

Emergency Management for Faculty-Led Study Abroad Programs

KU Study Abroad & Global Engagement has developed the following health, safety, security and risk management information and procedures expressly to safeguard the well-being of program participants (students, faculty, staff and dependents) and to protect the University's interests. The procedures set forth below ensure Study Abroad & Global Engagement, Faculty Directors and program staff, and the institution are effectively prepared for and able to rapidly respond to incidents affecting students in a KU-administered study abroad program.

Emergency Planning and Preparation

The SAGE places the utmost importance on the safety, security, and well-being of study abroad program participants. Risks to student health, safety and security are considered in program development, implementation and management; students are educated throughout the application, admissions, and pre-departure processes to responsibly manage their own health and safety abroad; systems are in place to regularly monitor and advise on emergent risks; and enforcement mechanisms are in place through KU and the SAGE should high-risk behaviors occur on-site.

Information Collection and Insurance

Prior to the departure of a program, the SAGE gathers comprehensive information from students to keep on file in the event of an emergency situation. This includes emergency contact information, a health and liability release, a signed conditions of participation form, health and dietary information (optional submission), flight itineraries and pre/post program travel plans, and medical insurance policy information. Relevant information will be made available to the Faculty Director prior to departure.

All students on University of Kansas study abroad programs are required to demonstrate sufficient insurance coverage for the duration of the program. It is the responsibility of students to understand their health insurance policies and how to access services & file claims from abroad. Important to note is that most plans require that the student pay up front for all medical expenses incurred while abroad. The insurance company will then reimburse the student after he/she files a claim.

As a supplement to individual medical insurance, the SAGE provides AIG/Travel Guard insurance to all students and faculty participating on KU study abroad programs. Travel Guard provides emergency assistance to travelers by way of medical consultations, monitoring and referrals, as well as medical evacuation to an adequate care facility or repatriation services in the event of an acute crisis. Students also have access to New Directions' telephonic services for emotional, psychological and behavioral support.

Orientations and Required Readings

Students have three required pre-departure orientation workshops to attend as a condition of participation in Study Abroad:

1. Watkins Health Services conducts Travel Health Consultations for all students. The travel health consultation provides students an opportunity to discuss personal health matters as well as those particular to their host country and to international travel.
2. The SAGE conducts general pre-departure orientations for all KU students who will be participating in credit-bearing Study Abroad. These sessions cover cultural adjustment and

culture shock; personal safety; alcohol, drugs and the legal environment abroad; general health guidelines for studying abroad (including health insurance, AIG/Travel Guard and tips for staying healthy) and handling emergencies. Students on semester programs receive additional information in break-out sessions, covering multicultural students abroad, LGBTQIA concerns, independent travel, packing and communications, living with a host family, additional health and safety resources, incorporating career planning into the study abroad experience, etc.

3. Each individual study abroad program has a pre-departure meeting that addresses the above topics in relation to the specific host country. Program-specific meetings are conducted by faculty directors, SAGE staff, and/or student returnees.

In addition, all students are provided a copy of the [Study Abroad Program Handbook](#), the [Travax Report](#) specific to their destination country(ies); and information on safety and security provided by the FBI.

All faculty directors of KU study abroad programs are also required to attend a mandatory orientation prior to program leadership to prepare for issues they may encounter while leading students abroad. These sessions cover issues of personal and institutional liability; student physical and mental health; conditions of participation, student conduct and disciplinary concerns/dismissal; and emergency management. Counseling and Psychological Services, the Office of the General Counsel, and the SAGE conduct these sessions.

Communication

All Faculty Directors are required to carry a cell phone for the duration of a study abroad program to ensure communication channels are accessible in the event of an emergency. Phones can be provided directly by the SAGE, or a faculty member may opt to use his/her personal phone with reimbursement for program-related calls. Students are strongly encouraged to take a cell phone/mobile device abroad or to purchase a burner phone once in country, and to have that device charged, with credits, and on at all times for emergency purposes.

The SAGE maintains two, 24-hour emergency cell phones available to all students and faculty abroad. Upon calling these numbers (001-785-691-7610 OR 001-785-691-7608), students and faculty will be able to speak to a member of the SAGE staff who can assist them in responding to an emergency.

All student participants and faculty/staff of KU-administered study abroad programs have access to the AlertTraveler information and risk management app. The app provides country-specific information for the program destination (including cultural, political, health, security and emergency services) as well as real-time alerts of incidents or issues that may affect the program while abroad. This could include minor incidents such as flight delays or transportation interruptions, as well as significant events such as demonstrations/riots, natural disasters, etc. The app provides single touch access to emergency services in-country, Study Abroad & Global Engagement emergency phones, AIG/My SSP services, the U.S. Embassy or Consulate, and other important resources. It also enables the University of Kansas Study Abroad & Global Engagement to deploy safety checks and critical instructions to individuals during an emergency situation.

Faculty Director Involvement in the Preparatory Processes

Faculty Directors of study abroad programs play a critical role in planning for emergencies that may affect participants while a study abroad program is in session. In preparation for program leadership, faculty directors and program staff should take the following steps:

Prior to Program Departure

- Become familiar with the U.S. Department of State, OSAC, and Travax country-specific information sheets. This will enable you to more accurately and effectively share information on

- location specific health and safety concerns with your students.
- Familiarize yourself with the KU policies governing professional conduct with and around students, as well as those policies which students must abide by, including:
 - Title IX: studentaffairs.ku.edu/what-title-ix
 - Student Conduct: policy.ku.edu/code-student-rights-and-responsibilities-student-code
 - Sexual Harassment Policy: sexualharassment.ku.edu
 - Clery Act: ku.edu/safety
 - Hold a minimum of one, pre-departure orientation meeting with students. Topics to cover include:
 - Program itinerary (academics, excursions, expectations of students during free time)
 - Cultural norms in the host country
 - Health concerns for the host country (food and water precautions, medical facilities, common issues for foreigners, etc.)
 - Safety concerns, risk reduction strategies, and the support resources available to students
 - Rules/Regulations governing accommodations
 - Perceptions of Americans in the host country
 - Behavioral expectations
 - Special needs? Ask that students voluntarily disclose physical, medical or mental health conditions that might affect them while abroad. Maintain strict confidentiality with any information provided.
 - Register your travel with the U.S. Department of State “Smart Traveler Enrollment Program (STEP)”
 - Download AlertTraveler and subscribe to your destination country(ies)
 - Provide students with program-specific materials, including contact information for program staff (KU faculty/staff, host institution staff, etc.), accommodations, safe and reliable transportation, etc.
 - Provide students with information on what to do upon arrival in-country or in the event they encounter travel delays in route to the program site.

Upon Arrival at the Program Site

- Fill out the emergency card provided by the SAGE and carry at all times.
- Carry AIG/Travel Guard card and U.S. phone access code with you at all times.
- Collect and maintain local contact information for student participants.
- Hold an on-site orientation meeting. Topics to cover include:
 - Arrival and survival (program itinerary, maps, currency, etc.)
 - Important Contact information (enter into contacts in phones): Accommodation information, faculty director cell phone, on-site contacts, SAGE contacts, AIG and New Directions info, etc.
 - Use of AlertTraveler (strongly encourage)
 - Local Transportation (types, safety concerns, contact information, etc.)
 - Communications (phones, internet access, how to call home, how to contact you)
 - Health (sleep, hydration, early notification of illness, mental health, cultural adjustment)
 - Safety (neighborhoods, transportation, cultural norms, etc.)
 - Alcohol and Drugs
 - Independent Travel (see Independent Travel Check-Out Sheet)
 - Emergencies – *ensure students know how to contact local authorities and program staff in the event of an emergency. Establish a meeting place in the event of an emergency and if telecommunications are down.*
- Be available 24-7 to respond to the needs of student participants

Incident Assessment and Response

What is an Emergency?

An emergency is any circumstance or event that poses a risk to, or has already disturbed, the health, safety, or security of students, faculty, staff or dependents participating in study, internships, or research abroad through the University of Kansas Study Abroad & Global Engagement. Emergencies include, but are not limited to:

- Accident, Injury or Illness (physical, mental or emotional)
- Hospitalization for any reason
- Robbery
- Physical assault
- Sexual harassment or assault
- Attempted suicide
- Disappearance of participant
- Death of student
- Local political crisis that could or does affect participant safety
- Natural or man-made disasters
- Terrorist threat or attack
- Any legal action against or arrest of participant by police or security forces

Emergencies may be both “real” and “perceived.” Real emergencies are those events which pose a genuine and sometimes immediate risk to the health, safety, or well-being of program participants. Perceived emergencies are those which pose no significant risks to the safety or well-being of participants, but which are seen as threatening by family members in the United States or by others, including friends, fellow students, or program staff. In many instances, a perceived emergency will be treated as a real emergency.

Characteristics of Emergencies

- **Unexpected**
- **High Need for Confidentiality**
- **Individualized:** What is an emergency to one person may not be to another.
- **Time is a critical factor:** The first actions taken in response to an emergency and the rapidity of the response often determine whether the situation is contained or if it worsens.
- **Vary in severity:** Emergencies move along a fluid continuum from mild to acute.
- **Newsworthy:** Emergencies generate interest by the media. This may include on-site media sources as well as local, regional or national media in the U.S.
- **Institutional Liability:** An appropriate and well-constructed university response to an emergency is critical in reducing liability and ensuring the long-term well-being of the student and the program.

Goals of Emergency Management

- To provide timely and appropriate information and assistance to students;
- To provide timely and appropriate information and assistance to parents (within the parameters of FERPA);
- To connect students to professional help, as needed (to include medical, mental health, police, legal assistance, etc.)
- To ensure immediate and appropriate communications with the staff of Study Abroad & Global Engagement and KU;
- To implement appropriate institutional emergency management and communications protocols;
- To anticipate levels of interest within the public media and establish a single point of contact for media inquiries.

General Role of the Faculty Director in an Emergency

- Attend to the immediate needs of the student(s) involved.
- Remove other participants from danger (if applicable).
- Gather information related to the event causing the emergency, including impact, intensity, and recommendations regarding the student/program.
- Contact (as appropriate) local medical emergency officials, law enforcement officers, the U.S. Embassy/Consulate, AIG/Travel Guard, and KU SAGE.
- Provide continuous monitoring of situation and open communication with KU.
- Record all steps taken in response to the incident.
- Support the program and crisis management team in completing other tasks as needed.

University of Kansas Emergency Management Infrastructure

Most emergencies affecting KU study abroad participants can be fully addressed by the Faculty Director and the SAGE. Early, frequent and open communication between these two parties, along with consultation with all appropriate KU offices (such as Student Affairs, General Counsel, the academic department, etc.), generally leads to resolution of the problem.

In the event of an acute emergency, the Emergency Management Team will be assembled. The team is comprised of individuals from the following units (composition of the task force will vary depending upon the nature of the emergency): Study Abroad, International Programs, Student Affairs, General Counsel, Risk Management, the Provost's Office, the academic unit, and Public Affairs. The Emergency Management Team will have responsibility for development of a plan of action to deal with all aspects of the overseas emergency.

Incident Assessment and Response

Emergencies move along a continuum, and the appropriate response to an incident will vary greatly dependent upon the characteristics of the event, the location of its occurrence (both in terms of country and timing within the program) and the individuals involved.

Mild Impact:

Single incidents that adversely impact an individual student or a small group of students, such as a minor illness, non-violent theft, loss of a passport, minor behavioral issues, etc.

Response:

Faculty Director takes action appropriate to the incident. Incident is reported by email or phone to the Study Abroad Program Coordinator as soon as feasible. SAGE Program Coordinator will support faculty director in resolving the incident. For behavioral problems, refer to Disciplinary Guidelines (below).

Moderate Impact:

Developing situations that have the potential to disturb the health and safety of students on-site, or isolated incidents acute enough to place a student or group of students at risk, such as persistent behavioral problems (including excessive drinking or offensive/disruptive conduct), illness for which medical care is being sought, criminal assault on a student, or worsening political conditions.

Response:

Faculty Director attends to the immediate health or safety needs of the student or group of students. As soon as possible, director calls SAGE Program Coordinator or SAGE emergency phone (if after hours) to report incident or ongoing issue. Director and SAGE work collaboratively to develop and implement a response plan. If situation continues to worsen or resolution is not reached, SAGE will notify the AVP of International Programs and the KU Emergency Management Team to coordinate future action. For behavioral problems, refer to Disciplinary Guidelines (below).

Acute Impact:

Specific incidents that require the immediate attention of the Program Director and the Director of Study Abroad. These may include: sexual assault, significant physical or mental illness/hospitalization, accident or serious injury, arrest of a student, disappearance or kidnapping of participant, attempted suicide, death of a student or natural disaster/terrorist attack in the location where the group is residing.

Response:

Faculty Director attends to the immediate health or safety needs of the student or group of students and ensures all students are safe, accounted for, and understand what they are to do. Faculty Director immediately calls Director of Study Abroad, AIG/Travel Guard and U.S. Consulate or Embassy (as appropriate) to report incident. Director of Study Abroad will assist faculty in immediate response plan and implement appropriate institutional communication protocols. KU Emergency Management Team will be convened to coordinate future action.

In all cases:

1. Maintain strict confidentiality.
2. If additional students or staff members are aware of an incident, ask that they respect the rights of those involved for confidentiality and wait to contact their families until Study Abroad, KU officials, and family members of those involved have been informed.
3. Refer media inquiries to the Director of Study Abroad.
As a Faculty Director, you should not speak to the media (domestic or international) unless authorized to do so by Study Abroad or KU Public Affairs. Whenever possible, statements to the media should be made exclusively through Public Affairs or another designated spokesperson. Adhering to this policy ensures that only one source releases information to the media and limits conflicting or misinformation from being released.
4. Limit contact with parents/family members/friends.
In emergency situations, family members or friends of program participants may contact you directly. In this circumstance, you are asked to briefly reiterate whatever information you have already provided to KU and /or Study Abroad & Global Engagement to date; ask the person to contact Study Abroad & Global Engagement directly for further information; and if necessary, politely explain that your request is solely intended to ensure a clear chain of communication and to ensure your availability to address the situation at hand. Any new information or changes in the situation should be reported as soon as possible to Study Abroad & Global Engagement. SAGE staff will play a central role in disseminating emergency-related information to all parties, as necessary.

Study Abroad & Global Engagement Emergency Contact Information

8:00 am to 5:00 pm, Monday – Friday

SAGE front desk 785-864-3742

After Hours Emergencies:

SAGE Emergency cell phones 785-691-7608

..... 785-691-7610

SAGE email

Angela Perryman, Directoraperryman@ku.edu

Michele Arellano, Associate Director.....michelea@ku.edu

AIG/Travel Guard Contact Information

Contact AIG/Travel Guard for emergency assistance and coordination of emergency services in the event of moderate or acute incidents involving a student or staff member’s health or safety (injury or illness requiring medical services) or if a student requires assistance with documents, etc.

When requesting assistance through AIG/Travel Guard, you’ll need to provide the following policy number: GLB 0009151354. Please also ask student/staff member in question to fill out Authorization for Use or Disclosure of Medical Information (provided by AIG) so that AIG/Travel Guard can release information to the program director, Study Abroad and student’s parents (if appropriate).

AIG/Travel Guard: from outside the U.S. dial 001-715-346-0859 [Call collect 24/7]

My SSP Contact Information

Students experiencing personal challenges while abroad are encouraged to contact My SSP to text chat or speak with a certified, licensed professional.

My SSP: from outside the U.S. dial 001.416.380.6578 (students may call collect – see the instructions in supplemental documents)

For online resources visit <https://myssp.app/ca/home>

Disciplinary Guidelines for Study Abroad Programs

It is our hope that all KU students will use mature judgment and make thoughtful, responsible decisions while abroad. However, inappropriate conduct and student misbehavior may occur from time to time. The following guidelines for disciplinary action are based upon the KU campus procedures (**See:** KU Code of Student Rights and Responsibilities, KU Student Housing code). Additionally, the *Liability, Medical Release and Conditions of Participation Form* can be used to help you identify appropriate student conduct and behavior, and guide you in addressing misbehavior and/or misconduct should it occur.

When should I call SAGE? SAGE staff are here to provide assistance and support at any time. Program directors should contact SAGE if student behavior warrants a warning (see below) or more serious disciplinary action.

Progressive Disciplinary Action while Abroad (*frequently behavioral problems*)

1. **Counseling** – In the majority of cases, this is the first step. Counseling is a dialogue, conducted in private, between director and participant about an incident. The program director should clearly identify program rules and subsequent behavior expected from the participant. The program director should document the session in writing and share it with the student and Study Abroad & Global Engagement.
2. **Warning** – A warning is a written citation of inappropriate behavior, with reference to the rule that has been violated. Developed in consultation with Study Abroad & Global Engagement, the warning should state that subsequent infractions should not occur and that repeat offenses will receive more serious disciplinary measures including dismissal without refund from the program. The student should be asked to sign the citation, with a brief statement that he/she received a copy of the written warning. The student must be given a chance to respond to the charges in a private meeting with the program director (and third person, where appropriate). This meeting should be scheduled in a timely fashion.
3. **Subsequent Disciplinary Measures** should be made with the assistance of Study Abroad & Global Engagement. Imposing any of the following disciplinary measures requires a report of non-academic misconduct to be filed with the University's Vice Provost for Student Affairs.
 - a. Probation from program activities for a period of time, without refund of activity costs.
 - b. Probation from class for a period of time, with or without the possibility to make up the work missed.
 - c. Dismissal, without refund.
4. **Appeal of Disciplinary Measures** — On a study abroad program, the program director's ultimate decision is final. If the student wishes to appeal a decision, he or she may do so upon return to campus.

Exceptions to Progressive Discipline

The above process may be waived in situations involving acts of violence by a member or members of the group, irrefutable evidence of drug abuse, or immediate threat to the safety of the individual student, the group or a member of the group. In these circumstances contact the SAGE immediately.