MAJOR TAKE AWAYS
Prepare yourself and students before you go
Conduct orientation upon arrival to reinforce
Plan for an emergency so you can be proactive, not reactive
In an emergency- respond promptly, remain calm, keep a detailed log that accurately records details and keep the IC informed
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FIRST STEPS FOR INTERNATIONAL PROGRAM LEADER IN A CRISIS

1. Notify the Co-Chair of the International Situation Management Team (ISMT) immediately. If you cannot reach her by trying all of the telephone numbers listed below, call the next person on the list until you are able to reach someone. When you do, inform them of the nature of the crisis, your location, the location of students and program leaders and all relevant details available to you.
   a. ISMT Co-Chair: Sarah O’Leary
      Work telephone: 860-768-5101
      Home telephone: 203-219-0773
      Email: saoleary@hartford.edu
   b. ISMT Chair: Chuck Colarulli
      Work telephone: 860-768-4749
      Home telephone: 860-306-4969
      Email: colarulli@hartford.edu

   If you are unable to reach the above numbers, call Public Safety 24/7 @ 860-768-7985. Public safety will keep trying the numbers above until an ISMT member can be reached. In a crisis you should call the local UNITED HEALTHCARE GLOBAL crisis response telephone number for the country you are in.

2. Assess the situation and any threats or dangers it poses to University of Hartford program participants or employees.
   a. What specific threats or dangers do they face?
   b. What immediate steps can and should be taken to help reduce the harm, danger or threat level for our participants and employees?
   c. Are the participants and employees safer remaining in their present location(s) or in alternative location (if the latter, where)?

3. Contact all University of Hartford program participants and employees.
   a. Determine whether they are accounted for and safe within one hour or as soon thereafter as is practicable;
   b. Determine and record their present locations; and
   c. Instruct them concerning where to go and what to do in light of the crisis.

4. Update the Co-Chair of the ISMT continuously, throughout the crisis and regularly in the hours and days following regarding the condition, safety and location of participants and employees, and to pass along new information as it becomes available or conditions change.

5. Maintain a written log of the crisis. Include specific dates, times, actions taken and all other relevant details, beginning with your first notice of the crisis and continuing through its completion.

*Calls from parents and relatives should be referred to Sarah O’Leary; Director of the International Center, contact information is above.

*Inquiries from the media should be referred to John Carson, Vice President of University Relations, 860.768.4273, jcarson@hartford.edu
Mildred McNeill, Senior Director, Office of Communications, 860.768.5234, mcneill@hartford.edu
In a crisis situation, the IC will work closely with the Program Leader. The IC will work to manage the crisis state-side while the program leader is the crisis manager on site in most situations. The IC will work to provide you the support that you need.

**Program Leaders-Safety Protocol & prevention**

It cannot be stressed enough the importance of preparing students prior to travel, upon arrival and throughout the program of the importance of safety best practices and prevention, behavioral expectations and emergency assistance from the University of Hartford. Program leaders must play an active role in this.

**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 program leader’s response to crises affecting programs abroad.
An emergency is any event or situation that poses a threat to the health, safety, or security of University of Hartford students, faculty, or staff abroad. This includes medical emergencies and hospitalization, crime incidents, sexual assault, natural disasters, missing persons, political upheaval or evacuation, death, etc. The (emotional) well-being of students, faculty, or staff may also be threatened. Emergencies may be real or perceived.

As a University of Hartford Program Leader, you are responsible for handling an emergency situation. Prior to the program and throughout the program, emphasis should be placed on safety best practices and prevention. The International Center is committed to offering the necessary resources to staff, students, parents, advisors and faculty as they relate to in-country emergency contacts and support services, travel and medical insurance, country-specific information, and additional web resources. Prior to departure, students will be issued a pre-departure and health/safety packet. Faculty will be issued a Faculty Handbook, 1st Steps with information about the program details, health & safety issues, culture shock & re-entry, transportation, accommodation, and more.

Sometimes an event occurs that is interpreted by a student or parent to be an emergency when it is not, in fact, an emergency. This is what is called a “perceived emergency.” Several examples of a perceived emergency would be

**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.

Ø A parent continues to call because their son or daughter has not contacted them to check in. They are concerned that they are missing or worse.
Ø A student’s electricity is temporarily out in their apartment.
Ø A student’s credit card or checking account is frozen.
Ø A student’s wallet, laptop, etc. has been stolen or pick-pocketed.

In a perceived emergency circumstance, program leaders are responsible to make the judgment call about the seriousness of the matter and respond appropriately. In example 1, a good response is to locate the student as soon as possible and strongly encourage them to notify their parents immediately to alleviate their concern. Often the student is in the honeymoon stage of being abroad and has not stopped to phone home. Unfortunately we can’t force anyone to call home, but we can strongly advise them to do so as soon as possible.
Student Responsibilities

- **Conduct your own research** on the country(s) you are visiting with particular emphasis on health and safety concerns, social and cultural norms and customs, and political situations.
- **Consider your physical and mental health**, and other personal circumstances, when applying for or accepting a place in a program; make available to the sponsor accurate and complete physical and mental health information and any other personal data that is necessary in planning for a safe and healthy study abroad experience.
- **Assume responsibility for all the elements** necessary for your personal preparation for the program and participate fully in orientations.
- **In consultation with your family doctor**, obtain all necessary immunizations and prescriptions for the program abroad.
- **Obtain and maintain insurance coverage** and abide by any conditions imposed by the carrier.
- **Inform parents/guardians/families**, and any others who may need to know, about your participation in the study abroad program, provide them with emergency contact information, and keep them informed of your whereabouts and activities.
- **Understand and comply** with the terms of participation, codes of conduct, and emergency procedures of the program, and obey host-country laws.
- **Be aware of local conditions and customs** that may present health or safety risks when making daily choices and decisions. Promptly express any health or safety concerns to the program leader before and/or during the program.
- **Avoid all illegal drugs** and excessive consumption of alcohol.
- **Behave in a manner that is respectful** of the rights and well being of others, and encourage others to behave in a similar manner.
- **Accept responsibility** for your own decisions and actions.
- **Become familiar with the procedures** for obtaining emergency health and law enforcement services in the host country.
- **Follow the program policies** for keeping program leader informed of your whereabouts and well being.

IC Responsibilities

- **Review** disciplinary history when evaluating an individual student’s application to a particular program.
- **Require all study abroad participants** to have health insurance and provide UNITED HEALTHCARE GLOBAL coverage for all participants and program leaders.
- **Provide health and safety session** for program leaders including guidelines with respect to emergency response and documentation, resources available, policies and procedures.
- **Provide pre-departure orientation** to all study abroad students.
- **Provide all participants with the Student Handbook**- UH Travel Policy, Code of Conduct (1 warning policy), Waiver and Release Form, Emergency Contact Details.
- **Provide students with the Health & Safety Handbook**- assessing health needs, importance of disclosing any potential health, psychological or medical concerns, traveling with medications, acceptable behavior, registration with DOS, money matters, communication.
- **Provide all participants and program leaders with Emergency Card- pocket sized card with important local telephone and emergency numbers for locale**
- **Maintain a developed list of “good practices”** to provide useful practical guidance to program leaders, participants, parents, guardians.
- **Be in regular contact** with program leader and sources in the US and abroad about health, safety, and security issues.
- **Respond to expressions** of health, safety, and/or security concerns by students, parents, faculty or staff.
- **In cases of serious health problems**, injury, or other significant health and safety circumstances, maintain good communication among program and all others who need to know.

Program Leader Responsibilities

- **Play an active role** in preparing students prior to travel, upon arrival and throughout the program of the importance of safety best practices and prevention, behavioral expectations and emergency assistance.
- **Make yourself available** to students before and during the program and listen to concerns they have and respond in a polite, sensitive and reasonable way.
- **Host a mandatory pre-departure orientation** with all students, work to create a positive group dynamics before you go.
- **Maintain a list of contact numbers** for all participants and conduct an in-country orientation upon arrival.
- **Know that when you are leading a program you are acting** on the part of yourself, the students and the University of Hartford. You are the face of the University on the ground, the actions you take and the decisions you make reflect directly on you and the University.
- **When responding to a crisis** follow the guidelines laid out in this manual, as you are responding, ask yourself if what you are doing is a reasonable response or decision, when in doubt call the IC.
- **When responding to a crisis** react in a calm and efficient manner ensuring that the details are taken in a factual way without emotion.
- **Be in regular contact with the IC** in the event of a health, safety or security emergency.
- **Document everything**, keep a log and report any health and safety issues to the IC.
- **Make yourself aware** of local laws, customs and conditions, and healthcare system.
- **Know the resources available to you** as a program leader including the address of the US Embassy, local UNITED HEALTHCARE GLOBAL telephone number and policy.
- **Submit a Leader Report** to the IC upon return to the US.
EMERGENCY RESPONSE  Most safety and emergency response is common sense, but as leaders, it helps to have a plan already in mind in the face of unfortunate or stressful events. These guidelines are set to protect the safety and wellbeing of the students as well as yourself and the University of Hartford as it relates to proper emergency response. In the case of an emergency, program leaders need to follow the guidelines below.

1. IDENTIFY THE PROBLEM(S) AND ACCURATELY ASSESS THE SITUATION
Use student accounts, the local U.S. Embassy or consulate, local authorities, the media, etc. Be careful not to respond based on rumors. Verify information with more than one source.

2. ENSURE THE SAFETY OF THE STUDENT
If a legitimate concern has been identified, first ensure the safety of the student. Are they in a safe location? Do they need medical attention? Do they need counseling?

3. CONTACT THE APPROPRIATE LOCAL AUTHORITIES. NOTIFY THE INTERNATIONAL CENTER
The local authorities may include the ambulance, police, fire department, counseling services, US embassy, etc. All of the in-country contact emergency information will be given you prior to departure. Know where to find it and keep the information handy. Contact the International Center.

4. FOLLOW UP WITH THE STUDENT AND INTERNATIONAL CENTER
After the student is secure and stable, document the incident and send a copy to the International Center. Record the student’s account and reactions to what happened and send a copy of their account to IC. Check in with the student as appropriate for the duration of the program and make a note of when and where you met with the student and write a brief account of what was discussed. Give the IC a recommendation about continual follow-up upon completion of the program. For example, a student may need or desire follow-up counseling services on campus.

5. HOW YOU RESPOND
You must promptly respond to an emergency. In the age of social media, the chances of an incident getting to the parents, friends, or even the media before the school, is extremely high. You must report the incident to the IC immediately so that we can work with you proactively to manage the situation. You need to react to an emergency in a calm and efficient manner ensuring that the details are taken in a factual way without emotion to ensure that you can explain the incident accurately to the IC. Once the trip is over and everyone is back home, it becomes harder to recount the accuracy of the event if legal action develops at a later date. Additionally, human nature for most is to admit guilt before any real evidence dictates any admission.

6. TAKE CARE OF YOURSELF
Remember you are leading this program, so in the event of an emergency you need to address your basic needs of food, water and rest. We want to ensure your health and safety as much as the students.
Travel abroad can bring out a variety of minor illnesses and ailments – and medical catastrophes are always possible. Program leaders should not perform the function as the group nurse or medic. However, one should be prepared to direct students to appropriate sources for health care advice and be familiar with the local health care delivery system, as well as how students may obtain routine health remedies.

Under no circumstances should the leaders serve as "in-house pharmacist" by dispensing any kind of over-the-counter medicines or medical counsel. The pre-departure orientation on health issues should have informed participants about bringing their own supply of whatever they might need. On-site orientation can provide an overview of how to treat minor health problems locally and what to do in the case of emergencies.

The location of the program is naturally a major factor in the health risks students may encounter. In all cases, health and medical care are important topics to be discussed. If a student becomes ill during the course of the program, s/he must inform the program leader, so that an informed decision can be made regarding treatment. While we do not realistically expect students to inform leaders of every cold or upset stomach, ailments which do not disappear in a few days should be reported. Prompt treatment may eliminate the need for hospitalization.

All students participating in study abroad are required to have medical insurance that is valid outside the United States. Students should contact their insurance provider for details about what is covered outside of the United States. In most countries, students will be expected to pay all medical bills themselves at the time of service. This is not the case abroad: regardless of what insurance you have, students will be expected to pay all medical bills themselves at the time of service.
UnitedHealthcare Global Services Available

Travel Assistance Services
- Pre-travel information
- Emergency Travel Arrangements
- Transfer of Funds
- Assist in the Replacement of Lost or Stolen Travel Documents
- Legal Referrals
- Emergency Translation Services
- Message Transmittals

Medical Assistance Services
- Worldwide Medical and Dental Referrals
- Monitoring of Treatment
- Facilitation of Hospital Payment
- Transfer of Insurance Information to Medical Providers
- Coordination of Medication and Vaccine Transfers
- Assist in the Replacement of Corrective Lenses and Medical Devices
- Dispatch of Doctors and Specialists
- Medical Records Transfer
- Continuous Updates to Family, Organization, and Home Physician
- Hotel Arrangements for Convalescence

Medical Evacuation and Repatriation Services
- Emergency Medical Evacuation
- Transportation to Join a Hospitalized Member
- Return of Dependent Children
- Transportation After Stabilization
- Repatriation of Mortal Remains

Security and Political Evacuation Services
- Political Evacuations
- Security Evacuations
- Transportation After Security or Political Evacuation
- Other Evacuation Services
If the student is in critical condition, call an ambulance immediately. If you are with the group, determine who goes with the student and who will stay behind with the rest of the group. Call UNITED HEALTHCARE GLOBAL immediately and open a claim. Accompany the student to the hospital and identify an English-speaking staff member. Call IC immediately and inform them that you will keep them posted as new details are provided. Provide them with the student's name, status and hospital. Inform the CI if the student had been in contact with their family members, IC will then contact the emergency contacted listed for that student. The program leader in-country should not contact the student's parents; this should be by the IC. Visit the student in the hospital and/or organize hospital visits from program participants at your discretion.

In the event of a non-critical situation where immediate medical attention is still needed, use a reliable form of local transportation (taxi in this situation is usually best). Accompany the student to the hospital. In the case of a same-day release, remain with the student until they are released from the hospital.

If there are two program leaders, on day one, go through the program itinerary and identify who would accompany the student to the hospital. This often occurs when you least expect it, but having a general daily idea on who would stay behind alleviates the stress when it does happen!

what to do: hospitalization
Assess the level of distress, taking notes of the behavior of the student. The student may need to be transported to the hospital for further evaluation. Signs of psychological or emotional distress may be as follows:

- Expression of wish/intent to harm self or others
- Precipitous decline in functioning, e.g., academic, social, hygienic
- Unusual conduct: oddly disruptive or antagonistic acts, self-injury, talking to self
- Excessive energy, agitation, extremely elevated moods
- Extreme anxiety in the form of worry or panic
- Odd thought patterns, e.g., delusions, paranoia, disorientation, rambling or nonsensical speech
- Extreme weight loss
- Attending class or field trips under the influence of drugs or alcohol

In the case of potential suicide, harm or danger to other students or to the program leader, notify the police and UNITED HEALTHCARE GLOBAL immediately. In the event of an incident requiring medical evacuation or repatriation, UNITED HEALTHCARE GLOBAL will monitor the patient and coordinate medical escorts.

If a student is just struggling academically, having trouble adapting to their surroundings, or simply having culture shock, meet with them, listen to their concerns, and assist them with potential solutions to help improve their situation. It may be appropriate to refer the student to local counseling services if available.

A clinician from the University of Hartford Counseling and Psychological Services (CAPS) is available in a consulting capacity to program leaders working with a student in emotional distress. Due to jurisdictional licensing limitations, the clinician will not be able to directly speak to, assess, or treat the student while they are outside of Connecticut. The clinician will be able to consult with the program leaders about any mental health concerns and make recommendations for responding to students in distress. CAPS is available during working hours, 8:30am-4:30pm EST, at 860.768.4482. If the phone call goes to message during working hours, or if the call is being made after-hours, please call Public Safety at 860.768.7985 and ask to be connected to the CAPS on-call clinician.

If the student would like to seek counseling services or if you think the student should seek medical attention, call UNITED HEALTHCARE GLOBAL immediately to open a claim and seek assistance for next steps.

It is not appropriate to assign students to “watch” or “monitor” a student in emotional distress. Additionally be aware of your boundaries with students, seeking consultation if and when you feel that a student may need more support than you can reasonably and appropriately provide.

what to do: emotional distress
Ask the other students when the person was last seen, who they were with, and determine how long they have been missing. Attempt to reach them via email and/or telephone if they have one and ask roommates, friends, and classmates to notify you if they return. Notify the police and ask them to check hospital and city records. Find out how long a person must be missing before a report can be filed and what the procedure is in the host country for filing such a report. Most countries will not report someone missing until it has been 24 hours since they were last seen. Contact the IC immediately. Monitor the situation and file a missing persons report if the required time has passed. It is possible to request a “welfare/whereabouts” check with the Department of State, Overseas Citizen Service. The IC will coordinate this from the US if necessary. If the student returns and simply was negligent in meeting at the required times or failed to reasonably notify you or other participants of their absence, meet with them to discuss the situation and issue a warning if necessary.

Document everything! Use the incident report form and write all notes down - you would be surprised when an incident can pop back up years later and having all notes documented will help all involved and remind us of the situation and actual events that occurred.

what to do: missing student
May 6, 2013

If you are concerned about a U.S. citizen relative or friend who is traveling or living abroad, you can call us at 1-888-407-4747. Our Embassies and Consulates abroad can use the information you provide to try to locate the individual and pass on your message. We check also with local authorities in the foreign country to see if there is any report of a U.S. citizen hospitalized, arrested, or otherwise unable to communicate with those looking for them. If necessary, we may personally search hotels, airports, hospitals, or even prisons. The more information that you can provide about the person you are concerned about, the better our chances are of finding him or her.

The information that we can share with you about these searches is sometimes impacted by the “Privacy Act.” A U.S. law called the Privacy Act is designed to protect the privacy rights of U.S. citizens. The Act states that we may not reveal information regarding a U.S. citizen's location, welfare, intentions, or problems to anyone, including the citizen's family members and Congressional representatives, without the written consent of that individual. Although we recognize that this law may occasionally cause distress to concerned families, we must comply with the provisions of the Privacy Act if the individual has asked us not to share information about him or her. However, exceptions can be made for the health and safety of the individual and when minors are involved. A consular officer can explain to you how the Privacy Act might impact your specific case.

Often, U.S. citizens abroad forget to contact their families on a regular basis due to time differences, busy schedules, irregular access to email, or difficulty making international phone calls. In most cases, worried family members eventually hear from their relative abroad, although it may take several days after you contact them before they are able to respond. It is also a good idea to discuss communication plans with friends and relatives before they travel; agree on how frequently they'll be in touch and whether it will be by phone or email. Make sure they leave contact information and when possible, a copy of their itinerary. These details will also help us to try to locate them for you if it becomes necessary.

U.S. Citizens Missing Abroad

http://travel.state.gov/travel/tips/emergencies/emergencies_3881.html
Talk to the person reporting the crime and determine the location and identity of the victim. When talking to the victim, do not ask he or she why they did or did not do something. Reassure them that you believe their story, that it is not their fault, and that you want to help. Tell them that per Title IX law (both federal and state) the University of Hartford is required to provide services once made aware of any incident of sexual violence.

Clarify with the individual what details they wish to share with the local authorities. Notify the police and help the victim file a report, allowing them to provide the information. If you determine that the student has injuries that need medical attention but it is not an emergency, contact the US Embassy or Consulate for a referral to a hospital or clinic that is sensitive to an American’s needs in a sexual assault case. After the student has received the proper immediate medical attention, meet with the student and discuss the student’s desire to continue with the program or return to the United States. If the student is no longer in physical danger, allow them to make decisions about their continuation of the program as well as who should be notified. The program leader should contact the IC and prepare a report of the incident.

Contact UNITED HEALTHCARE GLOBAL for a referral to local counseling services. Follow up with the student and refer them to the local counseling services. If the entire group has been made aware of the situation from the victim or other sources, call a meeting to address the situation with the rest of the group, being careful not to divulge the name of the student or explicit details of the event, but to reassure the group that the situation is being handled. Also urge the group to protect the identity of the victim by not informing their parents or friends about the name of the victim or hearsay details that have been passed along to them.

what to do: sexual assault
Make sure the entire group is in a secure location and do not allow anyone to leave the secure location for any reason. (If possible, go to the closest US embassy or consulate.) Establish and maintain contact with the nearest U.S. Embassy or Consulate. When in a secure environment, contact the IC to discuss what is happening in the ground. The IC will begin to arrange the ground and air logistics of the evacuation through UNITED HEALTHCARE GLOBAL. Ensure all students physically board the ground or air transportation. Participants should be told that the IC is or will be in contact with their families.

University of Hartford
UnitedHealthcare Global ID #: 324301

In your Orientation with the group on Day one, inform them of the locations the group will meet should a disaster occur while the group is in free time, at the hotel or on an excursion in the city.

Access to food and water is important in this scenario as the evacuation may not be immediate.

what to do: evacuation
Assess the situation with as many details as possible (who, what, where, why, when, how). Begin writing a log as soon as the crisis develops. Contact the embassy or consulate of the student’s nationality immediately. Ask the Consular Office what legal counsel is available to the student and inform the student. The Consular Office will ensure that the student’s human rights will be preserved. Contact the IC immediately with all important known details and they will notify the imprisoned student’s emergency contact. Visit the student as much as possible. You may need to bring food, a change of clothes, or other basic necessities. Throughout the entire arrest notify the IC on a regular (at least daily) basis and they will keep the family updated.
If you have NOT been in contact with the IC and find yourself faced with a media question, issue this statement to the media.

“*My first responsibility is to the students on this program, their families, and the University of Hartford. I will discuss this matter only after I have contacted these parties and confirmed all information. Thank you for your understanding.*”

The worst thing you can do is to issue false or incriminating information to the media in the excitement of the moment. Contact the IC immediately, who will in turn, contact the University of Hartford’s Office of Communication department who will then issue an official statement for the specific incident.

what to do: media
Determine the seriousness of the offense and issue the appropriate warning. The offence should be reported back to IC and you should keep the IC updated of the situation, should they receive a call from a parent.

According to the University of Hartford Code of Conduct, which all students sign before departure, students if they violate any of the rules, they will be warned once verbally by the program leader and if the behavior occurs again, they will be withdrawn from the course and the program, they will need to make their own way home and parents/guardians will be informed of this action.

Always keep the IC posted as in only very extreme cases will the student be sent home.

When issuing warnings or informing about dismissal from a program, Betty van der Smissen sets forth the following criteria in *Legal Liability and Risk Management for Public and Private Entities* (Anderson Publishing, 1990)

- **Obvious and Direct.** Avoid subtlety in giving warnings. Make sure that contradictory messages are not conveyed to participants.

- **Specific to the Risk.** A warning must be specific to the risk at hand so the person can make an informed decision. Advising people to proceed “at their own risk” is without value if the person does not know what the risks are.

- **Comprehensible.** The warning language must be understandable to the persons being warned. This issue includes the question of terminology and the “native” language of the participant. Also, use a variety of methods to convey warnings, e.g. oral warnings by supervisors, written warnings, and signage.

what to do: code of conduct violation
Short-Term Program Code of Conduct

Program Name: _____________________________

Program Dates: _____________________________

I understand that while abroad, I am part of a community of University of Hartford students. I also represent the University of Hartford and the USA in the eyes of my international hosts. Therefore I promise to adhere to the following rules:

• Be on time for classes, excursions, bus departures, etc.
• Attend all class meetings, participate in group excursions, etc.
• Be attentive and respectful in class and on visits to all monuments, churches etc.
• Behave appropriately (no unruly, violent, drunken or disruptive behavior) in the hotels, residences, in class or on excursions, etc.
• Observe the laws and standards of acceptable conduct regarding dress, manners, and drug/alcohol use of the country or countries through which I am traveling.

I understand that I will receive one warning from the Program Leader for violating this Code of Conduct. This warning will be documented and sent to the International Center.

I understand that if I make an additional violation, I will be withdrawn from the course and the trip. I will then be sent home and will incur the additional costs of such arrangements and will receive no refund for the program or credit for the course. My parents/guardians will be informed of this action. I understand that neither the program nor the US Embassy can obtain release from jail if I am jailed for any reason. I am responsible for informing the course instructor of any plans to travel during free time before, during, and after the period of the program. I understand that neither the University of Hartford, nor its staff, are responsible for any non-program sponsored travel.
University of Hartford students who study abroad are fall under the local laws governing alcohol. The University of Hartford asks program leaders to make sensible decisions when involving alcohol at a University-sponsored event. Keep in mind that no alcohol can be purchased with University funds.

Joining students in after-hours settings, such as a bar or club is strongly discouraged. (This does not apply to eating dinner with students where alcohol is served at the restaurant.) The reason for this is that if a student violates their university Code of Conduct while at a bar, club, or other social venue where alcohol is served and you are present, the student(s) can claim that they went to the bar, club or social venue “with a program leader,” regardless of whether or not you were in the direct vicinity or even drinking with them. Endorsement of the consumption of alcohol is strictly prohibited at all times. However, recommending the “pub down the road” is acceptable while saying “you can get great drink prices at this establishment” is not.

what to do: students invite you out
This is another classic example of a “perceived emergency.” Sit down with the student(s) and document the details of what is missing and when it was stolen. File a report with the local authorities (local police). Encourage the student to contact their parent to let them know what happened but that they are ok and the situation is being taken care of. Submit an Incident Report Form to the IC.

Advise the student to cancel all credit/ATM cards immediately. If you feel comfortable loaning the student funds until their finances are sorted out do so.

If one student accuses another student of stealing from them on the program deem the matter worthy of investigation, meet with both students separately to get both of their accounts, documenting both meetings. Ask other students individually if they know anything about the missing items or incident, without mentioning any names or the accusations. You cannot search their belongings, but the program leader can review their University Code of Conduct with them. Keep the IC updated of the situation and submit an Incident Report Form.

In Pre-departure Orientation, especially in locations like Latin America or Europe do some scenarios of pick-pocketing. (Example: on a crowded subway, while taking a photo in Florence (setting your bag down) or even kids coming up asking questions while another friend of theirs takes your belongings. Reinforce this upon arrival.

what to do: pick-pocketing
This is normal, especially for inexperienced or younger students. Listen to them and go over the process of culture shock with them. Remind them that it is ok to feel homesick, or uncomfortable, or lonely at times and that students in the past who felt the same way were glad that they stuck it out and finished the program. Ask them what might help alleviate their discomfort and offer practical solutions. If in the end, the student still adamantly wants to go home, inform them that you would be happy to help them make the arrangements, but that all costs incurred are their responsibility.

In most cases the students will call home before telling you that they have culture shock. Watch the group and see if anyone is acting lonely, not interacting with the group or calling home often. Work hard to integrate them into the group and ensure they are having a good time.
In order for the University of Hartford to provide the best possible support and assistance to students before, during and after their program, the IC asks students to disclose a medical condition, severe allergy, psychological disorder, or any medical or psychological concerns that may present a challenge on the program. If the student discloses a medical condition, severe allergy, psychological disorder, or some other concern to the IC, the IC will advise the student to meet with a medical or psychological professional to assess their situation and create a practical plan for their overseas trip. With the student’s approval, the IC will then share this information with the program leader and go over any specific preparations or concerns as it relates to the student. All health matters are highly sensitive and confidential and should not be discussed with anyone else.

Students may experience jet lag when crossing multiple time zones because the body’s natural rhythms and sleep cycle become out of sync. Symptoms of jet lag may include; drowsiness, insomnia, irritability, muscle soreness, or indigestion. To help offset jet lag, students should get plenty of rest before departing for their flight; drink plenty of liquids before and during the flight, and fight the urge to sleep upon arrival by joining in the regular activities in that time zone.

Students should also exercise caution when drinking the local water. Research the cleanliness of the water beforehand and be mindful about eating salads and fresh fruits and vegetables at restaurants where the produce may have been washed by the local water. This is of particular importance in developing countries, but not as much of a threat in Europe, where many of our programs take place.

what to do: additional
Real and Acute Emergency
(i.e. minor medical emergency or lost passport)

Real and Widespread Emergency
(i.e. death in the family, serious illness, legal circumstances such as arrest)

Controlled by On-Site Staff

Requires IC to Direct Response

Report Incident to IC
Document Event

Report Incident to ISMT Leader
Document Event

IC Document Event
Re-check in 24 hours

IC Responds
Document Event

ISMT Convened
Document Event

emergency call chain
The U.S. State Department (Consular Information Sheets/Public Announcements/Travel Warnings)  http://www.travel.state.gov/.
Links to US Embassies and Consulates Worldwide  http://www.usembassy.gov/
Country Desks (use main number and ask for the appropriate country desk officer) for individual countries.

Citizens Emergency Center deals with serious illness, death, financial crisis due to theft, or arrest; call 1-888-407-4747 8:15 a.m.-5:00 p.m. M-F and 9:00 a.m.-3:00 p.m. Saturdays; call (202) 647-5225 from 10:00 p.m.-8:00 a.m. and ask for the Citizen Emergency Center Duty Officer.
For long-standing crises, the U.S. State Department sometimes creates special Task Forces to monitor them; call the State Department’s Operations Center: Office of Crisis Management at (202) 647-0900.
For information concerning a terrorist threat or action, call the State Department's Counterterrorist Office at (202) 647-9892.
Travel Safety Information for Students  http://www.state.gov/r/pa/prs/ps/2009/01/115270.htm
State Department Students Abroad Website:  http://studentsabroad.state.gov/html-site/StudentAbroadHome.html
To learn about safety and security threats, visit the Overseas Security Advisory Counsel at  http://www.osac.gov/.

Center for Disease Control and Prevention at  http://www.cdc.gov/.
Canada’s Department of Foreign Affairs and International Trade  http://www.voyage.gc.ca/index-eng.asp
Reuters News Service often has information about events abroad before the State Department does; call New York (646-223-4300) or London +44 20 7250 1122. Web address  www.reuters.com


resources
Worksheet Determine the extent of the emergency
___ the physical and psychological condition of participant(s)
___ the imminent risk to participant(s) if they remain where they are
___ the precise location and telephone numbers of participant(s)
___ whether the Program Leader is in close contact with participant(s)
___ whether food, water and adequate medical attention is available
___ the precise nature of medical treatment participant(s) have received/are receiving
___ the names, addresses, telephone and fax numbers of the attending physician(s), clinic(s) and/or other health professionals involved
___ whether adequate and secure housing is available
___ if a participant has been injured, assaulted or raped, the precise details of the accident or attack, and the on-site response and subsequent follow-up to the emergency
___ if the participant is seriously ill or injured, what the diagnosis is and whether airlift is a viable and desirable option
___ if a participant is missing, for how long, and whether search and rescue operations are available or already being used
___ if a student has been arrested, whether the U.S. Embassy has been notified, what charges have been filed, and what legal counsel is available or has been consulted.
___ if a student has been taken hostage, what negotiation support is available
___ if the emergency is political, or if a disaster has occurred, whether the U.S. Embassy has advised participants to take appropriate action
___ if the event is political, what is the target of the unrest
___ what the proximity of the event is to participant(s)
___ whether there is a curfew, or if travel is in any way being restricted in the country
___ what kind of military or other security personnel are present, and how they are behaving
___ whether classes have been disrupted, and for how long
___ what other local conditions are useful to the discovery process

extent of the emergency
Immediately after arrival, students are likely to be filled with varying degrees of euphoria and panic, anticipation and anxiety. They often will have forgotten what they learned beforehand and why they are there. Your orientation session, held on-site as soon as possible following arrival, should review information they have already received about the program, policies and rules, the host country, etc. Obviously, the specific content of the orientation session will vary from program to program, country to country.

General topics to be covered, however, might include:

• program rules and policies
• rules and regulations of the host institution (if applicable)
• proper conduct and the consequences of improper conduct
• information on the host country and its laws
• cross-cultural coping and integrative skills
• excursions, field trips, program schedules and itineraries
• evaluation/grading policies
• housing/roommates
• local cuisine and customs
• health issues

**Emergency Planning**

Inform the students again that you are available to them in the event of an emergency and ensure that they all have the *Emergency Contact Card* and your telephone number.

Inform them of the locations the group will meet should a disaster occur while the group is in free time, at the hotel or on an excursion in the city.