



EMERGENCY RESPONSE FOR EDUCATION ABROAD

PROGRAM LEADER
HANDBOOK



INTERNATIONAL PROGRAMS
COLORADO STATE UNIVERSITY



CSU is here to help you and can facilitate numerous resources available in case of emergency. Contact International Programs (OIP) sooner rather than later if there is an incident or concern. OIP staff can help problem-solve the situation and can follow-up with U.S. contacts, if needed. This handbook outlines emergency response guidelines to help you navigate incidents.

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CONTACT INFORMATION & RESOURCES

Emergency Contact

24-hour Emergency Line +1 (970) 491-6425

Call goes to CSU police, who route the call to the Education Abroad staff member on call

Education Abroad

Emergency Line +1 (970) 219-9940

Call goes directly to an OIP Education Abroad Staff Member.

Education Abroad Contacts

International Programs +1 (970) 491-5917

OIP Front Desk (non-emergency)

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In-Country Resources

Program Partners – travel provider, partner school, tour operator – should be your primary contact, but these resources may also be useful.

U.S. Embassy or Consulate:

usembassy.gov

U.S. embassies/consulates provide services to U.S. citizens in that country, including assistance with replacement passports, detentions, missing persons or medical emergencies.

Overseas Citizens Services:

travel.state.gov/content/travel/en/international-travel/emergencies.html

Overseas Citizens Services can provide general information and assistance for travelers:

1-888-407-4747 (from U.S.)

1-202-501-4444 (from abroad)

911-Equivalent

Most countries have a 911 equivalent, and some use 911. The operator will answer in the local language. If a local resident is not available to assist you with the call, speak slowly and clearly in English, and the operator may be able to direct your call to an English speaker.

Women and Gender Advocacy Center/ Victim Advocacy Services

CSU's Women and Gender Advocacy Center (WGAC) provides free and confidential support for anyone who has experienced sexual assault, violence or harassment – +1 (970) 492-4242.

- If you are aware that someone has been a victim of sexual misconduct, you are required to report this information to CSU. WGAC or a CSU EA Emergency Responder can help you report.
- WGAC can provide assistance in the critical 24 hours after an incident, as well as emotional support for victims or family and friends of victims affected by recent or past experiences.



INTERNATIONAL TRAVEL INSURANCE

international.colostate.edu/educationabroad/health-safety/international-insurance/

All CSU faculty-led program participants, including program leaders, are enrolled in CSU's Chubb/AXA international travel insurance plan.

- 1-855-327-1414 or 1-630-694-9764, or medassist-usa@axa-assistance.us
- Plan: Colorado State University: GLM N1428557A (card is found on page 24)
- Chubb Services Provided: Emergency medical services, mental health services including telephone crisis support, assistance locating a doctor or medical facility, security advising and evacuation, emergency travel services and travel assistance (including lost passport support).
- Call Chubb/AXA in advance of appointment if possible to request direct payment and find a nearby preferred facility with English-speaking staff. CSU EA Emergency Responders can help you navigate insurance in cases of serious emergency.
- CSU does not recommend leaders pay medical providers on behalf of a student, as this is a non-reimbursable expense.
- This plan is comprehensive and will cover almost any medical or mental health visit with no deductible or copay. When in doubt, take the student to the doctor.

To dial the U.S./Canada from abroad:

Dial your current country's
exit code
+ 1 + phone number

To dial abroad from the U.S./Canada:

Dial 011 + country code
+ phone number

For a list of country and exit codes, as well as time zone differences

between countries, visit
HowToCallAbroad.com



EXPECTATIONS OF A PROGRAM LEADER

ASSIGNED ROLE OF PROGRAM LEADER(S):

- Recognize that leading a program abroad brings additional roles not present in the typical CSU employee or faculty position; you may need to advise, discipline, manage group dynamics or help with personal problems or emergencies.
- Be familiar with the activities and programming; speak up if things are not going well.
- Educate students on the risks of travel and mitigate risks when possible.
- Carry a working cell phone.
- Be available 24/7 to students and CSU EA Emergency Responders in case of emergency.
- Serve as on-site support in an emergency.
- Address disciplinary issues on-site.
- Maintain professional boundaries with students.
- Report any concerns or incidents to CSU EA Emergency Responders.

As a Program Leader, you are Obligated to Report the Following Incident Types:

- **TITLE IX:** If you are aware that someone has been a victim of sexual harassment, sexual misconduct or interpersonal violence, you are required to report this information to CSU.
- **CLERY:** Most critical emergencies or crimes have federal reporting requirements that the CSU EA Emergency Responder will coordinate, if aware. You are obligated to report any critical emergency or crime.
- **PUBLIC INCIDENTS:** Major incidents or any incident that receives media attention (including social media) so that CSU External Relations may assist.



ROLES & RESPONSIBILITIES

These roles may vary by incident and circumstances. In general, this division of support is helpful for critical emergencies. Faculty leaders, with the assistance of in-country support staff, may manage non-emergency incidents themselves.

	Program Leader	In-Country Support Staff	CSU EA Emergency Responders
Initial Impact Stage	<ul style="list-style-type: none"> • Respond to immediate needs of affected parties • Make sure rest of group is safe and secure • Notify in-country supports and CSU EA Emergency Responders • Help affected party to reach out to emergency contacts 	<ul style="list-style-type: none"> • Manage in-country needs, including engaging resources such as police, medical, embassy • Provide local, cultural, and linguistic support • Assist in managing emergency and group • May work with medical staff if language or culture navigation is necessary 	<ul style="list-style-type: none"> • May work with insurance • Report incident to CSU Public Safety Team as appropriate • Communicate with student's emergency contacts as appropriate • Coordinate duties and roles for parties involved in emergency response
Ongoing Care and Aftermath Stage	<ul style="list-style-type: none"> • Provide or arrange for in-person support to affected parties • Inform CSU of progress and needs 	<ul style="list-style-type: none"> • May facilitate insurance resources as appropriate • Assist with transportation of affected parties • Manage in-country needs, including engaging resources such as police, medical, embassy 	<ul style="list-style-type: none"> • May engage CSU support or insurance resources as appropriate • Work with emergency contacts for decisions and bedside visit, if necessary • Assist with emergency transportation of emergency contacts • Report incident to CSU Public Safety Team as appropriate • Coordinate duties and roles for parties involved in emergency response
Recovery Stage	<ul style="list-style-type: none"> • Review if continuation of program is possible; work with CSU and in-country support to create plan for return to the program or U.S. • Respond to group needs • Watch for signs of post-incident medical or mental health problems 	<ul style="list-style-type: none"> • Respond to group needs as well as the needs of the student and program leader 	<ul style="list-style-type: none"> • May engage CSU or insurance resources as appropriate (counseling, debriefs) • Navigate resources to mitigate financial or academic impacts for affected party and program

WHAT IS AN EMERGENCY?



A critical emergency is any situation or event that poses a risk to, or has already disturbed, the health, safety or security of students, faculty or staff participating in an Education

Abroad program through CSU. The CSU EA Emergency Responders should ALWAYS be notified as soon as possible in these cases. In the event of a critical emergency, the Program Leader must be prepared to react quickly and appropriately, paying attention to the incident-specific guidelines on pages 7-9.

Most of these incidents have federal reporting requirements that the CSU Education Abroad Emergency Responder will coordinate. You are obligated to report any critical emergency or crime.

Before taking action, determine whether an emergency is real or perceived. Real emergencies pose a genuine and sometimes immediate risk to the health, safety or well-being of program participants. Perceived emergencies pose no significant risks to program participants, but are seen as threatening by others (often a parent or spouse in the U.S.). Perceived emergencies can sometimes cause real problems or significantly disrupt group dynamics and are important to manage sensitively. Consult with Education Abroad staff if there are questions about how to respond to specific incidents or concerned parties that may be reacting to a perceived threat.

Critical emergencies include, but are not limited to:

- Natural disaster or imminent natural disaster
- Act of war
- Terrorist threat or attack in program location
- Local political crisis affecting group safety or travel plans
- Sexual assault, alleged sexual assault
- Physical assault
- Serious illness (physical, mental, emotional)
- Suicide, attempted suicide or threat of suicide
- Hospitalization
- Arrest or questioning of a participant by police or security forces
- Any legal action involving a participant
- Missing person or kidnapping
- Discipline problem that threatens participant or group safety
- Serious violation of institutional policy
- Program leader is unable to continue travel
- Death of participant



EMERGENCY PROCEDURES

Emergencies are uncommon, but they do happen. In the event of an emergency, follow these procedures:

Ensure Student Safety: Take all necessary steps to ensure that there is no further element of risk to the health and safety of affected persons(s) or other participants.

- Refer to pages 9-22 for detailed steps for how to respond to specific emergencies.
- Contact a health care provider in the host country for all serious health-related concerns or following a drug or alcohol overdose.
- Employ a trusted partner to stay with the rest of the group if you must travel somewhere with the affected person(s).
- Protect the affected person(s)'s right to privacy as much as possible, and encourage other participants to do so.

Notify the CSU Education Abroad Emergency Responders and in-country partners as soon as the immediate risks have been removed. The CSU Education Abroad Emergency Responders are trained in emergency response and will:

- Delegate tasks into manageable duties for all responsible parties.
- Engage the appropriate resources (CSU, insurance, emergency contacts or in-country resources.)
- Report the incident per CSU or federal regulations, and inform CSU external relations and administrators as necessary.

Document the Situation and response, including actions taken, locations, and contact information using the [REPORT AN INCIDENT](#) link below or the paper version on page 23.

Follow Up: Work together with in-country contacts and CSU EA Emergency Responders to provide care and manage the evolving situation:

- Assist affected person(s) with needs; encourage other types of follow-up care such as rest, self-care, counseling, or medical care.
- Ensure that the rest of the group's needs are taken into consideration.

RESPONDING TO NON-EMERGENCY INCIDENTS

Non-emergencies include, but are not limited to: minor medical concerns, lost passport (unless passport cannot be secured safely and prior to next scheduled travel, pickpocketing or non-threatening robbery, lost luggage, participant must return to USA due to family emergency, any issue you judge not to be a serious threat to the affected student or group.

If the incident is quickly resolved and is not an emergency as defined on page 7, assist students and report the incident to Education Abroad staff for recording and support on the next business day. Attend to the incident by assisting the affected student as appropriate. Use your in-country partners or the Chubb/AXA insurance advisors for information on resources.

Help students to navigate more challenging situations, so they are not further upset or left vulnerable – accompany them or find a partner to do so if they are uncomfortable managing steps alone or it is not safe to do so (for appointments, police reporting, Embassy/Consulate visits.) Do not forget about the rest of the group; the group should always be accompanied and supervised by you or a trusted partner. If participants have experienced something upsetting, resources or debrief time should be provided.

RISK MITIGATION: AVOID A CRISIS BY ADDRESSING EMERGING ISSUES

Conversation Tips for Students of Concern

Being proactive about talking with students about their health and safety can help prevent or lessen the impacts of underlying conditions, curtail poor behavior & attitudes, or assist students in managing culture shock in a positive manner. If you are concerned about a student, try having an open conversation with them about what you are noticing.

Location

- Find a quiet place to talk.

Initiating the Conversation

- Begin by expressing your concern.
- Describe what you've observed (eg. "You've seemed upset lately." "I've noticed that you have not been eating recently." "I noticed that you have been late to class twice, and it doesn't look like you have been sleeping well.")
- Invite the student to tell you what's going on with them, and listen to their story.
- Empathize and acknowledge their feelings (eg. "This has been a tough week." "I understand you are feeling frustrated.")

Assessing Risk

- If mental health or behavior health conditions seem to be present, ask if they have experienced something similar before. If yes, discuss the strategies they used to overcome the situation for minor conditions or refer to CSU EA Emergency Responders.
- Ask direct questions if you have concerns about suicide, harm to self or harm to others. (e.g., When you feel like this, do you think about hurting yourself/others?)
- If they state they may hurt themselves or others, contact CSU EA Emergency Responders immediately.
- Creating a Plan
- If they do not have plans to hurt themselves or others, you should assess if you feel that the student can resolve the problem on their own or with additional help.
 - If yes, ask how you can help, develop a plan for improvement and have regular check ins.
 - If no, call contact CSU EA Emergency Responders for assistance.

MEDICAL & MENTAL HEALTH EMERGENCIES

Primary Guidance for Responding to a Medical or Mental Health Emergency:

- Emergency: call an ambulance or go to nearest hospital.
- Urgent Care or Doctor's Visits: contact in-country supports and insurance company for location of direct bill doctor and/or English-speaking doctors.
- Take precautions for blood or body fluid transmission if necessary.
- Request an English-speaking doctor or interpreter.
- Advise participant to notify family or guardian of their illness or injury so they are aware of the situation and provide them with contact and location information. If participant is unresponsive, contact CSU EA Emergency Responders for help notifying emergency contacts.
- Assist student with follow up visits and supports.

MEDICAL & MENTAL HEALTH EMERGENCIES

(CONTINUED)

Health Emergencies:

- Documentation authorizing access to private medical information may be necessary for the leader or other CSU EA Emergency Responders to work with insurance and medical providers. If the student wishes to do so, contact Chubb/AXA for requirements immediately. The case may require ongoing decisions and care.
- Patient is responsible for any fees. CSU staff should avoid paying for or using a personal or CSU credit card for medical care. Participants and their families should be fiscally responsible for their medical costs until the insurance is engaged. Contact Chubb/AXA and try to arrange for them to directly bill for visits or treatments to avoid any out-of-pocket expenses.
- If direct bill is not available, insurance will generally reimburse the patient upon submission of receipts and visit notes. Claims form on online at: <https://col.st/tU124> CSU international travel health insurance (Chubb/AXA) provides medical evacuation or for a family member visit to an injured/sick participant under certain conditions. Do not plan emergency travel until speaking to Chubb/AXA or it may not be covered.
- Respect privacy of affected participant(s)—do not share personal information with any other person unless directly involved and ask other participants to do the same.
- Chubb/AXA provides crisis counseling for individuals affected by a medical or mental health incident (either the individual with the medical/mental health condition or other participants/leaders who need support following an incident. Contact the general Chubb/AXA assistance number to set up in-person counseling if appropriate resources are available in your location. For telephone crisis support, contact Chubb/AXA Remote Crisis Support at 1-888-647-5720 (within the US) or 630-616-4546 (collect, outside the U.S.).
- If approached by the media about a potential emergency involving CSU travelers, tell them that your responsibility is to your group of travelers. Do not provide or confirm names of travelers or details of incident.

- If travel plans are or may be disrupted by the illness/injury, contact CSU EA Emergency Responders.

Specific Injury or Illness

Food Poisoning: Gather information about severity of issue and number of participants affected. Provide first aid options (antidiarrheal over the counter or antibiotics if prescribed). Seek medical attention if illness persists beyond a few loose bowel movements. Talk to in-country supports to troubleshoot the problem and provide appropriate, bland meals for ill participant(s).

Heat Illness: Symptoms: faintness, dizziness, sweating with cold, clammy skin, weak and rapid pulse, pale or flushed face, muscle cramps, headache, weakness or fatigue. Treatment: Move into cooler location, lay person down, remove tight or excess clothing, hydrate with cool liquids, cool body by using cold packs, misting with water or fanning. Seek medical attention immediately if fainting, confusion, seizures or vomiting occur or if body temperature is above 103 degrees.

Animal Bite or Scratch: Clean site with soap and water and keep area clean as wound heals. Seek medical attention immediately for puncture wounds or serious injuries/bleeding if rabies is suspected, if bitten by a bat, cat, wild or stray animal, or if there are signs of infection such as redness, swelling, intense pain or pus.

Snake Bite: Seek medical attention immediately if skin is broken. If possible and safe, get an image of the snake for identification purposes, as antivenin differs by species. During transit, immobilize the limb and apply medium pressure. Do not suck the venom out or cut the skin. If possible, do not use the affected area (i.e. walk minimally if bitten on leg).

Venomous Injury (Scorpion, stingray, urchin): If possible and safe, photograph the insect or animal for identification purposes as antivenin & treatments differs by species. Sometimes symptoms take time to develop. Clean affected area. Symptoms: swelling, redness. Seek medical attention immediately if there is difficulty breathing or swallowing, chest pain, intense pain.

MEDICAL & MENTAL HEALTH EMERGENCIES

(CONTINUED)

Mental Health or Suicide Risk

- If you have concerns about a participant's mental health, speak to the person before it is a critical situation. See page 7 for conversation tips for students of concern.
- If there is any concern about suicide or harm to others, contact CSU EA Emergency Responders immediately.
- Recognize the limits of your expertise and do not overstep counseling boundaries; you are there to advise and assess minor cases as a concerned party, not a professional counselor. Refer to CSU EA Emergency Responders for more challenging cases.
- Encourage participant to contact personal support network.
- Encourage participant to seek counseling for mental health concerns. CSU's insurance (Chubb/AXA), the U.S. Embassy or CSU EA Emergency Responders can assist with resources. Resources available through CSU's insurance plan include in-person advising in many locations, and telephone crisis counseling services for students in areas without access to in-person counselors.
- Sometimes conditions that are normally well-controlled can resurface if travelers do not take medications or their routine is disrupted by time differences or other travel-related factors. If medication disruptions could be affecting a participant's health, arrange for them to speak to a doctor.
- The same experiences and changes that make education abroad transformative can cause students emotional and mental stress. Some additional stress and frustration is normal to a certain extent, but learn to recognize the following higher-level distress signals and reach out to a student if you notice them:
 - ✧ Feeling overwhelmed
 - ✧ Uncontrolled crying or mood swings
 - ✧ Insomnia or sleeping too much
 - ✧ Eating problems
 - ✧ Feelings of hopelessness, worthlessness
 - ✧ Academic issues—absences, disruption
 - ✧ Speaking of suicide or harm to self
 - ✧ Unusual or alarming emails or calls
 - ✧ Erratic or unusual behavior

Death

- Contact CSU EA Emergency Responders immediately for assistance. They will arrange notification of next of kin and identify support resources.
- Notify the U.S. Embassy.
- Notify on-site support staff so they can assist with identifying resources to support the group, including the leader(s).
- Ask other participants not to communicate the news to anyone until CSU has the opportunity to contact the family—loved ones must not learn of something so important through social media or email.
- Respect privacy of affected participant(s)—do not share personal information with any other person unless directly involved and ask other participants to do the same.
- EA Emergency Responders will assist the emergency contacts to travel to the location of the remains if they wish to accompany the remains back to the U.S.
- Work with CSU EA Emergency Responders to determine who will coordinate repatriation of remains, collection of the deceased's personal effects, and to serve as a central point of contact.
- Keep a record of events, using the online incident report.

Additional Information

- Identify who might need counseling support among the other CSU group members, while abroad or later.
- CSU's Chubb/AXA insurance covers repatriation of mortal remains.
- Treat witnessing a death seriously. Even if the death is not a CSU participant or leader, witnessing a death can be a traumatic experience and may necessitate follow up care.



ACCIDENTS AND INJURY EMERGENCIES

Primary Guidance for Accident Emergencies:

- Emergency: call an ambulance or go to nearest hospital if there are injuries and follow guidance for medical emergencies (page 6).
- If possible, have one person manage the medical needs of affected participants and one person call emergency services.
- Take precautions for blood or body fluid transmission if necessary.
- Listen for breathing and check pulse. If there is no pulse, perform CPR if qualified. Call 911-equivalent or police and request CPR coaching via phone if you do not know how.
- Treat any wounds.
- Advise affected parties to notify family or guardian of any injury so they are aware of the situation and have contact and location information. If unresponsive, contact CSU EA Emergency Responders for help notifying emergency contacts.
- Make sure the other group members are safe

Additional Information for Accident or Injury Emergencies

- If spine damage is suspected (often from motorized vehicle collisions or diving in shallow water), move the victim as little as possible and support the head, neck and spine.
- If hypothermia is suspected, keep victim covered and put an insulating layer between them and the ground.
- If there is more than one affected party, insist that all are transported to the same hospital for treatment.
- Make sure that all group members are supported; if you are injured or must travel with an injured person(s), ensure that the remaining group is supervised by a trusted partner.
- Treat witnessing a serious accident or injury seriously. Even if the accident or injury is not a CSU participant or leader, witnessing it can be a traumatic experience and may necessitate follow up care.



ACCIDENTS AND INJURY EMERGENCIES

(CONTINUED)

Water-Based Accidents

- Get professional help if possible – lifeguards, police, coast guard, etc.
- Do not assume that a swimmer in distress is joking or playing around. Watch for signs of distress and react immediately. Often, distressed victims cannot scream or wave.
- Verbally check to see if victim is ok.
- Do not enter the water to save someone, unless trained to do so.
- Encourage the victim to remain calm and float or tread water.
- Try to maintain sight of the victim. Designate a spotter, who can provide visual information to responders when they arrive.
- Reach out to or throw a flotation device to the victim (use a long object, life jacket, rope, wood, etc.). Only if safe and absolutely necessary, have the strongest swimmer in the group swim to the victim with flotation devices as the victim may put the rescuer in danger.
- Contact Coast Guard and U.S. Embassy/Consulate for missing persons at sea or other major emergencies.

Specific Guidance for Traffic Accident

- Understand that procedures for managing a traffic accident vary by country; if you were driving, consult a local. If you were a passenger, work with your in-country contacts to reschedule if your travel is disrupted.
- If the situation is unsafe, move to a safer location.
- Contact vehicle insurance company.
- Document the situation – take notes, get contact information, take pictures of the location, vehicles, license plates, insurance documentation and identity cards of other people involved.
- Get names and contact information for witnesses.
- Report the accident to appropriate authorities: police, rental company, insurance. Keep copies of any forms you submit.



CONDUCT EMERGENCIES

CSU students on Education Abroad programs are expected to follow the CSU Conduct Code and local laws, and respect the rights, privileges, and property of other people: resolutioncenter.colostate.edu/student-conduct-code/

Primary Guidance for Conduct Emergencies:

- Address any problematic conduct or behavior quickly; most issues can be resolved by speaking with the individual and addressing concerns.
- Behavior infractions should follow a well-documented trajectory of: verbal warning, written warning, removal from program. Illegal actions or egregious poor conduct are not subject to this three-step process, and may warrant immediate removal from program to reduce risk to self and others.
- Contact CSU EA Emergency Responders for assistance and fill out the online incident report. Documentation at all stages is necessary as support if a student is eventually removed from the program.
- Always speak with CSU EA Emergency Responders if you are considering removing a student from the program. Consult with CSU EA Emergency Responders prior to notifying a student about a dismissal. CSU can offer support through advice and planning, as there are significant financial and logistical impacts to expelling a student from a program.
- Emergency contacts will be notified by CSU EA Emergency Responders if a student is a threat to self or others, if actions may result or have resulted in legal action, or if the student may be removed from the program.

Additional Information for conduct emergencies:

- Respect privacy of affected participant(s)—do not share personal information with any other person unless directly involved and ask other participants to do the same.
- If approached by the media about a potential emergency involving CSU travelers, tell them that your responsibility is to your group of travelers. Do not provide or confirm names of travelers or details of incident.
- If travel plans are or may be disrupted by conduct violations, contact CSU EA Emergency Responders.
- Violations of the CSU Conduct Code may result in sanctions upon return to campus.



CONDUCT EMERGENCIES (CONTINUED)

Managing Personal Conduct Violations:

If a member of the travel group violates the University Conduct Code or conduct standards established for the group, during academic activities or outside of the official schedule, deal promptly with such behavior. When possible, use a multi-tiered response:

STEP 1: Verbal counseling—counsel the traveler (preferably in the presence of another appropriate program leader or documented in writing):

- Be clear when a violation has happened, what the expectations are, and what the consequences would be if conduct continues to be an issue.
- Reminder of expectations for behavior.
- Clearly explain how these expectations were violated, e.g., tardiness, noise, disruptive conduct, etc.
- Email your CSU EA Emergency Responder to document the counseling session.

STEP 2: Written warning (provide a letter for second offense or more serious infraction):

- Tell the student or other traveler that they are on probation, and give them a copy of your written warning. A sample letter is on [page 25](#).
- Document any consequences and potential next steps. If the next step would be removal from the program, emergency contacts may be notified.
- Have student sign that the warning has been read and expectations are understood.
- Fill out an online incident report.
- CSU EA Emergency Responders will notify appropriate CSU resources, such as CSU Student Conduct Services.

STEP 3: Removal from program (to be used only in extreme circumstances such as repeated serious violations, criminal activity, or endangering self and others):

- If possible, invite a trustworthy witness during all interactions with the participant. Document all communication with participant, including participant responses, in an incident report.

- CSU EA Emergency Responders will notify appropriate resources such as CSU Student Conduct Services, Counseling or Case Management, General Counsel and emergency contacts.
- If you feel the expelled student may be a threat to self or others, additional supports may be necessary (escort to airport, emergency contact involvement, general counsel documentation).
- Respect privacy of affected participant(s)—do not share personal information with any other person unless directly involved and ask other participants to do the same.

Legal Infractions, Detention or Arrest:

- Find out what the participant is accused of and if formal charges have been filed.
- Get case number and names/phone numbers of officers involved.
- Get as many facts about the case as possible. Get information from witnesses.
- Contact the U.S. Embassy, notify them that a member of the CSU group has been detained or arrested and ask for help arranging legal representation or interpreters.
- Notify CSU EA Emergency Responders and fill out an incident report (educationabroad.colostate.edu/education-abroad-incident-report-form).
- Discuss the detention with any on-site support staff – they need to be aware of the situation and may be able to offer help or advice.
- CSU EA Emergency Responders will notify emergency contacts and CSU authorities.
- Evaluate whether or not the student should continue to be enrolled in the education abroad program. Consult with the CSU EA Emergency Responders before making a decision to expel a student. Remember that in the U.S., at least, the accused is presumed innocent unless convicted.



SITE EMERGENCIES: NATURAL DISASTER, POLITICAL OR SECURITY THREAT

If you are located in an area with an emergency affecting your location and the situation is developing:

- Account for all students; reach out to any participants that are unaccounted for in any way possible (phone, email, in-person, social media).
- Make sure you have a plan in place to determine under what circumstances and how travelers might evacuate to safety.
- Discuss evacuation or shelter-in-place options with CSU EA Emergency Responders and in-country supports as well as how information will be communicated to participants if necessary.
- Identify a safe and accessible primary and secondary meeting spot in the event of a crisis; make sure all participants know where it is and how to get there safely.
- Review protocol and explain to students what to include in a “grab bag” in case of emergency - passport, tickets or travel info, wallet or purse, clothes for the weather, minimal changes of clothing, medicine, toiletries, chargers, food, and water.
- Keep phones & laptops charged, collect flashlights, radios, etc.
- Secure your premises as applicable (close all doors, close shutters or drapes, secure objects, stockpile water and food, turn off propane tanks, lock doors if security may be an issue).
- Leaders should consistently contact CSU EA Emergency Responders to inform them of the developing situation, even if there is no information to report.
- Leaders and participants should contact loved ones to assure them they are ok, give their exact location and emergency plans and to remind them that communication may be disrupted but that does not necessarily mean that there is a life-threatening emergency.

If you are located in an area with a site emergency:

- Contact CSU EA Emergency Responders for assistance, however possible (email, phone, text, Facebook, WhatsApp). Provide possible ways to remain in contact and current location.
- Provide updates as possible, even if there is nothing to report. This communication may prevent a panicked decision or unnecessary evacuation.

- Account for all students; reach out to any participants that are unaccounted for in any way possible (phone, email, in-person, social media). Bring group together and stay in designated location. Have participants reach out to their loved ones to assure them the situation is being addressed.
- Contact resources for updated safety information and guidance (e.g., university, Chubb/AXA insurance, U.S. Embassy, CDC or other organizations).
- CSU EA Emergency Responders will communicate regularly with emergency contacts and notify university authorities, as appropriate.
- Monitor the U.S. State Department Websites, including <https://step.state.gov/>, for updates on the situation and recommendations to U.S. travelers and follow local media for information.
- If evacuation is needed, contact the insurance provider to assist with making arrangements or payments (page 3). CSU EA Emergency Responders can assist if needed.
- Monitor travelers’ mental health during the crisis and provide resources or support as able.
- If approached by the media about a potential emergency involving CSU travelers, tell them that your responsibility is to your group of travelers. Do not provide or confirm names of travelers or details.



SITE EMERGENCIES: NATURAL DISASTER, POLITICAL OR SECURITY THREAT (CONTINUED)

Earthquakes

- Falling objects, broken glass and lack of resources after an event are major concerns.
- Remain calm.
- If indoors, take cover under heavy furniture – a table, desk, or bench – or within a doorway and keep away from glass.
- If outdoors, find a clear spot away from buildings, trees, and power lines. Drop to the ground or stay in your parked vehicle.
- Wait for quake or tremor to subside and all falling objects to come to rest.
- For small quakes and tremors with no apparent damage, survey entire building for possible damage such as leaking pipes, fallen objects, structural damage. Only resume normal activities once building proctors give the authorization.
- If damage appears heavy, evacuate only when notified by emergency personnel that it is safe to leave unless the building you are in is unsafe.
- Proceed immediately to the designated emergency meeting spot.
- Stay away from electrical power sources, fallen lines, buildings, or other tall objects.
- Do not smoke. Gas lines may have ruptured.
- If building is damaged, secure the building against entry. Do not re-enter damaged buildings.
- Be prepared for aftershocks. Aftershocks are usually smaller than the main quake but may be large enough to do additional damage to structures weakened during the main shock.
- Tsunamis can be caused by earthquakes. Follow local instructions to evacuate to higher ground immediately if this is a threat due to being located near a body of water.



Hurricane or Tropical Storm

- Flying debris, flooding and lack of resources after an event are major concerns.
- Hurricanes and tropical storms occur mainly but not exclusively during the months of July – October.
- If you are traveling during hurricane season, you may want to review Hurricane Preparedness and Response information prior to travel: [osha.gov/dts/weather/hurricane](https://www.osha.gov/dts/weather/hurricane)
- Remain calm.
- Stay away from low lying or flood prone areas.
- Stay indoors in a small interior room (closets, bathrooms, windowless rooms).
- Take cover under heavy furniture – a table, desk, or bench.
- Keep away from glass.
- Wait for the storm to subside.
- When hurricane is over, survey entire building for possible damage such as leaking pipes, fallen items, etc.
- If damage appears heavy, evacuate only when notified by emergency personnel that it is safe.
- Proceed immediately to the designated emergency meeting point.
- Stay away from electrical power sources, fallen lines, buildings, or tall objects.
- Do not smoke. Gas lines may have ruptured.
- If building is damaged, secure the building against entry. Do not re-enter damaged buildings.



SITE EMERGENCIES: NATURAL DISASTER, POLITICAL OR SECURITY THREAT (CONTINUED)

Fire

- Call the local 911 or fire department number.
- Sound fire alarm.
- If safe to do so, utilize fire extinguishers and water hoses.
- Evacuate building and account for all participants.
- Evacuate nearby buildings.
- Contact CSU EA Emergency Responders.

Political or Security Threat

- Follow local media and use local sources to stay informed about the real threat in your area.
- Prohibit students from going to protests, gatherings or known hot spots for activity that may result in violence or police activity.
- Even if the threat is not in your main location, review your travel plans to ensure you will not be passing through areas of security risk.
- If the threat is high and participants may need to postpone program activities, evacuate to a different location within the country or return to the US, contact CSU EA Emergency Responders and Chubb/AXA insurance to prepare for possible evacuation.

Terrorist Attack

- Do not visit sites with active terror activity or police activity following an attack.
- If terror attack is in your direct locale, do a welfare check on all participants.
- Contact CSU EA Emergency Responders so they may be prepared for inquiries and provide status updates.
- If terror attack is in an area you planned to visit, review trip plans with in-country supports for feasibility and safety. Often, transport is disrupted after terror events.
- If terror attack occurs in your region, even if it is not in your direct locale, have participants reach out to their emergency contacts and families to assure them of their safety. If communication is limited, draft a message that can be forwarded to CSU EA Emergency Responders to be sent to all emergency contacts.



CRIME-RELATED EMERGENCIES

Primary Guidance for Crime-Related Emergencies:

- For non-emergency crimes, work with on-site staff to support student and resolve impacts as applicable.
- For lost or stolen passports, contact the nearest U.S. Embassy or Consulate
- For stolen items, participants may be able to claim losses with the tour operator's insurance policy, parents' homeowner's policy or a renter's policy. CSU's travel health insurance does not include personal property. Investigate these options without making promises to the participant.
- For crimes that cause an emergency or felonious crime, you may need to employ medical/insurance, U.S. Embassy, police or other resources. Report the crime to CSU EA Emergency Responders for assistance, and use the crime-specific guides to assist.
- Follow-up care may be necessary for witnesses or rest of group.
- Emergency contacts will be notified in case of detentions, missing persons or if a participant may be dismissed from a program due to criminal behavior.

Additional Information for Crime-Related Emergencies:

- Clarify with victim if they would like to report the crime.
- Work with Embassy to ensure that a CSU participant accused of a crime is treated fairly.
- Respect privacy of affected participant(s)—do not share personal information with any other person unless directly involved and ask other participants to do the same.
- If approached by the media about a potential emergency involving CSU travelers, tell them that your responsibility is to your group of travelers. Do not provide or confirm names of travelers or details of incident—contact CSU EA Emergency Responders for support (p. 3).
- Manage group dynamics if the situation is public knowledge. Encourage students to be discreet, be supportive and to avoid gossip or judgment of any party involved.

Unexplained Absence or Missing Person

- If a person is unaccounted for, use all means available to contact them (phone, email, text, social media accounts, friends), retrace recent locations visited and ask for information from anyone that had recent contact with that person.
- Contact CSU EA Emergency Responders for assistance. They may assist you in reaching emergency contacts, who may have information.
- If you suspect foul play, or after a reasonable time has passed without locating the traveler, then contact the local police with name, description, a photo, and last known whereabouts of traveler.
- Contact the U.S. Embassy.
- Fill out an online incident report.

Kidnapping and/or Ransom Request

- Make sure other group members are safe, secure, and supported.
- Contact CSU EA Emergency Responders immediately for assistance. They will engage necessary resources.
- Keep a record of events, including all contact made and actions taken, any identifying information for the kidnappers (name, voice, organization, demands, etc.).
- Notify U.S. Embassy and request advice on how this situation is best handled in the country. Contact local law enforcement authorities, if recommended by Embassy.
- Notify in-country support staff to help support group needs and navigate resources.

SEXUAL MISCONDUCT-RELATED EMERGENCIES

Primary Guidance for Sexual Misconduct-Related Emergencies:

CSU Support and Safety Assessment at (970) 491-1350 must be contacted about any disclosed, reported or observed incidents of sexual misconduct and/or interpersonal violence and they can assist in most circumstances. Please be discreet in the best interest of all parties involved and share information only with those who must be involved. CSU EA Emergency Responders should be contacted for any destination-specific resources or for assistance with insurance (medical, counseling, or evacuation.)

If someone tells you they have experienced sexual misconduct or interpersonal violence:

- Remind them of your reporting obligations as a Responsible Employee, but remind the individual that they are in control of what resources they choose to contact, and which processes they choose to engage with. Tell the individual that "As a Responsible Employee at CSU, I will need to share this information with an office on campus to ensure you are connected with helpful resources and know all options available to you. You may be receiving an outreach from Support and Safety Assessment to ensure you are aware of resources and reporting options available to you."
- Thank them for sharing, offer support, and remind them of confidential campus resources. Use statements like "Thank you for sharing," "I believe what you are telling me," "Let me know how I can best support you," and "What happened to you is not your fault."
- If the individual's safety is an immediate concern, contact medical services or the Education Abroad Emergency Responders, as appropriate. In-country resources for survivors vary by country; if you suspect the country you are in may not offer appropriate support to the survivor, call the CSU EA Responders to investigate options for best support while you care for the survivor.
- If they would like to speak to a confidential resource, connect them to the Women and Gender Advocacy Center's 24 hour hotline at +1 (970) 492-4242.
- Report the incident to Support and Safety Assessment in accordance with the policy information listed below.
- If you have any questions, call Support and Safety Assessment at +1 (970) 491-1350, email at TitleIX@colostate.edu, and/or visit supportandsafety.colostate.edu.

Sexual Misconduct or Interpersonal Violence

If someone has experienced sexual misconduct or interpersonal violence:

Make sure affected parties know:

- They have the right to choose whom they will talk to, what resources they will use, what they will say, and when they will say it.
- CSU prohibits any act of sexual misconduct including sexual harassment, dating violence, domestic violence, stalking, or retaliation.
- If they choose to share their experience, their disclosure will be taken seriously and they will be treated with dignity.
- Students may seek support and guidance from the following confidential campus resource, which is exempt from required reporting: Women and Gender Advocacy Center Victim Assistance Team- 24 hour hotline +1 (970) 492-4242

SEXUAL MISCONDUCT-RELATED EMERGENCIES (CONTINUED)

Have the individual consider the following:

Seek Safety: Ask the victim what will make them feel safer. Which sort of accompaniment by friends or staff will make them feel supported? Interim measures may be set up by CSU if the accused is CSU-affiliated. In some cases, victims may want to return to the U.S. CSU EA Emergency Responders and the insurance company should be contacted for assistance. In some cases, a return ticket can be covered by insurance.

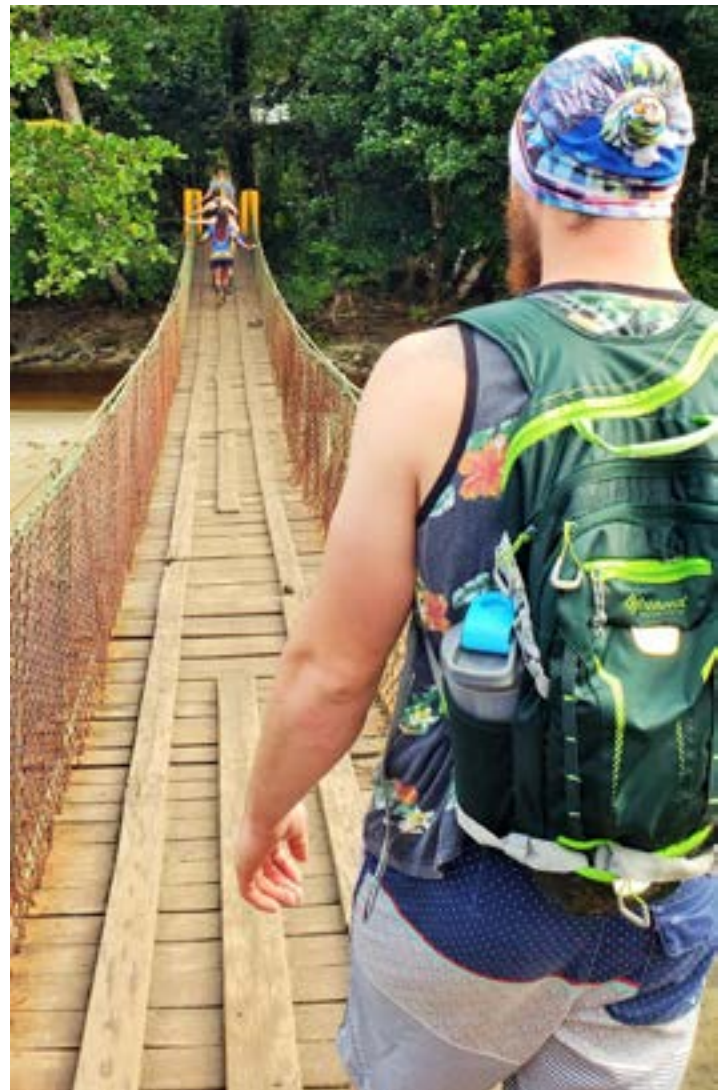
Seek Medical Help: For Medical Assistance, follow instructions for Medical Emergencies (pages 8-9). Note that in-country resources for victims vary by country; if you suspect the country you are in may not offer appropriate support, implement the EA Emergency Responders to investigate options, such as specialized or preferred facilities for treatment of victims of sexual violence.

Seek Emotional Help and Support: Encourage victim to contact personal support network. If unresponsive, contact CSU Emergency Responders for help notifying emergency contacts.

Speak Confidentially to an Advocate: If the victim is uncomfortable with local resources or has a language barrier, CSU resources for sexual assault (emotional and decision support, information regarding follow up care and emergency contraception, etc.) can be provided remotely by WGAC.

Seek Academic Support: Work with faculty leaders or EA Emergency Responders to set up appropriate academic accommodations.

Learn More about Reporting Options through Law Enforcement and/or the University: There are specific procedures to follow and locations to go to depending on if a victim wants to report to local police or report to CSU police. In some countries, reporting is not recommended due to laws or customs that are disadvantageous to the reporter; contact EA Emergency Responders for more information if the victim would like to report to local authorities or CSU.



EMERGENCY SUPPORT

Support and Safety Assessment
+1 (970) 491-1350

TitleIX@colostate.edu
supportandsafety.colostate.edu

SEXUAL MISCONDUCT-RELATED EMERGENCIES (CONTINUED)

If the situation has affected you or the rest of your group:

- Work with emergency responders to provide resources for emotional support for other participants if they are aware of the incident. Offer this service confidentially to maintain victim and witness privacy.
- CSU employees who may benefit from counseling may use the CSU EAP (ombudsandeap.colostate.edu) or the WGAC.

Information regarding your obligations as a responsible employee:

All CSU employees and volunteers including faculty, staff, and students acting in their employment or volunteer roles are designated as Responsible Employees and are required to report any violation or alleged violation of interpersonal violence. Reports should be made within 24 hours to Support and Safety Assessment via phone at (970) 491-1350 or via email at TitleIX@colostate.edu. Limit information gathering unless the individual chooses to disclose details. All information disclosed by the individual will need to be included in any reports made to Support and Safety Assessment.

Employees exempt from these reporting obligations are only those employees who are statutorily prohibited from reporting such information, such as licensed healthcare professionals acting within the scope of the professional-patient relationship, and those acting in their role as professional Victim's Advocates.

By complying with your reporting obligations as a Responsible Employee, you can help to ensure the individual has access to all available resources; enable the University to take appropriate action against the responding party to prevent a recurrence and protect the campus community; enhance campus safety; and comply with Title IX and other federal regulations.

If a participant on your program is accused of sexual assault:

- Contact CSU Emergency Responders for assistance.
- Keep the accused individual separated from the victim and their friends. If both the accused and the victim are staying on the same program, CSU Student Conduct Services (resolutioncenter.colostate.edu) should be contacted immediately so interim measures may be put in place.
- Put accused individual in contact with CSU Case Management (studentcasemanagement.colostate.edu) for advice on choices related to academics and housing, next steps and timelines for the investigation process.
- Manage group dynamics if the situation is public knowledge. Encourage students to be discreet, be supportive and to avoid gossip or judgement of any party involved.
- Request English-speaking interpreter if student is questioned by law enforcement.
- Contact U.S. Embassy for assistance working with local law enforcement authorities and to report that an American may need legal assistance.



CHUBB INSURANCE INFORMATION

CHUBB®

Travel Assistance Program

ATTENTION

**In the event of an emergency
call Chubb's Travel Assistance
Services immediately**

24-Hour Access

**1-855-327-1414 Toll-Free
1-630-694-9764 Direct Dial
+44 2039 015895 UK/FOS**

When you call Chubb's Travel Assistance Services, please be prepared with the following information:

1. Name of caller, phone no., fax no., relationship to Covered Person;
2. Covered Person's name, age, sex and policy number;
3. A description of the Covered Person's condition;
4. Name, location, and telephone number of hospital;
5. Name and telephone numbers for the treating doctor; where and when the doctor can be reached;
6. Health insurance information, worker's compensation, or automobile insurance information if the Covered Person had an accident.

"Covered Person" means the person insured under the applicable Chubb policy.

By requesting assistance you agree to assign to us your rights to recover from any of your responsible insurers any expenses we incurred.

ATTENTION Medical Personnel or Police

In the event of a medical emergency, our Assistance Provider will provide the services on the card below. To verify eligibility call the multi-lingual call center 24 hours a day toll free at 1-855-327-1414; direct dial at 1-630-694-9764; or UK/FOS +44 2039 015895.

In addition to the insurance protection provided by your insurance plan, Chubb Accident & Health has arranged with our Assistance Provider to provide you with access to its travel assistance services around the world. These services include:

- **Medical Assistance** including referral to a doctor or medical specialist, medical monitoring when you are hospitalized, emergency medical evacuation to an

adequate facility, medically necessary repatriation and return of mortal remains.

- **Personal Assistance** including pre-trip medical referral information and while you are on a trip: emergency medication, embassy and consular information, lost document assistance, emergency message transmission, emergency cash advance, emergency referral to a lawyer, translator or interpreter access, verifies medical benefits and assists with medical claims process.
- **Travel Assistance** including emergency travel arrangements, arrangements for the return of your traveling companion or dependents and vehicle return.
- **Security Assistance** including a crisis hotline and on the ground security assistance to help address safety concerns or to secure immediate assistance while traveling as well as access to a secure, web-based system for tracking global threats and health or location based risk intelligence.

This information provides you with a brief outline of the services available to you. These services are not insured benefits. Reimbursement for any service expenses is limited to the terms and conditions of the policy under which you are insured. You may be required to pay for services not covered. A third party vendor may provide services to you. Our Assistance Provider makes every effort to refer you to appropriate medical and other service providers. It is not responsible for the quality or results of service provided by independent providers.

In all cases, the medical provider, facility, legal counsel or other professional service provider suggested by Chubb's Assistance Provider are not employees or agents of our Assistance Provider and the choice of provider is yours alone. Chubb's Assistance Provider assumes no liability for the services provided to you under this arrangement, nor is it liable for any negligence or other wrongful acts or omissions of any of the legal or health care professionals providing services to you. Travel assistance services are not available if your coverage under the policy is not in effect.

Chubb NA is the U.S.-based operating division of the Chubb Group of Companies, headed by Chubb Ltd. (NYSE:CB) Insurance products and services are provided by Chubb Insurance underwriting companies and not by the parent company itself.

TRAVEL ASSISTANCE PROGRAM

For medical referrals, evacuation, repatriation or other services please call:

Travel Assistance Program
1-855-327-1414 (Toll-Free)
1-630-694-9764 (Direct Dial)
+44 2039 015895 UK/FOS
medassist-usa@axa-assistance.us

Visit www.acetravelassistance.net for access to global threat assessments and location based intelligence.

Organization: Colorado State University
Policy Number: GLMN1428557A
Assistance Provider: AXA Assistance USA, Inc.

AXA provides emergency medical and travel services and pre-trip information services. Please call when:

- You require a referral to a hospital or doctor
- You are hospitalized
- You need to be evacuated or repatriated
- You need to guarantee payment for medical expenses
- You experience local communication problems
- Your safety is threatened by the sudden occurrence of a political or military event



Remote Crisis Support and Behavioral Health Assistance

Where to turn during a crisis?

we're here for you

We all experience stress. Especially when faced with new situations such as adapting when studying abroad and navigating through challenges including culture shock, home sickness, time zone changes, and new university routines.

From time to time, you may face a challenging situation that requires help from others.

Telephonic Support helping navigate when away from home

Professional staff, immediate intervention

The Remote Crisis Support and Behavioral Health Assistance Program provides seamless access to crisis assessment, intervention and stabilization exclusively by Master and Doctoral level clinicians.

Through this program, you will be connected with trained counselors to help with immediate support and coordination in high risk situations. All conversations are kept confidential.

For emergency or life-threatening situations, contact your local emergency service or proceed to the nearest hospital. Services will be provided as permitted under applicable law. Mental health services are provided by ProtoCall Services, Inc. and are coordinated through HAA Preferred Partners, LLC, an AXA Company.

Key services global access

24/7/365: convenient telephonic access to provide support no matter your global location.

U.S. Healthcare Experience: ability to speak with U.S. mental health professionals when traveling abroad.

Global Network Access: integration with your medical assistance services to offer local medical referrals and support internationally, if needed.

Individual Improvement: support you need to continue your program and time abroad.

Contact us 24 hours, 7 days a week

Within the United States:

(888) 647-5720

Outside the United States:

(630) 616-4546 (collect)

SAMPLE DISCIPLINE WARNING LETTER

Dear **(First Name Last Name)**,

Your **(academic performance)/(behavior)** in the Colorado State University Education Abroad Program in (country) has not been in keeping with the CSU Conduct Code by which you have agreed to abide as a CSU student on an official education abroad program.

Detail the misconduct in a few sentences here.

In the interest of your health and safety, as well as the well-being of the overall programmatic experience, I am therefore issuing you this formal warning. In the absence of significant improvement with safer and more responsible behaviors, you may receive additional consequences or sanctions from the Office of International Programs or CSU Student Conduct Services. This could include withdrawal from the program at your own expense, with no academic credit or financial refunds.

Signed,

Program Director

STUDENT SECTION:

I have read and understood the contents of this letter.

Student Name Here

Date

Student will be provided with a copy of this letter, and letter will be sent to the Education Abroad EA Responders along with an incident report for documentation. Students are welcome to document their perspectives on the incident(s), which can be included with the documentation, but they still must sign this letter acknowledging potential consequences.



INTERNATIONAL PROGRAMS

COLORADO STATE UNIVERSITY

educationabroad@colostate.edu

+1 (970) 491-5917

Laurel Hall