CRISIS RESPONSE PLAN
INTERNATIONAL PROGRAMS
(1/20/11)

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Incident-specific questions appropriate to the type of crisis
Participant is:

   seriously ill........................................................................................................................................19
   seriously injured ..........................................................................................................................20
   assaulted or raped...........................................................................................................................21
   missing..............................................................................................................................................22
   arrested/incarcerated.........................................................................................................................23
   taken hostage/kidnapped....................................................................................................................24
   in a location where a political, natural or man-made disaster has occurred.....................................25

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UNITED HEALTHCARE GLOBAL 24/7
EMERGENCY ASSISTANCE CENTER
410-453-6330
UNIVERSITY OF HARTFORD MEMBER ID: 324301

Acknowledgements
This handbook was compiled with the assistance of materials provided by Michigan State University.
MANAGING EMERGENCIES ABROAD

It is expected that any potential respondent to an emergency read these next two sections prior to an emergency, as they are intended to provide useful background. If you are ready to respond to an emergency, go to page 5.

**Preventative Measures/Risk-Management**
The International Center (IC) routinely monitors the safety and security conditions in each country where the University of Hartford sends students, faculty and staff. The Center monitors these conditions using such resources as the U.S. State Department and UNITED HEALTHCARE GLOBAL, the University's international emergency assistance provider. When conditions warrant, the University's International Situation Management Team (ISMT) is notified of potential security risks and may be requested to evaluate a program and make a determination about its viability and advisability, given security and health risks.

A variety of issues that affect countries where UH sends students and employees abroad may be severe enough that these issues will be brought to the attention of the ISMT. The manner in which these issues may be learned are through reviews of the consular information sheet; U.S. Department of State Travel Warnings; information provided by other institutions; concern expressed by a faculty leader, UH department or news media.

**Emergency Response**
The IC is also charged with the responsibility of coordinating the management of emergencies affecting participants in University of Hartford-sponsored study abroad programs. Assuring the safety and well-being of students, faculty and staff who are involved or participating in UH sponsored programs abroad is of the highest importance, and all reasonable actions will be taken to accomplish this.

While acknowledging that no single plan can address all contingencies, the IC recognizes the importance of establishing, in advance, policies and procedures that are designed to safeguard the safety and well-being of study abroad participants and to limit the University's legal liability. These policies and procedures, described in this document, will serve to guide the University's response to crises affecting participants abroad.

**Perceived Emergencies**
In "Coping with Perceived Emergencies" (1989), Diane Snell draws a distinction between "real" and "perceived" emergencies.

**Real emergencies** are those that pose a genuine and sometimes immediate risk to, or that have already disturbed, the safety and well-being of participants. These include such occurrences as coups and other civil disturbances; natural and man-made disasters; incarcerations; serious physical or emotional illness; accidents; physical assaults; disappearances or kidnappings; and terrorist threats and attacks.
Perceived emergencies are those which pose no significant risks to the safety and well-being of participants, but which are seen as threatening by family members in the U.S. or by others, including, at times, students and colleagues at the home university. Perceptions of threat can arise out of a number of things, including the media, the distortion of information provided by a participant in communicating home or out of the nervousness of a family member or student with little or no international experience. All calls to the IC will be treated seriously and a thorough assessment of the situation will take place.

Addressing Inquiries
In the case an emergency (perceived, real and acute, or real and widespread) is widely reported to parents or the media, a number of callers may contact the IC or other UH offices on campus voicing concerns. The IC will work collaboratively with UH offices on campus who receive any inquiries. In the case of a perceived emergency or an individualized crisis that has already been addressed, it is important to reassure the caller that appropriate inquiries have been made, that we are confident program participants are secure, that the program is proceeding normally, and that the participants' welfare is not being compromised. In most cases, it will be sufficient enough for the IC to reassure the concerned parent, student or other individual who has contacted the IC as the result of media coverage or rumor. When the U.S. State Department issues a Public Announcement or Worldwide Caution, the IC will immediately forward the notice to the relevant students and faculty abroad and the ISMT with an explanatory introduction by the Director of International Center. If the State Department issues a Travel Warning for a country/region in which UH students are located (or about to travel to), the ISMT will convene to discuss program cancellation or evacuation.

Widespread Emergencies
In the case of a widespread emergency requiring a unified response for the University, the ISMT will be convened. The ISMT will be chaired by the Senior Associate Provost and initially include all members of the ISMT. The ISMT will use the Resource List to contact any additional individuals/departments to be included as needed. (See Resource List for more details).

Callers with concerns about a widespread emergency should be told that the University is aware of the circumstances and working to address the situation in the best interest of the participants. Under the Federal Education Rights and Privacy Act (FERPA), the University will protect the privacy of participants by keeping all information confidential and protected from unauthorized persons. In order to effectively manage a crisis abroad, information regarding program participants may be shared internally, as needed for legitimate business or operational reasons.

All participants are required to provide a designated contact person in the United States that the IC is authorized to communicate with in the case of an emergency on the participant’s behalf. The IC may initiate such contact with designated persons in the case of a widespread emergency (even though no harm has come to our students), particularly if the incident receives significant media coverage. In the event of a large-scale crisis in which a number of students were potentially exposed to danger, the IC may initiate contact with all affected students’ designated person in as timely a fashion as practicable.
Conclusion
In sum, all emergencies will be handled by the attached procedures. By closely following these procedures, the IC staff will gather information to respond appropriately to real emergencies, or to place a perceived emergency in its proper context, and thereby reassure family members and others in the U.S.

Operating Principles
In managing emergencies, real or perceived, the International Center will be guided in its decision-making, before, during and after a crisis, by the following operating principles:

1. All responses to a crisis will be governed by the highest concern for the safety and well-being of students, faculty and staff participating in a UH-sponsored international program.

2. After the safety and well-being of students, faculty and staff has been addressed, reasonable and prudent measures will be taken to limit the University's legal liabilities.

3. The International Center will coordinate with other UH offices to share information regarding an emergency abroad and exercise caution and restraint in deciding when, and with whom, information about an emergency should be shared externally.

4. At the same time, the International Center will strive to keep its own staff members, and as appropriate other UH offices, informed of the emergencies and what concerned parties have been told; it is important that all staff members provide the same information in case other inquiries are received.

5. The International Center will take sufficient notes in documenting the crisis and response, so appropriate individuals can be updated during and after the incident. Following the resolution of the incident, the primary respondent will fill a brief report detailing the incident, the response, and the resolution.

6. The International Center will respond to emergencies by closely following these procedures, except when otherwise indicated by circumstances or agencies outside the University's control.

7. In the case of an on-going student emergency abroad in which a variety of campus officials are involved, a daily e-mail briefing from the Director of International Studies or her designee will be provided to the individuals and copied to corresponding administrative assistant.

8. Such a message will be sent even if there is no new information to report. To protect the student/victim’s privacy he/she will not be referred to by name, but by description (i.e. a 24 year old student) or simply as “a student.” Internal conversations, which may involve the police, other security officials, university administrators, and the student’s parents/guardians, may reference the student by name, as appropriate.
Emergency Procedures

The International Center will follow these procedures when an emergency is reported.

**STEP 1: An emergency is reported to the International Center**

A. The International Center may learn of an emergency situation abroad by any one of the following: the student, a parent/guardian, friend, faculty/staff leader, colleague, U.S. Department of State, the media or UNITED HEALTHCARE GLOBAL.

B. Take careful notes, documenting a chronological sequence of events leading up to, during and after the emergency, to the greatest extent practicable.

C. If you are the first responder, continue with Step 2. If you are initiating follow-up, skip to Step 3, p. 10.

**STEP 2: International Center collects basic information**

A. The purpose of the intake questionnaire is to guide UH employees responding to an emergency call from abroad. It is your responsibility to collect basic information, reassure the caller that follow-up will happen and then inform others of the emergency.

B. If you are speaking with an on-site faculty or staff leader, discuss his/her recommendations for handling the emergency. In some cases, the crisis has passed and the caller is reporting the incident and requesting guidance for future action. The severity of the emergency will dictate whether or not further action must be issued by the IC Director and whether the ISMT Leader will be contacted.
INTAKE QUESTIONNAIRE

A. You may be required to make several calls to obtain answers as some questions may be more or less appropriate for a faculty or staff leader. Use your best judgment.

B. In addition to the intake questionnaire, inform the initial caller you will ask additional questions specific to their circumstances. If they are unable to answer such questions, inform the caller you will try to obtain information from others assisting with the crisis.

C. Remember that in the case of a medical emergency, UNITED HEALTHCARE GLOBAL communicates with the health professionals directly through their network of physicians; therefore, the IC will need the contact information of various health professionals on site.

D. For emergencies which involve local authorities, obtain their contact information as well.

E. The caller may be in a state of shock or panic, and you may be required to calm them before eliciting necessary information. To soothe a panicked caller, reassure them you are listening to their problem and that you will take all steps possible to assist. Reassure the caller that you will do everything you reasonably can to stay with him/her through the crisis.

F. Remember to verify the caller’s association with UH and check the appropriate box.

☐ The caller is associated with the study abroad program.

☐ The caller is not associated with the study abroad program.

1. What is your full name? ___________________________________

2. What is your exact location? ________________________________

3. What telephone number can you be reached at if we are disconnected? Include international dialing codes __________________________________

4. Is this an emergency? ______________

5. What is the nature of the emergency? Is it medical, safety or legal?
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

6. How long can you be reached at this number? Can we reach you at another number? If so, what is it? ______________________________

7. If you are reachable by email, what is your e-mail address?
____________________________________________________________
8. If you are reachable through a voice or message application, such as Skype or Yahoo, what is your username?

______________________________________________________________

9. Which UH program are you calling about and what is your affiliation with the program?

______________________________________________________________

10. What has already been done?

______________________________________________________________

______________________________________________________________

______________________________________________________________

11. What else would you like us to consider regarding the situation? (You may not be able to make a commitment to doing certain things until you consult with other UH personnel. Reassure the caller that you will do whatever you reasonably can to assist and that someone will be back in touch with him or her very soon.)

______________________________________________________________

______________________________________________________________

______________________________________________________________

*Ask the following questions when necessary*

a. Have you contacted UNITED HEALTHCARE GLOBAL? ________________

b. Have you contacted local authorities? __________________________

c. Have you notified the police? _________________________________

d. Have you contacted the embassy/consulate? _________________

e. Have you contacted family/companions/colleagues/other students?

______________________________________________________________

Also tell the caller the following:

“In a minute, I’m going to move on to some more specific questions (see Step 3, p. 10) in order to better assist you. However, if we get disconnected, please wait and I will call you back.”

OR

“I’m going to report your situation to my supervisor in order to get further instructions. I will call you back within ___ minutes.” (Use your judgment of the situation to give a number of minutes in which you will return the call, even if it is to let the caller know that you have nothing further to report at that time).
AND
“If you have to leave the area, or your situation changes, please phone me back at this number xxx-xxx-xxxx.” Provide international dialing codes to the caller.

ALSO
“If this is a medical emergency, you should call collect the UNITED HEALTHCARE GLOBAL Emergency Assistance Center at 001-410-453-6330. Or, you can collect call the access number in your country. (Refer to the phone lists section for country numbers or the back of the UNITED HEALTHCARE GLOBAL card.)”

Additional Space for Notes:

Your Name: ___________________________ Date/Time of Call: ____________
Campus office phone: _________________ Home phone: ________________
STEP 3. Address incident-specific questions appropriate to the crisis

A. Additional information will be needed for a variety of individual crises. It is important to obtain as much information as possible before proceeding to the assessment step. Asking additional questions specific to the incident will help in obtaining a complete picture. Answers to these questions may be obtained by the caller, on-site personnel, local authorities, parents, or medical professionals.

B. If, however, you have remained on the line with the initial caller, before continuing, note that the remaining caller may not be capable of answering all the questions, especially if he/she is the affected participant. Therefore, you should mark the questions that need to be answered by other individuals assisting with the crisis.

C. If you disengage with the caller at this time, reassure him/her that you will phone back. Provide a timeline of the steps you plan to take after hanging up the phone and provide a specific time that you will phone back.

D. The following incidents have corresponding, additional questions. Go to the page number given below if participant is:
   - seriously ill, p. 17
   - seriously injured, p. 18
   - assaulted or raped, p. 19
   - missing, p. 20
   - arrested/incarcerated, p. 21
   - taken hostage/kidnapped, p. 22
   - in a location where a political, natural or man-made disaster has occurred, p. 23
   - dead, p. 24

E. If, upon completion of this section, you feel the emergency should be discussed with other immediate UH personnel, and the caller is able to wait for further instructions, assure them you will return their call within ___ minutes. Use your judgment of the situation to give a number of minutes in which you will return the call, even if it is to let the caller know that you have nothing further to report at that time.

Step 4. Assessment

A. In assessing whether the emergency is
   - **real and acute**, but controlled by on-site faculty/staff,
   - **real and acute**, requiring the International Center or ISMT to direct the response, or
   - **real and widespread**, requiring convening of the ISMT

   the respondent will consult with appropriate UH colleagues in addition to contacting, if necessary, a number of sources for detailed and accurate information, such as:
- The lead UH faculty/staff member abroad
- The U.S. State Department Desk Officer of the country affected (See Office Phone Numbers in Washington, D.C.).
- Additional colleagues in the field whom we know to have reliable and trusted information about circumstances abroad.
Step 5a. A real and acute crisis requiring the International Center to direct the response (if convening the ISMT, go to step 5b)

A. In the event of an acute crisis that will impact the entire program, but does not warrant convening the ISMT, The International Center will consult with the lead faculty or staff member and other appropriate people abroad and in the U.S. in order to decide what specific measures should be taken in responding to the crisis. When appropriate, the IC Director will notify the ISMT Leader of the acute crisis. Examples of a real and acute crisis are death of a family member at home of a student abroad, serious illness or injury of one student, legal circumstances such as the arrest of one student or the assault of one student and others as appropriate.

B. In making an assessment, the IC will consider that when a threat to the well-being of participants (students, faculty and/or staff) is imminent enough to justify the following actions, the ISMT will be convened, skip to step 5b.
   (a) The immediate suspension of a program
   (b) The evacuation of participants
   (c) Other immediate action to reduce the threat (e.g., restricting or altering program events or locations)

C. Timely communications to all affected parties is crucial to responding to any emergency. To make sure that no group or individual is left out of the communications process, the Director of the International Center will make sure that the following parties are kept regularly informed of the crisis and its resolution:
   • Office of the President and Provost
   • College Dean(s) and/or Department Chair(s)
   • On-site personnel, including faculty, staff, associated providers, etc.
   • Affected student(s)
   • Parents/Emergency Contacts of affected student(s)
   • University Relations
   • Office of Communication
   • Dean of Students Office
   • International Center

D. The IC will send a fax or email to the lead faculty or staff member; this e-mail will contain a detailed description of the course of action they will be required to follow in responding to the crisis. As appropriate, the IC Director will ask the faculty/staff leader to ensure that all program participants receive this information. If the leader does not have access to fax or email, plans should be arranged as to how the information will be dispersed.

E. The IC will take into account the following points in developing the written course of action to the lead faculty or staff member:
   • include a reasonable amount of detail in drafting the procedures
• reassure participants that everything practicable is being done to assure their security and well-being, and that we are counting on their cooperation in responding to the crisis
• inform participants that we are in communication with their emergency contacts
• direct participants to stay in close touch with the lead faculty/staff member, to let him or her know of their precise whereabouts throughout the crisis
• remind students that while the IC has provided the U.S. State Department with the names of all program participants, they should register on-site with the local U.S. Embassy or the nearest Consulate, if the situation permits and they have not already done so, and to maintain contact with the U.S. Embassy or the nearest Consulate throughout the crisis
• tell participants to exercise common sense in responding to the crisis, and to avoid contact with or travel to the affected area (if they are not located at this area)
• direct the lead faculty/staff member and participants to remove all signs or any other objects, at the academic center or at their accommodation, that would call attention to them or to the program
• recommend that participants keep a low profile, to avoid dress and behavior that will attract attention, and to avoid places where Americans are known to congregate
• provide participants with appropriate and inappropriate example of use of social media and communication home if describing the crisis to family and friends at home

F. The IC will also email a brief and accurate description of the event/response, with a copy of the students’ instructions to the following offices:

• Office of the President and Provost
• College Dean(s) and/or Department Chair(s) (may or may not include an Adviser)
• University Relations/Office of Communication
• Dean of Students Office

G. The International Center will handle all requests for information, including those coming in from parents, students and other members of the UH community. In handling media requests, the IC will collaborate with University Relations and Office of Communication. Every effort will be made to cooperate, while at the same time letting the media know that the IC needs to avoid giving out information that might violate a student’s right to confidentiality.

H. Depending on circumstances, the emergency contacts of program participants may be contacted in order to provide accurate information about the emergency and about the University's response, even if no other students were affected by the incident/emergency, and/or there is no current or continued threat to their health, safety or welfare.

Step 5b: A widespread emergency (Convening the ISMT)

A. Crises which warrant convening the International Situation Management Team (ISMT) include a kidnapping/hostage situation, a large-scale man-made or natural disaster, an outbreak of war, civil unrest, or infectious disease as well as a terrorist attack in the area where students reside or attend class abroad or at home. Other examples are the death of a student, incapacitation of the group leader,
the serious injury of multiple students or a student has gone missing. (For procedures in response to the death of a student or staff member abroad, please go to page 15).

B. The ISMT Leader and IC Director, in consultation with the Provost and the President, will convene the ISMT as soon as enough information is collected to effectively write a concise summary of the crisis and initial response.

C. The ISMT Leader will be the Senior Associate Provost (Chuck Colarulli). If he is not immediately available, the IC Director (Sarah O’Leary) will be in charge. ISMT Leader and IC Director will:

Determine the level of urgency and scope of response to the situation. Determine if additional appropriate offices and/or individuals are required to participate on the ISMT. If additional persons are required, use the International Resource List.

D. The usual members of the ISMT include representatives of the following University offices:

- Senior Associate Provost (Chuck Colarulli)
- Director of International Center (Sarah O’Leary)
- Vice President of Finance and Administration (Arosha Jayawickrema)
- Vice President of University Relations (John Carson)
- Vice President for Student Affairs (Lee Peters)
- Dean of University Programs (R.J. McGivney)
- General Counsel (Tom Dorer)

And as determined by ISMT:

- Department of Public Safety
- Dean(s) of the affected College(s)
- Chair(s) or Director(s) of the affected unit(s)
- International Center
- Director of Counseling and Psychological Services (CAPS)
- Office of Communication

E. The ISMT Leader notifies the lead faculty/staff member that the ISMT is being convened in order to consider what responses are needed.

F. Timely communications to all affected parties is crucial to responding to any emergency. To make sure that no group or individual is left out of the communications process, the ISMT will appoint staff members to make sure that the following parties are kept regularly informed of the crisis and its resolution:

- Office of the President and Provost
- International Center
- College Dean(s) and/or Department Chair(s)
- On-site personnel, including faculty, staff, associated providers, etc.
- Currently affected student(s)
• Parents/Emergency Contacts of affected student(s)
• University Relations/Office of Communication

G. The ISMT will review the evolution of the crisis and decide on appropriate future responses. This group will review and consider, among others, the following issues:
• the nature and extent of the crisis;
• the imminent danger to participants;
• the steps already taken to provide for the participants’ safety and well-being; and
• the steps to be taken in the future to assure the participants’ safety and well-being, which may include:
  ♦ recommendations about appropriate student behavior;
  ♦ desirability and viability of evacuation of participants in consultations with UNITED HEALTHCARE GLOBAL;
  ♦ if participants need to return to the U.S., implications for their academic progress;
  ♦ if participants return to campus, the availability of housing;
  ♦ if participants return to the U.S., the refund policy to be implemented;
  ♦ the possible financial impact of the crisis on program participants as well as the University, including legal liability and financial aid policies;
  ♦ the reliability of communication with participants and program representatives abroad;
  ♦ communication with emergency contacts;
  ♦ communication with other constituencies, as appropriate (students and colleagues on campus);
  ♦ review the written summary of the emergency (this document must be used by everyone involved in managing the crisis: consistency is essential);
  ♦ review measures to be taken when dealing with the media (see K and L below); and
  ♦ providing for counseling of students on campus, as appropriate.

Also to be considered:
• the safety of various routes and modes of travel;
• how to meet the costs of evacuation;
• the advisability of reducing risk to participants by separating them into smaller groups; and
• the availability of in-country resources.

H. The ISMT will be responsible for directing actions of faculty/staff leaders. A very important consideration is the impact of the crisis on the group leader and what support the leader might need including recommendations for managing group dynamics, monitoring participant reactions and strategies for preserving the emotional well-being of the group. The ISMT is responsible for any communication with the U.S. Department of State, local authorities and UNITED HEALTHCARE GLOBAL.

I. The ISMT Leader will take into account the points listed below in producing a written course of action for the faculty/staff leader:
• include a reasonable amount of detail in drafting the procedures;
• reassure participants that everything is being done to assure their security and well-being, and that we are counting on their cooperation in responding to the crisis;
• inform participants that we are in communication with their emergency contacts;
• direct participants to stay in close touch with the lead faculty member to let him or her know of their precise whereabouts throughout the crisis;
• remind students that while UH has provided the U.S. Embassy or the nearest Consulate with the names of all program participants, it is their responsibility to read e-mail updates provided by the U.S. Embassy or the nearest Consulate;
• tell participants to exercise common sense in responding to the crisis, and to avoid contact with or travel to the affected area (if they are not located at this area);
• direct the lead faculty/staff member and participants to remove all signs or any other objects, at the academic center or accommodation, that would call attention to them or to the program;
• recommend participants to keep a low profile, to avoid dress and behavior that will attract attention, and to avoid places where Americans are known to congregate, and
• provide participants with appropriate and inappropriate example of use of social media and communication home if describing the crisis to family and friends at home

J. Once the appropriate response strategy has been determined, a detailed written course of action will be e-mailed or faxed to the lead faculty/staff member. This e-mail/fax will contain a separate detailed description of the course of action all participants will be required to follow in responding to the crisis. The lead faculty/staff member will ensure that all program participants receive this information.

K. The International Center will handle all requests for information, including those coming in from parents, students and other members of the UH community. In handling media requests, the IC will collaborate with University Relations and Office of Communication. Every effort will be made to cooperate, while at the same time letting the media know that the IC needs to avoid giving out information that might violate a student’s right to confidentiality.

L. Emergency contacts of program participants will be contacted, via phone or e-mail, in order to provide accurate information about the emergency and about the University's response, even if no students were affected by the incident/emergency, and/or there is no current or continued threat to their health, safety or welfare.

The Death of a UH Student or Employee Abroad

A. Upon notification of a death abroad, the UH faculty/staff leader onsite (or local authorities) will be asked to provide complete details about the circumstances surrounding the death including:
• the time, location and manner of the death
• where the remains are currently located
• whether an autopsy is required
• if the Embassy of the deceased has been informed of the death
• if the next of kin has been contacted

B. The IC Director will contact the Senior Associate Provost and Vice President of Student Affairs to coordinate the notification of the next of kin. The IC maintains emergency contact information for all students, participants, faculty and staff on UH study abroad programs. The President or Provost will follow as soon as possible with a phone call to the spouse or parents. The lead faculty/staff member abroad should not notify any family members of the deceased, this should be done by the Senior Associate Provost or Vice President of Student Affairs.

C. The ISMT Leader will convene the ISMT. The team will direct UH’s response to a student or employee death abroad.

D. The IC Director will immediately make contact with UNITED HEALTHCARE GLOBAL to learn what information needs to be obtained from the family in order to repatriate the remains, in addition to any police or immigration procedures that need to be observed. The IC Director will put the family in contact with UNITED HEALTHCARE GLOBAL, and will offer to work with the family in contacting the lead faculty/staff member abroad in order to make specific arrangements.

E. At the same time, the ISMT Leader will prepare a brief summary of the circumstances surrounding the death, and proposed next step, via phone or e-mail, to the following individuals:

• The President
• The Provost
• Director of Public Safety
• General Counsel
• The Director of the Counseling and Psychological Services
• Dean of the participant’s college

F. In the event that the U.S. Department of State has made a death notification, the ISMT will follow up with the next of kin to express condolences, describe the deceased’s repatriation benefits and discuss next steps. It is imperative that the ISMT maintain complete contact information for the next-of-kin (or designated family representative) and set up a schedule for regular communications. The ISMT will be responsible for ensuring the family is regularly informed of any details associated with the deceased death and repatriation.

G. The IC will handle all requests for information, including those coming in from parents, students and other members of the UH community. In handling media requests, the IC will collaborate with University Relations and Office of Communication. Every effort will be made to cooperate, while at the same time letting the media know that the IC needs to avoid giving out information that might violate a student’s right to confidentiality.

H. Depending on circumstances, the emergency contacts of other program participants may be contacted in order to provide accurate information about the emergency and about the University's response, even if no other students were affected/injured/killed as a result of the
incident/emergency, and/or there is no current or continued threat to their health, safety or welfare.

I. With regard to other students on the program, the IC will make every effort to see their needs are met with regard to information and on-site support services. As soon as possible following the tragedy, the IC Director will send an e-mail or fax to the lead faculty/staff member, as well as to the program participants. This e-mail/fax will inform students of the student’s death, the University’s response and available on-site support services, including grief counseling. The lead faculty/staff member will ensure that all program participants receive this information.

J. As repatriation occurs and plans for a memorial service and funeral come to light, the IC will make every effort to provide interested parties with such details. The IC will attempt to send a representative to the deceased’s service.

END OF PROCEDURES
INCIDENT SPECIFIC QUESTIONS FOLLOW
on page 19
INCIDENT SPECIFIC QUESTIONS
(A follow-up to the Intake Questionnaire on page 6)

Participant is:
- seriously ill...............................................................19
- seriously injured .........................................................20
- assaulted or raped.......................................................21
- missing.................................................................22
- arrested/incarcerated..................................................23
- taken hostage/kidnapped..............................................24
- in a location where a political, natural or man-made
disaster has occurred...............................................25
If a participant(s) has fallen seriously ill:

- Has the local emergency treatment been sought? Has UNITED HEALTHCARE GLOBAL been contacted? UNITED HEALTHCARE GLOBAL collect number: 001-410-453-6330. Or, refer to UNITED HEALTHCARE GLOBAL phone list for collect call numbers in the particular country.

- What was the suspected cause of the illness? Where is the student being treated? What medical treatment has he or she received thus far? What is the prescribed treatment?

- What are the physician’s recommendations and restrictions on activity, if any?

- If a prescription has been given, what is the name of the drug, dosage and frequency? What is the description of the drug?

- What are the names and contact information of the attending physician(s), clinicians(s) and/or other health professionals involved? Does this person speak English? If not, what is the name and contact numbers of the person, if any, who is providing translation services in this crisis (if applicable)?

- What is the prognosis?

- Are other participants at risk from this illness?

- Are all program participants, whether directly involved or not, aware of the emergency? How are they responding to the emergency?

- Is airlift a desirable and viable action?

- If applicable, what are the names and contact information of the appropriate officials at the U.S. Embassy?

- If applicable, what are the names and contact information of any local law enforcement or public security officials involved? Do these people speak English? If not, what is the name and contact numbers of the local translator who is involved?

Additional Notes:
If a participant has been seriously injured:

- Has local emergency treatment been sought? Has UNITED HEALTHCARE GLOBAL been contacted? UNITED HEALTHCARE GLOBAL collect number: 001-410-453-6330. Or, refer to UNITED HEALTHCARE GLOBAL phone list for collect call numbers in the particular country.

- What are the details of the accident?

- Is airlift a desirable and viable action?

- What medical treatment has the student received? Where?

- What are the physician’s recommendations and restrictions on activity, if any?

- If a prescription has been given, what is the name of the drug, dosage and frequency? What is the description of the drug?

- What are the names and contact information of the attending physician(s), clinic(s) and/or other health professionals involved? Does this person speak English? If not, what is the name and contact numbers of the person, if any, who is providing translation services in this crisis (if applicable)? What is the prescribed treatment and prognosis?

- Are all program participants, whether directly involved or not, aware of the emergency?

- How are they responding to the emergency?

- If applicable, what are the names and contact information of the appropriate officials at the U.S. Embassy?

- If applicable, what are the names and contact information of any local law enforcement or public security officials involved? Do these people speak English? If not, what is the name and contact numbers of the local translator who is involved?

Additional Notes:
If a participant has been assaulted or raped:

- Has local emergency treatment been sought? Has UNITED HEALTHCARE GLOBAL been contacted? UNITED HEALTHCARE GLOBAL collect number: 001-410-453-6330. Or, refer to UNITED HEALTHCARE GLOBAL phone list for collect call numbers in the particular country.

- What are the details of the incident?

- What has the on-site response been?

- What medical treatment has the student received? Where? (If none, do everything in your power to ensure proper medical care is received).

- What are the names and contact information of the attending physician(s), clinic(s) and/or other health professionals involved? Does this person speak English? If not, what is the name and contact numbers of the person, if any, who is providing translation services in this crisis (if applicable)?

- What is the prescribed treatment and prognosis?

- Is rape counseling available? In English? Is there a concern that the student is receiving counseling that is consistent with US norms?

- If overnight stay in the hospital is not an option, is immediate and alternative secure housing available? How long will this housing be available? What other appropriate housing options are available as a backup, if needed?

- Has appropriate local law enforcement been notified? What are the names and contact information of any local law enforcement or public security officials involved? Do these people speak English? If not, what is the name and contact numbers of the local translator who is involved?

- What are the implications and procedures for pressing charges in the local country for this particular crime?

- If applicable, what are the names and contact information of the appropriate officials at the U.S. Embassy?

- Is the participant interested in returning to the U.S.?

- If so, what will be the likely academic and financial consequences?

- Are the participant and the counselor aware of these consequences?

- Are all program participants, whether directly involved or not, aware of the situation? How are they responding to the emergency?
If a participant is missing:

- When was he or she last seen?
- Does anyone have any idea where they might have gone?
- If they left and were expected to return at a specific time, when was the date and time of the expected return?
- Did the participant tell anyone of plans to be absent?
- Has appropriate local law enforcement been notified? Is there a local missing persons officer or department?
- What are the names and contact information of any local law enforcement or public security officials involved? Do these people speak English? If not, what is the name and contact numbers of the local translator who is involved?
- What are their suggestions? What are your suggestions?
- Are search and rescue operations available on site? Are these reliable?
- Have they already been initiated? Should they be initiated?
- If applicable, what are the names and contact information of the appropriate officials at the U.S. Embassy?
- Are other program participants, whether directly involved or not, aware of the emergency? How are they responding?

Additional Notes:
If a student has been arrested:

- What are the details of the arrest? Is he or she currently in police custody?
- What are the conditions of the jail? How is the student reacting to the arrest?
- What agency made the arrest and filed the charges? Have they indicated when/if he/she will be released? What procedures need to be followed before the release?
- What are the names, addresses and phone numbers of arresting authorities?
- What is the case number?
- What rights have been granted?
- Is he/she entitled to place a phone call?
- Has the U.S. Embassy been notified?
- What has the Embassy’s response been?
- What is the Embassy’s advice?

Additional Notes:
If a student has been taken hostage/kidnapped:

- What are the events that led up to the hostage taking?

- If known, what is the current physical and psychological condition of affected participant(s)?

- Has the U.S. Embassy been notified? If so, who is the contact person at the Embassy abroad, and at the State Department in Washington, D.C.? What are their titles and contact numbers?

- What is the Embassy’s advice?

- Is the lead faculty/staff member now in close contact with all affected participants?

- What is the proximity of the event to all program participants?

- What is the imminent risk to other participant(s) if they remain where they are?

- Are all program participants, whether directly involved or not, aware of the emergency? How are they responding to the emergency?

Additional Notes:
If the emergency is political in nature, or if a natural or man-made disaster has occurred:

- Has UNITED HEALTHCARE GLOBAL been contacted? UNITED HEALTHCARE GLOBAL collect number: 001-410-453-6330. Or, refer to UNITED HEALTHCARE GLOBAL phone list for collect call numbers in the particular country.

- What are the events that led up to this incident?

- What is the proximity of the event to all program participants? Were some or all of the group affected? Is this disaster widespread?

- If known, what is the current physical and psychological condition of affected participant(s)?

- Is the lead faculty/staff member now in close contact with all affected participants?

- What is the imminent risk to participant(s) if they remain where they are?

- Has the U.S. Embassy advised participants to take appropriate action? How?

- Have all participants been made aware of these precautions?

- Are all participants following these precautions?

- Have local authorities imposed a curfew?

- Has travel in or out of the country been restricted in any way?

- Who or what is the target of any unrest?

- Has any particular group or organization been threatened?

- What kind of military or other security or public safety personnel are present? Are they unusually visible? How are they behaving with respect to the civilian population?

- Are adequate food, water and medical attention available?

- Is adequate and secure housing available? How long will this housing be available? What other appropriate housing options are available as a backup, if needed?

- Is airlift a desirable and viable action?

**Additional Notes:**
University of Hartford
INCIDENT REPORT FORM

Student Name: 
Male/Female: 
Date of Birth: 

Program Name & Date: 
Incident Date & Time: 

Check only one type of incident:

Injury__  Illness ___  Behavioral__  Crime___  Other (describe)______________

Location of Incident:

Complete the following sections as applicable

TYPE OF INJURY OR ILLNESS:

Describe how incident occurred:

Describe in more detail the location of the injury and the cause:

State all parts of body and type of injuries involved (e.g. bruised right elbow):

Was treatment received for this injury?

___ No medical treatment – reporting only

___ Declining treatment at this time

___ Treatment was/will be provided

  Treatment was provided by: ___ Self  ___ Emergency Room  ___ Clinic/Hospital

___ Other (please specify):

If treatment was provided, name and location of medical provider:

Name of physician/hospital: ______________________________________________________
Address: ________________________________________________________________
Physician/hospital phone number: ______________________________________________
Narrative: Describe the incident completely. Include how the incident happened, any medical treatment given, and the final outcome. Attach the physician’s or other care provider’s report if the victim was examined by one. Include any observations or suggestions regarding how the incident could have been prevented.

TO BE COMPLETED WITH THE ATTENDING PHYSICIAN (if applicable):

Date & Time of appointment:

Hospital or Clinic name:

Diagnosis:

Treatment & recommendation:

Restrictions to activities:

Physician’s signature: ___________________________ Date: ________________

Physician’s name (printed): ______________________ Tel. #: ________________

DRUG ADMINISTERED:

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<th>Drug, Dosage &amp; Frequency</th>
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TYPE OF BEHAVIORIAL MISCONDUCT:
Crime Report

Date of Report: ___________ Reported to (IC Staff): ______________________________

Date of Incident: ___________ Reported by (on-site): ______________________________

Program Name: __________________________________________________________________

Location of Incident: __________________________________________________________________

Victim: ___ Male   ___ Female   ___ Student   ___ Faculty   ___ Staff

Type of Crime: ___ Assault   ___ Mugging   ___ Sexual Assault/Rape   ___ Battery
                  ___ Pick pocketing   ___ Theft   ___ Other ____________________________

Was alcohol involved? Yes/No

Was a police report filed? Yes/No   Is a copy available?

Detailed description of incident:

Follow up:
All reports must be sent to the IC Director as soon as possible after the event. The IC Director will confirm with the Leader that the incident form was received.

Fax number: 860-768-4726

Email: saoleary@hartford.edu