

App State International Crisis Management Protocols (App State-ICMP)



**Office of International Education and Development
ASU Box 32083
Boone, North Carolina 28608-2083**

Table of Contents

ACKNOWLEDGEMENTS.....	1
I. INTRODUCTION AND PURPOSE.....	3
II. PRINCIPLES UNDERLYING APP STATE-ICMP.....	4
III. DEFINING AN INTERNATIONAL CRISIS OR EMERGENCY	6
A. Real Crises	6
B. Perceived Crises	6
C. Importance of the Participants' Selection and Orientation in Crisis Management	7
IV. APP STATE-ICMP	8
A. App State International Crisis Response Team.....	8
B. Communication	9
1. Emergency Calls to App State.....	9
2. Information to the Media and Public	9
3. Participant's Communication with Friends and Families.....	10
4. Notification of Next of Kin in Case of Death Abroad	10
C. Evacuation	10
1. Criteria/Factors for Suspending or Cancelling a Program.....	10
2. Evacuation Procedures	11
V. PLANNING TRAVEL ABROAD	12
A. Travel Advisories and Travel Warnings	12
B. Travel and Transportation	12
C. Health Care Issues.....	13
D. Emergencies	13
E. Faculty/Staff Pre-Departure Orientation	14
F. Participant Pre-Departure Orientation	14
1. Emergencies	14
2. Personal Safety	14
3. Behavior.....	15
4. Vehicle Use While Abroad	15
5. Early Termination of Travel.....	16
G. Communications	16
H. Participation Agreement	16
VI. EMERGENCY CONTACT INFORMATION.....	17
A. Medical Emergencies	17
B. Health Insurance	17

C.	App State University Police.....	17
D.	Office of International Education and Development (during working hours).....	17
E.	Office of Student Affairs and Dean of Students (during working hours).....	17
F.	Counseling and Psychological Services Center (during working hours)	18
G.	M.S. Shook Student Health Service (during working hours)	18
H.	Office of Title IX Compliance (during working hours)	18
VII.	APPENDICES	19
	GENERAL CHECKLIST FOR RESPONDING TO CRISES OR EMERGENCIES ABROAD	20
	RESPONSES TO SPECIFIC CRISES OR EMERGENCIES ABROAD	21
A.	Health Emergencies	21
B.	Legal Emergencies	26
C.	Missing Program Participant	32
D.	Political and Natural Disaster Emergencies.....	33
E.	Death of a Program Participant or University Personnel	35
F.	Death of Program Participant’s Family Member.....	36
	INTERNATIONAL INCIDENT REPORT FORM	38

ACKNOWLEDGEMENTS

The protocols contained in the App State International Crisis Management Protocols (App State-ICMP) have been adapted from the NAFSA: Association of International Educators publication, *The Guide to Successful Short-Term Programs Abroad*. Additionally, this is a compilation of ideas from the App State Office of International Education and Development staff, faculty and administrators, as well as collections from national and international conferences and resource documents in the field of international education.

We acknowledge the following resources:

Burak, Patricia A. (1987). Crisis Management in a Cross Cultural Setting. National Association for Foreign Student Affairs, Washington. D.C.

Center for International Studies. (2002). Safety in University of Delaware Study Abroad Programs: Crisis Response Protocols. University of Delaware: Newark, DE.

Drum Cussac (August 2013). General Evacuation Advice and Assistance – Prepared for HTH Worldwide Insurance Services.

International Education and Programs. (2003). Crisis Response Plan for Short-Term Study Abroad Programs. California State Polytechnic University, Pomona, CA.

Interorganizational Task Force on Safety and Responsibility in Study Abroad. (1998). Responsible Study Abroad: Good Practices for Health & Safety. NAFSA: Association of International Educators, Washington, D.C.

Hoffa, William and Pearson, John (eds). (1997). NAFSA's Guide to Education Abroad for Advisors and Administrators. (2nd edition). NAFSA: Association of International Educators, Washington, D.C.

Johnson, Victor, R. (2006). "Americans Abroad: International Educational Programs and Tort Liability." The Journal of College and University Law. Vol. 32:2, 309-359.

Kitchen, David (2005) The Safety of Students Abroad. Guidelines for Orientation and Safety Audit. University of Richmond Summer Study Abroad.

Lerner, Mark D., Volpe, Joseph S., and Lindell, Brad. (2004). A Practical Guide for University Appalachian-ICRP. The American Academic of Experts in Traumatic Stress, Commack, New York.

SAFETI (Safety Abroad First - Educational Travel Information) Clearinghouse Project. (1999) SAFETI Adaptation of Peace Corp Resources. The Center for Global Education. Center for Global Education, Loyola Marymount University.

SAFETI (Safety Abroad First - Educational Travel Information) Clearinghouse Project. (1998-2005) SAFETI Audit Checklist. The Center for Global Education. Center for Global Education, Loyola Marymount University.

Semester at Sea. (1997) Institute for Shipboard Education Safety and Risk Management Program. University of Pittsburgh, Pittsburgh, PA. (note the Semester at Sea Program is now housed at the University of Virginia)

- Office of International Education. (2006). Crisis Management Plan—Health and Safety Abroad. Auburn University, Auburn, AL.
- Office of International Programs. (no date). Emergency Management Protocols. Appalachian State University, Boone, NC.
- Office of Student Affairs. (no date). Emergency Administrative Response Manual. Georgetown University, Washington, DC.
- Parsons, Lindsey. (no date). Study Abroad Health, Safety and Risk Management Training Manual for use by Study Abroad Coordinators at the University of Georgia. University of Georgia, Athens, GA.
- Pavela, Gary (2004). Student Suicide: Institutional Policy, Liability, and Prevention. Audio Conference 7/28/2004.
- Rose, Stuart R. (1993). International Travel Health Guide. Travel Medicine, Inc., Northhampton, MA.

I. INTRODUCTION AND PURPOSE

Appalachian State University (App State) encourages its students to participate in education abroad experiences in large numbers. The University also supports faculty and staff to participate in international activities and promotes the development of opportunities for international teaching, study, and research. Therefore, App State endeavors to balance the value of participation in international activities against potential risks and crises that may develop. The health and safety of App State personnel and participants abroad are of primary concern to the University and its overseas partners. Senior administrators, education abroad administrators, education abroad program leaders, and host institution representatives abroad share the responsibility for monitoring local and national conditions affecting participant health and safety and providing relevant information to program participants. At the same time, participants themselves are responsible for becoming familiar with all materials provided and for following health and safety guidelines provided by App State and host institutions.

One of the most important components of any crisis planning process is an emphasis on crisis avoidance and prevention. Many crises affecting U.S. participants overseas arise from lack of preparation, misconduct, or carelessness. Other problems occur when participants are victimized by social, political, or natural circumstances beyond their control. Avoidance and prevention of crises are best accomplished through a pro-active approach by establishing effective crisis management protocols. The App State International Crisis Management Protocols (App State-ICMP) outlines health and safety protocols for all education abroad programs sponsored or sanctioned by the University.

While each crisis is unique, there are guidelines that, if followed and adapted to the situation, can assist the App State community in reducing or eliminating any negative results of the crisis. Therefore, the purpose of the App State-ICMP is to outline areas of responsibility and provide guidelines and checklists on procedures to follow in the event of an emergency involving App State participants and personnel while traveling abroad for purposes of study, service learning activities, internships, research, or any other University business.

The App State-ICMP describes the organization, staff, and coordination necessary to reduce risks to App State personnel and participants in education abroad programs. The App State-ICMP recognizes the University's responsibilities and recommends actions to be taken in response to a crisis, ways to mitigate damage, and how to resume program activities as soon as possible. The App State-ICMP also establishes the concepts and policies for the integration of resources of various units at App State to address the crisis.

II. PRINCIPLES UNDERLYING APP STATE-ICMP

App State follows the *Health and Safety Guidelines for Study Abroad* recommended by NAFSA: Association of International Educators, and practices the following:

- Monitors U.S. Department of State Travel Advisories regarding the health and safety conditions at App State-sponsored or sanctioned education abroad program sites and in other programs in which App State participants are enrolled.
- Monitors incidences around the world that may impact the health and safety of App State participants abroad through daily Overseas Security Advisory Council (OSAC) reports and daily reports from the travel security provider Crisis24.
- In general, does not send participants to locations abroad with political unrest, the threat of terrorism, and/or war or where there is a U.S. Department of State Travel Advisory Level 3 or a Centers for Disease Control Travel Health Notice Level 3. (In rare instances based upon compelling circumstances, an exception may be granted. See the section of the App State-ICMP entitled Planning Travel Abroad: Travel Advisories and Travel Warnings.)
- Provides health and safety information to enable participants to make informed decisions concerning education abroad opportunities.
- Provides orientation to faculty, program leaders, and participants, including information on how to deal with health and safety issues, potential risks, and appropriate App State-ICMP.
- Requires all education abroad participants to obtain an international health insurance policy that covers political, security, and natural disaster emergency evacuation and repatriation. All education abroad participants and App State personnel traveling on University business are required to carry sufficient medical insurance for illness or accidental injury occurring while overseas. Unless otherwise covered by their program, students will be enrolled in the App State mandatory overseas health insurance through GeoBlue.
- Conducts appropriate inquiries regarding available medical services at the education abroad sites and provides information to help participants obtain the services they may need.
- Communicates applicable codes of conduct and the consequences of non-compliance to participants and takes appropriate action when participants violate codes of conduct.
- Consistent with all applicable laws, maintains good communication with all stakeholders who need to be informed in cases of serious health problems, injury, or other significant health and safety incidents.
- Requires all education abroad participants to attend a pre-departure orientation to educate students about health and safety issues while abroad.

- Requires all education abroad participants to participate in on-site orientation sessions, when facilitated by the host program, in the host countries prior to beginning their experience abroad – these sessions provide valuable information on local health services and safety issues, relevant legal issues, and guidelines for dealing with emergencies and natural disasters such as tropical storms, floods, and earthquakes.
- Provides emergency action protocol enabling program leaders abroad to contact the App State University Police on a 24-hour basis.
- Coordinates the on-campus action of the App State International Crisis Response Team in case of a crisis abroad involving education abroad participants.

III. DEFINING AN INTERNATIONAL CRISIS OR EMERGENCY

A crisis is a serious situation or occurrence that happens unexpectedly, demands immediate action, and can often be minimized with good planning. In the App State-ICMP, a distinction is made between real crises and perceived crises.

A. Real Crises

A real crisis or emergency poses current threats to App State participants, faculty, and staff at locations abroad. Examples of real crises and emergencies while abroad include the following:

- Death of a participant or faculty/staff member
- Terrorist threats and/or actions
- Serious injury or illness that requires hospitalization or makes it impossible for the participant or faculty/staff member to continue the program
- Health epidemics (e.g., Severe Acute Respiratory Syndrome [SARS], Ebola, COVID)
- Emotional or psychological condition requiring removal from the situation or professional attention.
- Being accused of a crime
- Being a victim of a serious crime (e.g., physical assault or rape)
- A situation—either in the U.S. or at a program site abroad—that causes serious concern, i.e., a political uprising (violent civil disorder or military action), a natural disaster, an act of war, or other event causing or threatening harm to program participants or faculty/staff member
- Sudden evacuation of a participant or faculty/staff member in response to an emergency situation in the U.S
- U.S. State Department Travel Advisory issued specific to a country, region, or worldwide

The Associate Vice Chancellor for International Education and Development or his/her designee will determine whether there is an actual threat for App State participants and faculty/staff. The decision on the course of action to be taken is reached after consultation with host institutions and colleagues overseas, academic program leaders, administrative officers at App State, and any other person or agency with appropriate information and judgment useful to the decision-making process.

The U.S. Department of State regularly provides useful and appropriate guidance, especially its posted travel advisories and other sources of global intelligence. Additionally, the Overseas Security Advisory Council (OSAC) and Crisis24 provide useful daily reports on global security issues and concerns. The U.S. Centers for Disease Control and Prevention (CDC), its national counterparts in other countries, and the World Health Organization (WHO) provide useful and appropriate information for health-related crises.

B. Perceived Crises

Perceived crises or emergencies result from events that do not pose immediate threat to the health or safety of program participants or faculty/staff, but which may be viewed as such by family and friends in the U.S. or the media. The Associate Vice Chancellor for International Education and Development or his/her designee will rely heavily on the judgment of the program leader and/or host institution representative in

making the final decision on the course of action to be pursued in cases of perceived emergencies.

Both real and perceived crises share three common aspects in that they:

- Can result in disruption or early termination of the education abroad program;
- Usually cause significant emotional stress to the individuals involved, resulting in predictable cognitive, physical, and behavioral reactions; and
- Can be managed.

C. Importance of the Participants' Selection and Orientation in Crisis Management

The process of managing a potential crisis begins with the approval of an education abroad program proposed by a participant and App State faculty/staff, and the selection of program participants. Program leaders and host institution representatives must be informed of their roles and responsibilities. Education abroad staff at App State or program leaders are responsible for providing thorough pre-departure and on-site orientations. The orientations should include information on safety, health, legal, environmental, political, cultural, and religious conditions in the host country, potential health and safety risks, and appropriate emergency response measures.

The following are steps program leaders should take to be proactive in this regard:

- Consider the health and safety issues of each proposed program activity in the initial risk assessment stage of a new program proposal.
- Consider health and safety issues when evaluating the appropriateness of an individual's participation in the program.
- Communicate applicable codes of conduct and the consequences of non-compliance to all participants.
- During the participants' screening process, consider factors, such as disciplinary history, that may impact the safety and health of the individual or group.
- Provide information for participants regarding when and where App State's responsibility ends and the aspects of participants' abroad experiences that are beyond App State's control, (i.e., App State cannot guarantee or assure the safety of participants or eliminate all risks from the education abroad environment).
- Inform all participants of sexual assault and harassment policies, including counseling and medical services, procedure for reporting, the handling of disciplinary actions, and options for changing living arrangements after an alleged sexual offense has occurred.

Crisis management is the process of preparing for, mitigating, responding to, and recovering from a crisis situation. Preparation, communication, and certain administrative procedures are essential in managing a crisis. Crisis responses occur both abroad and on the App State campus.

IV. APP STATE-ICMP

The App State-ICMP provides a framework for contingency planning and defines the communication network to be used in a crisis situation. This is intended to be a living document that will be reviewed and updated regularly. The App State-ICMP will be distributed to all education abroad program leaders, host institution representatives, App State International Crisis Response Team members, the Office of International Education and Development staff, the Vice Chancellors, the Provost and Executive Vice Chancellor, and the Chancellor. It is also published on the Office of International Education and Development website and in the Appalachian State University Online Policy Manual (Section 302.6).

A. App State International Crisis Response Team

Appalachian State University's Chancellor has charged the Associate Vice Chancellor for International Education and Development with the responsibility of coordinating the management of crises affecting participants in all education abroad programs sponsored or sanctioned by the University. The Associate Vice Chancellor for International Education and Development is assisted in this role by the App State International Crisis Response Team. The Team addresses critical issues involving App State participants, faculty, and staff abroad. In the event of a crisis or emergency, the Associate Vice Chancellor for International Education and Development will mobilize the App State International Crisis Response Team to assess and respond to the crisis or emergency.

The App State International Crisis Response Team comprises permanent and temporary members depending on their positions. Permanent Team members or their designees include:

- Associate Vice Chancellor for International Education and Development (Chair)
- Associate Vice Chancellor for Student Development and Dean of Students (Co-Chair)
- Provost's Academic Affairs designee
- Director of University Communications or his/her designee
- University Chief of Police
- Director of Environmental Health, Safety, and Emergency Management
- University General Counsel or his/her designee
- Director of University M.S. Shook Student Health Service
- Director of Counseling and Psychological Services
- Director of Education Abroad
- Executive Director of International Education and Development

Temporary Team members or their designees include:

- Study abroad program leader
- College dean(s) representing program participants
- Department chair(s) representing program participants

If the Chair and/or Co-Chair of the App State International Crisis Response Team believe that activation of the entire Team is necessary in response to a crisis or perceived crisis, he/she will notify the University Police at (828) 262-8000 and request that the Team be activated through the *AppState-ALERT* notification system. The initial message will include a time and location of the initial meeting. Notifications that do

not require the entire Team to be activated will be handled on an individual basis by the Chair or his/her designee(s).

The responsibilities of the App State International Crisis Response Team include the following:

- Addressing immediate action necessary to maintain the safety and health of program participants, faculty, and staff
- Addressing health, safety, academic concerns, financial aid, public relations, and legal liability issues
- Identifying additional appropriate steps to take abroad (e.g., addressing student reactions, creating a written action plan, and sending App State faculty/staff to program site)
- Developing and helping with an evacuation plan should one become necessary
- Preparing a list of persons to be alerted
- Developing a communication document to be utilized by all personnel involved
- Developing a daily communication plan
- After the crisis, assessing the effectiveness of the crisis preparedness procedures and revising as appropriate.

B. Communication

At the heart of any crisis management protocol is the procedure by which key individuals and offices are notified of the likelihood of occurrence or presence of a crisis situation. Effective communication is critical to the App State-ICMP. The App State-ICMP outlines the communication system and procedures to be followed in a crisis situation.

1. Emergency Calls to App State

The person calling from abroad to App State to report a crisis or an emergency (program leader, program participant, or host institution representative) should only have to **dial one number, which is the OIED emergency phone. This phone is monitored 24/7. The number is 828-379-1935.** The caller should provide the OIED on-call representative with appropriate details of the crisis situation following the guidelines provided in the International Incident Report Form. Upon receiving the information, the OIED on-call representative will create an action plan.

2. Information to the Media and Public

During a crisis situation, App State will assume responsibility for dealing with the media. Great care should be taken to ensure family members or App State University leaders have been informed prior to any information release to the media. All media relations will be coordinated and conducted by University Communications, in consultation with the App State International Crisis Response Team, Chancellor, Provost and Executive Vice Chancellor, and Associate Vice Chancellor for International Education and Development. University Communications will respond to media requests, and will set up a system to respond to public inquiries. **Only University Communications staff or their designees are authorized to speak to the media on behalf of App State during a crisis situation.** This will insure that the information provided to the media and general public is accurate and consistent.

If an App State participant is involved in an emergency situation, a program leader and/or host institution representative should never provide the name of the participant to the media.

3. Participant's Communication with Friends and Families

A participant's instinct when a crisis or an emergency occurs is to call, text message, use social media, or e-mail family or friends. However, a panicky cryptic telephone call, text message, e-mail message or social media posting could elicit unnecessary anxiety and impair reasoned judgment. **Emergency communications MUST be discussed with participants prior to their departure and again at the inception of any crisis/emergency situation.** Program participants abroad should be careful about their discussions with local or international media about the crisis.

4. Notification of Next of Kin in Case of Death Abroad

In the event of a death abroad of an App State participant, the Associate Vice Chancellor and Dean of Students (**not the program leader or host institution representative**) will be the person designated to appropriately and promptly notify the next of kin. It is the responsibility of the program leader or representatives of the host institution to immediately notify the Office of International Education and Development staff first and then the U.S. Embassy or Consulate of the participant's death. In the event of death of a U.S. citizen abroad, appropriate U.S. Embassy officials will take charge. In most cases, the next of kin are contacted directly by representatives of the U.S. Embassy abroad. This, however, may take place after App State has already notified the next of kin.

C. Evacuation

In some cases (e.g., a serious civil disturbance, terrorist attack, or a naturally-occurring disaster), it may be necessary to evacuate participants from the program site or host country. As a crisis situation unfolds, the program leader or host institution representative, together with the Office of International Education and Development staff and the App State International Crisis Response Team, will assess the nature and extent of the emergency and evaluate the danger to participants, including:

- the incident's proximity to the program site; its impact on the availability of housing, food, water, and medical supplies; the protection of law and order; the intensity of military presence in the program area; and, if political, the target of the unrest.
- consultations with U.S. Embassy or Consulate personnel concerning the feasibility of continuing program activities and the ability of participants and faculty/staff to relocate the program to a different site.
- consultations with OSAC and its local experts in the country concerning local crisis or security concerns on the ground.
- consultations with Crisis24 for the necessity of evacuation and possible emergency evacuation routes and action plans.

1. Criteria/Factors for Suspending or Cancelling a Program

App State will consider the following factors or other extenuating circumstances that may necessitate suspending or cancelling an education abroad program:

- Partner institution or program leader's recommendation of suspension or cancellation
- Travel Advisory and/or specific directive by the U.S. Department of State and/or U.S. Embassy

- Travel Health Notice and/or specific directive by the World Health Organization and/or the U.S. Centers for Disease Control and Prevention
- Outbreak of hostilities between the U.S. and the host country
- Terrorist activities and/or a declaration of martial law in the program host city or country
- Civil unrest or violence that affects participant safety and security
- Declaration of war by a third country against the host country of the program
- Protracted or indefinite closure of the host university
- Inability of the program leader to organize and carry out the academic program at the host location or alternative location
- Prolonged disruption of public utilities and/or services at the host institution, site, or country

2. Evacuation Procedures

Should evacuation be deemed necessary to ensure the safety and well-being of program participants, the following procedures will be followed:

- The Associate Vice Chancellor for International Education and Development or his/her designee will contact the U.S. Department of State's Office of American Citizens Services and Crisis Management (+1-202-501-4444) and OSAC (+1-571-345-2223) to discuss the need for evacuation and any measures that the U.S. is taking to evacuate its citizens from the host country.
- The Associate Vice Chancellor for International Education and Development or his/her designee, in consultation with program leader or host institution representative, will contact Crisis24 to discuss the need for evacuation and any measures that the U.S. is taking to evacuate its citizens from the host country.
- The App State International Crisis Response Team or staff will develop an evacuation plan, including transportation modes and travel routes, determination of the cost of the evacuation, and the possibility of reducing the level of danger by dispersing participants in small groups to reconvene later in another location.
- The program leader or host institution representative will share information with the U.S. Embassy or Consulate about App State's evacuation plan.
- The program leader or host institution representative will assess and mitigate participants' concerns by doing the following:
 - Recommend appropriate participant behavior (e.g., keep a low profile, blend in with the local population).
 - Review the course of action with program participants. If a participant refuses to comply with the evacuation procedure, he/she will be required to sign a release form and in rare circumstances may be forced to evacuate.
 - Remove public signs that indicate U.S. affiliation. Cancel public activities or large group functions that could draw attention to the program participants.
 - After the participants have been evacuated to safety, the App State International Crisis Response Team will make academic and financial arrangements appropriate to the program at the time of its termination.

V. PLANNING TRAVEL ABROAD

All App State education abroad programs should adhere to and implement the procedures outlined below in planning for travels abroad.

A. Travel Advisories and Travel Health Notices

Education abroad staff, program leaders, and university personnel traveling abroad should regularly review the U.S. Department of State and the Centers for Disease Control and Prevention (CDC) travel advisories and travel health notices both when planning education abroad programs and prior to traveling abroad. See travel.state.gov (which includes safety and security information specific to countries) and <http://wwwnc.cdc.gov/travel/notices/>. **As a general rule, the University will not support travel to countries or regions for which the U.S. Department of State has issued a Level 3 Travel Advisory or for which the CDC has issued a Level 3 Travel Health Notice.**

In rare instances based upon compelling circumstances, an exception may be granted allowing travel to a country or region considered a Destination of Elevated Risk. A participant wishing to seek such an exception must follow the procedures outlined in the Appalachian State University Policy Manual 510.5 Travel to Destinations of Elevated Risk.

B. Travel and Transportation

Participants on independent study, internship, service learning, research, direct enrollment, or exchange programs abroad should provide complete travel and contact information for their application, maintained electronically by the Office of International Education and Development at App State.

For faculty-led programs, information on travel methods and routes should be as specific as possible (by bus, train, air, sea, private, and/or commercial). Program leaders should present and prioritize alternative methods of travel and routes in the event that the usual route is no longer safe or feasible. Maps should be available demarcating participant and faculty/staff sites, meeting points, and pick-up points, and maps should include estimated travel time under normal circumstances. In airports, airplanes, trains, and train stations, participants should engage in appropriate conduct. All education abroad participants should:

- Maintain a low profile, blend in with the population, not wear clothing with identifying information, and avoid ostentatious display of wealth.
- Not accept anything from a stranger (“**accept nothing from anyone**” is a good rule of thumb).
- Never mention that they are traveling alone or give out personal information.
- Not agree to watch someone else’s bags regardless of how innocent the request may sound.
- Not allow strangers to handle their bags.
- Understand the city’s geography and avoid high-crime areas or areas affected by protests/riots.
- Always carry some form of communication equipment such as cellphone pre-programmed with numbers that would be useful in an emergency situation.
- Avoid disputes, demonstrations, political rallies and commotions on the street.
- Ignore verbal ‘baits’ from passers-by—do not get into an argument—and avoid eye contact with strangers.

- Keep their luggage with them at all times—once they have checked in, make sure no one gets near their carry-on luggage.
- Report any unattended baggage immediately to authorities.
- Comply immediately with security instructions from airport, airline, train, or train station personnel.
- Be patient, cooperative, and answer questions truthfully when asked by appropriate security personnel representing airports, airlines, trains, or train stations. Searches of luggage ensure the safety of all (including the App State participants) aboard an airplane, train, or in a public place.
- Memorize important phrases in the local language.
- Enter any busy public place and call for help if they suspect that they are being followed.

C. Health Care Issues

The program leader and/or participants should consult the App State Travel Service Nurses well before the date of travel abroad to receive health-related information or vaccinations recommended for the country where the participants are going. More information can be found at healthservices.appstate.edu/travel.

The University of North Carolina (UNC) system health insurance is provided to all participants in App State education abroad programs, all students traveling on University approved programs, and all personnel traveling on University business for the duration of the programs. Exceptions are made for students who participate in App State affiliate third-party private program providers whose required insurance is comparable to the North Carolina Program. Health insurance coverage is provided through GeoBlue. The UNC system policy provides excellent low-cost comprehensive primary coverage with no deductible. Participants should be aware that any injury or illness resulting from alcohol or illegal use of drugs is excluded from coverage.

University personnel traveling abroad can be enrolled in the GeoBlue International Business Travel Insurance by completing the online form at: international.appstate.edu/travel.

Emergency assistance is included in the UNC system health insurance. In the case of medical evacuations, GeoBlue coordinates all arrangements. If participants need help finding an English-speaking doctor or need other assistance in obtaining appropriate health care, they should contact either of the numbers listed below and call collect if necessary.

- +1 (610) 263-2847 (collect call from outside the U.S.)
- 1 (844) 268-2686 (toll-free call inside the U.S.)

All participants in education abroad programs and other students traveling on University approved programs are responsible for making sure that they have received required immunizations prior to departure. Contact App State Travel Service Nurses at (828) 262-3100 or check the Center for Disease Control (CDC) website at wwwnc.cdc.gov/travel.

D. Emergencies

Program leaders should develop an emergency notification plan with contact information and details on how to access emergency funds as well as an emergency evacuation plan. All participants should supply the name and telephone numbers of emergency contact persons, included as part of their application. This can be accessed electronically by the Office of International Education and Development. For programs that involve host families, program leaders should outline procedures for host families in case a participant

is injured in their home. The Office of International Education and Development will work with program leaders to make sure that information on conduct issues that may impact the safety and health of the individual student or the group is available.

E. Faculty/Staff Pre-Departure Orientation

Prior to the travel, the education abroad staff should conduct a pre-departure orientation for faculty/staff. At the minimum, the orientation should address the following issues:

- The need to develop a detailed itinerary that specifies course activities and activities that are outside the scope of course work
- Cultural, safety, and other issues
- Roles of faculty and staff while abroad
- Duties of program leader and foreign national staff, if any
- Travel procedures and processes
- Reporting incidents, including serious injuries, crimes, medical problems, and others
- The need to provide periodic updates to appropriate staff persons in the Office of International Education and Development.

F. Participant Pre-Departure Orientation

Education abroad staff should conduct participant pre-departure orientations (for faculty-led programs, this orientation is facilitated by the program leader). At minimum, the orientation should address the health and safety issues below:

1. Emergencies

- Education abroad staff or program leaders shall be responsible for obtaining information about and advising participants on how to seek help in emergency situations, including medical care, housing, food, and law enforcement assistance.
- Remind participants of the aid available from the U.S. Embassy or Consulate and how to contact them. One of the responsibilities of the U.S. Embassy diplomatic corps is tending to the needs of U.S. nationals. Program leaders **MUST** advise all participants to enroll in the **Smart Traveler Enrollment Program (STEP)**, a free service that allows U.S. citizens and nationals traveling abroad to enroll their travel abroad with the nearest U.S. Embassy or Consulate. The enrollment allows U.S. citizens to record information about their upcoming travels abroad that the U.S. Department of State can use to assist them in case of an emergency. Registration can be done online at step.state.gov
- Students on semester/year or private provider programs assume the responsibility of registering themselves. Instruction on how to do so is provided during pre-departure.

2. Personal Safety

- Encourage a “buddy system” and advise participants that they should not travel alone, especially at night.
- Avoid crowds, protest groups, volatile situations, and known dangerous places.
- Lock doors and windows of rooms, especially at night or when not in the room.
- Do not share any personal information with strangers.

- Remind participants to be inconspicuous by keeping a low profile and to not draw attention to nationality or wealth.
- Advise participants of any planned activities in the program that may require physical exertion.

3. Behavior

- Discuss App State's Code of Student Conduct and other behavioral expectations.
- Provide information on counseling and support programs available in host country.
- Discourage abuse of alcohol or illegal use of drugs and discuss consequences of such behavior. Participants should be informed that App State does not provide attorneys.
- Educate participants as to cultural differences including local laws pertaining to illegal drug and alcohol use.
- Emphasize proper use of medications (both prescribed and over-the-counter).

4. Vehicle Use While Abroad

According to the World Health Organization, an estimated 1.2 million people worldwide are killed every year due to road accidents, and as many as 50 million are injured or disabled. The majority of these deaths, approximately 85 percent, occur in low- to middle-income countries. According to the U.S. Department of State, more than 300 U.S. citizens are estimated to die each year due to road accidents abroad, and thousands more are injured. The majority of road crash victims (injuries and fatalities) in developing countries are not motor vehicle occupants but pedestrians, motorcyclists, bicyclists, and non-motor vehicle occupants.

Participants on App State sponsored or sanctioned education abroad programs are strongly discouraged from renting or driving vehicles while in foreign countries. Participants should recognize that driving or renting motor vehicles and motor bikes exposes them to risks. Should participants elect to rent or drive a vehicle for their personal use they are advised to make sure that they have adequate insurance coverage for the host country and a host country driver's license or an international driving permit (www.aaa.com/vacation/idpf.html).

Participants on education abroad programs who decide to drive are urged to carefully review the Road Safety section of the U.S. Department of State's Country Specific Information (travel.state.gov/content/passports/english/country.html), which is available for every country in the world. The Road Safety section is intended to provide U.S. citizens with an overview of road conditions in a particular country. Participants may also want to review the U.S. Department of State's Bilateral Relations Fact Sheets (<http://www.state.gov/r/pa/ei/bgn/>) for any country in which they intend to drive or travel by road as a passenger. Also, participants are urged to check the website of the U.S. embassy or consulate in the countries they will be visiting to learn about local requirements for driver's licenses, road permits, and auto insurance. It is important to understand the rules and laws of the road in other countries, as they can differ significantly from those in the United States. Participants should know that they will be responsible for obtaining adequate insurance to cover risks of liabilities, as well as costs of litigation and other expenses that may be incurred as a result of accidents or infraction of local laws in the host country.

In situations where the program leader decides to contract the services of a local transportation company, he/she must check and make sure that the company has sufficient liability insurance. This is discussed during the faculty-led proposal process.

5. Early Termination of Travel

Regardless of whether a travel advisory is in effect, the University reserves the right not to approve support for international travel, or to rescind previously approved support, any time when, in the University's sole discretion, the University determines that travel should not be supported for reasons of health or safety.

Program leaders should remind participants of the [travel cancellation and refund policies](#) found on the website (see Faculty-Led Program Cancellation and Refund Policy link).

Program leaders should remind participants of the process and criteria for an individual participant's termination from the program. Program leaders should be clear that travel costs that are not included in program costs are the participant's responsibility.

G. Communications

- Students are encouraged to make a communication plan with their family prior to departure. This will allow both parties to understand the expectations of how often they will communicate with each other and in what method they will communicate with each other.
- As appropriate, program leaders should maintain weekly communication with appropriate staff persons in the Office of International Education and Development.
- Program leaders and participants should check the U.S. Department of State and Centers for Disease Control and Prevention websites for periodic updates on travel advisories during their program.

H. Participation Agreement

As part of the application process, all participants must sign a Participant Agreement which clearly outlines expected participant conduct, the consequences for non-compliance, and the responsibility assumed for personal activities, including the driving of a motor vehicle abroad.

Participants who elect to organize their own independent travels before and/or after the official App State program dates, and students who elect voluntarily to leave a program while it is in progress, do so at their own risk.

VI. EMERGENCY CONTACT INFORMATION

A. Medical Emergencies

For medical emergencies, contact **GeoBlue Emergency Services**:

- +1 (610) 254-8771 (collect call from outside the U.S.)

B. Health Insurance

For health insurance related issues, contact **GeoBlue** at:

- +1 (610) 254-58771 (collect call from outside the U.S.)

C. App State University Police

Emergency Line: +1 (828) 262-8000 (collect calls from outside the U.S. accepted 24/7)

D. Office of International Education and Development (during working hours)

Office: +1 (828) 262-2046

Jesse Lutabingwa, Associate Vice Chancellor

E-mail: lutabingwajl@appstate.edu

Chrissie Faupel, Executive Director

E-mail: faupelcl@appstate.edu

Carmen Boggs-Parker, Director of Education Abroad

E-mail: boggsparkerce@appstate.edu

Donna Lopp, Assistant Director, Education Abroad

E-mail: loppdm@appstate.edu

Kalin Bradley, Assistant Director, Education Abroad

E-mail: bradleykp@appstate.edu

E. Office of Student Affairs and Dean of Students (during working hours)

Office: +1 (828) 262-2060

James J. Brown, Vice Chancellor for Student Affairs

E-mail: brownjjl@appstate.edu

Judy Haas, Dean of Students
Email: haasjm@appstate.edu

F. Counseling and Psychological Services Center (during working hours)

Office: +1 (828) 262-3180

G. M.S. Shook Student Health Service (during working hours)

Office: +1 (828) 262-3100

Margaret Bumgarner, Director of Health Services
E-mail: bumgarnerma@appstate.edu

H. Office of Title IX Compliance (during working hours)

Office: +1 (828) 262-2144

Maranda Maxey, Title IX Coordinator
maxeymr@appstate.edu

Anonymous Incident Report Form:
https://cm.maxient.com/reportingform.php?AppStateUniv&layout_id=40

VII. APPENDICES

GENERAL CHECKLIST FOR RESPONDING TO CRISES OR EMERGENCIES ABROAD

In this section, the App State-ICMP provides a checklist that program leaders, representatives of host institutions abroad, or students on education abroad programs can follow when responding to crises or emergencies while abroad, as appropriate in the circumstances:

- _____ Assess the extent of the emergency or crisis and obtain as many details as possible (e.g., determine who, what, when, where, how, and why), assist the participant(s) in finding appropriate care, ensure that all participants involved are safe, and begin writing a log of the crisis or emergency situation.
- _____ As soon as possible, contact appropriate local authorities in the host country (police or medical personnel) and/or App State campus police. Contact the Office of International Education and Development at App State and speak with the appropriate staff person to brief him/her on nature of the emergency or crisis and the condition of the participant(s).
- _____ Explain to the other program participants that the injured person(s) are being cared for and caution them about speculative communication. Advise them to wait until reliable information is available before contacting others about the incident.
- _____ Depending on the nature of the crisis or emergency, the staff person in the Office of International Education and Development contacts the participants designated emergency contact.
- _____ If appropriate, the App State International Crisis Response Team develops a communication document to be utilized by all personnel involved, and App State's Chief Communications Officer issues a press release to inform the media and the App State community and keep interested parties updated on the situation.
- _____ **In case the program leader or host institution representative is contacted by a representative of the media:** If an App State participant is involved, **do not** give the name of the participant or speak on behalf of App State without following the checklist below:
 - _____ Contact the staff person in the Office of International Education and Development before you respond. The Office of International Education and Development staff, working with University Communications, will respond to media inquiries. The OIED Communications Liaison will apprise you of media responses as needed.
 - _____ Note the section of the App State-ICMP entitled Communication: Information to the Media and Public on page 9.

RESPONSES TO SPECIFIC CRISES OR EMERGENCIES ABROAD

In this section, the App State-ICMP provides an outline of how App State would respond to specific crises or emergencies abroad. The emergencies are organized into six categories: (1) health emergencies, (2) legal emergencies, (3) missing program participant, (4) political and natural disaster emergencies, (5) death of a program participant or faculty, and (6) death of program participant's family member.

A. Health Emergencies

1. Serious Injury or Illness

Typical problems would include, but are not limited to, auto accidents, recreation injury, serious illness, drug overdose, and loss of consciousness. Upon receiving the first report of a serious injury or illness, the program leader or host institution representative should request detailed information on the following questions:

- What happened?
- Who is involved?
- Where is the participant now?
- Does the participant need immediate medical attention? Are rescue operations needed?
- Has anyone called for help? If not, get help! If so, who has been called?
- If help has arrived, what is being done?
- What medical treatment has the participant received?
- Were there witnesses (in case of accident, assault, other crimes)?
- If there were witnesses, please obtain contact information.

In the event of a serious injury or illness, the program leader or host institution representative should utilize the checklist below, as appropriate in the circumstances:

- _____ Assist the participant in finding appropriate medical care in a hospital/clinic that has been identified as competent. Assess the extent and severity of the injury/illness, usually by talking with the physician treating the participant. Keep a log that will include notes regarding the circumstances leading up to the injury/illness, the outcome of any discussions with the attending physician, notes from conversations with others who were present when the injury/illness took place, and the course of the medical treatment as it progresses.
- _____ Contact the Office of International Education and Development at App State and speak with the appropriate staff person to brief him/her on the participant's condition. Participant's privacy is respected at all times.
- _____ Explain to the other participants that the injured person is being cared for and caution them about speculative communication. Advise them to wait until reliable information is available before contacting others about the incident.
- _____ Depending on the severity of the injury/illness, the staff person in the Office of International Education and Development contacts the participant's designated emergency contact.

- _____ Continue to receive updates from the attending physician monitoring the emergency situation as it develops and brief the Office of International Education and Development staff. In some cases, the participant may need to be evacuated in order to receive appropriate medical treatment. All students have insurance to cover medical evacuation.
- _____ The Office of International Education and Development staff may inform other campus officials, including the Dean of Students, the student's academic dean, and other appropriate App State officials as soon as possible. If it appears necessary, the App State International Crisis Response Team will be activated.
- _____ If appropriate, the App State International Crisis Response Team develops a communication document to be utilized by all personnel involved, and the App State's Chief Communications Officer issues a press release to inform the media and the App State community and keeps all interested parties updated on the situation.
- _____ Provide appropriate information and reassurances to other App State study abroad program participants.
- _____ In the unfortunate case of the death of a participant, the protocol for Death of a Program Participant or University Personnel is activated (see page 35).

2. Students in Distress

It is important to recognize red flags or warning signs that participants may exhibit that could be an indicator that a student is in distress. Behaviors that could suggest distress include, but are not limited to, the following:

- severe or persistent disruptive behavior
- creating disturbances or is a danger to self or others
- has made a suicide attempt or threat or has spoken with someone about a plan to do so
- severely disruptive due to alcohol or drug use
- unusual conduct (e.g., oddly disruptive or antagonistic acts, self-injury, or talking to self)
- a precipitous decline in functioning (e.g., academic, social, or hygienic)
- excessive energy, agitation, or extremely elevated moods
- extreme anxiety in the form of worry or panic
- odd thought patterns (e.g., delusions, paranoia, disorientation, rambling or nonsensical speech)
- extreme weight loss or gain
- missing class or scheduled program activities
- withdraws from friends and favorite activities
- host family reports unusual behavior

In the event of such conduct or condition, the program leader or host institution representative should utilize the checklist below as appropriate in the circumstances:

- _____ Assess the severity of the situation, and if it is an emergency, contact the Director of Education Abroad in OIED immediately.

- _____ Gather information on the behavior exhibited and the history of the problem. Begin a written log of this information and continue keeping a log as the crisis develops.
- _____ If appropriate, talk with the student about the concern. If you do not feel comfortable approaching the student please contact the Director of Education Abroad in OIED to discuss appropriate next steps.
- _____ Assess whether or not the participant will voluntarily seek help.
 - (a) **If the participant will voluntarily seek help**, the program leader or host institution representative should follow the checklist below.
 - _____ Work with the Director of Education Abroad in OIED to arrange to have the participant seen by a medical or mental health professional immediately.
 - _____ In coordination with a medical or mental health professional, help the participant follow through with that the plan set by the medical or mental health professional. If the plan results in hospitalization, work with the Director of Education Abroad in OIED to carry out the plan.
 - _____ Contact the appropriate staff person in the Office of International Education and Development at App State and brief them regarding the details of the situation (see Emergency Contact Numbers on page 17). The staff person will consult with the Director of the Counseling Center or their designee and a Case Manager in the Dean of Students Office. The Director of the Counseling Center and Case Manager or their designee will be available to consult regarding appropriate support and resources for the participant. Where possible, the Director of the Counseling Center or his/her designee will be put in contact with the host country person working with the participant in distress. In some cases, the participant may need to be evacuated in order to receive appropriate care (see Evacuation Procedures on page 11).
 - _____ Arrange to notify the participant's designated Emergency Contact and other involved parties on a need-to-know basis. Program leaders or host institution representatives should note that when the participant's behavior presents a safety concern it is most often appropriate to contact the participant's emergency contact. Consultation is available with a Case Manager in the Dean of Students Office.
 - _____ **In the absence of consent**, consult with staff in the Office of International Education and Development, as well as the Office of the Dean of Students, in planning follow-up support.
 - _____ When necessary, provide assistance and support to other participants who may have been impacted by the situation.
 - _____ If the participant's behavior remains a serious impediment to the educational objectives of the program or a threat to safety, contact the appropriate staff in the Office of International Education and Development at App State. The staff will work with the Dean of Students, Director of the Counseling Center or his/her designee, and other appropriate App State personnel to determine what other measures are necessary.

- (b) **If the participant will not voluntarily seek help and appears to present safety concerns**, the program leader or host institution representative should follow the checklist below, as appropriate in the circumstances:

- _____ Identify a means of providing immediate help (e.g., local police or other local emergency personnel in the host-country, Overseas Citizens Services).
- _____ Contact the appropriate staff in the Office of International Education and Development and brief him or her regarding the details of the situation (see Emergency Contact Numbers on page 17). The staff person will consult with the Director of the Counseling Center. The Director of the Counseling Center or his/her designee will be available to consult regarding appropriate action for the participant's condition. Where possible, the Director of the Counseling Center or his/her designee will be put in contact with the host country person treating the participant's condition.
- _____ Consult with the Director of the Counseling Center and the Office of the Dean of Students to determine if appropriate, and if such procedures exist in the host country, to work with a medical or mental health professional to petition to have the participant involuntarily committed to the hospital to obtain care. Program leaders or representatives of the host institution should not hesitate to use the police in the host country, if necessary. In some circumstances, however, arrangements will be made to have the student sent back to the United States for hospitalization.

- (c) **If the participant will not voluntarily seek help but does not appear to present safety concerns**, the program leader or host institution representative should follow the checklist below, as appropriate in the circumstances:

- _____ Determine who can be called upon to develop a safety plan for the student (e.g. therapist, family, or professional from the host institution) and work with those people to open avenues of support and connection.
- _____ Continue to encourage the participant to seek counseling.
- _____ As soon as the participant and/or the situation has de-escalated, contact the appropriate staff in the Office of International Education and Development and brief him/her regarding the details of the situation (see Emergency Contact Numbers on page 17). The staff person will consult with the Director of the Counseling Center or their designee. The Director of the Counseling Center or his/her designee will be available to consult regarding appropriate next steps with the participant. Where possible, the Director of the Counseling Center or his/her designee will be put in contact with the host country person providing care for the participant.
- _____ Establish behavioral limits and appropriate boundaries.
- _____ If the participant is breaking the law (e.g., vandalism, destruction of property) and continues to refuse to seek help, the Office of International Education and Development staff person will consult with the Director of the Counseling Center or their designee as well as the Office of the Dean of Students. The Director of the Counseling Center or his/her designee will be available to consult regarding appropriate next steps with the

participant. Where possible, the Director of the Counseling Center or his/her designee will be put in contact with the host country person treating the participant's condition.

_____ If disruptive behavior continues, notify and brief the appropriate staff in the Office of International Education and Development. He/she will determine, after consultation with the Counseling Center, the Dean of Students, and other involved personnel, the need for other emergency measures as may be appropriate, including suspension from the study abroad program.

3. Infectious Disease or Outbreak of an Epidemic among Program Participants

The most common infectious diseases include pneumonia, tuberculosis, diarrheal diseases, malaria, measles, and cholera. Transmission of an infectious disease may occur through several pathways, including through contact with infected individuals, by water, food, skin contact, body fluids, or airborne inhalation. Most recent outbreaks include COVID-19, Ebola, Severe Acute Respiratory Syndrome (SARS), avian influenza, and the H1N1 virus of the swine origin.

In the event of infectious disease or outbreak of an epidemic among program participants, the program leader or host institution representative should follow the checklist below, as appropriate in the circumstances:

_____ Determine the urgency of the situation in consultation with the Office of International Education and Development and both local host country and App State physicians.

_____ The staff in the Office of International Education and Development contacts each participant's designated Emergency Contact to inform them of the situation and the App State response to it.

_____ Obtain information from the U.S. Embassy or Consulate regarding the potential health threat, existence of local medical facilities, local resources, and medical advice as to how to deal with symptoms until medical help is obtained.

_____ Secure medical services immediately for program participants who may have been infected.

_____ The Associate Vice Chancellor for International Education and Development or the Dean of Students activates the App State International Crisis Response Team which considers developing an evacuation plan, if deemed appropriate and necessary.

_____ If appropriate, the App State International Crisis Response Team develops a communication document to be utilized by all personnel involved, and the App State's Chief Communications Officer issues a press release to inform the media and the App State community and keeps all interested parties updated on the situation.

_____ Provide updates on a frequent basis to the staff in the Office of International Education and Development. Frequent contact between the program leader or host institution representative and staff in the Office of International Education and Development continues until the situation has been resolved.

_____ Provide updates to emergency contact as appropriate.

B. Legal Emergencies

1. Crime against a Participant (Excluding Sexual Assault)

Crime against a participant, other than sexual assault, may involve a robbery, an assault, or a fight. In the event of a crime against a participant, the program leader or host institution representative should follow the checklist below, as appropriate in the circumstances:

- _____ Ensure that the participant involved is safe.
- _____ Attend to the immediate physical and emotional needs of the participant(s) and call emergency medical personnel, if necessary.
- _____ Contact local host country police (if appropriate for destination) and App State University Police.
- _____ Speak with the person who reported the crime. Identify as many of the key persons involved and facts as possible. Determine identity and present location of the victim(s) and perpetrator(s). Keep a written log of all obtained facts. If appropriate and consistent with the victim's desire for privacy, take and preserve picture images to document the situation (e.g., location, injuries, etc.). Treat your log and any other evidence as confidential and seek guidance from the Office of International Education and Development regarding what to do with such materials.
- _____ Contact the appropriate staff in the Office of International Education and Development and brief him or her regarding the details of situation (see Emergency Contact Numbers on pages 17). Based on the information provided, the Office of International Education and Development staff determines which people at the host country or App State need to be involved in order to ensure necessary support to the victim(s).
- _____ For serious injury, see protocol for accident or serious injury not leading to immediate death of a participant (page 21).
- _____ When a victim exhibits fear/fright or shock, activate protocol for students in distress (page 22).
- _____ The staff in the Office of International Education and Development contacts the participant's designated emergency contact to inform them of the situation.
- _____ Brief the staff in the Office of International Education and Development on at least a daily basis until the crisis has subsided.
- _____ Inform the Office of International Education and Development of any media inquiries.
- _____ **In case the program leader or host institution representative is contacted by a representative of the media:** If an App State participant is the victim, **do not** give the name of the participant or speak on behalf of App State without following the checklist below:

_____ Contact the staff person in the Office of International Education and Development before you respond. The Office of International Education and Development staff, working with University Communications, will develop responses to media inquiries. The OIED Communications Liaison will apprise you of media responses as needed.

_____ Please see the section of the App State-ICMP entitled Communication: Information to the Media and Public on page 9.

2. Sex/Gender-Based Misconduct

App State's [Discrimination, Harassment, Retaliation, and Sex-Based Misconduct](#) (Policy 110) prohibits the following conduct; sexual harassment, gender-based harassment, sexual assault, dating violence, domestic violence and stalking. In the event of discrimination, harassment, retaliation, and sex-based misconduct, the program leader or host institution representative should follow the checklist below, as appropriate in the circumstances:

_____ Ensure the Complainant (person alleged they experience misconduct) is safe and receives medical attention if injured. Whether or not there is obvious physical injury, obtain the Complainant's consent and take the Complainant to a hospital/clinic which has been identified as competent for urgent care.

_____ At the earliest reasonable opportunity, discuss with the Complainant your role as a Title IX Mandatory Reporter (see explanation below). If confidentiality is a primary concern for the Complainant, provide specific information about confidential resources available at the host site or in the community. Remember, services provided by App State can still be utilized by the Complainant even if they are abroad. Confidential services provided by App State include the Counseling Center, the Ombuds Office, Student Legal Clinic, Student Health Services, and OASIS (Boone area domestic/sexual violence Victim Advocacy agency).

Title IX Mandatory Reporter Role: If you are designated by App State as a Title IX Mandatory Reporter, you must report incidents of Sex/Gender-Based Misconduct to the Office of Title IX Compliance (Title IX Coordinator) within 72 hours of date incident is known. App State has designated all faculty members, supervisors, and certain other staff as Title IX Mandatory Reporters.

_____ Advise the Complainant that you are required to make a referral to the Office of Title IX Compliance whenever an alleged incident of Sex-Based Misconduct occurs. Let the Complainant know that the referral is only to ensure they are connected with campus and community resources and informed of their reporting options. A referral will not require the Complainant to participate in any process without their approval.

_____ Ask the Complainant if they are comfortable with sharing with you what happened so that you may complete the online referral form. Again, reminding them completing the form doesn't mean a university investigation will start, it will only ensure the Complainant is connected with support and resources. [Office of Title IX Compliance Reporting](#)

_____ Ask the Complainant whether he/she wishes to involve local authorities (i.e., local host country police) (Remember this is their choice, they can decline to involve the police).

- _____ Inform the Complainant that the laws and procedures for dealing with Sex-Based Misconduct in the host country may vary from those in the U.S. For example, in the United States it is important to preserve the evidence of a sexual assault, as this may be used as evidence in a court of law. You are encouraged to discuss strategies for preserving evidence such as physical injuries, electronic communication, and other documents.
- _____ If there are signs of obvious emotional disturbance, consult a psychologist/psychiatrist and provide immediate support to the Complainant. You can also utilize OASIS, or App State's Counseling Center, which provides after-hours emergency coverage.
- _____ Contact the appropriate staff in the Office of International Education and Development and brief him or her regarding the details of the situation (see Emergency Contact Numbers on page 17). The staff person will consult the Title IX Coordinator to obtain advice for dealing with the crisis. If the Title IX Coordinator is absent, advice should be sought from one of the Office of the Dean of Students. With the Complainant's consent, the staff will also inform the Complainant's designated emergency contact and aid the Complainant in activating his/her support network.
- _____ Provide regular briefings to the Office of International Education and Development staff person.
- _____ Document what the Complainant has shared in regards to the incident and any steps taken. Continue to update your notes as steps are taken or as new information is provided.
- _____ **In case the program leader or host institution representative is contacted by a representative of the media:** If an App State participant is the Complainant or the alleged (Respondent), **do not** give the name of the participant(s) or speak on behalf of App State without following the checklist below:

In the case of phone calls, individuals should be told their request has been noted and will be forwarded to the most appropriate university administrators, based on their area of concern. If they would like to leave their names and contact information, that will be shared as well. They should not be promised they will get a return call or response, but politely let them know you will make sure their conversation with you will be shared appropriately. Keep in mind anything you say could be recorded and/or quoted in the media. Record the caller's information, a brief summary of the conversation, and send the info to the appropriate staff person in OIED. OIED will work with University Communications, who will respond to media inquiries.

In the case of emails, these should be forwarded to the appropriate staff person in OIED. OIED will work with University Communications, who will respond. Please note, it is likely responses will only be sent to individuals who have been verified as having a direct connection to the university, and who are asking a specific question.

We do not recommend responding to social media posts. If you have questions or concerns about any posts on the social media sites you manage, please contact University Communications at ucomm@appstate.edu or 828-262-6156.

- _____ Contact the appropriate staff person in the Office of International Education and Development. The Office of International Education and Development staff will work with the App State's Chief Communications Officer to develop responses to media inquiries. The OIED Communications Liaison will apprise you of media responses as needed.
- _____ Please see the section of the App State-ICMP entitled Communication: Information to the Media and Public on page 9.

If the Complainant declines assistance, the program leader or host institution representative will follow the steps below, as appropriate in the circumstances:

- _____ Escort/transport the Complainant home or to a designated location of their choosing.
- _____ Inform the Complainant that should they request assistance at a later time, the program leader and other resources are available to them whenever they may need.
- _____ Provide the Complainant with numbers of a hospital/clinic, psychologist/psychiatrist, and any other rape crisis resources that may exist, as well as a law enforcement authority.
- _____ Contact the appropriate staff in the Office of International Education and Development and brief him or her regarding the details of the situation (see Emergency Contact Numbers on page 17). The staff person will consult with the Title IX Coordinator to obtain advice for dealing with the crisis. With the participant's consent, the staff will also inform the Complainant's designated emergency contact and aid the Complainant in activating his/her support network.
- _____ Begin a written log with clear notation of the circumstances surrounding the offer of assistance and the Complainant's refusal to accept such assistance. Update the log as the crisis unfolds.
- _____ Provide regular briefings to the staff in the Office of International Education and Development.
- _____ **In case the program leader or host institution representative is contacted by a representative of the media:** If an App State participant is the Complainant or alleged (Respondent), **do not** give the name of the participant(s) or speak on behalf of App State without following the checklist below:
 - _____ Contact the staff person in the Office of International Education and Development before you respond. The Office of International Education and Development staff, working with University Communications Officer, will develop responses to media. The OIED Communications Liaison will apprise you of media responses as needed.
 - _____ Please see the section of the App State-ICMP entitled Communication: Information to the Media and Public on page 9.
 - _____ Please refer to [Resource Guide for Sex-Based Misconduct](#).

3. Harassment

Harassment is defined as unwelcome or unsolicited speech or conduct based on race, color, religion, sex, national origin, age, political affiliation, veteran status, disability, sexual orientation, or gender identity and expression that creates a hostile learning, living, or work environment, or that occurs in circumstances involving *quid pro quo*. Harassment is a form of discrimination in violation of U.S. federal and state law, as well as Appalachian State University policy. Retaliation against any person opposing or complaining of harassment is also prohibited misconduct.

Harassment can be manifested in severe and pervasive conduct including, but not limited to the following:

- Use of derogatory terms that stereotype people on the basis of any protected status

- Sexual comments or questions of a sexual nature which interferes with an individual's work or educational experience
- Racist or homophobic jokes, or the use of demeaning slang words for people, or for groups of people, based on their race, religion, national origin, or sexual orientation that interferes with a participant's learning environment
- Imposing religious beliefs on another individual

For Program Participants: A participant experiencing harassment should follow the checklist below, as appropriate in the circumstances:

_____ If the perpetrator's behavior does not stop or the participant is uncomfortable confronting the perpetrator, he or she should report this behavior to the program leader and to the host university office responsible for international students. The participant also should report the behavior to the Office of Equity, Diversity, and Compliance (see Emergency Contact Numbers on page 17). The participant should file a complaint in a timely manner, generally within 30 days of the offending conduct.

_____ The participant should document the incident(s) thoroughly and keep detailed notes on any interactions or encounters with the alleged perpetrator and subsequent events.

For Program Leaders: Once a participant has reported a harassment case, the program leader should follow the checklist below, as appropriate in the circumstances:

_____ If any participant expresses a concern or complaint about harassment, take it seriously. Contact the Office of Equity, Diversity, and Compliance for guidance on appropriate action and how to proceed. You should not attempt to mediate or resolve the situation yourself.

_____ Talk with the reporting participant to understand what steps they would like to take, if any, in reporting the incident or utilizing available resources.

_____ Assess the reporting participant's level of safety. If measures need to be taken to ensure the safety of this participant, you should consult with the Title IX Coordinator and the host institution.

_____ Take appropriate measures to ensure that the participant making the complaint and those supplying collaborative information are protected from retaliation.

_____ If the alleged perpetrator is an App State employee or student, the formal complaint process can be found at: <https://report.appstate.edu/> or <https://studentconduct.appstate.edu/> respectively.

_____ Based on the outcome of the investigation, the Associate Vice Chancellor for International Education and Development, in consultation with the program leader, App State University Office of General Counsel, and the Chief Diversity Officer, will determine what additional action to take, if any is necessary.

For students on semester/year or private provider programs: The host institution representative should follow as much of the above checklist as possible, then refer the student to the Office of International Education and Development staff at App State for further follow-up.

4. Crime Committed by a Program Participant

A program participant could be arrested for any crime (e.g., theft, assault, or drug possession). In the event of a crime committed by a program participant, the program leader, host institution representative, or OIED should follow the checklist below, as appropriate in the circumstances:

- _____ Assess the situation quickly by obtaining as many details as possible (i.e., determine who, what, when, where, how, and why) and begin writing a log of the crisis situation. Add to this log as the crisis develops.
- _____ Contact the U.S. Embassy Consular Officer immediately and ask for the names of lawyers who can give the participant the legal help he/she requires and provide this information to the participant. Consular officials cannot get involved in legal/judicial process, cannot get the participants out of jail, and cannot demand any treatment better than the other prisoners.
- _____ Contact the appropriate staff in the Office of International Education and Development and brief him or her on the situation (see Emergency Contact Numbers on page 17) as soon as possible. The staff in the Office of International Education and Development will contact the participant's designated emergency contact and provide that person with contact information for the U.S. Embassy Consular Officer.
- _____ The Associate Vice Chancellor for International Education and Development or the Dean of Students activates the App State International Crisis Response Team, which will serve as a resource and provide appropriate recommendations for continuing action to resolve the situation.
- _____ Ensure the U.S. Embassy is visiting the participant where he/she is being held and explaining the legal procedures of the host country.
- _____ Provide regular updates (on a daily basis) to the staff in the Office of International Education and Development. The staff in the Office of International Education and Development will be in contact with the participant's designated emergency contact and the App State International Crisis Response Team. Daily contact between the program leader or host institution representative and the staff in the Office of International Education and Development will continue until the crisis has been resolved.
- _____ **In case the program leader or host institution representative is contacted by a representative of the media, do not** give the name of the participant or speak on behalf of App State without following the checklist below:
 - _____ Contact the staff person in the Office of International Education and Development before you respond. The Office of International Education and Development staff, working with University Communications, will develop responses to media inquiries. The OIED Communications Liaison will apprise you of media responses as needed.
 - _____ Also, please see the section of the App State-ICMP entitled Communication: Information to the Media and Public on page 9.

C. Missing Program Participant

A participant may be reported missing by roommate(s), other program participants, host family, or professor(s), among others. In the event of a missing program participant, the program leader or host institution representative should follow the checklist below, as appropriate in the circumstances:

- _____ Notify the local host country police authorities. Find out how long a person must be missing before a report can be filed and what the procedure is for filling out a missing person report. Ask them to check hospital and city records for information concerning the missing participant. Contact the host university student health service (if applicable). Contact the host university counseling services (if applicable) in case the student has been admitted to their facilities. Begin writing a log of information supplied and actions taken. This log should be updated as the crisis progresses.
- _____ Contact the appropriate staff in the Office of International Education and Development and inform him or her that a participant has been reported missing (see Emergency Contact Numbers on page 17).
- _____ The staff in the Office of International Education and Development will contact the participant's designated emergency contact to inform them of the situation.
- _____ The staff in the Office of International Education and Development will contact the App State University Police to inform them of the situation.
- _____ If the participant lives in a building on-campus, the program leader or host institution representative should notify that building's responsible person. That person should contact the participant's roommate and friends in the immediate vicinity of the participant's room and report any findings. The leader will then relay all information to the staff in the Office of International Education and Development.
- _____ If the participant lives off-campus, the program leader or host institution representative should talk with the participant's roommate or host family and neighbors. Ask them to contact the program leader or host institution representative immediately if the participant returns. If the participant lives alone, the program leader or host institution representative should ask the landlord to accompany him or her to the apartment of the missing participant to look for information that may indicate the whereabouts of the participant. If the landlord refuses, the program leader or host institution representative should consider asking the local police to investigate.
- _____ Contact the participant's professors and classmates to determine when the participant was last seen. Gather information on any unusual behavior that may have been exhibited.
- _____ If the participant has not been located within the required amount of time (according to the host country laws), the program leader or host institution representative should file a report with the local police in the host country.
- _____ The Associate Vice Chancellor for International Education and Development or Dean of Students activates the App State International Crisis Response Team. The App State International Crisis Response Team coordinates appropriate actions and plans appropriate follow-up actions.

- _____ If applicable, the program leader or host institution representative will work with the Student Affairs and International Affairs offices at the host university to coordinate appropriate actions and follow-up.
- _____ The program leader or host institution representative and the staff in the Office of International Education and Development will provide appropriate information and reassurances to other App State study abroad program participants.
- _____ Once the participant has been located, the program leader or host institution representative should inform appropriate persons on-site and the staff in the Office of International Education and Development of this fact. The staff in the Office of International Education and Development will notify other appropriate persons in the United States. Notify all appropriate persons on-site. If necessary, activate other protocol, such as Serious Injury or Illness on page 21, Crimes against a Participant on page 26, or Death of a Program Participant on page 35.
- _____ **In case the program leader or host institution representative is contacted by a representative of the media, do not** give the name of the participant or speak on behalf of App State without following these steps:
 - _____ Contact the staff person in the Office of International Education and Development before responding. The Office of International Education and Development staff, working with University Communications, will develop responses to media inquiries. The OIED Communications Liaison will apprise you of media responses as needed.
 - _____ Also, please see the section of the App State-ICMP entitled Communication: Information to the Media and Public on page 9.

D. Political and Natural Disaster Emergencies

Typical political unrest may include overthrow of the host country government by the military, violence against U.S. citizens, terrorist acts, severe rioting, or civil unrest. Natural disaster emergencies may be created by events such as earthquakes, typhoons, floods, or tsunamis. In the event of political and natural disaster emergencies, the program leader or host institution representative should follow the checklist below, as appropriate in the circumstances:

- _____ Contact all participants to make sure that they are accounted for and are safe. If a participant has been injured, have his/her physical injuries attended to (see Serious Injury or Illness on page 21). Caution participants about speculative communication and advise them to wait until clear information is available before contacting home.
- _____ Contact Crisis24. Gather information or advice regarding: the target of unrest and possible danger to U.S. citizens; minimizing danger to participants; the probable impact of the event on availability of food, water, and medical supplies; the intensity of the emergency or political unrest; the presence of emergency or military personnel; the feasibility of continuing the program; and any other information that may aid in the follow-up actions or decisions. Gather as much information as possible. Begin a written log. Continue to update this log as the emergency progresses.
- _____ Contact the appropriate staff immediately in the Office of International Education and Development and brief him or her of the situation (see Emergency Contact Numbers on page 17).

He/she will do the following, as appropriate in the circumstances:

- Contact the U.S. Department of State's Citizen Emergency Center at +1 (202) 501-4444 for suggestions and assistance.
- Contact the U.S. Embassy in the host country.
- Contact U.S. study abroad offices at other institutions that have programs in the region to develop a common plan of action. He/she will continue to be in contact with these offices as the situation develops.

_____ The Associate Vice Chancellor for International Education and Development or the Dean of Students activates the App State International Crisis Response Team to consider the following actions:

- Immediate measures needed to ensure the health and safety of participants and faculty/staff.
- Notification of the emergency contacts for all participants and providing them with regular updates.
- Additional issues regarding health, safety, academics, financial aid, public relations, and legal liability.
- Appropriate actions to be taken overseas, including dealing with participants' initial concerns and recommendations regarding appropriate participant behavior.
- Development of an evacuation plan, if deemed appropriate. The plan would take into consideration the relative safety of various modes of transportation and travel routes, the costs of evacuation and means for meeting these costs, the possibility of splitting up the participants into smaller groups and having them reconvene later in a different location, and resources available in the host country.
- Development of guidelines to be utilized when speaking to the media or other individuals about the crisis in order to prevent unnecessary concern and to promote consistency and accuracy in responses. University Communications will respond to media requests, and will set up a system to respond to public inquiries. **Only University Communications staff or their designees are authorized to speak to the media on behalf of App State during a crisis situation.** This will insure that the information provided to the media and general public is accurate and consistent.
- Preparation of a list of people to be alerted once the crisis management plan is in place. This list will include the parents and families of participants abroad, the App State University community, App State Board of Trustees, University of North Carolina Office of the President, state officials and legislators, and the media.
- Development of a plan for daily communication with key people and organizations. The Associate Vice Chancellor for International Education and Development will serve as the link with the program leader. The program leader and other designated key people will be contacted on a daily basis until the crisis is resolved.

_____ The Associate Vice Chancellor for International Education and Development maintains a written log of all events, and he/she will write a final report after the crisis ends.

_____ The Associate Vice Chancellor for International Education and Development or a designee briefs the program leader concerning the plan of action developed by the App State International Crisis Response Team. The Associate Vice Chancellor for International Education and Development or a designee and the program leader work together to determine an appropriate course of action and means of disseminating information to program participants. If the program leader believes that the plan of action needs to be modified, he/she informs the Associate Vice Chancellor for International Education and Development, who in turn, makes recommendations to the App State

International Crisis Response Team.

_____ Utilize available resources to carry out the plan of action decided upon in conjunction with the App State International Crisis Response Team.

_____ Once the crisis has ended, the App State International Crisis Response Team works with the program leader to assess the impact of the event and provide any follow-up that may be needed.

E. Death of a Program Participant or University Personnel

Death of a program participant or university personnel may result from various causes such as a fatal accident or illness, suicide, or homicide. In the event of the death of a program participant, the program leader or host institution representative should follow the checklist below, as appropriate in the circumstances:

_____ Verify the identity of the participant or university personnel and gather as much information about the circumstances surrounding the death as possible. The program leader or host institution representative should begin a written log and update the log as the crisis progresses.

_____ Contact the appropriate staff in the Office of International Education and Development and the U.S. Embassy or Consulate as soon as is appropriate and brief them on the death of a program participant (see Emergency Contact Numbers on page 17).

_____ The Office of International Education and Development staff immediately travels to the program site to take care of the other students and to address their needs. If necessary and appropriate, App State may send a team of professionals to the host country to provide the necessary support to program participants.

_____ App State's Dean of Students notifies the participant's designated emergency contact responding to non-medical questions and referring medical questions to the host country medical authorities, and offers other appropriate support.

_____ The Office of International Education and Development staff works with GeoBlue and/or host institution representatives in assisting the family with logistical arrangements (e.g., transportation arrangements, accommodations, and arranging for a meeting with the physicians).

_____ The Associate Vice Chancellor for International Education and Development or Dean of Students activates the App State International Crisis Response Team to coordinate a plan for dealing with the situation. The Team constructs a network to offer appropriate support to all involved parties, such as close friends, roommates or housemates, the host family, other App State program participants, and the person directly involved in discovering the death.

_____ Once the network is in place, the program leader or host institution representative can work with OIED to inform the participant's roommate(s) or housemates and close friends, as well as other App State study abroad program participants.

_____ The App State International Crisis Response Team, through the Associate Vice Chancellor for International Education and Development, notifies App State leaders and all appropriate offices of the death. He/she makes sure that all the appropriate paperwork is completed. The App State Dean of Students follows-up to ensure that all appropriate contacts have been made. University Communications will develop responses to media inquiries. The OIED Communications Liaison will apprise you of media responses as needed.

_____ **In case the program leader or host institution representative is contacted by a representative of the media, do not** give the name of the participant or speak on behalf of App State without following the checklist below, as appropriate in the circumstances:

_____ Contact the staff person in the Office of International Education and Development before responding. **The Office of International Education and Development staff, working with University Communications, will develop responses to media inquiries. The OIED Communications Liaison will apprise you of media responses as needed.**

_____ Also, please see the section of the App State-ICMP entitled Communication: Information to the Media and Public on page 9.

F. Death of Program Participant's Family Member

It is possible that death may occur in the participant's family while he or she is abroad. Should a participant's family member die, the program leader or host institution representative should follow the checklist below:

_____ Write down who is providing the information about the death in the participant's family (name, relationship to the participant, and where and how they can be reached).

_____ Write down information concerning what happened to the family member, such as where and when the death took place.

_____ Once this information is verified, review the situation with the participant as appropriate.

_____ If appropriate, secure counseling services from the host site, assist the affected participant and all other program participants, and determine if any other support is required.

_____ Assist the participant in returning home for the funeral, and review any financial support issues with the participant and the Office of International Education and Development staff. Does the participant need immediate financial support? The staff in the Office of International Education and Development will work with the program leader or host institution representative to book flights for the affected participant to return to the U.S. or home country.

_____ Review the participant's status in the program prior to departure and following his or her return, as well as contact the host university.

_____ The Office of International Education and Development staff confirms that the participant returned home and sends card and flowers/donation to family as appropriate.

_____ The Office of International Education and Development and the program leader or host institution representative coordinate the return of the participant to study abroad location, if he or she wishes

to return.

The Office of International Education and Development will work with the Registrar's Office, academic department, Office of Student Accounts, and Dean of Students to determine academic and fee details for the participant involved.

INTERNATIONAL INCIDENT REPORT FORM

This report is intended for program leaders and those traveling with participants abroad. This report is to be completed when an incident occurs with any international travel/study program participant. This report is to be forwarded immediately to the Office of International Education and Development (OIED). Also call the App State Police Department 24-hour emergency contact number at (828) 262-8000 (collect calls accepted) to report this information to the university. Use additional sheets as needed.

Date: _____ Time: _____ Reported by (App State employee's name): _____	Type of incident: <input type="checkbox"/> Emergency <input type="checkbox"/> Non-emergency <input type="checkbox"/> Other (please specify): _____ _____
Date/time of incident: _____ Contact person providing report: _____ Contact phone number(s): _____	Affected participant is a: <input type="checkbox"/> Student <input type="checkbox"/> Faculty <input type="checkbox"/> Staff <input type="checkbox"/> Other (please specify): _____
Name(s) of the participant(s) involved in the incident (Banner ID# or passport #, if available)	
Title of the education abroad program	Incident description <input type="checkbox"/> Serious injury or illness <input type="checkbox"/> Rape or assault <input type="checkbox"/> Missing participant or kidnapping <input type="checkbox"/> Arrest or incarceration <input type="checkbox"/> Hostage situation <input type="checkbox"/> Political unrest (situation) <input type="checkbox"/> Man-made or natural disaster <input type="checkbox"/> Death of a participant <input type="checkbox"/> Violation of App State policies <input type="checkbox"/> Other (please specify): _____
Program location (city and country)	
Program's travel dates	
Describe the incident	

Summarize condition of affected participant(s) (e.g., the physical and psychological condition of affected participants, imminent dangers or risks, proximity of event to affected participants, adequacy of food, housing, medical attention).

Summarize any action taken (e.g., response taken by any local authorities, medical attention provided, plans for evacuation, plans in the event situation gets worse).

Received by (name of OIED staff): _____

Date/time received: _____

Copies sent to: _____