergency is an individual crisis, the student also needs to complete an Incident Report as soon as practicable.

Gathering Information

All communication and events, including dates and times, must be documented at HSU and on-site. The appendices below detail the information that will be gathered to report specific events and also provide general guidance. The specific action to be taken by the Program Director will be decided when an event happens, in consultation with members of the EMT.

- A. Incident Report Form
- B. Sample Log
- C. Student ID & Emergency Information Card
- D. Program Early Release Form
- E. Widespread Emergencies (political/civil unrest, terrorist activity or threat, natural disaster, outbreak of war)
- F. Illness, Accident, or Injury
- G. Sexual Assault or Rape
- H. Missing Participant
- I. Arrest
- J. Emotional Health Problems
- K. Death of a Student
- L. Alcohol/Drug Abuse
- M. Serious Student Misbehavior
- N. Termination of a Program and Evacuation

General Emergency Management Information

Sending a Student Home

If it becomes necessary to send a student home, the Emergency Response Team will have documentation in the form of a log or an Incident Report that details the reasons for the student's leaving the program. The student must sign a Program Early Release Form before leaving the program site and a copy must be emailed or faxed to the Center for International Programs.

On-Site Communication

Effective communication is critical to any crisis management system. All parties must be informed about the emergency communication system, including: IP staff, host institution, Program Director, staff, on-site administrators, students, and parents. The Program Director will devise and test, within the first week of a program, a system of rapid communication with students and staff. This communication network—call tree—will be useful for academic and social information and will enable the Program Director (or staff) to contact all students on short notice and assemble the group quickly. (The phone tree splits up the participants into groups of five, with the Program Director or staff member calling the first person in each group, who then calls the second, etc.) Each participant will have a group master list, so that if #1 cannot be reached, #2 will be contacted, etc.

When making a call about an emergency, the Program Director, staff, or participant will have to dial only one number, HSU's 24-hour contact line (HSU University Police) at 001-707-826-5555 or 001-707-826-5023. A wallet-size Student ID & Emergency Information Card (Appendix D) will be issued to program participants with a list of emergency procedures. HSU's University Police will be provided with appropriate details about the study abroad program and contact information for the Center for International Programs and the Program Director and staff prior to the group's departure from the U.S.

Travel and Transportation

Information on travel methods (bus, train, plane, ship; private and/or commercial) and routes will be as specific as possible. It is very important to select and prioritize alternative methods of travel and routes in the event that the usual method and/or route is no longer safe or feasible. Maps demarcating student and staff sites, meeting points, pick-up points, and estimated travel time under normal circumstances must be made available to the Program Director, staff, and all participants. Students will maintain appropriate conduct at air/sea ports, train/bus stations, and on planes/ships/trains/buses. Members of the group will:

- Not draw attention to themselves, including:
 - Blend in with the population; and
 - Wear no clothing or hats with identifying information, e.g., baseball caps, shirts, or sweatshirts;
 - Wear no visible jewelry;
- Not accept items from anyone;
- Not watch someone else's bags, no matter how innocent the request may sound;
- Keep their luggage with them at all times and, once checked in, make sure no one else accesses their carry-on luggage;
- Report any unattended baggage immediately; and
- Comply immediately with security instructions from air/sea port or train/bus station personnel. Luggage searches ensure the safety of all passengers. Be patient and cooperative and answer questions truthfully.

The Press

When an emergency/crisis occurs, HSU will assume full responsibility for dealing with the media. All inquiries from the media will be referred to the Public Information Officer (PIO) in Marketing & Communications. During the process:

- The Program Director will gather information/facts as quickly as possible and inform the Center for International Programs and the PIO;
- The Emergency Response Team will work with the PIO;
- The PIO will speak to the media on behalf of HSU and provide a consistent message limited to the facts;
- All HSU staff will maintain the anonymity of program participants; and
- Students will not talk to local or international media since, in many countries, talking to the press is not a neutral action.

After an Emergency / Debriefing

Regardless of the type of emergency/crisis, it will likely have an impact on everyone, including the program participants, the HSU campus community, family members, and friends. It will be important to:

- Offer a re-entry program shortly after the return to HSU (or to the program site) that provides a supportive forum for staff and students to discuss and resolve adjustment and program issues;
- Allow victims to vent their feelings;
- Provide emotional support and counseling services to the victim(s);
- Expect and prepare for symptomatic post-crisis reactions, including: depression; anxiety; emotional letdown; weariness; and task dysfunction;
- Follow up as necessary with the local authorities and/or law enforcement officials about ongoing civil or criminal investigations, including providing statements to the investigators, filing police reports, and/or ensuring that victims are receiving medical or counseling services; and
- Supply a written report, if required, from the Program Director to local authorities, embassy personnel, and/or crisis counselors involved in the emergency. (The purpose of this report would be to improve crisis prevention and planning.); and
- Prepare a final ERT report that reviews the facts of the crisis and includes suggestions for future responses.

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Appendix A

Incident Report Form

Instructions

This report is to be completed when an incident occurs with any international travel/study program participant. This report is to be forwarded immediately to the Center for International Programs (fax: 001-707- 826-3939) or call the University Police 24-hour contact number at 001-707- 826-5555 to report this information to the University. Use additional sheets as needed.

Reporting Party Information

Date: _____ Time: _____
Report taken by: HSU employee Student Name: _____
Phone number: _____ Email/Skype: _____

Program Information

Title of study program: _____ City/Country: _____

Incident Information

Date/time of incident: _____
Affected person is a: Student Faculty Staff Other: _____
Name(s) of the persons involved in the incident (include HSU ID# if available):

Type of incident: Serious illness or injury Sexual assault or rape Emotional health problems
 Serious student misbehavior Death of a student Alcohol/drug abuse
 Missing participant Termination of a program and evacuation
 Incapacitated program director Arrest Other

Describe the incident or situation (where, what happened/is happening):

Summarize any action taken (e.g. disciplinary action, response by local authorities, medical attention provided, plans in the event situation gets worse, plans for evacuation, etc. Include documentation of available):

For Official Use Only

Received by: _____ Date/Time: _____ Copies to: _____

Appendix B

Sample Log

It is critical to obtain detailed information regarding names, locations, times, witnesses, etc.

The log should be updated as the situation develops. Specific information to be collected will include:

- What happened?
- Where did it happen?
- When did it happen?
- Who was involved?
- Who has been notified regarding the situation?
- What assistance has been offered to the student(s) involved in the crisis? Please note persons involved, time, and location).
- What additional actions have been taken? Please note persons involved, time, and location of any actions taken
- What assistance has been offered to the family members of the student(s) involved? Please note persons involved, time and location):
- Have you contacted or been contacted by anyone else regarding the crisis, i.e., a representative of the media? If yes, what information was exchanged?

Appendix C

Student ID & Emergency Information Card

HUMBOLDT STATE UNIVERSITY

Student Emergency Information Card

Student name: _____

Date of birth: _____

Citizenship: _____

Study abroad program name: _____

Abroad program emergency contact

Name: _____

Phone: _____ Email: _____

Abroad housing emergency contact

Name: _____

Phone: _____ Email: _____

Home (U.S.) campus emergency contact

Name: _____

Phone: _____ Email: _____

Family (U.S.) emergency contact

Name: _____

Phone: _____ Email: _____

Insurance company: _____

Policy #: _____

Contact phone #: _____

Embassy/Consulate phone #: _____

Equivalent 911 abroad phone #: _____

Nearest hospital abroad phone #: _____

Passport #: _____

Blood type: _____

Special medical conditions: _____

Current medication/special requirements: _____

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Appendix D

Program Early Release Form

I, _____ am making the decision to leave the
Name
_____ program on _____ and take full responsibility for my actions.
Program Name Date

I release, forever discharge, and hereby hold harmless The State of California, Trustees of The California State University, Humboldt State University, its officers, agents, employees, auxiliaries, or other participants from any and all claims, liabilities, suits, or damages, attorney's fees, or costs incurred, and any claim I might have against The State of California, Trustees of The California State University, Humboldt State University, its officers, agents, employees, auxiliaries, or other participants for injuries to my person, including death, or property damage, arising out of participation in this activity. It is further understood and agreed that this waiver, release, and assumption of risk, is to be binding on my heirs and assigns.

Signature: _____

Date: _____

Name: _____

Street address: _____

City, state, zip: _____

Phone: _____

Email: _____

Appendix E

Widespread Emergencies

Political/Civil Unrest, Terrorist Activity or Threat, Natural Disaster, Outbreak of War

When an emergency arises, the Program Director will contact the Center for International Programs to determine the danger to program participants. Issues to be discussed will include:

- The type of crisis;
- The safety of participants;
- The geographic proximity of the HSU program to the crisis;
- The impact of the crisis on critical supplies (availability of food, water, and medical supplies) and the quality of life;
- If the crisis is political, the intensity of the military presence in the area of the program;
- Whether classes can be continued in the current location; and
- The group's ability to travel in the region/country.

The Program Director and/or other appropriate personnel will also:

- Assess the severity of the unrest and the intended target of the unrest by contacting the U.S. State Department Country Desk, the U.S. Embassy or Consulate in the host country, local police, and other relevant agencies;
- Maintain the safety and well-being of the students. If on-site staff is able to reach all the students, these steps will be the first priority:
 - Gathering the students together;
 - Taking roll;
 - Assessing their well-being; and
 - Escorting them to a safe location.
- Once this been accomplished, on-site staff will contact those in charge of the emergency, e.g., Red Cross, government agents, etc;
- Adjust the communication chain as necessary;
- Change the evacuation route and gathering/evacuation points as necessary;
- Warn program participants not to visit popular U.S. and tourist hangouts, e.g., pubs, theaters, clubs, etc;
- Advise program participants to dress like host country natives and to try to blend in;
- Have the Emergency Response Team, in collaboration with the Public Affairs Director, handle incoming calls from concerned family and friends, newspaper and television reporters, federal government agents, and other interested parties; and
- Maintain anonymity of all program participants (with the press and other inquirers), in both the home and host countries.

Appendix F

Illness, Accident, or Injury

- Assist the student with finding appropriate medical care in a trusted local hospital/clinic.
- Discuss the student's medical condition with the attending physician.
- Call the travel health insurance provider.
- Contact the Center for International Programs to brief them on the student's condition and to determine whether to convene the Emergency Response Team.
- Complete and fax an Incident Report (Appendix A) to the Center for International Programs.
- Keep a log of the chronological events leading up to the illness/accident and discussions with the physician.
- With the student's consent (ideally obtained in advance), arrange to notify his/her designated emergency contact. If the student's life is in jeopardy, but consent has not been given, it may be wise to contact parents or family. In consultation with any attending physicians, monitor the student's condition and provide updates to the Center for International Programs. In some cases, the student may need to be evacuated in order to receive appropriate medical treatment. The travel health insurance provider needs to be contacted prior to making arrangements.
- It would be wise to seek a second opinion on any necessary medical treatment. Try to arrange contact with the student's family/personal physician.
- Inform the student's professors that the student will be absent from classes.
- Provide appropriate information and reassurances to other program participants.
- In the unfortunate case of a student's death, follow the student death protocol (Appendix O).
- The Emergency Response Team, in collaboration with the Public Affairs Director, must handle incoming calls from newspaper and television reporters, and other interested parties.

Appendix G

Sexual Assault or Rape

- The first concern will be for the student's health and safety.
- If there is obvious physical injury, make sure the student is taken to a hospital or clinic for urgent care.
- If there are signs of obvious emotional disturbance:
 - Provide immediate support to the victim; and
 - Contact HSU and ask that a counselor be available to provide support.
- If there is no obvious physical injury, have the victim consent to being transported to the hospital or clinic.
- Inform the student of the laws and procedures for dealing with sexual assault in the host country, which may vary from those in the U.S., and encourage the student to report the incident to the local authorities.
- Explain to the student that we must report the incident to the HSU police.
- Contact the Center for International Programs, so they can confer with the counseling center and other appropriate offices. With the student's consent, inform the student's parents or designated emergency contact. *This permission is not granted by the release on file. In cases of sexual assault, the Program Director needs to obtain verbal consent so as not to re-victimize the survivor.*
- Keep a log in a confidential file as the emergency proceeds.
- Complete and fax an Incident Report (Appendix A) to the Center for International Programs.
- Provide regular briefings to the Center for International Programs.
- If the victim declines assistance, the Program Director will:
 - Escort or transport the victim to their home or designated location;
 - Inform the victim that he/she will be contacted later to see if he/she needs assistance; and
 - Provide the victim with phone numbers of hospitals or clinics, counseling services, and any other rape crisis resources, as well as law enforcement agencies.
- If the student chooses to go back to the U.S., he/she must sign a Program Early Release Form (Appendix H).
- It is advisable to know HSU's policies regarding sexual assault or rape (reference the HSU catalog at <http://www.humboldt.edu/~reg/catalog.html>).
- Do not give information to the media. Sensitivity toward survivors of sexual assault is paramount. The Emergency Response Team, in collaboration with the Public Affairs Director, must handle incoming calls from newspaper and television reporters, and other interested parties.

Appendix H

Missing Participant

- Find out where and when the student was last seen:
 - Contact the roommates, friends, host family, professors, and other members of the group to find out if they know the student's location. Ask them to notify you immediately of the student's return; and
 - Ask whether the student was exhibiting any unusual behavior.
- The Program Director will contact host country institutional authorities asking them to check clinics, hospitals, and police stations.
- Keep a log of events and dates/times.
- Complete and fax an Incident Report (Appendix A) to the Center for International Programs.
- If the student has not been located within 24-48 hours after the first notification of disappearance, file a report with the local police.
- Re-contact HSU to decide if the Emergency Management Team should be convened to determine what action to take. This may include communicating with the student's emergency contact.
- Reassure program participants and provide appropriate information.
- Once the student has been found, inform everyone immediately.
- The Emergency Response Team, in collaboration with the Public Affairs Director, must handle incoming calls from newspaper and television reporters, and other interested parties.

Appendix I

Arrest

The US Consular Officer can:

- Visit the student in jail after notification of their arrest;
- Give the student a list of local attorneys. The U.S. government cannot assume responsibility for the professional ability or integrity of these individuals;
- Notify friends and family and relay requests for money or other aid, if authorized by the student;
- Intercede with local authorities to ensure that U.S. citizens' rights under local law are fully observed and that the arrested person is treated humanely according to internationally-accepted standards; and
- Protest mistreatment or abuse to the appropriate authorities

The U.S. Consular Officer cannot:

- Demand immediate release from jail, or get anyone out of jail or the country;
- Represent anyone at trial or give legal counsel; or
- Pay legal fees and/or fines with U.S. government funds.

The Program Director will:

- Quickly assess the situation by obtaining as many details as possible. Determine who, what, when, where, how, and why;
- Complete and fax an Incident Report (Appendix A) to the Center for International Programs;
- Keep a log of events and dates/times;
- Immediately contact the U.S. Embassy Consular Officer. Ask for referrals to lawyers and provide this information to the student;
- Maintain contact with the Center for International Programs, which will convene the Emergency Response Team, including legal counsel, and decide the best course of action;
- Visit the student and explain what is being done and the legal procedures of the host country;
- Have the Emergency Response Team, in collaboration with the Public Affairs Director, handle incoming calls from concerned family and friends, newspaper and television reporters, and other interested parties.

Appendix J

Emotional Health Problems

Many of the most serious and common overseas crises involve students whose pre-existing emotional problems are exacerbated by the stresses of a new living and learning experience. This is especially true if part of the motivation for going abroad included the hope that such problems would disappear in new surroundings. Protected by laws of and policies regarding confidentiality, students who may be in treatment for a variety of mental illnesses could succeed in gaining acceptance to study abroad programs without disclosing their mental health issues to program administrators.

Typical symptoms of a mental health problem, from mild to severe:

- Student misses class regularly, has trouble keeping focused and directed;
- Student asks to take less than a full academic program;
- Student withdraws from friends and previously-favored activities, i.e., shows evidence of depression;
- Student appears to be missing meals and is showing signs of an eating disorder;
- Student is frequently under the influence of alcohol or drugs;
- Student's host family reports unusual behavior;
- Student exhibits severe disruptive (or self-destructive) behavior that appears to have a psychiatric basis;
- Student shows signs of being severely emotionally disturbed and creates turmoil, seeming a danger to self and others; and
- Student makes a suicide attempt or threat or has spoken with someone about a plan to do so.

How to Proceed:

- The Program Director will talk to the student and identify as many key people in the situation as possible;
- Keep a log of events and dates/times;
- Complete and fax an Incident Report (Appendix A) to the Center for International Programs;
- Ascertain what professional help is available at the site;
- If help is available and the student is willing to utilize it, have the student escorted to the appointment by supportive people;
- Arrange consultation between the student and professional personnel in the U.S.;
- If necessary, arrange and carry out hospitalization;
- With student's consent, notify the emergency contact and other parties on a need-to-know basis;
- In some cases, the decision will be made to return the student home. This decision will be made in consultation with appropriate members of the Emergency Response Team. The travel health insurance provider will be contacted to arrange an emergency return to the U.S.;
- In the absence of consent from the student, the following must be taken into consideration:
- If the student's life is in jeopardy, contact the family. Otherwise, the possible repercussions will be more severe if the student dies; and
- If the student does not voluntarily seek help and is disruptive to the program, the Program Director, with the assistance of the Emergency Management Team, may decide to suspend the student from the program and send him/her home after he/she has signed a Program Early Release Form. If the student refuses to sign, a statement to that effect must be written and signed by witnesses; and
- Do not give out information to the media. The Emergency Response Team, in collaboration with the Public Affairs Director, must handle incoming calls from concerned family and friends, newspaper and television reporters, and other interested parties.

Appendix K

Death of a Student

Deal with the immediate crisis:

- Obtain medical aid and local law enforcement aid; and
- Ensure other students are safe.

Subsequently the Program Director will:

- Contact the Center for International Programs and ask that the Vice President or Assistant Vice President for Student Affairs, with assistance from the Emergency Response Team, follow HSU procedures for dealing with this event. If you are not able to reach the Center for International Programs, notify the University Police Department so they can contact the Emergency Response Team;
- Arrange support for other members of the group, with possible follow-up assistance from the HSU counseling services upon return to the United States; and
- Contact the U.S. Embassy Consular Officer, who can serve as a liaison with local authorities.

The Emergency Response Team may send additional personnel to complete the program while the Program Director deals with the aftermath of the crises. The Program Director, additional personnel, or both will:

- Work with the local authorities to handle the student's remains, in accordance with the wishes of the family as well as local laws and facilities. It may not be possible to meet all these needs, e.g., cremation in a location which does not have a crematorium, but do your best. Call on the U.S. Embassy or Consulate for assistance, as necessary;
- Work with local authorities to have a death certificate prepared. Depending on location, the certificate may not be written in English. The U.S. Embassy or Consulate will need a copy of the certificate so they can issue their own certificate of death, which must accompany the remains on the return flight to the United States;
- Work with the U.S. Embassy or Consulate and travel health insurance provider to repatriate the remains;
- Complete and fax an Incident Report (Appendix A) to the Center for International Programs;
- Keep a log of the chronological events leading up to and after the student's death; and
- Maintain confidentiality. The Emergency Response Team, in collaboration with the Public Affairs Director, must handle incoming calls from concerned family and friends, newspaper and television reporters, and other interested parties.

Appendix L

Alcohol/Drug Abuse

Alcohol abuse is the most serious home campus problem and it also affects students who travel abroad. Alcohol standards and laws differ markedly in other countries. Clear behavioral guidelines that stress alcohol and drug abuse—and the consequences of such abuse—are essential and must be reiterated:

- During participant screening;
- At the mandatory Pre-Trip Orientation;
- At on site meetings; and
- Repeatedly throughout the program.

Drug use is illegal in most countries and, if local laws are violated, the consequences can be severe. Students are often surprised to discover that there is very little anyone, including the American Consular Officer, can do to help a student caught with drugs. Long jail terms are common.

Alcohol or drug abuse (even if the student is not arrested) must be documented an Incident Report (Appendix A) and dealt with according to HSU policies. See the next section, Serious Student Misbehavior (Appendix M, for advice on dealing with this disruptive behavior.

Appendix M

Serious Student Misbehavior

Student Conduct and Disciplinary Procedures – General Information

A student participating in an HSU study abroad program assumes dual status as an HSU student and a student of the host institution and/or host country. HSU students abroad are subject to, and will be familiar with, HSU student conduct policies as well as the laws of their host country and the academic and disciplinary regulations of the host institution or residential housing program. (Refer to <http://studentaffairs.humboldt.edu>).

Students will note:

- HSU's sanctions for students studying abroad may be more severe than if behavior occurred on campus because of the broader consequences of student conduct when abroad, e.g., student conduct may affect HSU's relations with the host institution and local community or arouse anti-American sentiments; and
- Study abroad disciplinary procedures are more compressed than campus procedures due to:
 - The short duration of many HSU programs;
 - The need to address disciplinary matters more quickly while traveling abroad; and
 - The limited resources that are available in the host country to resolve disciplinary issues.

An Incident Report (Appendix A) must be completed and faxed to the Center for International Programs within 24 hours of an infraction.

How to Proceed

Reporting Misconduct

The person who has observed or is aware of alleged student misconduct will contact the Program Director and report the misconduct and alleged violation.

Investigation

The Program Director is responsible for carrying out the investigation of all alleged student violations of the HSU Student Code of Conduct. Normally, this investigation will consist of interviews with the reporting party, witnesses, and the person alleged to have violated a regulation or standard of conduct.

When the person alleged to have violated a regulation or standard of conduct is interviewed, he/she must be informed of:

- The nature of the allegation;
- the regulation or policy allegedly violated;
- his/her right to respond; and
- the procedures to be followed.

At the conclusion of the investigation, the Program Director will complete and fax an Incident Report (Appendix A) to the Center for International Programs.

Administrative Conference

If, after the investigation and a brief administrative conference at which the student involved has the opportunity to discuss the alleged misconduct violation, the Program Director believes that disciplinary action is appropriate, he/she is empowered to take action, which may include one of the following:

- *Verbal Warning*: An official verbal warning to the student that his/her conduct is in violation of the HSU Student Code of Conduct and any study abroad agreements/consents/releases signed by the student;
- *Written Warning*: An official written warning to the student that his/her conduct is in violation of the HSU Student Code of Conduct and a notice that failure to maintain expected conduct or repeated violations may result in termination from the study abroad program; or,
- *Termination from the Study Abroad Program*: This sanction terminates the student from the study abroad program. It is permitted either when a student receives repeated written warnings or commits a serious violation of expected behavior. Certain behaviors will lead to immediate termination from a study abroad program. These include but are not limited to:
 - Academic misconduct;
 - Eviction from housing on grounds of inappropriate conduct;
 - Exceeding the allowed number of unexcused absences from class;
 - Willful destruction of property;
 - Posing a safety hazard to oneself or others; and
 - Criminal conduct.

Although termination from a study abroad program does not constitute dismissal from HSU, HSU may elect to impose additional penalties. The terminated student must sign a Program Early Release Form (Appendix D). If the student refuses to sign, a statement to that effect must be written and signed by witnesses.

Disciplinary action will be taken in consultation with the Emergency Response Team and/or other HSU and/or host institution officials as appropriate. Termination can only be imposed after the Program Director has consulted with, and gained the approval of, the Emergency Response Team. Every written warning and notification of sanctions or termination must be communicated to the Emergency Response Team within 48 hours of the occurrence, when possible. The Emergency Response Team may distribute the information to other campus units as appropriate. The Program Director will inform the student in writing of the appeals process.

Appeal

If the student decides to exercise his/her right to appeal, he/she must request in writing that the appeals process be initiated. The appeal, in the form of a letter to the HSU Vice President of Student Affairs, must be initiated within 48 hours from the time the student is informed in writing of the action to be taken. Any relevant documents and testimonials that the student wishes to enter into the record may be attached to the letter.

The Vice President of Student Affairs shall either concur with or overturn the decision of the Program Director and/or the Emergency Management Team, usually within a period of 48 hours after he/she receives the appeal. He/she will inform the student in writing of the decision. This decision will also be communicated to the Dean of the College of Extended Education & Global Engagement, Program Director, and host institution, if appropriate. The Center for International Programs will be responsible for informing any other appropriate campus offices and officials. If a student from another institution is participating in an HSU Study Abroad Program and is subject to disciplinary action while in the HSU Study Abroad Program, the student's home institution will also be notified.

HSU Student Disciplinary Regulations

If the student's conduct is also in violation of the HSU Student Disciplinary Regulations, the HSU Office of Judicial Affairs may undertake disciplinary action, including imposing sanctions of suspension or expulsion from HSU. Such action shall only be taken pursuant to proceedings under CSU Executive order 970.

Consequences of Termination

If the decision has been made to terminate the student from the study abroad program, the student's participation shall be concluded immediately. A student who is terminated from a study abroad program will receive a grade of

W in all course work in progress except in the instances of academic dishonesty, in which case a faculty member may assign a grade of *F* for a course(s).

Termination of a student's participation shall not diminish or otherwise affect the student's obligation to make any and all payments to HSU. In addition, the student:

- Will not be entitled to a refund of fees;
- May be required to reimburse HSU for financial aid received; and
- Bears responsibility for all non-recoverable costs incurred by the host institution, as well as personal financial obligations, e.g., utility bills, rent.

A student's registration at HSU may be blocked pending the meeting of all such financial obligations and/or disciplinary action.

Once a student's participation has been terminated, he/she shall be required to immediately absent him/herself from all premises used by the program and return to the United States.

Appendix N

Termination of a Program and Evacuation

As a crisis situation unfolds, the Program Director will:

- Constantly assess the nature and extent of the emergency and evaluate the real danger to students;
- Consider:
 - The event's proximity;
 - Its impact on the availability of food, water, and medical supplies;
 - The protection of law and order;
 - The intensity of military presence in the area of the program; and,
 - If political, the target of the unrest;
 - Consult with the nearest U.S. Consulate or Embassy for:
 - Their advice to Americans in the area;
 - The feasibility of continuing classes; and
 - The ability of students and staff to travel in the area.

The Emergency Response Team leader, in consultation with the Program Director, will:

- Contact the State Department to discuss the need for evacuation and any measures that the U.S. is taking to evacuate its citizens. The ERT leader will also contact other institutions with programs in the vicinity to discuss what action they are taking;
- Develop an evacuation plan, including the various modes and routes of travel. Determine the cost of the evacuation, and the possibility of reducing the level of danger by dispersing students in small groups to reconvene later in another location;
- Inform the local U.S. Consulate or Embassy of the evacuation plan;
- Assess and mitigate student concerns;
- Recommend appropriate student behavior, i.e., don't draw attention to yourself, meld with the local population, etc;
- Review the course of action with program participants. If any student or staff member refuses to comply with the evacuation procedures, have him/her sign a Program Early Release Form (Appendix D);
- Remove public signs that indicate U.S. affiliation. Cancel public activities or large-group functions that could draw attention to the program; and
- After the students have been evacuated to safety, make academic and financial arrangements appropriate to the particular program at the time of its termination.

Evacuation

Should a mass evacuation be necessary when commercial transportation has been suspended, U.S. embassies and consulates will work to charter special flights and ground transportation to help U.S. citizens evacuate the country. If this type of evacuation is necessary, administrators will attempt to follow the Emergency Response Plan to close the study abroad program. If feasible, it is important to take vital records with you, including computer data, and ensure that the records and data left at the program site are secure. Advise students to close bank accounts and settle debts, if possible.