



WHITWORTH
UNIVERSITY

Emergency Response Manual for Faculty-led Programs

Whitworth University
Office of International Education
Off-Campus Programs
www.whitworth.edu/internationaleducation

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1. Introduction

As the Whitworth Off-Campus Programs team, the safety of our students is our top priority. As an OCP faculty leader, you play a central role in safeguarding the well-being of your student participants. To do so effectively, you should thoroughly review the crisis management information covered in this handbook. We recommend that you take a printed copy with you on your program, or have an e-version accessible.

This handbook will provide you with practical tools and guidance on how to effectively cope with different scenarios and emergencies when leading an off-campus program. Moreover, this handbook will serve as a preventative guide to educate you about precautions for avoiding certain minor emergencies.

2. Understanding Crisis Management

Before we understand the necessary steps in emergency planning, we must first understand what an emergency is and how different “types” of emergencies are classified. Knowing this can help you strategize your actions to more appropriately respond to each kind of crisis.

2.1 Emergencies

Emergencies can range from minor to major, depending upon the specific facts:

- Pick-pocketing or petty theft
- Lost Passport
- Minor illness or injury (e.g. cold, flu, sprain, toothache, etc.)
- Family emergency back home (e.g. family member illness)
- Consequence of alcohol use
- Power failure
- Natural disaster (hurricane, earthquake, fire, flood, etc.)
- Major sickness or injury (car accident, broken bone, viral epidemic, etc.)
- Assault
- Missing person
- Arrest
- Hostage situation
- Socio-political unrest
- Terrorism

2.2 Perceived Emergencies

Distinguishing between a real emergency and a perceived emergency is a crucial first step. Often, family at home will become alarmed by a perceived emergency – floods in Northern Italy, for example, though your program is based in Rome; government instability in Colombia, though you are in Ecuador. Due to media attention and incomplete information, situations abroad may be perceived in the U.S. as more dangerous than they actually are. They can be as disturbing to program participants and their family members as real emergencies and require prompt attention on your part.

2.3 Media Communications

Statements to the press, whether foreign or American, must be made exclusively by the Whitworth University Marketing & Communications department. Faculty are not to communicate with local press during or following an in-country emergency or event.

3. Steps to Take Before a Crisis

3.1 Emergency Action Plan (EAP)

The first step in crisis management is being prepared before a crisis occurs. For this reason, faculty leaders are encouraged to create an emergency action plan (EAP). In Appendix B, you will find some resources to help you make an EAP. Such steps include carrying a pocket-sized emergency card containing important phone numbers and contact information, including: health insurance info, emergency phone numbers (medical, police, fire), Whitworth OCP emergency contact, your lodging, etc.

3.2 Emergency Preparation

All faculty leaders should follow the procedural recommendations below:

- Confirm with Whitworth OCP that all students have been registered for the U.S. Department of State STEP program. <https://step.state.gov/step>. Registration will make a student's presence and whereabouts known should it be necessary to contact them in an emergency. STEP also allows you to get routine information from the nearest U.S. Embassy or Consulate.
- Keep note of which students are not U.S. citizens, and request that those students register with their home embassy in the study abroad location.
- Assess the program logistics for safety. For example, how will students travel from their accommodation to the other program facilities? Are approaches to the residence well-lit at night?
- Know how to communicate with and access other resources during a crisis. These include:
 - Airport authorities
 - Hospitals, clinics, and a comprehensive list of health and counseling professionals
 - U.S. Embassy/Consulate
 - EIIA - Insurance provider for Whitworth OCP
 - Whitworth OCP Staff Members
 - Local police and fire departments
- Keep copies of students' Emergency Contact forms and Health History forms with you on site.
- Develop a rapid communication system to reach students once on site (email, cell phones, etc.); establish a phone tree.
- Provide participants with site-specific information about potential health and safety dangers.
- Provide participants with in-country emergency contact information (names and telephone numbers of medical emergency officials, law enforcement officials, U.S. Embassy/Consulate).
- Become familiar with the student health insurance policy through EIIA. Know how to contact EIIA.
- Establish an emergency meeting point in the event of an emergency. Students should be made aware of the meeting point during on-site orientation.
- Know how to contact OCP staff and carry this information with you at all times.

Pre-Departure & Onsite Orientation

Organizing a pre-departure and onsite orientation to cover academic, travel, and health/safety information will be a key component of your emergency preparation. OCP can aid you in preparing and presenting this material. The aim of both orientations is to help manage expectations, set ground rules, cover essential emergency response plans, and answer student questions. If your program is a multi-country program, it would be beneficial to have a mini-onsite orientation at the onset of each leg of the program.

Intercultural Adjustment & Culture Shock

Students' perceptions of the host country/culture will directly affect their behaviors and functions while within that culture and in their interactions with the local population. Help students set realistic and positive mental frameworks regarding these perceptions.

According to Paul Pedersen and the *Five Stages of Culture Shock*, there are some fairly predictable stages that most students go through during participation in study abroad as they adjust to life abroad. Letting students know about them may help them prepare and react more effectively:

- *Orientation and honeymoon*
- *Initial culture shock/confrontation*
- *Adjustment-crisis/depression-frustration-to adjustment (cycle)*
- *Recovery-integration into host culture*
- *Re-entry and reverse culture shock*

Tips for Physical and Mental Health

Conduct regular check-ins with your students and reinforce the affirmative declarations below:

- Your feelings (being overwhelmed, stressed) are normal
- Find/make a time to reflect in a safe environment
- Avoid confrontation, both physical and verbal
- Culture shock and its impact on physical/mental health is common and affects many people

Encourage students with presenting concerns to utilize these emotional & mental health coping tools:

- Talking out emotions –avoiding “bottling”
- Exercise
- Journaling
- Peer support
- Fresh air & natural light
- Regular, individual check-ins
- Family connection/support
- Improved sleep
- Deep breathing exercise/mindfulness

4. General Procedures for All Emergencies

There are four steps that should be taken during an emergency. These include assessment, securing students, communication, and documentation. Depending on the emergency, each of these steps must be completed, but will vary in degree.

4.1 Assessment

In general, the first step in any emergency is assessment. How serious is the emergency? Do you need to administer any first aid immediately? Is this a routine emergency or major emergency? Is one student involved or multiple? Do you need to call an ambulance? Police? Consulate? What steps must be taken to secure the environment?

The answers to these questions will determine your next step of action: securing students.

4.2 Securing students

The second step is to make reasonable efforts to secure students and the environment and remove students from any immediate danger, if possible. This may require an immediate need for evacuation from the area. Administer any first aid to the extent possible. Call for any medical/consulate/police help necessary. Determine the likely availability of medical supplies, food, water, shelter, and transportation if any of these have been threatened.

In any major emergency, once substantive details have been verified, contact the relevant OCP staff to relay this information. Utilize the OCP Incident Report Form (Appendix A.) as a tool for this reporting.

4.3 Communication

After the students' safety is secured and details about the emergency are gathered, you should contact OCP as soon as possible. If direct communication is not possible, try to reach OCP through the U.S. Embassy/Consulate. Refer to OCP Emergency Contact List (see Appendix C).

Remember that the EIIA assistance service is specialized to help with international medical needs, and may be able to provide more immediate assistance than the U.S. Embassy.

You should be prepared to provide OCP with the following in the event of an emergency:

- Brief description of accident, injuries, and/or emergency
- Status of any victims
- Status of all students/staff
- Location of caller - street, city, and country
- Location of accident or emergency
- Has medical, local law enforcement, U.S. embassy/Consulate been called/involved?
- What is the response of the local medical, local law enforcement, or U.S. embassy/Consulate?
- What impact, if any, did the emergency have on availability of food, water, and shelter?
- Is continuation of the program possible?
- How able are students/staff to travel in the country?

Important Emergency Communication Information

Generally, University policy prohibits employees, including faculty leaders, to release non-directory, personal information regarding a student participant without the student's consent (subject to a few exceptions).

However, university employees, including faculty leaders, may determine that it is necessary to disclose non-directory, personal information to appropriate parties in order to address a health or safety-related emergency –if, in the leader's opinion, the information is necessary to protect the health or safety of the student or other individuals. You are recommended to consult OCP in any such situation.

Faculty Leader Communication Responsibilities

You should maintain contact with OCP in regard to the following matters/concerns:

- Group location/activities
- Health & safety
- Legal liability
- Financial concern, particularly in the case of program cancellation or evacuation
- Academic concern, including plans to complete coursework after a crisis

The group leader may notify the students and other group members about an emergency involving a group participant, but only to the extent that such information is either public knowledge or if such information is necessary to secure the health and safety of the group. The group leader should coordinate this response with OCP.

OCP Communication Responsibilities

OCP staff will manage all stateside communications. This includes U.S. media, OCP staff, parents (if necessary) and necessary Whitworth officials. OCP staff and tertiary support will review and provide feedback regarding:

- Any immediate action that has been taken and any additional steps that need to be taken to maintain the security and health of participants and staff
- Other issues of health, safety, academic concerns, financial aid, public relations, and legal liability
- Whether a program should be cancelled or interrupted; whether and under what conditions it might be re-instated after interruption

4.4 Documentation

If a crisis should occur, keep a written record of all steps taken. The OCP Incident Report Form is to be used for any significant crisis/emergency (Appendix A). Do not release information directly to the media. Whitworth MarComm will coordinate any media contact for a major crisis.

It is vital that information is passed promptly, accurately, and completely between the faculty leader(s) and OCP. This correspondence should detail what happened, steps taken, when they were taken, with whom staff members talked and what follow-up actions were necessary. The person keeping the log should note the time of each event as carefully as possible as well as the time at which the notes were taken. This information must be provided to OCP as soon as possible so that subsequent actions and notifications needs can be assessed.

5. Managing Specific Types of Emergencies

5.1 Pickpocketing & Theft Prevention

Pickpocketing and petty theft is fairly common all over the world, especially in highly touristic areas. During pre-departure and onsite orientation, you should discuss this with your students and remind them of tips to avoid becoming a target.

Sample Checklist for Theft Prevention

- Secure your personal belongings (money, cards) in a safe place when you travel and make copies of all important documents.
- Make copies of your passport (or email yourself a copy); leave a copy at home with someone you trust and pack your photocopy somewhere apart from the original
- Email yourself photocopies of front/back side of all debit/credit cards
- Exercise extra caution when in busy public squares, on public transportation, and at restaurants
- Men: Keep wallet in front pant pocket when in the locations/situations listed above
- Women: Avoid using wristlet purses; Purses that have a shoulder strap and button latch are preferred
- Report any crime to local authorities as soon as possible after the event

5.2 Minor Illness/Injury

Upon arrival abroad, it is beneficial to locate the nearest pharmacy and medical clinic nearest to the group's housing accommodations. In the event of any minor illness or injury, you can contact EIIA to receive guidance to the nearest in-network pharmacy, clinic, or hospital for basic treatment.

Sample Checklist for Minor Illness/Injury

- Determine the nearest pharmacy and/or medical clinic for basic illness/injury care
- Contact EIIA for further guidance regarding local resources and financial processes
- Ensure the student receives the needed care and communicates about any worsening of condition
- Maintain receipts and documentation for any needed insurance claim (OCP oversees this process)

5.3 Serious Illness/Injury

Upon arrival abroad, you should identify appropriate medical facilities in your area in case of injury abroad. In the event of any serious illness or injury, you should contact the local "911" equivalent to have local medical responders address any immediate first aid needs and transport the impacted student(s) to the nearest medical facility.

In the event of injury, remain with the injured student to the extent possible and permitted by local authorities and contact EIIA Insurance and OCP (regardless of the time of day).

Questions to consider during a serious illness or injury:

- Where did the illness/injury occur?
- Has the victim been treated/transported to a local medical facility?
- What medical treatment has the victim received?
- What has the on-site response been? Who is the attending physician (if any)?
- Does the attending physician speak English? Is an interpreter required?
- What is the diagnosis?
- What is the prescribed treatment?
- Has EIIA Insurance been contacted?
- Are other participants at risk (physical or psychological)?
- What are the details of the accident (if injury)?
- Were there witnesses to the accident (if injury)?

Sample Checklist for Serious Illness/Injury

Prior to departure:

- Determine the availability of EIIA approved English-speaking medical services in your location
- Determine the means of transportation to these medical services
- Identify location and contact information of the nearest U.S. Consulate or Embassy

During the incident:

- Identify victim's location
- Determine what medical treatment victim has received
- Identify what has been done on-site, get names and titles of any emergency officials on the scene
- Identify who is the attending physician and whether they speak English
- Get information on what the diagnosis is, prescribed treatment, and prognosis
- Contact EIIA insurance if it hasn't been done already
- Identify whether other program participants are at risk either physically or psychologically
- Collect detailed information about the incident, including any witnesses
- Contact OCP

5.4 Sexual Harassment, Sexual Assault or Rape

In the event of sexual harassment, sexual assault or rape, you should thoroughly document the reported offense using the OCP Incident Report Form and send it to your OCP point of contact. OCP staff will clarify any outstanding questions or points of detail and will formally report the incident to the Whitworth Title IX Coordinator, Rhosetta Rhodes.

Safety tips to avoid possibility of sexual offenses:

- Avoid overindulging in alcohol and becoming impaired.
- Keep your eyes on your drinks while at bars or pubs to ensure that substances are not slipped into them.
- Always use a buddy system when out at night or during the day on free time.
- Do not be too quick to trust people you have just met or do not know well.

- Know the local culture as well as areas to avoid in order to reduce the likelihood of becoming a victim.
- Immediately report any problems to program faculty or staff leader

In the event of an assault or rape, encourage the student to go to a hospital/clinic after the assault as soon as possible. Students reporting rape should be asked not to urinate, defecate, rinse their mouths, bathe, or clear under their fingernails before examination, if possible. Students should be advised to protect and maintain clothing in original form. Inform the student that this request is to help obtain evidence that might later be used in court and is not of itself for medical reasons.

Remember to keep the victim's name confidential. Once you have been notified of an assault or rape (actual or attempted), as the faculty leader, you must work with University resources (begin with OCP) to provide a prompt and effective response to the situation, and always make sure to keep in mind the safety to the student.

- Do not leave victim alone
- Provide support to the victim
- Make sure that other students are safe and not in immediate way of harm
- Notify WHITWORTH/OCP

Sample Checklist for Sexual Harassment, Sexual Assault or Rape

Prior to departure:

- Determine the availability of EIIA approved English-speaking medical services in your location
- Make sure during orientation that all students are familiar with precautions and safety tips while traveling abroad, as recommended above in section 5.2

Once you have been notified of an assault or rape (actual or attempted), as the faculty leader, you must:

- Immediately complete the OCP Incident Report Form and notify OCP. OCP/OIE staff will liaise with the Title IX Coordinator and provide direction and support moving forward.
 - Nicholas McKinney, Director of the Office of International Education | 509-777-4596
 - Rhosetta Rhodes, Title IX Coordinator | 509-777-4536

5.5 Arrest

While in a foreign country, a student is subject to that country's laws and regulations, which sometimes differ significantly from those in the United States and may not afford the same protections available to individuals customarily provided under U.S. law. Penalties for breaking the law can be more severe than in the United States for similar offenses.

If arrested abroad, a student must go through the foreign legal process of being charged or indicted, prosecuted, possibly convicted and sentenced, as well as any appeals process. Within this framework, U.S. consular officers can provide a variety of services to U.S. citizens arrested abroad and their families.

Contact OCP and the nearest U.S. Embassy/Consulate immediately upon finding out that a student has been detained or arrested. Also, attempt to find out as much information about the situation, including:

- *Has the student been detained?*
- *Has the U.S. Embassy/Consulate been notified?*
- *What was the Embassy/Consulate's response and advice?*
- *What agency made the arrest?*
- *What are the names, addresses and phone numbers of the arresting authorities?*
- *What is the case number?*
- *Have charges been filed?*
- *What are the facts?*
- *What rights have been granted?*
- *Is the student entitled to place a phone call?*
- *Does an attorney represent the student? If so, what is their name, address and phone number?*

Sample Checklist for Arrest

Prior to departure:

- Identify location and contact information of the nearest U.S. Consulate or Embassy
- Ensure during orientation that students understand that while in a foreign country, a U.S. citizen is subject to that country's laws and regulations

Once you have been notified of an arrest of a student, as the Faculty Leader, you must:

- Notify the nearest U.S. Embassy or Consulate
- Receive advice from the U.S. Embassy or Consulate regarding appropriate course of action
- Identify which agency made an arrest
- Collect all the names, addresses and phone numbers of the arresting authorities
- Obtain the case number
- Identify whether charges have been filed; If so, identify what are the charges
- Identify all the facts related to the incident
- Identify whether there were witnesses; If possible, obtain signed statements from each witness
- Identify what rights have been granted to the arrested student
- Identify whether the student entitled to place a phone call
- Identify whether there is an attorney that represent the student
- Contact OCP to report the incident

5.6 Criminal Case

While students are traveling abroad, they are subject to local laws. Foreign laws and legal systems can be vastly different than our own, and the criminal penalties will vary from country to country. If a student breaks local laws in the country of travel, his/her U.S. passport won't help avoid arrest or prosecution. Before going, you should stress during your pre-departure meeting that students understand this fact and learn about the local laws and customs.

Sample Checklist for Criminal Case

1. Contact local police to report the incident and obtain immediate help
2. Remember to request a copy of the police report
3. Contact the nearest U.S. Embassy/Consulate
4. Contact OCP, if not already done

A U.S. Embassy/Consulate CAN DO THE FOLLOWING:

- Replace a stolen passport
- Contact family, friends, or employers
- Obtain appropriate medical care
- Address emergency needs that arise as a result of the crime
- Explain the local criminal justice process
- Obtain information about your case
- Connect you to local and U.S. resources to assist victims of crime
- Provide a list of local lawyers who speak English

A U.S. Embassy/Consulate CANNOT DO THE FOLLOWING:

- Investigate crimes
- Provide legal advice or represent you in court
- Serve as official interpreters or translators
- Pay legal, medical, or other fees for you

5.7 Missing Student

Prior to departure and again onsite, be sure to remind students about the parameters around “free time” and the essential nature of the buddy system. If students have an type of extended free time (weekend) in which some may elect to travel beyond the city in which the program is based, be sure to collect a copy of their travel itinerary, names of individuals going, intended accommodations, models of travel (bus, train, etc.), and any contact information that may be needed to reach them in the event of an incident.

Questions to consider:

- *When and where was the missing person last seen or heard from? Did the person tell anyone of plans to be absent?*
- *Does anyone know or have an idea about where the person went?*
- *How was the person traveling? (alone or in a group; by train, bus, etc.)*
- *If the person left and was expected to return at a specific time, what was the date and time of the expected return?*
- *What is a description of the student (height, weight, eye color, hair color, hair length, gender, race, other distinguishing factors, and clothing at time of disappearance)?*
- *Do you have the student's passport number?*
- *Have the local missing persons officials been notified? What is the agency and case number?*
- *Has the U.S. State Department been contacted?*

Sample Checklist for Missing Student

Once you become aware of a student's absence for over 24 hours without notification, you must:

- Identify when and where the missing person last seen or heard from
- Ask other program participants whether the missing person told anyone of plans to be absent
- Gather information regarding how was the person traveling? (alone and by train, in a group and by foot, etc.)
- Identify what was the date and time of the expected return
- Contact the U.S. Embassy/Consulate and collect the contact information (name, title, phone number) of the Embassy/Consular official that will liaise with local authorities and help to quickly check local hospitals, police stations, etc.
- When appropriate and if not conducted by the U.S. Embassy/Consulate, notify local missing persons officials and collect the information on the agency, contact, and case number assigned
- Contact Whitworth OCP to report the situation and details

5.8 Death of Student

In the unlikely event of a fatality, do not disturb the area and immediately contact local authorities. You should, if at all possible, make a positive identification of the body to local authorities. You should notify OCP immediately and DO NOT contact next of kin directly, OCP/Whitworth will take the lead on this process.

You will most likely need to serve as the primary contact, liaising between EIIA/Europ Assistance and the U.S. Embassy in regard to repatriation. That said, EIIA/Europ Assistance will take the lead in this process and provide you with support and guidance. OCP and EIIA will assist to provide local trauma and counseling services available to you and the other students/participants on your program.

Family Notification: Do not contact the family. OCP/Whitworth will take the lead on this process.

If, at a later date, you do speak with the family, keep in mind the following guidelines:

- Speak with OCP beforehand to ensure you have support and clearance
- Sensitivity to the feelings of the family is the foremost consideration. Think through what you will say before you make contact
- Have your facts organized and accurate

Sample Checklist for Death of Student

- Immediately contact local police and the nearest U.S. Embassy/Consulate. Embassy/Consular officials will assist in the protocols and investigation run by local authorities.
- Do not disturb the area
- Notify OCP immediately. The Director of the Office of International Education, Provost, and Dean of Students will confer before any action or family notification is taken.
- Do not contact the family directly; all communications should be handled through formal university channels.
- Ensure the safety and wellbeing of other students. Do not convey specific information to the other students at this time. Your first priority is to gather information, respond to the Embassy and local authorities. When appropriate, inform the students what has occurred and contact OCP/EIIA for any needed counseling support.
- If at all possible, make a positive identification of the body
- Make the on-site arrangements with the local U.S. Embassy/Consulate and EIIA insurance for repatriation procedures

5.10 Political Unrest & Natural Disaster

While largely unavoidable and unpredictable, political unrest and natural disaster can both derail a program's itinerary and cause serious consequences and challenges. Be sure to maintain awareness of current news reports, intelligence, and Department of State guidance regarding any sociopolitical unrest or related event in the location(s) to which you will travel.

Sample Checklist for Political Unrest & Natural Disaster

- *Research local political events/news reports of recent incidents*
- *Research what natural disasters are common and/or have recently occurred*
- *Adhere to any guidance given by the Department of State (i.e. U.S. Embassy)*
- *Inform students of designated meeting point and backup point in the event of a natural disaster*
- *Is travel in or out of the country being restricted in any way? Consult Europ Assistance/OCP*
- *Is the group in immediate danger? Consult local authorities*
- *Prepare a rapid communication plan (phone tree) to immediately respond in the event of a natural disaster to verify the location and wellbeing of all program participants*
- *Contact local authorities for any immediately needed medical care*
- *Carefully document medical facilities/locations to which injured students are taken*
- *Document all incidents via the OCP Incident Report Form and contact OCP immediately when substantive details have been gathered and student whereabouts are confirmed*
- *Maintain contact with local authorities, medical personnel, and U.S. Embassy officials*
- *Update OCP as the situation evolves*

5.11 Terrorism

As terrorist attacks often take place without any warning, U.S. citizens should maintain a high level of vigilance and take appropriate, proactive steps to increase their security awareness when traveling. We encourage faculty and students to be aware of recent news reports and alerts regarding heightened national security in the location(s) to which the program will travel. OCP will enroll all participants in the Smart Traveler Enrollment Program (STEP) to receive security messages about terrorist threats or security incidents in-country. While abroad, faculty and students should monitor the local news and be aware of the contact information for the nearest U.S. Embassy or Consulate.

Terrorist groups and extremists are increasingly assaulting “soft targets”, such as:

- High-profile public events (sporting contests, political rallies, demonstrations, holiday events, etc.)
- Hotels, clubs, and restaurants
- Places of worship
- Schools
- Parks
- Shopping malls and markets
- Public transportation systems
- Airports

Sample Checklist for Terrorism

- *Avoid exposure to the above “soft targets” during any heightened national security alert*
- *Be alert for suspicious or unusual activity when in the above “soft target” locations*
- *Contact the U.S. Embassy/Consulate immediately in the event of an attack*
- *Contact OCP after contacting the U.S. Embassy/Consulate*
- *Prepare a rapid communication plan (phone tree) to immediately respond in the event of a terrorist attack to verify the location and wellbeing of all program participants*
- *Limit or cancel certain planned activities, travel, or student free time*
- *Maintain communication with OCP and EIIA regarding in-country situation and the possible need for evacuation*

6. Additional Safety & Security Topics

6.1 Evacuation

Emergency evacuation coverage held by Whitworth University will provide for the support of all covered students and staff. These services are rendered by our EIIA contact, Europ Assistance.

Should such an emergency occur, the faculty leader should consult with OCP in order to make a decision regarding whether the program should continue at an alternative site, or to cancel the program altogether.

During an emergency requiring evacuation, the preference is to get the students back to the U.S. if at all possible. If this is not possible, the emergency evacuation plan may result in taking students to a nearby city or country. In either case, EIIA/Europ Assistance will take the lead in facilitating this process. At the time of the emergency, the faculty leader should contact OCP, the U.S. Embassy/Consulate, and Europ Assistance to discuss the need for evacuation and any measures the U.S. is taking to evacuate its citizens.

Once a decision has been made to evacuate, the faculty leader must notify students of the evacuation plan. OCP/Whitworth will issue guidelines to faculty/staff regarding communicating with families. Faculty leaders should never contact a family directly; Whitworth University will handle all official communication.

6.2 Resuming an Interrupted Program

A decision to resume a program after an extremely severe emergency (e.g. natural disaster, terrorism) or evacuation will be made in consultation with the Whitworth OCP staff, relevant on-campus officials, and the U.S. State Department/in-country officials.

Faculty should maintain communication with students regarding the evolving situation, final decisions, rationale, and field any questions or concerns that students may have. Again, faculty leaders should never contact students' family members directly; Whitworth University will handle all official communication.

6.3 Safety of LGBT Students

The safety of all students on off-campus programs is a top priority for the University. Therefore, we recommend that you as the faculty leader take some time to learn about the travel safety needs of lesbian, gay, bisexual, and transgender (LGBT) students abroad. Attitudes and tolerance toward persons vary from country to country, just as they vary among U.S. cities and states. Most LGBT travelers encounter no problems while overseas, but it helps to be prepared and research your destination before you go.

Resource: Learn about the LGBT rights and local laws for your host country via www.equaldex.com

There are a number of countries that provide legal protections to those who are LGBT. Unfortunately, there are others that do not, and a significant number that even criminalize consensual same-sex sexual relations. If you are traveling with students to a country with strict anti-LGBT laws, be sure to speak with OCP regarding how to best approach this conversation with any student(s) that may have expressed their concern about traveling as an LGBT-identified individual.

6.4 Accommodating Students with Disabilities

Whitworth off-campus programs endeavor to provide reasonable accommodations for students with documented disabilities (e.g., physical, learning, psychological, etc.). If the student receives disability-related accommodations at Whitworth, he or she should notify Whitworth's Educational Support Services office that he/she intends to participate in an off-campus program so that the staff of that office can speak with OCP and the faculty leader regarding how to provide reasonable accommodations and support.

Questions? Contact:

Katie McCray, Coordinator | Educational Support Services kmccray@whitworth.edu | 509-777-3380
<https://www.whitworth.edu/cms/administration/educational-support-services/>

Tips for the Faculty Leader

Encourage disability disclosure so that the student and the faculty leader can consider disability needs early in the advising process. Include access statements in syllabus. Include detailed information about the requirements of the program including information about academics, housing and dining options, transportation, field trips, and access to technologies (internet, computers).

6.5 Mental Health Concerns

The stress of traveling and being in a foreign country can cause anxiety and stress in all of us. But for those with existing mental health issues, the off-campus/international context can further amplify the presenting concerns (e.g. anxiety, depression). First and foremost, we do not expect faculty leaders to be or respond as clinic mental health practitioners. Our hope is that you know the basic tools of emotional/mental health, resources to tap into, and how to position students and situations for the best chances of success.

Whitworth OCP and Health Center have a thorough process to ensure students are evaluated for existing physical and mental health concerns, given the opportunity to self-disclose, discuss challenges, and construct a care plan to enable the student to maintain their health abroad. Faculty leaders should be given notification by the Health Center of any student with a disclosed mental health condition so that a conversation can be had about how to best support that student.

Mental health issues are sometimes the most challenging to manage, as the student is often in denial of any existing problems and will do their best to hide any problems they may be experiencing. It is harder to manage mental health issues while abroad because students do not have their usual system of support (e.g. family, friends, counselor), are emerged in a different an unfamiliar environment, and have limited autonomy. For these reasons, it is very important for you to act on any concerns that you may have as soon as you have them and to talk to the student as soon as possible. Contact OCP immediately as well. OCP can provide assistance in connecting you and the student with professional resources.

Whitworth's international health insurance (EIIA) can help identify a counselor abroad in the event of a moderate to severe emergency. The EIIA insurance policy covers outpatient and inpatient mental and nervous disorder-related expenses.

Resources for Faculty Leaders & Mental Health Concerns

- **Managing Student Mental Health Abroad PowerPoint:** Review the following presentation for an overview of student mental health abroad and tips for response:
<https://www.whitworth.edu/cms/media/whitworth/documents/academics/off-campus-programs/student-mental-health-abroad.pptx>
- **Whitworth Counseling Center:** (1) 509-777-3259 | counselingcenter@whitworth.edu
- **EIIA Insurance:** International: (+1) 240-330-1551 | U.S. 855-901-6712
- **Emotional & Mental Health Toolkit:** Use the graphic below as reminder of helpful coping mechanisms



6.6 Alcohol

Excessive drinking is a primary cause of a vast number of problems with students studying abroad. Excessive alcohol use can result in injuries, violence, risky behaviors such as unprotected sex, and alcohol poisoning. Excessive drinking can also be associated with depression and other mental problems that could affect the student and group as a whole.

While studying abroad, students will most likely be going to a location where they will be of legal drinking age and where alcohol may be more a part of the everyday culture. Distance from home may lessen students’ inhibitions. However, students should be encouraged to use good judgment if they choose to consume alcoholic beverages while abroad. It is your prerogative as the faculty leader to select what alcohol policy you would like to enforce:

- **Whitworth University alcohol policy:** No possession, consumption, or distribution of alcohol.
- **Independent alcohol policy:** If students are legally of age and you permit the consumption of alcohol during your off-campus program, it is your responsibility as the faculty leader to clearly inform students of this policy, any stipulations and parameters, consequences, and consistently enforce this policy.

Failure to adhere to the stated alcohol policy can result in the student's required departure from the program, at their own expense. Additionally, please note that the Whitworth insurance policy does NOT cover any injuries that occur while students are under the influence of alcohol or other drugs not prescribed by a physician.

Tips for responsible use of alcohol during off-campus program:

- Be aware of and abide by the customs and laws of the host country.
- Avoid over-indulgence. Do not become intoxicated, arrive intoxicated, or miss any scheduled events or classes due to alcohol consumption.
- Do not accept drinks brought and given to you by someone you do not know.
- Do not drink from an open container if you walked away from it.
- Do not accept any drinks that you did not watch get made.
- Never go home with strangers. Travel in pairs or small groups.
- Remember, injury or illness resulting from alcohol use is EXCLUDED from the Whitworth health insurance coverage. If alcohol is found in your system, they will deny your claim.

6.7 Drugs

Drug laws are often more strict around the world than in the U.S. In some countries, possession of even a relatively small amount of illegal drugs can be grounds for a mandatory jail sentence. Remember, as visitors in another country, students are subject to the foreign country's laws and regulations.

It is important that you review the host countries drug laws, and encourage your students to do the same. "I didn't know it was illegal" is not an acceptable defense. Some drugs that are legal in the US may be illegal in other countries (for example, Sudafed is considered illegal in Japan). If students ever get into legal trouble abroad, you should immediately contact the nearest U.S. Embassy/Consulate and OCP.



Appendix A. OCP Incident Report Form

Name of Faculty Reporting: _____

Incident Information:

- Date: _____
- Time: _____
- Location: _____

Individual(s) Involved:

- Name: _____
- Name: _____
- Name: _____

Nature of Incident: (select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Alcohol/drugs | <input type="checkbox"/> Theft |
| <input type="checkbox"/> Injury | <input type="checkbox"/> Behavioral |
| <input type="checkbox"/> Illness | <input type="checkbox"/> Vehicle accident |
| <input type="checkbox"/> Other, specify:
_____ | <input type="checkbox"/> Assault |

Incident Description:

Be as specific as possible. Indicate the nature of the incident, how you learned about the incident, your response, authorities involved, resolution, etc. (Use reverse side if additional space is needed)

Submit OCP Incident Report Form to: Nick McKinney | Director, Office of International Education

Email: nmckinney@whitworth.edu

**Append copies of all relevant and available medical/police/other reports and documentation*

CONFIDENTIALITY: *This form is a FERPA-protected educational record. As a general rule, only university officials with appropriate need-to-know may access this form (e.g., Dean of Students, Associate Provost).*

Appendix B.

Emergency Action Plan (EAP)

Know Where to Go

- Where should you go first in an emergency?
- What methods of transportation will you use to get there?

Know Your Emergency Contact Information

In addition to your personal emergency contacts, we also recommend you look up the numbers for the following individuals and agencies nearest to your study abroad and/or travel location(s):

- City or country's 911:
- Consulate/Embassy:
- Police:
- Fire:
- Hospital:
- OCP Point of Contact:
- EIIA Insurance 24/7 Phone Number:

Communication Planning

What are some alternate ways of communicating with your emergency contacts?

The following are some communication options you may have available:

Cell phone/text message

Skype/Viber/WhatsApp

Email

Via U.S. Embassy/Consulate

Who should be the main contact onsite in the event of your own illness, injury, etc.?

Where should participants meet in case of an emergency?

Where is your backup location in case the first meeting point is unsafe/inaccessible?

Are there any other special conditions to consider which are unique to your situation

(e.g. weather conditions, hazards in your region of travel, poor public transportation, limited phone service, etc.)?

Important Documents

- Copy of passports
- Copy of EIIA insurance card/information
- Copy of students' emergency contacts/special medical needs
- Copy of financial documents (front/back of STCU debit card)



Appendix C. OCP Emergency Contact List



Nicholas McKinney | Director, Office of International Education

(+1) 614-571-8017 (cell)

(+1) 509-777-4596 (office)

nmckinney@whitworth.edu



Rebecca Gähl-Partridge | Assistant Director, Off-Campus Programs

(+1) 509-389-7125 (cell)

(+1) 509-777-4499 (office)

rgahl-partridge@whitworth.edu



EIIA Insurance | Whitworth University's Medical & Accident Insurance Provider

(+1) 240-330-1551 (international)

(+1) 855-901-6712 (U.S.)

www.eiaa.org/institution/whitworth-university



Appendix D.

Online Resources for Faculty Leaders

- Center for Disease Control - Traveler Health: www.cdc.gov
- CIA World Factbook: <https://www.cia.gov/library/publications/the-world-factbook/>
- EIIA Insurance: www.eiaa.org
- Equaldex - LGBT Laws by Country: www.equaldex.com
- U.S. Department of State – Country Information
 - <https://travel.state.gov/content/travel/en/international-travel/International-Travel-Country-Information-Pages.html>
- U.S. Department of State – Travelers with Disabilities
 - <https://travel.state.gov/content/travel/en/international-travel/before-you-go/travelers-with-special-considerations/traveling-with-disabilities.html>
- U.S. Department of State – Emergencies Abroad
 - <https://travel.state.gov/content/travel/en/international-travel/emergencies.html>
- U.S. Department of State - Students Abroad
 - <http://studentsabroad.state.gov>
- U.S. Department of State - Smart Travel Enrollment Program (STEP)
 - <https://step.state.gov/step>
- U.S. Department of State – Information for Women Travelers
 - <https://travel.state.gov/content/travel/en/international-travel/before-you-go/travelers-with-special-considerations/women-travelers.html>
- Whitworth University Off-Campus Programs – Resources for Faculty Leaders
 - <https://www.whitworth.edu/cms/academics/off-campus-programs/resources-for-faculty-leaders/>

Manual prepared by:

Nicholas McKinney | Director, Office of International Education

Last updated:

December 2019