

Study Abroad Crisis Protocol (Excerpt of Full Policy)

I. Introduction

BSU Study Abroad places the highest priority on the safety and health of all students. Because socioeconomic, political, environmental, and other conditions vary widely in each of the countries in which BSU Study Abroad programs are offered, our safety and health policies must be specifically tailored to location and current circumstances.

II. Protocol

Crisis Management

For emergencies involving BSU students, the study abroad director will coordinate the situation, in consultation with the Student Affairs Office, BSU Police Department, Health Services, Residence Life, and university counsel.

The study abroad director will be contacted under the following circumstances:

1. Serious illness, injury or death.
2. Emotional or psychological stress that appears to require removal from the situation or professional attention.
3. Being the victim of a crime – theft, assault, rape, harassment, etc. or being accused of a crime.
4. A situation in-country arises that causes serious concern, i.e. a political uprising or a natural disaster.

Action to be Taken in the Event of a Crisis Condition

The faculty leader or student (in case of incapacity of the faculty leader) contacts the appropriate local authorities (i.e., police, US Embassy, medical personnel) to begin action necessary to handle the situation.

1. Try to obtain or develop a clear description in writing of exactly what happened, including information from witnesses, police, doctors, ambulance, etc. with addresses and phone numbers. Particularly important are contact information on

hospital and doctors who are treating the student if it is a medical emergency. If there is a police report, try to obtain a copy for your files.

2. Start a telephone list and log which includes each contact/call made with date and time noted. This information will help others to cover the situation and will be an important part of the report to be filed after the emergency is over.
3. The faculty leader or student (in case of incapacity of the faculty leader) contacts the study abroad director. There may be situations when it is also appropriate to contact other persons, i.e. the vice president for student affairs.

Ill or Injured Student

In the event of a student injury, the faculty leader will:

1. Immediately seek appropriate medical attention for the student, seeking the assistance of medical professionals.
2. Encourage student to contact his/her parents or relevant guardians/relatives or contact the parents of the student him/herself if necessary (as authorized by the Student Contract).
3. If you are dealing with a medical emergency, verify insurance coverage with parent/guardian. Identify special information from student's family: religious requirements, medical background, and possible family/friends in location of incident who may assist.
4. The faculty leader will notify the appropriate local authorities (e.g., police, fire department, US Embassy, etc.) to begin action necessary to handle the situation.
5. Evaluate the risk of injury occurring again and take any necessary action to prevent such risk from happening again to this student or other students. If necessary, the faculty leader will require student(s) to return home.
6. The faculty leader will obtain and develop a clear description in writing of exactly what occurred. This report will include relevant information, including but not limited to:
 - Information from witnesses, police, doctors, ambulance, etc., with addresses and phone numbers;

- Contact information for hospital and doctors treating the student if it is a medical emergency;
 - A copy of any police reports
 - The condition of the student at the time of the report
7. Once the faculty leader has stabilized the student to the best of his/her ability, the faculty leader will immediately contact the director of study abroad, who will coordinate a response in consultation with other university officials as required.
 8. The faculty leader will verify the location and condition of all students in the crisis.
 9. The faculty leader must stay in contact with the director of study abroad and inform him/her of major developments.
 10. Payment of hospitalization is reimbursable, according to the terms of the student insurance policy. In no instance are you personally required to advance payment for these expenses. If immediate settlement is necessary, beyond student ability to advance payment, you should contact the director of study abroad. If the director is unavailable, use your best judgment. It is expected that any advances will be promptly reimbursed by the student. Do not sign any releases. You are not the legal guardian for any student.

Checklist of Questions to Ask on a Medical Telephone Call (if Student is not with You)

- Person calling, position, and telephone number, town, district, state.
- Student's name.
- Date of accident or commencement of illness
- Details of injuries, symptoms, present condition, including temperature
- Name and telephone number of attending physician
- Name, address, and number of hospital or clinic, if applicable
- Drugs administered

- X-rays taken and results
- Surgery proposed? General anesthesia? Wait for authorization
- In case of an automobile accident: student should be examined by a physician regardless of the extent of injury. The name of the other party's insurance company is necessary, in order to file a claim.

Death of a Student

In the event of a death of a student, the faculty leader will:

1. Notify the appropriate local authorities (e.g., police, fire department, US Embassy, medical personnel, etc.) to begin local action necessary to handle the situation.
2. Immediately contact the director of study abroad, who will coordinate a response in consultation with other BSU officials.
3. Start a telephone list and log that includes each contact/call made with date and time noted. This information will help others to cover the situation and will be an important part of the report to be filed after the emergency is over.
4. Evaluate the risk of death from occurring to others and take any necessary action to prevent such risk from happening again to other students. If necessary, the faculty leader will require students to return home.
5. Obtain and develop a clear description in writing of exactly what occurred. This report will include relevant information, including but not limited to:
 - a. Information from witnesses, police, doctors, ambulance, etc., with addresses and phone numbers;
 - b. Contact information for hospital and doctors that treated the Student;
 - c. A copy of any police reports
6. Verify the location and condition of all students during the crisis.
7. Stay in contact with the director of study abroad and inform him/her of major developments.

8. If possible, secure in-country counseling for other members of the Study Abroad Program.
9. The director of study abroad will contact the vice president for student affairs, who will follow the university's general Student Death Protocol in regard to notification of next of kin.
10. Notify the U.S. Embassy or Consulate (if any).

If you receive word of the death of a student, get all available facts accurately. Word usually comes by phone and often the caller is under great emotional strain. If it becomes too difficult for the caller to relay the necessary information, ask him/her for the name and telephone number of some outside person who is fully informed - a doctor, member of the clergy, police officer. Call that person and get the facts. You may not be able to get the final details, but do get this essential information:

1. The identity of the person calling or the person giving information.
2. Cause of death - if an illness, what illness; if an accident, what kind, where did it happen, who else was involved, etc.
3. Time and place of death.
4. Name and address of funeral director, if available.
5. Find out the deceased's religion. If s/he is Catholic, check whether or not last rites have been administered. If they have not, instruct that this be done. If s/he is Jewish, contact the local rabbi immediately. For those of other religious persuasions, wait until you have heard from the family as to their wishes.
6. If appropriate, inquire about local laws regarding autopsy.

Severe Emotional or Psychological Problems

In the event a student displays severe emotional or psychological problems, the faculty leader will:

1. Secure an in-country medical doctor to make an assessment of the student's condition.

2. Contact the director of study abroad, who will coordinate a response in consultation with other BSU officials. The faculty leader may be asked to send the student home.
3. If possible, have student meet with the faculty Leader to call his parents himself. Otherwise the director of study abroad will apprise the parents of the situation.

Major Assault or Sexual Assault

In the event a student is the victim of a major assault or sexual assault, the faculty leader will:

1. Immediately seek appropriate medical attention for the student.
2. Encourage student to contact his/her parents or guardians/relatives and contact the parents of the student him/herself if necessary (as authorized by the Student Contract);
3. The faculty leader will notify the appropriate local authorities (e.g., police, fire department, US Embassy, medical personnel, etc.) to begin local action necessary to handle the situation.
4. Evaluate the risk of injury occurring again and take any necessary action to prevent such risk from happening again to this student or other students. If necessary, the faculty leader will require student(s) to return home.
5. The faculty leader will obtain and develop a clear description in writing of exactly what occurred.
6. Once the faculty leader has stabilized the student to the best of his/her ability, the faculty leader will immediately contact the director of study abroad, who will coordinate a response in consultation with other BSU officials.
7. The faculty leader must stay in contact with the director of study abroad and inform him/her of major developments.
8. If the perpetrator is also a program participant, he/she will be sent home if appropriate.
9. For sexual assault counseling, the faculty leader will contact the BSU Counseling Center (508- 531-1331) for assistance.

Major Theft or Other Criminal Offense

In the event a student is the victim of major theft or other criminal offense, the faculty leader will:

1. Seek the appropriate medical attention for the student.
2. The faculty leader will notify the appropriate local authorities (e.g., police, fire department, US Embassy, medical personnel, etc.) to begin local action necessary to handle the situation.
3. Evaluate the risk of injury occurring again and take any necessary action to prevent such risk from happening again to this student or other students. If necessary, the faculty leader will require students to return home.
4. The faculty leader will obtain and develop a clear description in writing of exactly what occurred. This report will include relevant information, including but not limited to:
 - Information from witnesses, police, doctors, ambulance, etc., with addresses and phone numbers;
 - Contact information for hospital and doctors treating the student if it is a medical emergency;
 - A copy of any police reports.
5. The faculty leader will contact the director of study abroad, who will coordinate a response in consultation with other BSU officials.
6. The faculty leader must stay in contact with the director of study abroad and inform him/her of major developments.

Minor Offenses, Petty Theft, Misunderstanding, Roommate Squabble, Etc.

In the event of drinking offenses, minor theft, misunderstanding, roommate squabbles, etc., the faculty leader will:

1. Mediate and, if necessary, separate the parties. S/he will aim for a workable solution, but s/he will not leave the situation to fester.
2. Inform and apprise the director of study abroad of the on-going situation.

3. If a case remains unresolved for an ongoing period of time or where a student is involved in multiple incidents, the director of study abroad will consult with the Office of Student Affairs.
4. If a workable solution is not found, the director of study abroad and the Office of Student Affairs have the authority to send offending parties home.
5. The faculty leader will create and maintain a clear description in writing of exactly what occurred.
6. The faculty leader must stay in contact with the director of study abroad and inform him/her of major developments.

Political or Geographical Situation

In the event of a political or geographical situation that causes serious concern, i.e., an act of terrorism or natural disaster, the faculty leader will:

1. Contact and maintain contact with each student;
2. Keep in touch with U.S. Consulate or Embassy;
3. Stay abreast of local news and information from local and United States authorities;
4. Review US State Department Public Announcements and Travel Warnings;
5. Contact the director of study abroad, who will coordinate a response in consultation with other BSU officials, including but not limited to, senior level administration and other university personnel as required. if necessary, the faculty leader will require students to return home.
6. The faculty leader must stay in contact with the director of study abroad and inform him/her of major developments. As part of your orientation, devote sufficient time to reviewing all these procedures with your group members. Ask that a student call/fax the BSU Office of Study Abroad if
 - the faculty leader is unable to do so him/herself, or
 - the group member is separated from the resident director and cannot reach him/her directly.

Civil Disturbance

Be aware of situations and locations that can be potentially dangerous. Warn students and advise them to avoid such areas whenever possible. Discourage or forbid, if necessary, attendance at particularly sensitive political meetings, rallies, or other sizable gatherings.

Keep the US Embassy notified of your location at all times if you suspect problems are likely to erupt.

Make sure you fully understand evacuation procedures to be followed in case it becomes necessary

Keep us informed of developments and follow instructions issued by the US Embassy.

We need to hear from you at the earliest possible moment in the event of a coup, assassination, serious riots, revolution, etc., as parents will, of course, be calling us for information regarding their children's safety.

Missing Group Members

Notify the US Embassy, local police, and local sponsor.

Notify the BSU Office of Study Abroad at once. We will notify the family, but be sure to provide us with as much information as possible to be passed along (i.e., what is being done, whom you have notified, possible leads, etc.).

Check with authorities daily and inform us of any new developments.

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STUDY ABROAD CRISIS PROTOCOL CHECKLIST

THE STUDY ABROAD DIRECTOR HAS BEEN CONTACTED REGARDING A STUDENT'S SERIOUS INJURY OR DEATH OR ANOTHER SITUATION OF CONCERN INVOLVING ONE OR MORE BSU STUDENTS ABROAD.

THE STUDY ABROAD DIRECTOR HAS BEGUN THE PROCESS OF COORDINATING THE SITUATION IN CONSULTATION WITH THE STUDENT AFFAIRS OFFICE, BSU POLICE DEPARTMENT, HEALTH SERVICES, RESIDENCE LIFE, AND UNIVERSITY COUNSEL.

THE FACULTY LEADER ABROAD HAS TAKEN ACTION CONSISTENT WITH THE SITUATION AND THE STUDY ABROAD CRISIS PROTOCOL.

STUDY ABROAD CRISIS CHECKLIST