

**University of California, Davis, Study Abroad Programs  
Safety and Emergency Handbook  
Summer Abroad Programs**

*Developed by the Emergency Guidelines for International Programs working group  
June 2007*

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**The permanently staffed entry point for all emergencies is the UC Davis  
Campus Dispatch**

**(530) 752-1230**

**from where emergency reports will be channeled to the appropriate offices(s).**

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## **Section I: Introduction and UOIP Web page on health and safety**

The safety of students, staff, faculty and administrators is the University of California, Davis' highest priority. UC Davis has developed guidelines and plans to honor its commitment to, and responsibility for the welfare of its students, staff, faculty and administrators while operating in another country. Campus administrators and staff, and on-site program leaders routinely and responsibly monitor local and international conditions, and provide support, counseling, and safety information. They are trained and knowledgeable about safety procedures and protocols and are experienced with taking action quickly and safely. UC Davis study abroad programs are supported by a wide and diverse network that includes the University of California's Office of the President (UCOP), the Office of University Outreach and International Programs at UC Davis (UOIP), the Education Abroad Center (EAC), the University-wide Office of Education Abroad Programs (UOEAP), UC Davis' partner host universities and agencies throughout the world, local U.S. embassies and consulates, the U.S. Department of State, and other international student exchange programs at each site. Furthermore, every program has a carefully prepared security plan, and campus administrators and staff remain in continuous contact with students abroad and professionals supporting UC Davis study abroad programs.

UC Davis pledges all its available resources to respond responsibly and commensurately to any emergency that might occur for any of its members while abroad and on official business. UC Davis will cooperate whenever possible and warranted with all national, international and private organizations to fulfill its obligations towards its members.

Participants in UC Davis study abroad programs must carefully read all pre-departure materials, and pay attention to information presented at pre-departure orientations. Once abroad, they must attend an on-site orientation with an important health and safety component, ask questions, stay abreast of local developments, and behave responsibly. They must register with the local U.S. embassy and become familiar with on-site emergency plans.

The best way that students can prepare for a healthy and safe study abroad experience is to inform themselves about basic health and safety issues before leaving the U.S., and to make informed, responsible and reasonable decisions concerning health and safety once abroad. In addition to normal concerns over appropriate immunizations and vaccinations, potable drinking water, and safe sex, other dangers must be considered, such as alcohol- and drug-related injuries and assaults, traffic accidents, local infectious diseases, discrimination and harassment, etc.

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## **Safety abroad**

A few past participants in UC Davis study abroad programs have been the unfortunate victims of burglaries, muggings, racial or sexual insults, and in rare cases, assaults. After arrival in a foreign country, students are on unfamiliar ground both physically and culturally, and, in many cases, communicating in another language.

All students should familiarize themselves with their new host country and city. Preparation should begin before departure with independent reading about the host country, and orientation sessions where students can talk with returnees about their experiences to find out what challenges were posed and how previous participants met these challenges. Students should learn which areas of the city are safe, become familiar with the best means of transportation and well-traveled routes, and achieve total and secure independence with regard to money and traveling options.

Many UC Davis study abroad programs are located in major international cities. At these locations, students will experience the problems associated with dense urban living, including increased crime and standards of living that may not be equivalent to life at UC Davis. Students should not underestimate the tension, disappointment, and adjustment that they may experience in dealing with them. Most of these problems can be overcome with flexibility, anticipation of what to expect, perspective and a good sense of humor.

## **Theft precautions**

All students are responsible for their own personal property. Students can safeguard their belongings from damage or theft by locking their dorm rooms, making sure that windows are locked, and securing money, credit and debit cards, jewelry, passport, and other possessions.

Students are encouraged to obtain an insurance policy for their possessions. Students should use common sense at all times. For example, avoid carrying valuables, wearing expensive clothes or jewelry, and going to dangerous parts of the city, especially at night or when alone. Students should avoid walking the streets alone late at night, and should be cautious about inviting casual acquaintances to their residence.

At airports, train stations and bus stations, students should avoid separating from their belongings (laptop, purse, wallet, camera) physically. They should watch the conveyor belt or the luggage compartment for their luggage and make sure nobody else picks it up and leaves with it. Students should be aware of scams and pickpockets in tourist-dense areas and at ATM machines.

## **Alcohol**

Never should students feel pressured into drinking at all or drinking more than they wish to drink (or engaging in any other potentially dangerous, illegal, or unhealthy personal behavior) for fear of offending someone from another culture. They should find ways to say “no” as needed. They should also watch for people slipping stuff into their drink.

## **Road safety**

Road accidents are the single greatest hazard facing U.S. travelers abroad. They are a leading cause of death and serious injury to travelers under the age of 35. In some countries, roads in poor condition and careless drivers remain represent significant dangers. Students should educate themselves about the hazards they may face abroad and be careful. They are encouraged to use public transportation rather than renting a vehicle for their travels.

## **Embassy registration of students (U.S. Citizens and U.S. Non-Citizen Nationals)**

All students enrolled in UC Davis study abroad programs must register with the U.S. Embassy or Consulate so consular officials can contact them in the event of an evacuation or other emergency. Before departure, register at <https://travelregistration.state.gov/ibrs/>. Instructors should also register their travel dates and housing information at the same site.

## **Section II: Terminology and definitions**

An **emergency** is an unplanned or unexpected situation or event that poses a genuine and sometimes immediate risk to, or that has already disturbed, the safety and well-being of study abroad program participants. An emergency may involve a single program participant, multiple program participants, or all program participants. An emergency may include illness or harm, a traumatic incident involving violence, a student who is missing, civil unrest, or a natural disaster in the host country. An emergency may be real or perceived.

A **catastrophic incident** is “an incident of immense proportions that has severe consequences, often with loss of life or a large proportion of the organizations’ assets at stake. Examples: death, evacuation, hostage situation, major natural disaster, disease outbreak, act of war” (UC Davis).

### **Levels of emergency**

#### Level 1 / Minor

- Lost documents
- Violation of Code of Conduct / Disciplinary issues

#### Level 2 / Mildly serious

- Minor injury or illness (a minor injury or illness is not life threatening)
- Missing person

*Note: A situation deemed mildly severe may escalate depending on the circumstances. A person missing for more than 24 hours or one whose disappearance is suspicious may warrant a Level 3 emergency.*

#### Level 3 / Serious

- Major injury or illness (potentially life threatening)
- Arrest
- Vehicle accident (with or without injury)
- Physical assault, sexual assault or rape
- Mental illness

#### Level 4 / Severe

- Suicide threat
- Bomb threat / explosion
- Heightened security alert

#### Level 5 / Very severe

- Hostage situation
- Disease outbreak
- Natural disaster
- Act of war
- Death of participant or faculty program leader

### **Additional Terms**

- **Program Leader** - UC Davis Faculty Instructor and/or Coordinator of the program abroad
- **Program Coordinator** – UC Davis Summer Abroad / Quarter Abroad Staff in charge of the program abroad
- **Program Director** – UC Davis Summer Abroad / Quarter Abroad Faculty Director
- **UOIP** – UC Davis Office of the Vice Provost – University Outreach & International Programs

## **Section III: Overview of Study Abroad Crisis Management at UC Davis**

### **Purpose**

UC Davis' primary concern, when managing any crisis, is to protect the safety and security of its students, staff, and faculty. This section outlines, at a general level, the types of study abroad crises that UC Davis may handle and the protocol that will be followed in handling these crises. A thorough crisis-management plan will help UC Davis respond to an emergency/crisis promptly following established and vetted procedures. A solid crisis management plan and regular staff and faculty training are essential components for managing an emergency/crisis. UC Davis' Study Abroad Crisis Management Team serves as the primary coordinative body for dealing with non-individual student crises.

### **Crisis Management Team (CMT)**

William Lacy (Chair)	Vice-Provost – Outreach and International Programs
Jean-Xavier Guinard (sub. Chair)	Associate Vice-Provost – International Programs
	Interim Director – Quarter Abroad
Letha Sines	Director of Program Operations - UOIP
Chip Leshner	Director – Education Abroad Center
Diane Adams	Associate Director – Education Abroad Center
Zak Frieders	Education Abroad Program - Program Manager
Eric Schroeder	Director – Summer Abroad Program
Frank Hirtz	Director – Quarter Abroad Program
Marcie Kirk-Holland	Coordinator – International Internships
Valerie Lucas	Manager – Emergency Management
Deborah Luthi	Director – Risk Management
Annette Spicuzza	UC Davis Chief of Police
Lisa Lapin	Assistant Vice-Chancellor – University Communications
Steve Drown	Legal Counsel
Robin Ducatillon / Lynn Fowler (as substitute for QA Director)	Program Coordinator – Quarter Abroad
Emily Murdock / Kathy Cunningham (as substitute for SA Director)	Program Coordinator – Summer Abroad
Michelle Famula (as necessary)	Director – Student Health Center
Jim Hill (as necessary)	Associate Dean – International Programs – CA&ES
Lisa Tell (as necessary)	Director – International Programs – Vet School
Beth Greenwood (as necessary)	Director – International Programs – UC Davis Extension

### **Crisis/Emergency Response Protocol**

For programs led by UC Davis faculty, the program coordinator/instructor has, perhaps, the broadest and deepest responsibility onsite to ensure the safety and welfare of students in the event of a crisis. Therefore, in addition to making sure that the UC Davis study abroad administrators and staff are crisis/emergency-ready, the program coordinator/instructor must make sure that the Safety and

Emergency Handbook is updated and available in the office and at his/her residence should an emergency occur outside office hours. These are critical documents that provide additional guidance in planning and being prepared for crisis/emergency management and actually managing the crisis/emergency. He/she must also meet with local partners and discuss training needs, if any, and emergency procedures. And he/she must identify and resolve any gaps in onsite emergency response plans.

The following paragraph, to be inserted in the letter of appointment of faculty program leaders, will outline their responsibilities with regard to health and safety. The letter is signed by the faculty leader and the program director.

**Notifications scenarios vs. levels of emergency**

The UC Davis Campus Emergency Contact Procedures determine the decision-making process for any emergency according to the level of the emergency (see classification under “Terminology and definitions” section above).

Crisis Management Chart															
Levels of Emergency	Scenarios/Events	UCD Contacts													
	See Contact List for numbers →	Director –QA / SA	Program Coordinator – OA/SA	Also Contact	Director & Assoc. Director – EAC	Auth Person	Student Judicial Affairs	Student Health Center	University Communications	VP - UIOP	AVP - UIOP	Dept. Chair	UCD Risk Management	Insurance / AIG	Misc
1	Lost Documents	2 <sup>nd</sup>	1 <sup>st</sup>	→		X*									
1	Violation of Code of Conduct / Disciplinary Issues	2 <sup>nd</sup>	1 <sup>st</sup>	→		X*	X		X						
2	Injury or Illness (minor)	2 <sup>nd</sup>	1 <sup>st</sup>	→		X*									
2/3	Missing Person	1 <sup>st</sup>	2 <sup>nd</sup>	→	X	X*			X	X	X				embassy
3	Incarcerated	1 <sup>st</sup>	2 <sup>nd</sup>	→	X	X*			X	X	X				embassy
3	Vehicle Accident (no injury)	1 <sup>st</sup>	2 <sup>nd</sup>	→		X*			X		X				
3	Vehicle Accident (serious)	1 <sup>st</sup>	2 <sup>nd</sup>	→	X	X*			X	X	X				embassy
3	Sexual Assault	1 <sup>st</sup>	2 <sup>nd</sup>	→	X	X*	2 <sup>nd</sup> d	X	X						
3	Behavior (mental/emotional)	1 <sup>st</sup>	2 <sup>nd</sup>	→	X	X*	2 <sup>nd</sup> d	X	X						
3/4	Anything serious relating to instructor	1 <sup>st</sup>	2 <sup>nd</sup>	→	X				X	X	X	X	X		Prob. embassy
4	Behavior (suicide threat)	1 <sup>st</sup>	1 <sup>st</sup>	→	X	X*		X	X	X	X		Option to contact campus coordinator		
4	Bomb threats, explosions	1 <sup>st</sup>	1 <sup>st</sup>	→	X	X*			X	X	X				
4	Heightened Security Alerts	1 <sup>st</sup>	1 <sup>st</sup>	→	X	X*			X	X	X				
5	Student / Instructor Death	2 <sup>nd</sup>	2 <sup>nd</sup>	→	1 <sup>st</sup> – Contact UC Davis Dispatch (530) 752-1230 Emergency Manager Valerie Lucus is alerted and the Crisis Management Team is convened										
5	Hostage Situation	2 <sup>nd</sup>	2 <sup>nd</sup>	→											
5	Disease Outbreak (pandemic)	2 <sup>nd</sup>	2 <sup>nd</sup>	→											
5	Evacuation	2 <sup>nd</sup>	2 <sup>nd</sup>	→											
5	Natural Disaster (i.e.: EQ)	2 <sup>nd</sup>	2 <sup>nd</sup>	→											
5	Terrorism/ Act of War	2 <sup>nd</sup>	2 <sup>nd</sup>	→											

\*If requested by student or instructor

### Crisis Management Contact List

Campus Office and Position	Name	Office	Cell	Home	email
<b>Campus Emergency Manager</b>	Valerie Lucus	(530) 752 6463			<a href="mailto:vjlucus@ucdavis.edu">vjlucus@ucdavis.edu</a>
<b>Summer Abroad</b>		(530) 757 8308			
Director	Eric Schroeder	(530) 757 8306			<a href="mailto:ejschroeder@ucdavis.edu">ejschroeder@ucdavis.edu</a>
Coordinator	Erin Schlemmer	(530) 757 3307			<a href="mailto:eschlemmer@ucdavis.edu">eschlemmer@ucdavis.edu</a>
Coordinator	Emily Murdock	(530) 297 4604			<a href="mailto:ejmurdock@ucdavis.edu">ejmurdock@ucdavis.edu</a>
Coordinator	Kathy Cunningham	(530) 757 3136			<a href="mailto:kecunningham@ucdavis.edu">kecunningham@ucdavis.edu</a>
<b>Quarter Abroad</b>		(530) 297 4657			
Director	Yvette Flores	(530) 297 4657			<a href="mailto:ygfloresortiz@ucdavis.edu">ygfloresortiz@ucdavis.edu</a>
Program Coordinator	Lynn Fowler Huneke	(530) 297 4657			<a href="mailto:lmfowler@ucdavis.edu">lmfowler@ucdavis.edu</a>
Program Coordinator	Robin Ducatillon	(530) 297-4657			<a href="mailto:rducati@ucdavis.edu">rducati@ucdavis.edu</a>
<b>Education Abroad Center</b>					
Director	Charles Leshner	(530) 279-4636			<a href="mailto:celesher@ucdavis.edu">celesher@ucdavis.edu</a>
Associate Director	Diane Adams	(530) 297 4699			<a href="mailto:dladams@ucdavis.edu">dladams@ucdavis.edu</a>
Program Manager (EAP)	Zak Frieders	(530) 297 4638			
<b>Vice Provost – UOIP</b>	William (Bill) Lacy	(530) 752 6376			<a href="mailto:wblacy@ucdavis.edu">wblacy@ucdavis.edu</a>
Director of Program Operations	Letha Sines	(530) 754 9444			<a href="mailto:lasines@ucdavis.edu">lasines@ucdavis.edu</a>
Admin Specialist	Kristy Hirokawa	(530) 752 6376			<a href="mailto:kkhirokawa@ucdavis.edu">kkhirokawa@ucdavis.edu</a>
<b>Assoc Vice Provost-UOIP</b>	Jean-Xavier Guinard	(530) 752 0860			<a href="mailto:jxguinard@ucdavis.edu">jxguinard@ucdavis.edu</a>
<b>Student Judicial Affairs</b>		(530) 752 1128			
Director	Jeanne Wilson	(530) 752 1128			<a href="mailto:jxwilson@ucdavis.edu">jxwilson@ucdavis.edu</a>
Assistant Director	Colette Nuno	(530) 752 1128			<a href="mailto:cdnuno@ucdavis.edu">cdnuno@ucdavis.edu</a>
Associate Director	Don Dudley	(530) 752 8038			<a href="mailto:djdudley@ucdavis.edu">djdudley@ucdavis.edu</a>
<b>Risk Management Director</b>	Deborah Luthi	(530) 757 8389			<a href="mailto:dmluthi@ucdavis.edu">dmluthi@ucdavis.edu</a>
<b>Student Health Center/CAPS</b>					
Health Center Director	Michelle Famula				<a href="mailto:msfamula@ucdavis.edu">msfamula@ucdavis.edu</a>
CAPS Director	Emil Rodolfa	(530) 752 9131			<a href="mailto:errodolfa@ucdavis.edu">errodolfa@ucdavis.edu</a>
<b>University Communications</b>					
General News Information Rep	Julia Ann Easley	(530) 752 8248			<a href="mailto:jaeasley@ucdavis.edu">jaeasley@ucdavis.edu</a>
Director	Mitchel Benson	(530) 752 9844			<a href="mailto:mdbenson@ucdavis.edu">mdbenson@ucdavis.edu</a>
Asst. VC	Lisa Lapin	(530) 752 9842			<a href="mailto:lalapin@ucdavis.edu">lalapin@ucdavis.edu</a>
<b>Human Resources</b>	Main number	(530) 752 0530			

Employee Health Service	Michael O'Malley	(530) 757-3200			
Academic and Staff Assistance Program	Beth Cohen	(530) 752-2727			<a href="mailto:bacohen@ucdavis.edu">bacohen@ucdavis.edu</a>
Occupational Health (Worker's Comp)	Marcie Best	(530) 752-7243			
<b>Fire Department</b> <b>Police Department</b>	Main numbers	(530) 752-1236 (530) 752-1727			
<b>Legal Counsel</b>	Steve Drown	(530) 754-6295			<a href="mailto:sadrown@ucdavis.edu">sadrown@ucdavis.edu</a>

*\*\*Cell and home phone numbers are provided to members of the Crisis Management Contact List.*

### **Overseas Citizen Services**

Overseas Citizen Services (OCS) in the State Department's Bureau of Consular Affairs is responsible for the welfare and whereabouts of U.S. citizens and non-citizen nationals traveling and residing abroad, including: death, arrest/detention, robbery, citizens missing abroad, and crises abroad.

During office hours (M-F, 8:15 am to 5:00 pm), from the U.S., call 1-888-407-4747

From overseas, during office hours, call (317) 472-2328

From overseas, after office hours, call (202) 647-4000 and request the OCS duty officer

### **ACE/Europ Assistance**

Plan Number 01AH585 (Students)

1-866-451-7606 (Inside USA) or

1-202-828-5896 (Outside USA call collect)

## **Section V: Topics to Be Covered in Your On Site Orientation**

**We strongly advise that you arrange a first-day tour of the local area; point out a pharmacy, a supermarket, post office, ATM, and internet cafés, if possible. You can either conduct this yourself or arrange for a local person to do this for you. Include the date and time in information distributed prior to the program start date (Program Guide, email).**

**Once the entire group has arrived, conduct an on-site orientation that covers the following.**

- **Contact Information**
  - Distribute your cell phone number and address (Have students write this on their emergency card. Extra copies available in your packet and in your flashdrive).
  - Distribute contact name and emergency phone number for local hosts, if applicable.
  - Collect contact information for each student – including cell phone and current email (often students use a non-UC account while abroad).
- **Health and safety issues**
  - Provide local hospital address and phone.
  - Identify nearby pharmacy and provide contact information.
  - Review health issues relevant to the site, such as malaria, sanitation, traffic, special needs.
  - Ask for students trained in First Aid, CPR or higher level care to identify themselves.
  - Distribute HTH cards (provided with departure materials). Student ACE cards will be distributed via email and available online. ACE contact info is available on p. 10.
- **Emergency procedures**
  - Provide simple emergency phrases in local language. Have students write these in their emergency cards.
  - Designate a meeting point.
  - Arrange a Communication Tree.
    - Remind students to call in proactively in the event of an emergency.
    - Make copies of the tree to distribute at the first class.
- **Expected behavior and consequences**
  - Alcohol policies and local laws regarding controlled substances.
    - Many instructors find it helpful to emphasize that excessive drinking is not culturally acceptable.
  - Remind students to watch out for one another.
  - Review Participant Contract and Reporting Policies (SJA).
- **Weekend travel reporting**
  - Distribute the Weekend Travel Form to students (provided with your departure materials)
  - Emphasize that the form is required – and that travel cannot interfere with planned group activities which sometimes fall on weekends.
  - If you have an on-site coordinator, he or she should collect this information.
- **Public transportation**
  - Review the local system and recommended stations/stops
  - Review any safety recommendations (eg only use the official “black” cabs in London)
  - Pedestrian and traveler awareness (from ASIRT report—included in departure materials)
- **Academic expectations**
- **Cultural expectations, local customs, and etiquette (for guest speakers, tours, etc.)**

## Section VI: Checklists for Emergencies – “What to do if”?

### Overview

- The attached checklists may be useful in typical emergency situations.
- It is important to understand, in advance, how a potential crisis will affect you and your normal duties.
- Familiarize yourself with the host countries’ planning and alert response capabilities regarding natural disasters.
- The checklists in this section cannot really be tailored to any one individual or position, just as they cannot fit every location or situation.

**NOTE: Notifying parents during a student emergency: Parents can be notified if it is a “health or safety emergency” situation only, meaning that the disclosure of the information is necessary to protect the health or safety of the student or other individuals. Some factors that we consider, in deciding whether to disclose pursuant to the exemption, include:**

1. The severity of the threat to the health or safety of those involved
2. The need for the information (i.e. don’t disclose lots of irrelevant information)
3. The time required to deal with the emergency (i.e. is it urgent or is there plenty of time?)
4. The ability of the parties to whom the information is to be given to deal with the emergency (i.e. can the father help with the situation?)

It is generally preferable for the student to contact the parents themselves, but if the criteria above are met, FERPA (Family Educational Rights and Privacy Act) would allow contacting parents. **When in doubt, note that guarding confidentiality is important but concern for a student’s welfare is more important.** Given the choice of keeping information confidential versus keeping students safe, opt for safety.

**Adapted from:** University of California Education Abroad Program Study Center Emergency Handbook, CIEE (Council on International Educational Exchange), FBI, Overseas Security Advisory Council (OSAC), U.S. Department of State Foreign Affairs Manual, UCD “Assisting the Emotionally Distressed Student: A Guide for Faculty and Students.”

## Checklist for Student Physical Injury or Illness

Examples: car accident, other serious injury, serious physical illness, drug overdose

- \_\_\_\_\_ Respond expeditiously. Assist student in locating medical care.
- \_\_\_\_\_ Contact the Program Director (QA or SA) and UC Davis officials as soon as feasible to report; assess the situation, discussion of next steps, determination of whether/who will notify family, home campus, etc. Follow up with UCD staff and administrators in writing as soon as possible after the initial report.
- \_\_\_\_\_ Determine the extent of accident/illness through consultation with treating doctor.
- \_\_\_\_\_ Begin a written log; keep basic notes regarding circumstances, outcome of any discussions with physicians, conversations with UCD, family, etc. Update as crisis progresses. It is important to handle and report these cases sensitively and with discretion.

### **Some of the following may be divided between UCD staff and on-site staff, as needed and determined through discussion with Program Director and his/her staff at UC Davis.**

- \_\_\_\_\_ If medical evacuation is necessary, the Program Director will contact the Insurance company immediately to start a case file. The staff acts as the UCD case manager with the company. The company will coordinate arrangements if a medical evacuation is necessary, follow up communication with family, embassy or consulate, local authorities, and others as needed and instructed. NOTE: AIG ASSIST must make all arrangements for the medical evacuation benefit, if evacuation is recommended by attending physician; otherwise, benefits through the Study Abroad policy will not be paid. Airlines and air ambulance services usually will not transport a patient if the attending physician concludes the patient's condition would be further harmed by the flight.
- \_\_\_\_\_ If needed, arrange for an emergency loan to cover student health costs (contact EAC Finance Coordinator within 24 hours to notify/ask any questions. Follow established procedures; **student must sign** promissory note and assignment letter)
- \_\_\_\_\_ Monitor the student's treatment, in consultation with the treating physician, and update relevant parties as needed.
- \_\_\_\_\_ Notify the student's academic department(s)/professor(s) as applicable. If injury or illness took place in host university-owned residence or on campus, notify host institution authorities.
- \_\_\_\_\_ With the student's consent (ideally, obtained in advance in writing), arrange to notify his/her family or emergency contact, and other involved parties on a need-to-know basis, only. In the absence of consent, work with information that is available from non-privileged sources in planning support. If student's life is in jeopardy, but consent has not been given, Federal privacy laws allow University officials to contact parents or family.
- \_\_\_\_\_ If student consents, brief other students in the program as appropriate, bearing confidentiality restrictions in mind. Arrange for access to counseling services if needed do friends/roommates/other students (especially in cases where other students may have been involved but not injured)

- \_\_\_\_\_ If student will be medically evacuated, arrange for safely securing, packing, and shipping the student's belongings to the home address in consultation with the family and/or student.
- \_\_\_\_\_ Complete and mail the "Safety and Incident Report" to your SA / QA Program Coordinator
- \_\_\_\_\_ Conduct meetings with staff to review lessons learned from the experience.
- \_\_\_\_\_ Reevaluate the adequacy crisis and safety planning based on lessons learned, and make modifications as necessary. Update the Program Director and suggest changes.
- \_\_\_\_\_ Do at least one follow-up session with staff to address unresolved concerns and any new issues that arose since the first "lessons learned" meeting.
- \_\_\_\_\_ Depending on the severity of the incident, the SA / QA Director and the Program Leader will schedule a long distance debriefing.

### **Checklist for Student Mental Illness**

See '*Appendix*' for additional resources.

**Examples:** student exhibits severe disruptive behavior that appears to be based in mental illness; student appears to be severely depressed; student exhibits symptoms of eating disorder student attempts or threatens suicide; student engages in severe alcohol or drug abuse, or you get a concerned report from student's peers

- \_\_\_\_\_ Evaluate the student's situation personally and in private when both of you have time and are not rushed or preoccupied.
- \_\_\_\_\_ Remain calm and talk slowly. Let the student know you are aware that she/he is feeling down and you would like to help. Whether or not you know how to fix the problem, genuine concern can provide a human connection at a critical moment. Sometimes a student may only need someone to listen for a short time in order to clarify concerns and validate feelings.
- \_\_\_\_\_ Assume control over the situation in a soothing manner. Focus on the relevant information and behavior. Respectfully help the student focus on items that can be addressed. Speak in an explicit, concrete and concise manner.
- \_\_\_\_\_ If you have initiated the contact, express your concern in behavioral, nonjudgmental terms (e.g. I've noticed you've been absent from class lately and I'm concerned.)
- \_\_\_\_\_ Contact the Program (SA / QA) Director and your Program Coordinator as soon as feasible to report; assessment of situation, discussion of next steps, determination of whether/who will notify family, home campus, etc. Follow up with PD in writing as soon as possible after the initial report.
- \_\_\_\_\_ Begin keeping a written log; keep basic notes regarding circumstances, outcome of any discussions with physicians, conversations with UOEAP, family, etc. Note information on the actual behavior exhibited and the history of the problem. Do not include personal comments. Update as crisis progresses.

- \_\_\_\_\_ Assess the student’s support network (friends, roommates, etc.)
- \_\_\_\_\_ Determine whether or not the student will voluntarily seek help and encourage the student to do so.
- \_\_\_\_\_ Provide a list of professionals that the student can contact and offer to take the student to a professional if you doubt he or she will follow through.
- \_\_\_\_\_ Complete and mail a “Safety and Incident Report” to your Program Coordinator.
- \_\_\_\_\_ Conduct meetings with staff to review lessons learned from the experience.
- \_\_\_\_\_ Reevaluate the adequacy of crisis and safety planning based on lessons learned, and make modifications as necessary. Update the Program Director and suggest changes.
- \_\_\_\_\_ Do at least one follow-up session with staff to address unresolved concerns and any new issues that arose since the first “lessons learned” meeting.

*Some of the following may be divided between UCD staff and on-site staff, as needed and determined through discussion with the PD.*

**IF STUDENT AGREES TO SEEK HELP**

- \_\_\_\_\_ Arrange for student to see a counseling professional immediately. If you need assistance locating a professional with the necessary specialization or language abilities, AIG Assist (01-713) 267-2525 collect outside the U.S.), the host institution (for Quarter Abroad), or the U.S. Embassy can provide referrals. If possible, arrange to have the student escorted to the designated location of the appointment by a supportive and mature friend, a staff person, etc.
- \_\_\_\_\_ If necessary, assist with arrangements for hospitalization and treatment
- \_\_\_\_\_ If medical evacuation is necessary, the Program Coordinator at UC Davis will contact AIG Assist immediately to start a case file. PC acts as the UCD case manager with AIG. AIG ASSIST will coordinate arrangements if a medical evacuation, follow up communication with family, embassy or consulate, local authorities, and others as needed and instructed. NOTES: AIG ASSIST must make all arrangements for Medical Evacuation benefit, if evacuation is recommended by attending physician; otherwise, benefits through the UCD policy will not be paid. Airlines and air ambulance services usually will not transport a patient if the attending physician concludes the patient’s condition would be further harmed by the flight. Individual airlines have their own requirements concerning escorts for medically and mentally ill patients. Most commercial carriers require that escorts for medically or mentally ill individuals be either a doctor or nurse. Some airlines allow a family member under certain circumstances. The passenger’s condition mandates the number of escorts and their qualifications.
- \_\_\_\_\_ With the student’s consent (ideally, obtained in advance and in writing), arrange to notify his/her family or emergency contact, and other involved parties on a need-to-know basis. In the absence of consent, work with information that is available from non-privileged sources in planning following support. If student’s life is in jeopardy, but consent has not been given, it may be wise to contact parents or family.

- \_\_\_\_\_ With student's consent, brief other students in the program as appropriate and as given consent by the student who is ill. Arrange for access to counseling services if needed for friends/roommates other students
- \_\_\_\_\_ If student will be medically evacuated, arrange for packing and shipping of student's belongings to the home address in consultation with the family and/or student
- \_\_\_\_\_ Notify host institution authorities as necessary and appropriate.
- \_\_\_\_\_ Monitor the situation carefully and frequently; follow up with the student.
- \_\_\_\_\_ Complete and mail a "Safety and Incident Report" to your Program Coordinator.
- \_\_\_\_\_ Conduct meetings with staff to review lessons learned from the experience.
- \_\_\_\_\_ Reevaluate the adequacy of crisis and safety planning based on lessons learned, and make modifications as necessary. Update the Program Director and suggest changes.
- \_\_\_\_\_ Do at least one follow-up session with staff to address unresolved concerns and any new issues that arose since the first "lessons learned" meeting.

**IF STUDENT WILL NOT AGREE TO SEEK HELP AND APPEARS TO BE A DANGER TO SELF OR OTHERS.**

- \_\_\_\_\_ Continue to keep a written log.
- \_\_\_\_\_ Assess who might be called upon to persuade the student to seek help, (friend, roommate, therapist) and work with them, maintaining the student's confidentiality to the extent possible given that safety is the primary concern.
- \_\_\_\_\_ Continue to encourage the student to seek help.
- \_\_\_\_\_ Consult local resources (psychiatric services, drug counseling services, authorities etc.) regarding involuntary commitment options or how to persuade the student to seek help. A brief consultation may help you sort out the relevant issues and explore alternative approaches.
- \_\_\_\_\_ Continue to consult with the Program Director on appropriate measures, including involuntary withdrawal/dismissal from SA / QA, notification of host institution authorities, etc.
- \_\_\_\_\_ Complete and mail a "Safety and Incident Report" to your Program Coordinator.

**IF STUDENT IS NON RESPONSIVE AND CANNOT MAKE DECISIONS FOR HIMSELF OR HERSELF**

- \_\_\_\_\_ If student must be hospitalized, check with the student whether you can get a copy of his/her Confidential Health History form so you can provide health information to treating physicians/counselors. Check the student's file and ask UCD staff about important medical information that may help an attending physician.

\_\_\_\_\_ You should try to ascertain to the best of your abilities that the medical facility meets minimum standards of acceptability (e.g., use of disposable needles, follow proper standards of sterility, etc.), and, if possible, inform the student accordingly. -

\_\_\_\_\_ Notifying parents: Parents can be notified if it is a “health or safety emergency” situation, meaning that the disclosure of the information is necessary to protect the health or safety of the student or other individuals. Some factors that we consider, in deciding whether to disclose pursuant to the exemption, include:

1. the severity of the threat to the health or safety of those involved
2. the need for the information (i.e. don't disclose lots of irrelevant information)
3. the time required to deal with the emergency (i.e. is it urgent or is there plenty of time?)
4. the ability of the parties to whom the information is to be given to deal with the emergency (i.e. can the father help the situation?)

It is generally preferable for the student to contact the parents themselves, but if the criteria above are met, FERPA would allow contacting parents. When in doubt, note that guarding confidentiality is important but concern for a student's welfare is more important. Given the choice of keeping information confidential versus keeping students safe, opt for safety

\_\_\_\_\_ Complete and mail a “Safety and Incident Report” to your Program Coordinator.

\_\_\_\_\_ Conduct meetings with staff to review lessons learned from the experience.

\_\_\_\_\_ Reevaluate the adequacy of crisis and safety planning based on lessons learned, and make modifications as necessary. Update the Program Director and suggest changes.

\_\_\_\_\_ Do at least one follow-up session with staff to address unresolved concerns and any new issues that arose since the first lessons learned” meeting.

### **IF STUDENT WILL NOT AGREE TO SEEK HELP AND DOES NOT APPEAR TO BE A DANGER TO SELF OR OTHERS**

\_\_\_\_\_ It is important to be prepared for potential obstacles when helping a student in distress. Some students will refuse help. If a student refuses your recommendation to speak to a counselor, there are still some things you can do. Consider the following options after the student's safety is established:

\_\_\_\_\_ Assess who might be called upon to persuade the student to seek help, without violating the student's privacy (for example friend or roommate who is already aware of the problem)

\_\_\_\_\_ Call a professional to ask for advice.

\_\_\_\_\_ Continue to encourage the student to seek help

\_\_\_\_\_ If possible, establish behavioral limits and enforce them to the extent possible

- \_\_\_\_\_ Monitor the situation carefully and frequently; follow up with the student.
- \_\_\_\_\_ If disruptive and/or potentially dangerous behavior persists and/or appears to be increasing, continue to consult with Program Director on appropriate measures, including involuntary withdrawal/dismissal from EAP
- \_\_\_\_\_ Complete and mail a “Safety and Incident Report” to your Program Coordinator.
- \_\_\_\_\_ Conduct meetings with staff to review lessons learned from the experience.
- \_\_\_\_\_ Reevaluate the adequacy of crisis and safety planning based on lessons learned, and make modifications as necessary. Update the Program Director and suggest changes.
- \_\_\_\_\_ Do at least one follow-up session with staff to address unresolved concerns and any new issues that arose since the first ‘lessons learned’ meeting.

### **Checklist for Violent or Verbally Aggressive Student**

- \_\_\_\_\_ Maintain a poised posture; ready to move quickly but not fearful.
- \_\_\_\_\_ Avoid physical contact or use only in a defensive manner.
- \_\_\_\_\_ Maintain a voice quality that is matter of fact, monotone.
- \_\_\_\_\_ Use clear, assertive statements of consequences; repeat as necessary.
- \_\_\_\_\_ Use eye contact sparingly - only to emphasize a point.
- \_\_\_\_\_ Avoid gestures if possible, as they may be interpreted as signs of weakness. Increase your advantage by placing yourself behind a table or chair near an exit.
- \_\_\_\_\_ If possible, leave an unobstructed exit for the perpetrator.
- \_\_\_\_\_ Do not ignore warning signs (body language, clenched fists).
- \_\_\_\_\_ Do not get into an argument or shouting match.
- \_\_\_\_\_ Do not become hostile or punitive yourself.
- \_\_\_\_\_ Do not press for explanations for student’s behavior.
- \_\_\_\_\_ Do not make threats or dares.
- \_\_\_\_\_ Contact the Program Director as soon as feasible to report; assessment of situation, discussion of next steps, determination of whether/who will notify family, home campus, etc. Follow up with PD in writing as soon as possible after the initial report.

- \_\_\_\_\_ Begin keeping a written log; keep basic notes regarding circumstances, outcome of any discussions with physicians, conversations with UCD, family, etc. Note information on the actual behavior exhibited and the history of the problem. Do not include personal comments.
- \_\_\_\_\_ Assess the student's support network (friends, roommates, etc.)
- \_\_\_\_\_ Determine whether or not the student will voluntarily seek help. Encourage the student to seek professional help. Offer to take the student to a professional if you doubt he or she will follow through.
- \_\_\_\_\_ Finally, and for your own well-being, take any threat seriously and be prepared to act accordingly.
- \_\_\_\_\_ Complete and mail a "Safety and incident Report" to your Program Coordinator.
- \_\_\_\_\_ Conduct meetings with staff to review lessons learned from the experience.
- \_\_\_\_\_ Reevaluate the adequacy of crisis and safety planning based on lessons learned, and make modifications as necessary. Update the Program Director and suggest changes.
- \_\_\_\_\_ Do at least one follow-up session with staff to address unresolved concerns and any new issues that arose since the first "lessons learned" meeting.

### **Checklist for Attempted Suicide**

*See Appendix' for additional resources*

Few responsibilities are so heavy and intimidating for Program Leaders as carefully assessing and responding to students' suicidal risk. Program Leaders are not trained medical/psychological professionals so they must immediately identify, and consult with, a trained specialist. The need for attending to this lethal potential is always pressing as suicide is the second-leading cause of death among college-age students (accidents is the first). While not all depressed people are suicidal, most suicidal people are depressed. Contrary to popular belief, suicide is not an impulsive act but the result of a three-step process: a previous history of attempted suicide and/or depression that is compounded by problems associated with adolescence; finally, a precipitating event, often a death or the end of a meaningful relationship, triggers the suicide (McBrien, 1983).

**Common Indicators of suicidal feelings Include when the student (some signs are subtle; others are more direct.):**

- Talks or jokes about committing suicide;
- Engages in self-destructive or risky behavior
- Makes statements that seem hopeless;
- Has persistent difficulty eating (losing weight, etc.) or sleeping (insomnia, etc.);
- Gives away prized possessions;

- Loses interest in family, friends, and/or activities;
- Is preoccupied with death and dying;
- Loses interest in his or her personal appearance;
- Suddenly increases alcohol or other drug use; and
- Makes a will or other final arrangements.

\_\_\_\_\_ **TIME IS ALWAYS OF THE ESSENCE WITH ANY REPORT OF ATTEMPTED SUICIDE.** Take any report very seriously (do not second guess) and respond expeditiously.

\_\_\_\_\_ Call local ambulance/police and go where the student is located.

\_\_\_\_\_ Establish a way for you to personally see the student as fast as possible.

\_\_\_\_\_ If the student has not attempted suicide but the report is that he/she is thinking about it:

- Express your concern to the student that he or she may be thinking about suicide.
- Try to discuss suicide openly without judgment or shock.
- Allow the student to express difficult emotions. Often a suicidal person feels angry, helpless, hopeless, worthless, and out of control. Trying to dissuade a student from having these feelings can be perceived as an unwillingness to talk.
- Avoid any promise to keep the student's thoughts of suicide secret.
- Don't belittle or criticize what they are saying.

\_\_\_\_\_ Begin keeping a written log; keep basic notes regarding circumstances, actions, etc. Update as situation progresses.

\_\_\_\_\_ Contact the Program Director as soon as feasible to report; assessment of situation, discussion of next steps, determination of whether/who will notify family, home campus, etc. Follow up with PD in writing as soon as possible after the initial report.\*

\_\_\_\_\_ If student was taken to a hospital before you were notified, chances are that the attending physician called the U.S. Embassy as established protocol requires it when a U.S. citizen is admitted.

**Some of the following may be divided between UCD staff and on-site staff, as needed and determined through discussion with the PD**

\_\_\_\_\_ The Program Coordinator at UC Davis will contact AIG Assist immediately to start a case file in case a medical evacuation is needed. PC acts as the UCD case manager with AIG. AIG ASSIST will coordinate arrangements and follow up communication with family, embassy or consulate, local authorities, and others, as needed and instructed.

**NOTES: AIG ASSIST** must make all arrangements for Medical Evacuation benefit, if evacuation is recommended by attending physician; otherwise, benefits through the UCD policy will not be paid. Airlines and air ambulance services usually will not transport a patient if the attending physician concludes the patient's condition would be further harmed by the flight. Individual airlines have their own requirements concerning escorts for medically and mentally ill patients. Most commercial carriers require that escorts for medically or mentally ill individuals be either a doctor or nurse. Some airlines allow a family member under certain circumstances. The passenger's condition mandates the number of escorts and their qualifications.

- \_\_\_\_\_ Assist as possible and needed with arrangements for the family of the student — travel to the program location, accommodations, arranging for meetings with treating physicians, packing of student's belongings, etc. The *UCD/AIG* insurance provides a "family reunion" benefit, to cover the transportation costs of two people chosen by the student to and from the hospital or other medical facility where the student is confined if the Insured Person is alone; not to exceed the cost of two round-trip economy airfare tickets. AIG Assist must make all arrangements and must authorize all expenses in advance for any benefits to be payable. AIG will reserve the right to determine the benefit payable, including reductions, if it is not reasonably possible to contact AIG Assist in advance.
- \_\_\_\_\_ All circumstances around the incident should be confidential until the local police completes an official investigation. If student is in hospital, make sure that the student's belongings are safely stored and kept confidential.
- \_\_\_\_\_ Complete and mail a "Safety and Incident Report" to your Program Coordinator.
- \_\_\_\_\_ Conduct meetings with staff to review lessons learned from the experience.
- \_\_\_\_\_ Reevaluate the adequacy of crisis and safety planning based on lessons learned, and make modifications as necessary. Update the Program Director and suggest changes.
- \_\_\_\_\_ Do at least one follow-up session with staff to address unresolved concerns and any new issues that arose since the first "lessons learned" meeting.

### **Checklist for Student Fatality**

- \_\_\_\_\_ Verify the identity of the student. Gather as much information as initially possible about the circumstances surrounding the student's death.
- \_\_\_\_\_ Begin keeping a written log; keep basic notes regarding circumstances, actions, etc. Update as situation progresses.
- \_\_\_\_\_ Contact the Program Director as soon as feasible to report; assessment of situation, discussion of next steps, determination of whether/who will notify family, etc. Follow up with PD in writing as soon as possible after the initial report.\*
- \_\_\_\_\_ Notify the U.S. Embassy or Consulate (if student is not a U.S. citizen or permanent resident, notify embassy or consulate of citizenship) and the local police as soon as possible. The Overseas Citizens Services (OCS) in the State Department's Bureau of Consular Affairs is responsible for the welfare and whereabouts of U.S. citizens traveling and residing abroad. Staff are trained and experienced to coordinate insurance and other aspects of the death of a student. The consular

officer is responsible for obtaining the death certificate and other necessary documents for preparing a report of death in a timely fashion. Usually the consular officer obtains these directly from the local authorities, or from the local funeral home handling the funeral arrangements.

**NOTE:** In some situations, the death of a student will be presumed by the local authorities without actually being proven. In these cases, the student is reported “missing and presumed dead.” If this happens, the source of the information on which the presumption is based must be clearly indicated.

**Some of the following may be divided between UCD staff and on-site staff, as needed and determined through discussion with the PD**

\_\_\_\_\_ The Program Coordinator at UCD will contact AIG Assist immediately to start a case file for the repatriation of the student. PC acts as the UCD case manager with AIG. AIG ASSIST will coordinate arrangements if a medical evacuation, follow up communication with family, embassy or consulate, local authorities, and others as needed and instructed. NOTE: AIG ASSIST must make all arrangements for Medical Evacuation benefit, if evacuation is recommended by attending physician; otherwise, benefits through the UCD policy will not be paid. Airlines and air ambulance services usually will not transport a patient if the attending physician concludes the patient’s condition would be further harmed by the flight

\_\_\_\_\_ Assist as possible and needed with arrangements for the family of the student — travel to the program location, accommodations, arranging for meetings with treating physicians, packing of student’s belongings, etc.

\_\_\_\_\_ Notify host institution authorities. All circumstances around the death should be confidential until the local police complete an official investigation.

\_\_\_\_\_ Make sure that the student’s belongings are safely stored and kept confidential. All possessions should be inventoried.

\_\_\_\_\_ Contact the bank to seal student’s account until further notice and request information about procedures for family to access such an account.

\_\_\_\_\_ Students, faculty, and staff may require both short-term and long-term counseling. Arrange for counseling services to be available/accessible as soon as possible. If other students were with the deceased student at the time of death or discovered the body, arrange appropriate support. We should focus on those directly involved in the incident. We need to recognize, however, that others may sometimes be more traumatized. See Appendix Grief and Loss.

\_\_\_\_\_ Notify the student’s roommates, close friends, and other involved individuals. All circumstances around the death should be confidential until the local police complete an official investigation and/or UCD confirms with FERPA expert at the Office of the Legal Counsel.

**NOTE:** The Privacy Act does not protect records pertaining to deceased individuals. However, next-of-kin may have a “common law” privacy interest in not having information about the deceased released, e.g., if it could embarrass, endanger or cause emotional distress to them.

\_\_\_\_\_ Notify the rest of the students; ensure that group discussion, individual counseling, and on-call access to staff is available, to the extent possible. All circumstances around the death should be kept private until the local police complete an official investigation.

**NOTE:** The Privacy Act does not protect records pertaining to deceased individuals. However, next-of-kin may have a “common law” privacy interest in not having information about the deceased released, e.g., if it could embarrass, endanger or cause emotional distress to them.

\_\_\_\_\_ Provide a supportive environment for all students to discuss ways of coping with the loss, to grieve and to process emotions or blocked communication.

\_\_\_\_\_ Provide places and times for members of peer groups to meet and counsel each other.

\_\_\_\_\_ If needed, designate space for safe rooms” where at any time, students, teachers, and staff can receive comfort and counseling and talk about events during the crisis.

\_\_\_\_\_ Depending on the cause of death, be alert for students at risk. For example, bereavement after suicide is a profoundly difficult experience. The stigma of suicide, as well as the painful emotions it engenders, often leaves the survivors feeling isolated at a time in their lives when they are most in need of support. Be especially watchful about suicide contagion. Health and counseling professionals must be alert to any warning signs (e.g., verbalizations about committing suicide, mood changes such as becoming despondent) that a survivor himself/herself is experiencing suicidal ideation or intent. Such persons must be referred to a qualified health professional in suicide prevention.

\_\_\_\_\_ Allow for, and cooperate, with families and/or students who are planning memorials and activities.

\_\_\_\_\_ Arrange to have a quiet area for staff and students who do not wish to attend memorials and activities.

\_\_\_\_\_ The Chancellor will write a letter of condolence to the family; the Program Director, the Program Leader and the SA / QA Staff are encouraged to write personal letters of condolence as well.

\_\_\_\_\_ Complete and mail a “Safety and Incident Report” to your Program Coordinator.

\_\_\_\_\_ Conduct meetings with staff to review lessons learned from the experience.

\_\_\_\_\_ Reevaluate the adequacy of crisis and safety planning based on lessons learned, and make modifications as necessary. Update the Program Director and suggest changes.

\_\_\_\_\_ Do at least one follow-up session with staff to address unresolved concerns and any new issues that arose since the first “lessons learned” meeting.

\_\_\_\_\_ A critical incident debriefing session will take place between SA / QA and UOIP. This meeting is called by the PD and the AVP – International Programs.

**NOTE:** Please do not attempt to contact the family. The Program Director (PD), the Associate Vice-Provost – International Programs, or the Vice-Provost – Outreach & International Programs at UCD will contact the family. The Department of State has the statutory obligation to make notifications of death. Notification by the PD, AVP or VP will not relieve the Department of the responsibility of officially informing the doses relative to ensure that all proper notification has been made and that all available information has been disseminated. The consular officer must ascertain that the proper person is notified and that the wishes of the next of kin for the disposition of the remains are carried out.

## Checklist for Student Reported Missing

See *Appendix for further information.*

A missing student is someone who has not arrived at a location on the scheduled date and time.

- \_\_\_\_\_ Try to obtain additional information to try to make sure that this incident is accurate— contact roommates, host family, friends, professors, etc.
- \_\_\_\_\_ Try to determine when the student was last seen. Also, ask to be contacted immediately if the student returns.
- \_\_\_\_\_ Check the program ‘Travel Form’ or the student’s travel information (i.e. destinations, departure and return dates, modes of transportation, and contact information), if submitted separately.
- \_\_\_\_\_ Gather information on any unusual behavior that may have been exhibited by the student.
- \_\_\_\_\_ Begin keeping a written log; keep basic notes regarding circumstances, actions, etc. Update the written log as the crisis progresses.
- \_\_\_\_\_ Contact the Program Director as soon as feasible to report: assessment of situation, discussion of next steps, determination of whether/who will notify family, home campus, etc. Follow up with the PD in writing as soon as possible after the initial report.
- \_\_\_\_\_ Notify local police and file a missing person’s report. Ask them to check clinic and hospital admissions and coroner’s records for unidentified bodies.
- \_\_\_\_\_ Notify the nearest U.S. Embassy or consulate (if student is not a U.S. citizen or permanent resident, notify embassy or consulate of citizenship)
- \_\_\_\_\_ Provide information and reassurance to other program participants as appropriate
- \_\_\_\_\_ When the student is located; if possible, personally interview the student, notify all involved on-site as well as the Program Director.
- \_\_\_\_\_ If the student is injured, physically or mentally ill, etc., see the appropriate checklist for additional steps.
- \_\_\_\_\_ If contacted by the media, do not give the student’s name or speak on behalf of UCD without contacting the Program Director.
- \_\_\_\_\_ Complete and mail a “Safety and Incident Report” to your Program Coordinator.
- \_\_\_\_\_ Conduct meetings with staff to review lessons learned from the experience.
- \_\_\_\_\_ Reevaluate the adequacy of crisis and safety planning based on lessons learned, and make modifications as necessary. Update the Program Director and suggest changes.

\_\_\_\_\_ Do at least one follow-up session with staff to address unresolved concerns and any new issues that arose since the first lessons learned” meeting.

**If you receive a phone call from a captor that a student (or a group of students) has been kidnapped**

\_\_\_\_\_ Remain calm.

\_\_\_\_\_ Do not make any threats or promises. Do not demand to talk to the person who has been kidnapped.

\_\_\_\_\_ Pay close attention to the voice pattern of the caller so you can provide this information to the police.

\_\_\_\_\_ Gather as many details as possible about the students (names, etc.) and the kidnapper.

\_\_\_\_\_ Begin keeping a written log; keep basic notes regarding circumstances, actions, etc.

\_\_\_\_\_ Be sure the kidnapper(s) considers that one of the students may have medical conditions. (It may be impossible to convey this information, but try).

\_\_\_\_\_ Immediately notify the local authorities and the U.S. Embassy/Consulate (if student is not a U.S. citizen or permanent resident, notify embassy or consulate of citizenship). Answer all questions to the best of your ability. The U.S. Embassy will involve the FBI who must coordinate all operations and obtain approval from the host government to be involved in investigation. Kidnapping and hostage taking of U.S. citizens are federal crimes for which the FBI has authority to investigate under the U.S. Criminal Code.

\_\_\_\_\_ Provide as much detail about the event, victim and hostage takers as possible.

\_\_\_\_\_ Contact the Program Director as soon as feasible to report; assessment of situation, discussion of next steps, determination of whether/who will notify family, home campus, etc. Follow up with PD in writing as soon as possible after the initial report.

\_\_\_\_\_ If contacted by the media, do not give the name of a student or speak on behalf of UCD without contacting the Program Director.

\_\_\_\_\_ Complete and mail a “Safety and Incident Report” to your Program Coordinator.

\_\_\_\_\_ Conduct meetings with staff to review lessons learned from the experience.

\_\_\_\_\_ Reevaluate the adequacy of crisis and safety planning based on lessons learned, and make modifications as necessary. Update the Program Director and suggest changes.

\_\_\_\_\_ Do at least one follow-up session with staff to address unresolved concerns and any new issues that arose since the first lessons learned” meeting.

## Checklist for a Robbery or Mugging of Student

\_\_\_\_\_ Respond expeditiously

\_\_\_\_\_ **Always be:**

1. sensitive to the emotional needs and feelings of the alleged victim, especially in instances where he/she has experienced an extremely traumatic event involving any degree of violence; and
2. limited to the facts of the case as reported by the alleged victim and information from local authorities.

\_\_\_\_\_ If the student was physically attacked or threatened, make sure that the student receives medical and psychological assessment/attention, even if no physical injuries are obvious.

\_\_\_\_\_ Contact the Program Director as soon as feasible to report; assessment of situation, discussion of next steps, determination of whether/who will notify family, home campus, etc. Follow up with PD in writing as soon as possible after the initial report.

\_\_\_\_\_ Begin a written log; keep basic notes regarding circumstances, outcome of any discussions with law enforcement officials, conversations with UCD, family, etc. Report enough detail to convey the gravity of the incident, without including sensational or graphic details that would be particularly painful or personal for the victim. Until it has been determined by local authorities that a crime has occurred, it is an alleged crime.” Do not include conjecture or speculation.

\_\_\_\_\_ Ensure that the student understands the laws and procedures for dealing with property crimes in the host country and how they may vary from those in the U.S. (consult local resources if necessary)

\_\_\_\_\_ Suggest to the student to file a police report. Assist the student in doing so. If passport, green card or other documents were stolen assist the student in reporting the theft to the U.S. embassy or consulate (and/or home country embassy/consulate if the student is not a U.S. citizen).

**NOTE:** Under the provisions of the Privacy Act, a U.S. citizen/national victimized by crime has the right to obtain copies of reports the U.S. Embassy receives from host country authorities, as well as any cables, e-mails, and memoranda concerning the incident that is sent to the Division of Consular Affairs.

\_\_\_\_\_ If the incident took place in host university-owned residence or on campus, notify host institution authorities

\_\_\_\_\_ Provide Information and reassurance to other program participants as appropriate

\_\_\_\_\_ If the student is physically injured, see the “Physical Injury” checklist above for additional steps.

\_\_\_\_\_ Complete and mail a “Safety and Incident Report” to your Program Coordinator.

\_\_\_\_\_ Conduct meetings with staff to review lessons learned from the experience.

\_\_\_\_\_ Reevaluate the adequacy of crisis and safety planning based on lessons learned, and make modifications as necessary. Update the Program Director and suggest changes.

\_\_\_\_\_ Do at least one follow-up session with staff to address unresolved concerns and any new issues that arose since the first “lessons learned” meeting.

## **Checklist for Sexual Assault of Student**

### ***Example: Student Is a victim of attempted rape or rape, or other alleged sexual assault***

Rape is generally defined as forced or nonconsensual sexual intercourse. Sexual assault is generally used to describe a broader range of sexual offenses that involve touching or penetration of an intimate part of a person’s body without consent. Sexual assault includes rape, forced sodomy, forced oral copulation, and sexual battery (the unwanted touching of an intimate part of another person for the purpose of sexual arousal or sexual gratification). Most sexual assaults are committed by someone the victim knows. Be aware that the trauma of sexual assault often results in delayed reporting to authorities and requests for assistance.

Become familiar with local laws related to rape and sexual assault.

Gather information about the procedures used in such cases by law enforcement and prosecutors in investigating and prosecuting sexual assaults. Also determine whether forensic examinations are routinely done and by whom.

Develop a list of local resources, including medical facilities, and medical care and mental health providers such as doctors, nurse examiners and counselors, who have training in examining and treating rape or sexual assault victims.

\_\_\_\_\_ Be sensitive to the emotional needs and feelings of the student.

\_\_\_\_\_ Talk to the student about what happened and his/her reactions; observe the student’s behavior, words and demeanor. Be aware that his/her traditional ways of coping may be ineffective in dealing with the crisis.

\_\_\_\_\_ Listen with empathy and care. The student may need to tell his/her story over and over again. Acknowledge his/her traumatic reactions and provide emotional support.

\_\_\_\_\_ Respond in a nonjudgmental manner and reassure the student that reactions such as fear, rage, and concerns about safety, are not uncommon, and are a justifiable reaction to a traumatic event.

\_\_\_\_\_ Help to dispel the student’s feeling of self-blame and guilt, which are also common reactions. Later he/she may experience feelings of helplessness, vulnerability, and/or hopelessness.

\_\_\_\_\_ Provide a supportive environment (friends, local agencies); provide information about local sources of assistance available; coordinate with host country authorities.

\_\_\_\_\_ Help the student anticipate and prepare for the range of feelings he/she may experience such as anxiety, preoccupation with the traumatic event, concerns about personal safety, or flashbacks

when they experience reminders of the crime, such as seeing someone who looks like the assailant. Provide reassurance that the above reactions are common and help them anticipate them.

\_\_\_\_\_ Even if there are no obvious physical injuries, make sure that the student receives medical and psychological assessment/attention. Work with local service providers to identify and address the medical needs of the student. To be most effective these examinations should be done within 72 hours.

1. Is specialized medical treatment or transportation needed?
2. Are specialized services such as rape crisis counseling and medical/forensic examination needed?

\_\_\_\_\_ Determine the student's concerns and assist in dealing with immediate practical consequences of the crime.

\_\_\_\_\_ If acceptable to the student, assist him/her in making a police report and having a forensic examination as soon as possible.

\_\_\_\_\_ Begin a written log; keep basic notes regarding circumstances, outcome of any discussions with law enforcement officials, conversations with UCD, family, etc. It is important to handle and report these cases sensitively and with discretion. Report enough detail to convey the gravity of the incident, without including sensational or graphic details that would be particularly painful or personal for the victim. Until it has been determined by local authorities that a crime has occurred, it is an alleged crime." Do not include conjecture or speculation. While you must take reports of sexual assault very seriously, do not state that a sexual assault has occurred" or a crime has been committed in the absence of a finding by a competent authority.

\_\_\_\_\_ Contact the Program Director as soon as feasible to report; assessment of situation, discussion of next steps, determination of whether/who will notify family, home campus, etc. Follow up with PD in writing as soon as possible after the initial report.

\_\_\_\_\_ Try to clarify the extent to which the student wishes to involve or not involve local authorities (university, local police, etc.). If the student wishes to make a police report, provide support and assistance as necessary

\_\_\_\_\_ Ensure that the student understands the laws and procedures for dealing with sexual assault in the host country and how they may vary from those in the U.S. (consult local resources if necessary)

\_\_\_\_\_ Encourage the student to visit a rape crisis center (if available locally). If the student agrees, escort him or her or arrange for transportation.

\_\_\_\_\_ If no rape crisis center is available, encourage the student to seek counseling of some kind and assist him or her in obtaining counseling services. If no counselor specializing in this area is available locally, you may be able to obtain referrals through AIG Assist (01-713) 267-2525 collect outside the U.S.), the local U.S. Embassy, or to arrange counseling by telephone or email from UCD rape crisis services.

\_\_\_\_\_ If the Incident took place in host university-owned residence or on campus, notify host institution authorities

- \_\_\_\_\_ Complete and mail a “Safety and Incident Report” to your Program Coordinator. While you must take reports of sexual assault very seriously, do not state that a “sexual assault has occurred” or “a crime has been committed” in the absence of a finding by a competent authority.
- \_\_\_\_\_ Conduct meetings with staff to review lessons learned from the experience.
- \_\_\_\_\_ Reevaluate the adequacy of crisis and safety planning based on lessons learned, and make modifications as necessary. Update the Program Director and suggest changes.
- \_\_\_\_\_ Do at least one follow-up session with staff to address unresolved concerns and any new issues that arose since the first “lessons learned” meeting.

**If Student Declines Assistance**

- \_\_\_\_\_ Escort or arrange for transport the student to home or other safe location (friend’s residence etc.)
- \_\_\_\_\_ Let student know that you will contact him or her later to see if assistance is needed.
- \_\_\_\_\_ Ensure that the student has contact information for local hospital, counseling, rape crisis resources (as available), and law enforcement.
- \_\_\_\_\_ Contact a local counselor specializing in this area and seek advice on next steps. If no counselor specializing in this area is available locally, you may be able to obtain referrals through AIG Assist (01-71 3) 267-2525 collect outside the U.S.), the local U.S. Embassy, or to seek advice from the student’s home campus rape crisis services (contact UOEAP).
- \_\_\_\_\_ Continue to monitor the situation with student
- \_\_\_\_\_ Complete and mail a “Safety and Incident Report” to your Program Coordinator.
- \_\_\_\_\_ Conduct meetings with staff to review lessons learned from the experience.
- \_\_\_\_\_ Reevaluate the adequacy of crisis and safety planning based on lessons learned, and make modifications as necessary. Update the Program Director and suggest changes.
- \_\_\_\_\_ Do at least one follow-up session with staff to address unresolved concerns and any new issues that arose since the first “lessons learned” meeting.

**Checklist for Arrest of a Student**

***Example: Student is arrested for theft, assault, drug possession***

- \_\_\_\_\_ Begin obtaining as much detail as possible. If you have valid reason to believe that a student has been arrested or charged unjustly, for political, monetary or other reasons, you should let the U.S. Consular officer know.
- \_\_\_\_\_ Begin keeping a written log; keep basic notes regarding circumstances, conversations with UCD, family, etc. Update as crisis progresses.

\_\_\_\_\_ Contact the Program Director as soon as feasible to report; assessment of situation, discussion of next steps, determination of whether/who will notify family, etc. Follow up with PD in writing as soon as possible after the Initial report.

\_\_\_\_\_ Contact the U.S. Embassy Consular Officer. Request names of local lawyers who can assist the student, if necessary. If the student is not a U.S. citizen or permanent resident, contact the embassy of citizenship regarding legal assistance options. Neither arrest nor conviction deprives a U.S. citizen of the right to the consular officer's best efforts in protecting the citizen's legal and human rights.

\_\_\_\_\_ Visit the student as soon as possible, provide him or her with legal contacts, and explain any legal procedures, especially those that may be different from those in the US.

\_\_\_\_\_ If local circumstances necessitate, and if allowed, consider putting some necessities in a clear plastic bag to give to the student on your first visit. This could include:

- Soap
- Deodorant/antiperspirant
- Toothbrush and toothpaste
- Writing paper, pen or pencil
- Comb
- Magazine or other reading material

\_\_\_\_\_ Remain in contact with the U.S. Embassy Officer assigned to the student, and monitor the situation.

\_\_\_\_\_ If the incident and/or arrest took place in host university-owned residence or on campus, notify host institution authorities

\_\_\_\_\_ Complete and mail a "Safety and Incident Report" to your Program Coordinator.

\_\_\_\_\_ Conduct meetings with staff to review lessons learned from the experience.

\_\_\_\_\_ Reevaluate the adequacy of crisis and safety planning based on lessons learned, and make modifications as necessary. Update the Program Director and suggest changes.

\_\_\_\_\_ Do at least one follow-up session with staff to address unresolved concerns and any new issues that arose since the first lessons learned" meeting.

## Checklist for Bomb Threat

- \_\_\_\_\_ Any person who receives a telephone bomb threat of any nature should carefully record the circumstances and notify immediate supervisor, the local police, and the U.S. Embassy.
- \_\_\_\_\_ The individual receiving the call should stay calm and try to obtain as much information as possible (See Appendix).
- \_\_\_\_\_ The objective is to keep the caller on the phone and develop as much information as possible. Obviously, at some point the caller will hang up and at that point, the person who received the call should notify their immediate supervisor.
- \_\_\_\_\_ If an evacuation is ordered, doors and windows should be left open to minimize the blast effect. Staff/faculty/students should leave only through exits that have been thoroughly searched.
- \_\_\_\_\_ In the event of an explosion in the building, remain in your area. Under no circumstances should anyone look out your window or proceed to the site of the explosion. Wait for further instructions from local police/Explosives Team.
- \_\_\_\_\_ As soon as possible, notify the Program Director
- \_\_\_\_\_ Complete and mail a “Safety and Incident Report” to your Program Coordinator.
- \_\_\_\_\_ Conduct meetings with staff to review lessons learned from the experience.
- \_\_\_\_\_ Reevaluate the adequacy of crisis and safety planning based on lessons learned, and make modifications as necessary. Update the Program Director and suggest changes.
- \_\_\_\_\_ Do at least one follow-up session with staff to address unresolved concerns and any new issues that arose since the first lessons learned” meeting.

## Checklist for Large-Scale Crisis—Catastrophic Incident

*Example:* earthquake, flood, other natural disaster, severe political unrest, terrorist attack

- \_\_\_\_\_ Be aware that when a large-scale crisis occurs there is a considerable demand for information at the program location (staff, students), UCD, EAC Offices, Office of the President, etc. Designate two people, on rotating schedules, to be the reporters so you have 24/7 coverage. As the Program Leader, do not try to do this yourself since you will be coordinating the overall assistance effort and often won’t have time to draft emails or reports.
- \_\_\_\_\_ Using all available information sources (host institution resources, local media, disaster relief, U.S. Embassy), determine initial safety plan for students — should they stay where they are, assemble in a central location, move to Embassy, etc.
- \_\_\_\_\_ Using the communication tree, determine whereabouts and safety of students. Relay any instructions (For example: Stay where you are, assemble in a given location) and further communication plans.

\_\_\_\_\_ Begin keeping a written log; keep basic notes regarding circumstances, conversations with UCD, etc. Update as crisis progresses.

\_\_\_\_\_ Contact the Program Director as soon as feasible to report; assessment of situation, discussion of next steps, recommendations regarding program suspension and/or evacuation of students to another location. If communication with UCD is Impossible and students are in immediate danger of physical harm, take any steps needed to maximize student safety, in consultation with local authorities and the U.S. Embassy/Consulate.

**Some of the following may be divided between UCD staff and on-site staff, as needed and determined through discussion with the PD**

**IF A DECISION IS MADE BY UCD'S CRISIS MANAGEMENT TEAM TO SUSPEND/EVACUATE PROGRAM**

\_\_\_\_\_ Seek guidance/advice from the nearest U.S. Embassy/Consulate regarding evacuation plans.

\_\_\_\_\_ Communicate specific instructions to students and staff (in writing if feasible and appropriate).

\_\_\_\_\_ If the U.S. Department of State is organizing group evacuation, coordinate transport of students and belongings; communicate any space limitations to students in advance. In addition to using the U.S. Embassy services, you may contact **AIG Assist** (01 -713) 267-2525 collect outside the U.S.) for assistance in organizing emergency travel. AIG Assist can provide 24-hour emergency travel agency services for individual students or for groups (note that in some locations abroad services may be limited). In emergency situations, if sufficient funds are not available at the program location to cover emergency travel arrangements, it is possible for AIG Assist to bill costs for group transportation directly to UCD. This must be discussed with AIG Assist (01-713-267-2525 collect outside the U.S.) before making any travel arrangements, and billing arrangements must be made by the SA / QA office, not by individual students .

\_\_\_\_\_ Arrange temporary housing at arrival destination if evacuating to another location abroad.

\_\_\_\_\_ If students are returning individually to the U.S., assist students with transportation arrangements as necessary. In addition to using any local travel services, students can contact AIG Assist for assistance with 24-hour emergency travel agency services (note that in some locations abroad services may be limited)

\_\_\_\_\_ Advise students about arranging personal affairs in the host country to extent feasible; closing bank accounts, notifying landlords/host family, etc.

\_\_\_\_\_ If program is being suspended, coordinate with UCD to communicate in writing with all students regarding official date of suspension, consequences of remaining in program location after that date, etc. Obtain written confirmation from each student of his or her-intent to depart or remain in the program location.

\_\_\_\_\_ Conduct meetings with staff to review lessons learned from the experience.

\_\_\_\_\_ Reevaluate the adequacy of crisis and safety planning based on lessons learned, and make modifications as necessary. Update the Program Director and suggest changes.

\_\_\_\_\_ Do at least one follow-up session with staff to address unresolved concerns and any new issues that arose since the first “lessons learned” meeting.

### **Checklist for Student Report of Sexual Harassment**

The University of California, Davis is committed to creating and maintaining a community where all persons who participate in University programs and activities can work and learn together in an atmosphere free of all forms of harassment, exploitation, or intimidation. Every member of the University community should be aware that the University is strongly opposed to sexual harassment, and that such behavior is prohibited both by law and by University policy. The University will respond promptly and effectively to reports of sexual harassment, and will take appropriate action to prevent, to correct, and if necessary, to discipline behavior that violates this policy.

Sexual harassment is unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when submission to or rejection of this conduct explicitly or implicitly affects a person’s employment or education, unreasonably interferes with a person’s work or educational performance, or creates an intimidating, hostile or offensive working or learning environment. In the interest of preventing sexual harassment, the University will respond to reports of any such conduct.

One of UCD’s goals is to respond in a fair, prompt, supportive, and responsible manner to stop the offensive, unwelcome or problematic behavior.

\_\_\_\_\_ Respond expeditiously. Make the student feel safe and protected from further harassment; assist the student in a compassionate and professional manner. Listen with empathy and care.

\_\_\_\_\_ Respond in a non-judgmental way and reassure the student that reactions such as fear, rage, guilt, and concerns about safety, are not uncommon. Encourage the student to contact family/friends.

\_\_\_\_\_ The wishes of the individual making the request for a formal investigation shall be considered, but are not determinative, in the decision to initiate an investigation of a report of sexual harassment.

\_\_\_\_\_ Contact the Program Director immediately. The PD will help in assessing the situation, discussing next steps to investigate facts, determining of whether/who will notify family, etc. Follow up with PD in writing as soon as possible after the initial report.

\_\_\_\_\_ Begin a written log; keep basic notes regarding circumstances, outcome of any discussions with physicians, conversations with UCD, family, etc. Update as crisis progresses. It is important to handle and report these cases sensitively and with discretion.

\_\_\_\_\_ Work with local government law enforcement.

***Some of the following maybe divided between UCD staff and on-site staff, as needed and determined through discussion with the PD and UOIP.***

\_\_\_\_\_ Monitor the student.

\_\_\_\_\_ With the student’s consent (ideally, obtained in advance and in writing), arrange to notify his/her family or emergency contact, and other involved parties on a need-to-know basis, only. In the absence of consent, work with information that is available from non-privileged sources in

planning support. If student's life is in jeopardy, but consent has not been given, Federal privacy laws allow University officials to contact parents or family.

\_\_\_\_\_ Complete and mail a "Safety and Incident Report" to your Program Coordinator.

\_\_\_\_\_ Conduct meetings with staff to review lessons learned from the experience.

\_\_\_\_\_ Do at least one follow-up session with staff to address unresolved concerns and any new issues that arose since the first "lessons learned meeting."

\_\_\_\_\_ Depending on the severity of the incident, the AVP – International Programs and the Program Director will schedule a long-distance debriefing.

## **Section VII: UC Davis Risk Management Policies from PPM Policy and Procedure Manual**

### **Chapter 370, Risk Management**

#### **Section 05, Student Off-Campus Events, Programs, and Travel**

**Approved:** 10/21/02

**Supersedes:** New

**Responsible Department:** Risk Management

**Source Document:** N/A

### **I. Purpose**

This policy provides safety guidelines for student off-campus travel and activities (except those related to medical residents), both domestic and foreign, that include field trips, fieldwork, research expeditions, travel, and education abroad. It also provides procedures in response to a catastrophic injury, death, or major property loss.

### **II. Definitions**

#### **A. Activities and programs**

1. Mandatory (academically related activities)--required activities in direct relation to the student's course grade or credit received, and where University employees, acting within course and scope of their employment, directly supervise the activity. Both criteria must be present to qualify as a mandatory activity.
2. Elective or voluntary--includes all other classes and formalized activities that are not otherwise included by definition in 1, above. Examples include graduate study research expeditions or travel, field trips that are not required as part of the course grade, University Extension, Summer Programs Abroad, International Programs, Outdoor Adventures classes, conferences, conventions, programs, and recreational events (does not apply to spectators or audiences).

**B. Catastrophic incident**--an incident of immense proportions that has severe consequences, often with loss of life or a large proportion of the organization's assets at stake.

- C. Event leader--dependent upon the event or program, may be a faculty member, a designated staff member, a principal investigator (PI), an undergraduate or graduate student who leads and coordinates a research expedition or other activity in furtherance of his or her academic studies or on behalf of the University. The event leader shall assume primary responsibility for the coordination of efforts in support of these policies and procedures.
- D. Off-campus event--activity or travel that takes place beyond University locations, facilities, or geographic boundaries. The event or program must be related to the University's core mission of teaching, research, and public service. This definition excludes commutes between UC facilities or locations that relate to the student's academic endeavors. Examples of off-campus elective or mandatory activities include, but are not limited to:
  - 1. Field trips that are scheduled, sponsored, and supervised by the University.
  - 2. Off-campus recreational activities or programs including, for example, Intercollegiate Athletics, Sports Clubs, Outdoor Adventures.
  - 3. International programs abroad, summer programs abroad, career internship programs.
  - 4. Research trips and expeditions taken by graduate students in furtherance of postgraduate studies with the usual and customary guidance of an academic advisor. The graduate student, as an event leader, may at times enlist the assistance of members of the public or other students.
  - 5. Research trips and expeditions led by UCD that may include employees, members of the public, visiting scholars, or students.
- E. Emergency situation--a situation for which assistance and guidance are needed by the event leader from the campus in order to prevent a catastrophe and maintain the well-being and safety of those traveling. Examples would be a change in political conditions during foreign travel resulting in the need to evacuate, or an injury or illness requiring medical evacuation.
- F. Off-campus travel--travel to an off-campus site that may involve or require the use of one or more forms of transportation, whether commercial or private, including but not limited to motor vehicles, trains, buses, boats, or planes.
- G. Participant--any individual having an educational, professional, or business relationship with the University that is consistent with the University's mission (e.g., visiting scholar, student, employee, or member of the general public) and is participating in the event or travel. The event leader, following applicable policy and procedure, must authorize such participation.

### **III. Policy**

- A. Teaching, research, and public service represent the core mission of the University of California. In support of that mission, it is expected that faculty, staff, and students engage in educational experiences that include travel and field research extending beyond the University's geographical boundaries.
- B. It is the policy of UCD to encourage such activities as may be appropriate to its character and to exercise reasonable care, as defined by law, in the implementation of these activities.

#### **IV. Guidelines for Event Planning**

A. The participant shall:

1. For an elective voluntary activity, agree in writing to the provisions contained in the appropriate Waiver and Release (available at <http://rms.ucdavis.edu/waivers.cfm>) to participate in the activity. Exception: A waiver is not required for UC employees acting within the course and scope of employment.
2. Exercise reasonable care for his or her personal safety during the event, program, and travel.
3. Observe appropriate standards of conduct as otherwise provided by UCD or UC policy (see References, VII, below).

B. The event leader shall:

1. Exercise reasonable care in event planning and in leading the event.
2. Review the Travel and Event Planning Guidelines for Event Leaders at <http://rms.ucdavis.edu>. These guidelines are discretionary and as such may contain items that are necessary or useful for some travel or event planning, but not others.
3. Exercise reasonable care for personal safety during the event, program, and travel.
4. Familiarize him or herself with this policy prior to departure.
5. Observe appropriate standards of conduct as otherwise provided by UCD or UC policy.
6. Provide signed waiver forms to the department for retention for at least 3 years after the date of the return trip or completion of the program. If minors are participants, a parent or guardian must sign the form, and the forms are maintained for 2 years beyond the minor's 18th birthday. The waivers may be stored electronically, without keeping the hard copy.

#### **V. Procedures for Reporting an Incident**

In order to manage catastrophic incidents or emergency situations, ensure timely and accurate flow of information, and support departments experiencing the effects thereof, a campus communication process is established. It will, ideally, be accomplished in the following order, although circumstances may not allow strict adherence.

- A. The event leader, or participant, shall notify as soon as practicable the appropriate home campus department of the occurrence of a catastrophic incident or emergency situation.
- B. The department representative will then contact the applicable dean or vice chancellor's office, who will then notify the Chancellor. Note: If the incident is categorized as an "emergency situation" as distinguished from a "catastrophic incident," the Chancellor or designated representative shall determine whether the next steps are appropriate given the particular situation.

- C. The Chancellor, or designee, shall notify the campus News Service and the Vice Chancellor--Administration, making further strategic plans and arrangements for dissemination of information, as deemed appropriate.
- D. The Vice Chancellor--Administration shall convene an appropriate Risk Management Response Team. Unless otherwise determined by the Vice Chancellor, the Director of Risk Management Services will provide leadership to the team.
1. The charge of the team is to coordinate immediately and closely with the affected department, college, or school and provide support and management of all activities in response to the emergency or catastrophe on behalf of the campus. The Vice Chancellor will be responsible for reporting to the Chancellor on the work of the team.
  2. Dependent upon the loss in question, the composition of the team may be comprised of one or more of the following departments. Some may be deleted and others added, as the circumstances dictate.

Academic and Staff Assistance Program (staff/faculty issues)\*  
 Campus Counsel\*  
 Counseling Center (student issues)\*  
 Cowell Student Health Center  
 Dean's (or vice chancellor's) office of affected program\*  
 Department representative(s)\*  
 Employee Health Services  
 Environmental Health & Safety  
 Fire Department  
 Human Resources and/or the appropriate academic or staff personnel office representative  
 News Service\*  
 Office of Administration\*  
 Police Department  
 Risk Management Services\*  
 Workers' Compensation

\*Core team

3. The News Service will identify appropriate administrators to serve as spokespersons to the public and the media. As a public institution, UCD is obliged to provide timely information to the public that helps the general public understand the nature, value, and purpose of the event or program, as well as an accurate and factual summary of the catastrophe. Procedures for responding to media requests and management are provided in Sections 290-08 and 310-40.

## **VI. Further Information and Contacts**

All telephone numbers are in the 530 area code.  
 Academic and Staff Assistance Program, 752-ASAP (752-2727)  
 Business Contracts, 752-2426  
 Counseling Center, 752-0871  
 Cowell Student Health Center, 752-2300  
 Disability Resource Center, 752-3184  
 Employee Health Services, 752-2330

Environmental Health & Safety, 752-1493  
Human Resources, 752-0530  
News Service, 752-1930  
Office of Research, 752-2075  
Purchasing, 757-8711  
Risk Management Services, 752-0797  
Student Judicial Affairs, 752-1128  
Workers' Compensation, 752-7243

## **VII. References**

### **A. UC Business & Finance Bulletins:**

1. BUS-28, Property Self-Insurance Program.
2. BUS-63, Insurance Requirements/Certificates of Insurance.
3. BUS-69, Vehicle Physical Damage Self-Insurance Program.
4. BUS-73, Workers' Compensation Self-Insurance Program.
5. BUS-75, General and Automobile Liability Self-Insurance Program.

### **B. UCD Policy & Procedure Manual:**

1. Section 270-05, Exhibit A, Standards of Conduct.
2. Section 290-05, Campus Emergency Policy.
3. Section 290-08, Terrorist Acts Targeting Research.
4. Section 290-15, Safety Management Program.
5. Section 290-80, Diving Safety Program.
6. Section 300-10, Travel Policies and Regulations.
7. Section 310-40, Public Information and Media Relations.
8. Section 350-85, Loss of or Damage to University Property.
9. Section 370-10, Student Off-Campus Trip Insurance.
10. Section 370-20, Workers' Compensation.
11. Section 370-25, Vehicle Insurance.
12. Section 370-30, Property Insurance.

### C. Related Websites:

See the Risk Management Services Website at <http://rms.ucdavis.edu> for links to valuable travel safety resources.

## **Section VIII: Consular Welfare / Whereabouts Services—U.S. Citizens Abroad**

*[travel.state.gov/travel/tips/emergencies/emergencies\\_1202.html](http://travel.state.gov/travel/tips/emergencies/emergencies_1202.html)*

**What Embassies and Consulates Can Do:** U.S. embassies and consulates help to locate U.S. citizens overseas when relatives or friends are concerned about their welfare or need to notify them of emergencies at home. The Department of State and U.S. embassies and consulates abroad handle over 200,000 welfare and whereabouts inquiries a year.

**Privacy Act Issues—IMPORTANT:** The provisions of the Privacy Act require that U.S. citizens over the age of 18 must provide a written Privacy Act waiver before we can release information about them to third parties. This means that if the U.S. citizen you are looking for does not sign a Privacy Act waiver and agree to the release of information about his or her whereabouts, the U.S. Department of State and U.S. embassies and consulates abroad cannot release that information to you absent the applicability of one of the Act's conditions of disclosure. If there is no Privacy Act Waiver, we can simply confirm whether we were able to contact the individual, but cannot provide other information.

### **How to Request a Welfare/Whereabouts Check:**

Welfare whereabouts requests may be directed to the appropriate office in the U.S. Department of State, Directorate of Overseas Citizens Services (CA/OCS).

For Missing and Sick Adults, Emergency Family Messages, contact of the Office of American Citizens Services at (202) 647- 5225 / 5226.

Or Contact the U.S. Embassy or Consulate—It is also possible to contact the American Citizens Services Section of the nearest U.S. embassy or consulate directly. Telephone and fax numbers for U.S. embassies and consulates are available in our Consular Information Sheets for each country or via our automated fax service by dialing (202) 647-3000 from the phone on your fax machine.

### **What Information to Have Available Before You Call:**

In order to assist us in locating the U.S. citizen abroad, it is helpful to have the following information available:

- Caller's full name, address, phone number and relationship
- Name of the Person abroad
- Date and place of birth of the person abroad
- Passport number (if known)

- Last known address and phone number; itinerary
- Reason for their travel/residence abroad (business, tourism, etc.)
- Date of last contact
- Other points of contact abroad (friends, business associates, hotel, etc.)
- If ill, where hospitalized and, if relevant to current hospitalization, the name and phone number of attending physician in the U.S.
- You may also be asked to provide a photo of the missing person
- It may also be useful for you to contact credit card companies, telephone companies, etc. to try to determine if the missing individual's accounts have been used recently and where those transactions occurred.

**For Emergency Family Messages also include:**

- Nature of the emergency
- What you want the person told about the emergency
- Name, address and telephone number and relationship of person you wish subject to call after the emergency family message is relayed to them by the U.S. embassy or consulate.
- How Will the U.S. Embassy or Consulate Try to Locate the Individual and Obtain Information About the Individual's Welfare and Whereabouts?

**Consular officers will use a variety of methods to locate and confirm the welfare of the missing person, including, but not limited to:**

- Using the information you provide to try to locate the person.
- Checking with local immigration and police officials if possible.
- Checking local hotels, youth hostels and other places where foreigners (U.S. citizens) are known to stay or visit.
- Checking local hospitals, jails, and, if appropriate, local morgues. (NOTE: In countries where a consular treaty is in force, local authorities have certain obligations to inform the nearest U.S. embassy or consulate of the arrest, injury, hospitalization, or death of a U.S. citizen).

**Limitations on Consular Authority**

- We cannot compel a U.S. citizen to speak to the consular officer, or to permit the consular officer to visit.

- We cannot compel a U.S. citizen to return to the United States. (An exception to this would be where the formal extradition of a fugitive, which is accomplished with the cooperation of foreign authorities pursuant to specific treaty obligations.)

As noted above, we cannot release information about an individual without the individual's consent pursuant to the Privacy Act, with certain specific exceptions specified in the Privacy Act such as law enforcement requests, and where the subject's health and safety is in question.

The Privacy Act prohibits release of information about a U.S. citizen or Lawful Permanent Resident Alien to a third party absent a written waiver and the applicability of one of the Act's conditions of disclosure. Requests for copies of U.S. Department of State records may be made according to the Freedom of Information Act. 22 CFR 172 provides particulars regarding requests for consular records or testimony for use in a court in the United States.

## **Section IX: Assistance to U.S. Citizens Arrested Abroad**

[travel.state.gov/travel/tips/emergencies/emergencies\\_1199.html](http://travel.state.gov/travel/tips/emergencies/emergencies_1199.html)

**DISCLAIMER:** The following is a summary of services provided to U.S. citizens arrested abroad by U.S. consular officers. Since conditions vary from country to country, the precise nature of services may vary likewise, depending on individual circumstances in a particular case.

**SUMMARY:** One of the most essential tasks of the Department of State and of U.S. embassies and consulates abroad is to provide assistance to U.S. citizens incarcerated abroad. The State Department is committed to ensuring fair and humane treatment for American citizens imprisoned overseas. We stand ready to assist incarcerated citizens and their families within the limits of our authority, in accordance with international law. We can and do monitor conditions in foreign prisons and immediately protest allegations of abuse against American prisoners. We work with prison officials to ensure treatment consistent with internationally recognized standards of human rights and to ensure that Americans are afforded due process under local laws.

**BACKGROUND:** While in a foreign country, a U.S. citizen is subject to that country's laws and regulations, which sometimes differ significantly from those in the United States and may not afford the protections available to the individual under U.S. law. As our Consular Information Sheets explain, penalties for breaking the law can be more severe than in the United States for similar offenses. Persons violating the law, even unknowingly, may be expelled, fined, arrested, or imprisoned. Penalties for possession, use, or trafficking in illegal drugs are strict, and convicted offenders can expect jail sentences and fines. If arrested abroad, a citizen must go through the foreign legal process for being charged or indicted, prosecuted, possibly convicted and sentenced, and for any appeals process. Within this framework, U.S. consular officers provide a wide variety of services to U.S. citizens arrested abroad and their families.

**CONSULAR ACCESS TO PRISONERS:** Article 36(a) of the Vienna Convention on Consular Relations of 1963, 21 UST 77, TIAS 6820, 596 UNST 261, a multilateral treaty to which many, but not all, countries are party provides that consular officers shall be free to communicate with their nationals and to have access to them. However, Article 36(b) provides that the foreign authorities shall inform the consular officer or the arrest of a national "without delay" (*no time frame specified*), if the national requests such notification. Bilateral Consular Conventions between the United States and individual countries are more specific, requiring notification, regardless of whether the arrested person requests it, and generally specifying the time period in which such notification is to be made. When there is no treaty

in force, notification and access are based on comity and largely dependent on whether the two countries have diplomatic relations.

**CONSULAR SERVICES:** Consular officers abroad provide a wide variety of services to U.S. citizens incarcerated abroad. Specific services vary depending on local laws and regulations, the level of local services available in the country in question, and the circumstances of the individual prisoner. The frequency of U.S. consular visits to citizens arrested abroad may likewise vary, depending upon circumstances.

**Consular services include:**

***Upon initial notification of arrest:***

- visiting the prisoner as soon as possible after notification of the arrest;
- providing a list of local attorneys to assist the prisoner obtain legal representation;
- providing information about judicial procedures in the foreign country;
- notifying family and/or friends, if authorized by the prisoner;
- obtaining a Privacy Act Consent;
- relaying requests to family and friends for money or other aid;

***On-going support to incarcerated Americans:***

- providing regular consular visits to the prisoner and reporting on those visits to the Department of State;
- providing loans to qualified destitute prisoners through the Emergency Medical/Dietary Assistance (EMDA) program;
- arranging dietary supplements (vitamins/minerals) to qualified prisoners;
- arranging for medical and dental care if not provided by prison, to be paid for from prisoner's funds, funds provided by family or funds loaned to the prisoner by the U.S. Government under the EMDA program for destitute Americans incarcerated abroad under the conditions specified at 22 CFR 71.10.;
- arranging for examinations by an independent physician if needed;
- arranging special family visits, subject to local law;
- protesting mistreatment or abuse to the appropriate authorities; attending the trial, if the embassy/consulate believes that discrimination on the basis of U.S. nationality might occur or if specifically requested by the prisoner or family, if possible.
- providing information about procedures to applications for pardons or prisoner transfer treaties, if applicable.

***Discretionary support provided as needed:***

- providing reading materials subject to local laws and regulations;
- arranging with American community to provide holiday meals;
- providing personal amenities such as stamps, toiletries, stationary, if permitted by prison authorities, from prisoner's or family's private funds;
- assisting in finding ways to expedite prisoners' mail;
- inquiring about the possibility of prison employment;
- assisting in arranging correspondence courses.
- arranging for American community volunteer visits to prisoners;

**A consular officer cannot:**

- demand the immediate release of a U.S. citizen arrested abroad or otherwise cause the citizen to be released.
- represent a U.S. citizen at trial, give legal advice or pay legal fees and/or fines with U.S. Government funds.

**ADDITIONAL INFORMATION:**

Lists of foreign attorneys and country-specific information sheets regarding arrests abroad from the Department of State, Office of American Citizens Services or directly from U.S. embassies and consulates abroad. General information about retaining a foreign attorney and prisoner transfer treaties is also available via our automated fax service which can be accessed by dialing (202) 647-3000 using the phone on your fax machine and following the prompts and via our home page on the Internet. See our home page at [Itravel.state.gov](http://travel.state.gov) which is linked to the home pages of our embassies and consulates abroad.

**QUESTIONS:** Additional questions regarding services to Americans incarcerated abroad and prisoner transfer treaties may be addressed to the appropriate geographic division of the Office of American Citizens Services, Department of State, Room 4817 N.S., 2201 C Street N.W., Washington, D.C. 20520, tel: (202) 647-5225; 647-5226.

**Appendix A: UC Traveler Insurance and Emergency Assistance Information**

**UC Business Travelers Insurance (ACE)**

Faculty will be covered by UC Business Traveler Insurance. Please register your trip online at <http://uctravel.org/>. Choose "Apply by Completing the Form" and enter yourself and all companions traveling with you. Be sure to choose "faculty" from the second pop-up window and PRINT your insurance card. **Please note that policies for business travelers vary slightly from those for students. Student coverage follows below.**

Benefits summary available online at [http://uctravel.org/ucop/claims-n-coverage/BTA\\_Benefit\\_Summary.pdf](http://uctravel.org/ucop/claims-n-coverage/BTA_Benefit_Summary.pdf).

## **UC Employee Business Travel Insurance Frequently Asked Questions (FAQs)**

A selection of FAQs follows below. To view all questions, visit [http://uctravel.org/ucop/claims-n-coverage/BTA\\_FAQ.pdf](http://uctravel.org/ucop/claims-n-coverage/BTA_FAQ.pdf).

**ACE** = ACE USA, the insurance company providing the Business Travel Accident insurance.

**EA** = Europ Assistance USA, the company ACE contracts with to provide the travel assistance services worldwide

### **Who is covered?**

- Regents and Regents Designates; Associates of the President/Chancellor
- All employees of the University; interns, residents and fellows associated with the University in connection with emergency medical programs; any other persons designated by the University while traveling at the express direction and with the approval of the University
- Traveling Companions

### **What is considered a “traveling companion”?**

This could include a spouse, domestic partner, child(ren) or other person(s) accompanying you on your business trip. A "Traveling Companion" means a person or persons with whom you have coordinated travel arrangements and intends to travel with you during the business trip.

### **What constitutes travel on “official University business”?**

For purposes of the Business Travel Accident insurance, travel on “official University business” includes travel related to an activity that contributes to one of the University's major functions of teaching, research, patient care, or public service. This includes University funded travel and may include travel associated with activities sponsored or funded by another institution or entity\*, as long as the activity supports a University business purpose.

\* Refer to University personnel policies governing specific categories of personnel, such as Academics where the policy governs the outside activities of faculty, or the Professional Health Sciences School policy governing the outside activities of Health Science professionals.

**Additional FAQs online at [http://uctravel.org/ucop/claims-n-coverage/BTA\\_FAQ.pdf](http://uctravel.org/ucop/claims-n-coverage/BTA_FAQ.pdf).**

**REVISED 04-01-08**

## **UC Student Traveler Insurance (ACE)**

**Summer Abroad will enter all students for this coverage. Students will receive their cards via email and through their Enrolled Access page.**

### **ACE/Europ Assistance**

Plan Number 01AH585 (Students)

Plan Number for Employees/Faculty available when you register

1-866-451-7606 (Inside USA) or

1-202-828-5896 (Outside USA call collect)

## **From the Summer Abroad Student Handbook**

University of California will also provide catastrophic insurance for each student who enrolls online. The UC sponsored ACE coverage is to be used for catastrophic events such as, but not limited to loss associated with death, dismemberment, paralysis and total disability. You must enroll online not less than 30 days prior to your departure. Students should print this card and carry it with them at all times during travel. Instruction on how to enroll will be included in your Program Specific Guide.

### ***Insurer***

ACE Group of Companies®

**Rating:** A (as of 09/07)

**Coverage**

The UC sponsored ACE will cover catastrophic events such as, but not limited to loss associated with death, dismemberment, paralysis and total disability. Essentially, Accidental Death and Dismemberment (ADD), and Major Medical Expenses. Additional benefits include Lost Baggage

**Covered Persons**

Members of any group traveling abroad and organized by the University of California at Davis, for whom a declaration is made by authorized representatives of the University.

**Coverage Limits (as of 09/07)**

*Effective October 1, 2007\**

<b>Accidental Death &amp; Dismemberment</b>	
<i>Benefit Amount</i>	
• Registered Students	\$25,000
<b>Aggregate Limit/Accident</b>	
\$2,500,000	
<b>Covered Losses (% of benefit amount)</b>	
• Life, Two or More Members (hand, foot, sight in 1 eye, speech or hearing in both ears) or Quadriplegia	100%
• Paraplegia or Hemiplegia	75%
• One Member	50%
• Thumb and Index Finger of Same Hand or Uniplegia	25%
<b>Other Provisions</b>	
• Seat Belt (accidental death)	10% of benefit amount
• Air Bag (if seat belt worn)	\$5,000
• Emergency Medical Evacuation	100% of usual and customary charges
• Repatriation of Remains	100% of usual and customary charges
• Security Extraction (non-medical)	100% of usual and customary charges
• Travel Assistance Services (When student traveler 100+ miles from home; security extraction not subject to mileage limitation)	Services include pre-trip assistance, arrangements for emergency medical care and emergency message assistance as well as emergency medical evacuation, repatriation of remains and security extraction
<b>Covered Activities</b>	
UC-sponsored and supervised off-campus activities (NCAA activities excluded)	
<b>Accident/Sickness Medical Expense Benefit</b>	
• Benefit Maximum	\$10,000/occurrence
• Deductible	\$0
• Co-insurance	100% of usual and customary charges
<b>Additional Benefits</b>	
• Lost Baggage	\$500 subject to a max of 2 bags
• Personal Property	\$2,000 max per trip subject to \$500 per item
• Trip Interruption	\$1,000 max benefit

THE BENEFITS SUMMARY INCLUDES CERTAIN INSURANCE PROVISIONS; INSURANCE CONTRACTS GOVERN.

\*INSURED BY ACE AMERICAN INSURANCE COMPANY

**Travel Health Insurance (HTH)**

Summer Abroad will purchase a travel health policy for participants in most programs. Participants in our London programs housed at FIE, Foundation for International Education, receive a policy arranged through FIE which includes on-site doctor visits.

If you have additional health insurance, it is a good idea to contact your provider to check to see whether you are covered overseas. Bring copies of any additional insurance cards you have with you on your trip.

At the on-site orientation, the instructor will distribute a hardcopy of each student's insurance card with a policy number and phone number for service. Students should carry this card with them at all times during travel!

HTH insurance may cover minor and major medical needs that arise while abroad. A list of approved Providers (doctors) will be given to your instructor, if available. If you use an approved Provider you will only have to pay the co-pay / deductible. NOTE: If you use a non-approved Provider, you will have to pay your medical expenses upfront and file for reimbursement when you return to the U.S. Claim forms can be obtained through the HTH website, <http://www.hthstudents.com/>. HTH insurance cards will be distributed to you on-site by your instructor.

**Health Coverage**

<b>Covered Medical Expenses</b>	<b>In PPO</b>	<b>Outside PPO</b>
<b>Physician Office Visits</b>	No Deductible. 100% of Reasonable Expenses after \$20 Co-payment per visit	75% of Reasonable Expenses
<b>Inpatient Hospital Services</b>	100% of Reasonable Expenses after \$50 Co-payment per Injury or Sickness	75% of Reasonable Expenses
<b>Hospital and Physician Outpatient Services</b>	100% of Reasonable Expenses after \$50 Co-payment per Injury or Sickness	75% of Reasonable Expenses
<b>Therapeutic termination of pregnancy</b> (In PPO and outside PPO combined shall not exceed \$500 per Policy Year)	100% of Reasonable Expenses up to \$500 Policy Year maximum	75% of Reasonable Expenses up to \$400 Policy Year maximum
<b>Elective termination of pregnancy</b> (In PPO and outside PPO combined shall not exceed \$500 per Policy Year)	100% of Reasonable Expenses up to \$500 Policy Year maximum	75% of Reasonable Expenses up to \$400 Policy Year maximum
<b>Repairs to sound, natural teeth required due to an injury</b> (In PPO and outside PPO combined shall not exceed \$500 per Policy Year)	100% of Reasonable Expenses up to \$500 Policy Year maximum/\$100 per tooth	75% of Reasonable Expenses up to \$500 Policy Year maximum/\$100 per tooth
<b>Treatment of Mental and Nervous Disorders</b>		
a. <b>Inpatient treatment</b> (In PPO and outside PPO combined shall not exceed 30 days per Policy Year)	100% of Reasonable Expenses for 30 days	75% of Reasonable Expenses for 30 days
b. <b>Outpatient treatment</b> (In PPO and outside PPO combined shall not exceed \$1,000 per Policy Year)	100% of Reasonable Expenses up to \$1,000 Policy Year maximum	75% of Reasonable Expenses up to \$1,000 Policy Year maximum
<b>Treatment of Drug and Alcohol Abuse</b>		
a. <b>Inpatient treatment</b> (In PPO and outside PPO combined shall not exceed \$1,000 per Policy Year)	100% of Reasonable Expenses up to \$1,000 Policy Year maximum	100% of Reasonable Expenses up to \$1,000 Policy Year maximum
b. <b>Outpatient treatment</b> (In PPO and outside PPO combined shall not exceed \$1,000 per Policy Year)	100% of Reasonable Expenses up to \$1,000 Policy Year maximum	75% of Reasonable Expenses up to \$1,000 Policy Year maximum
<b>Outpatient Back and Spine Treatment (including Modalities)</b> (In PPO and outside PPO combined shall not exceed \$1,000 per Policy Year)	100% of Reasonable Expenses up to \$1,000 Policy Year maximum/\$50 per visit/maximum of three visits per week	75% of Reasonable Expenses up to \$1,000 Policy Year maximum/\$50 per visit/maximum of three visits per week
<b>Outpatient Prescription Drugs (including oral contraceptives)</b>	50% of actual charges	50% of actual charges
<b>Annual cervical cytology (Pap Smear Screening)</b>	100% of Reasonable Expenses	75% of Reasonable Expenses
<b>Low-dose Mammography Screening</b>	100% of Reasonable Expenses	75% of Reasonable Expenses
<b>Medical Treatment Received in Home Country, if Not Covered by Other Plan</b>	Not applicable	75% of Reasonable Expenses up to \$1,000 lifetime maximum
<b>Medical Treatment Arising from participation in Inter-collegiate or Inter-scholastic sports</b>	100% of Reasonable Expenses up to \$10,000 Policy Year maximum	75% of Reasonable Expenses up to \$10,000 Policy Year

	<i>(see exclusions)</i>	maximum <i>(see exclusions)</i>
<b>Routine nursery care of a newborn child of a covered pregnancy</b> (The coverage applies only during the first 31 days after birth. It consists of the following: hospital services, attending pediatrician services for the care of a healthy newborn while in the Hospital; and treatment of standard neo-natal jaundice)	100% of Reasonable Expenses up to \$750 Policy Year maximum	75% of Reasonable Expenses up to \$500 Policy Year maximum

***Filing a Claim***

Although most claims take 4 -- 6 weeks to process, claims are often delayed if you forget to send all required documents, send in the wrong form, or fill out the right form incorrectly. To speed the processing of your claim, please make sure you follow these directions.

1. Use a claim form provided by HTH Worldwide Insurance Services. You can access a form by logging in to the HTH site (using the ID on your HTH card) at [www.hthstudents.com](http://www.hthstudents.com). You can also request a claim form by calling (800) 242-4178. Have your HTH ID card available.
2. Completely fill out Part A of the claim form. **Every line must be filled out.** To expedite your claim, have your medical provider complete Part B of the claim form.
3. Make copies of the claim form and all the bills and invoices that apply to your claim and **keep the copies for your records.**
4. Send the original claim form, along with the original bills and invoices, to:

HTH Worldwide Insurance Services  
 Attn: International Claims Department  
 One Radnor Corporate Center, Suite 100  
 Radnor, PA 19087 USA  
 610-293-3529 (Local Fax)

If you have any questions about the status of your claim, please contact the HTH Worldwide Customer Service department at (800) 394-2500. If you have trouble getting in touch with HTH, please contact Summer Abroad.

***Dates of Coverage***

Coverage begins one or two days before the program start date and continues one or two days beyond the listed end date. Consult STA Travel or your travel agent for travel health coverage beyond these dates.

## Appendix B: Summer Abroad Emergency Scenarios and Responses

### Emergency Scenario Responses

The following guidelines generally include three important categories:

- Response
- Reporting / Resources
- Preparation / Prevention

For comprehensive advice on responding to emergencies, please refer to “[Checklist for Emergencies: What to do if?](#)” above.

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#### A. Student Behavior / Missing Student

##### *Response*

- Gather information from other students (re: any unusual behavior, other plans, new acquaintances), if available.
- Attempt to reach local contacts who might be able to help.
- Have a second instructor or on-site coordinator stay behind while you travel ahead with the group.
- If this option is not available, hold the group until the student is located.

##### *Reporting / Support*

- Contact local police and file a missing person’s report.
- Contact Summer Abroad / UC Davis Emergency Hotline to report the missing student and if necessary, to request emergency funds (for alternate lodging / transportation).
- Keep a detailed log of circumstances, conversations, events and actions.
- Submit a summary of events to UC Davis Summer Abroad. If a RISK management report is needed, we will assist in submitting one.

##### *Preparation / Prevention*

- Plan to meet students at their lodging (not at the station/ferry) for group travel.
- Emphasize the importance of reporting on time for group travel – especially when heading for new lodging.
- Be sure students have your cell phone number and tell them to call you immediately if they are delayed.
- Identify persons on site who might act as a point of contact in an emergency.

#### B. Emergency / Student Health

##### *Response*

- Call the local emergency number and seek advice / assistance, as needed.
- Take steps as advised by health care providers.
- Return to the program site and/or direct the driver to travel to the nearest hospital, as needed.
- Call HTH for assistance with treatment options and ACE for emergency evacuation and/or treatment options.
- With student permission, contact his/her emergency contacts / loved ones or facilitate student contact with emergency contacts / loved ones.
- Brief other students—including details only with the consent of affected student—keeping confidentiality requirements in mind.

##### *Reporting / Support*



- Contact Summer Abroad / UC Davis Emergency Hotline.
- Keep a detailed log of student symptoms, medical consultations, and actions taken.
- Seek additional support from Summer Abroad staff – including emergency funds, a list of local HTH providers, and assistance with medical evacuation, if necessary.
- Submit a summary of events to UC Davis Summer Abroad. If a RISK management report is needed, we will assist in submitting one.

#### ***Preparation / Prevention***

- Locate the hospital nearest student accommodations – and for field trip sites.
- Take note of cell phone coverage in your area. Plan activities and cell phone service accordingly.
- Participate in First Aid and CPR training.

### **C. Emergency / On the Road**

#### ***Response***

- Do not leave the group. Do not allow students to ride with passersby.
- Have students stay with the vehicle. Have the driver go for help or as a last resort, ask a passerby to call for help for you.

#### ***Reporting / Support***

- Contact Summer Abroad / UC Davis Emergency Hotline as soon as possible.
- Keep a detailed log of circumstances, conversations, events and actions.
- Submit a summary of events to UC Davis Summer Abroad. If a RISK management report is needed, we will assist in submitting one.

#### ***Preparation / Prevention***

- Choose a reputable company/driver for group transportation.
- Review the ASIRT report (with departure materials) for your destination before program begins.
- Instruct students to bring their own snacks and to wear comfortable shoes and layers of clothing when traveling to remote sites.

### **D. Emergency / Bombing**

#### ***Response***

- Account for all students as soon as possible.
- Seek immediate assistance for any injured students.
- Enlist help from on-site staff (e.g. at student lodging), if available.
- Hold a meeting to calm students.
- Instruct students to call / email emergency contacts / loved ones immediately.
- Help students integrate again, as appropriate. Follow the lead of locals.

#### ***Reporting / Support***

- Report incident to UC Davis Emergency Hotline immediately.
- Seek support services—including medical assistance and counseling, as needed. Summer Abroad can provide names of counselors who are approved HTH providers and may be able to arrange for students to speak with a counselor at CAPS.
- Keep a detailed log of circumstances, conversations, events and actions.
- Submit a summary of events to UC Davis Summer Abroad. If a RISK management report is needed, we will assist in submitting one.

#### ***Preparation / Prevention***



- Explain where/how to get a cell phone before the start date and at the on-site orientation.
- Collect student cell phone numbers at the on-site orientation. Distribute these numbers to all students.
- Organize students in clusters or phone trees to facilitate accounting for group.
- Instruct students to call you (or designated parties in the phone tree) in an emergency.

## **E. Student Health / Depression**

### ***Response***

- Arrange for the student to see a psychologist or counselor.
- Don't leave the student alone.
- Ask whether the student is taking prescribed medications properly.
- Ask whether they would like to contact a doctor back home or an emergency contact.
- Ask for help from CAPS. We may be able to arrange phone counseling in some cases. We may also be able to arrange for you to seek advice from a counselor at CAPS.
- Contact the 24 hour advice nurse available through AIG/ADD at (01-713) 267-2525. Collect calls accepted.

### ***Reporting / Support***

- Report the incident to Summer Abroad / Emergency Hotline. Summer Abroad may be able to arrange campus services (CAPS, etc.).
- Submit a summary of events to UC Davis Summer Abroad. If a RISK management report is needed, we will assist in submitting one.
- Keep a detailed log of circumstances, events, conversations, and actions.

### ***Preparation / Prevention***

- Be aware of changes in student behavior.
- Watch for signs of alcohol/substance abuse.

## **F. Student Behavior / Alcohol**

### ***Response***

- Seek medical care for injured student.
- Call / visit the local police.
- Contact the embassy or consulate as needed.
- In consultation with Summer Abroad director and SJA office, take disciplinary action—disciplinary letter or dismissal—as appropriate.
- In consultation with student, inform emergency contacts of incident as appropriate.

### ***Reporting / Support***

- Keep a detailed log of circumstances, events, conversations, and actions.
- Report the incident to Summer Abroad / UC Davis Emergency Hotline immediately.
- Complete reports for Student Judicial Affairs.
- Submit a summary of events to UC Davis Summer Abroad. If a RISK management report is needed, we will assist in submitting one.

### ***Preparation / Prevention***

- Establish clear alcohol policies from the outset.
- Explain cultural differences in attitudes toward drunkenness.
- Encourage students to watch out for one another.



## Appendix C: Summer Abroad Incident Report Form

Summer Abroad Incident Report Form  
UC Davis Summer Abroad  
207 Third St. Suite 220  
Davis, CA 95616  
Fax: (530) 297-7142

**INSTRUCTIONS: The faculty leader should complete this form for any crimes or incidents reported by a student that involved bodily harm, the threat of bodily harm, or racially motivated verbal/physical harassment. Note that stalking behavior should be considered an incident which involves “threat of bodily harm” even if no direct threat is verbalized. The form should be submitted to the Summer Abroad office via fax as soon as possible.**

Program Title: _____
Person Submitting Report: _____
Today's Date: _____

Student's Name (*optional*): \_\_\_\_\_

Date and time of incident/crime: \_\_\_\_\_

Location of incident/crime: \_\_\_\_\_

Were other UC students involved?  Yes  No

Were there witnesses?  Yes  No

Brief description of incident/crime:

Were Clinic/Hospital/Medical staff consulted?  Yes  No

Was there medical treatment required?  Yes  No



Brief Description:

Were host university authorities notified?     Yes     No

Was the local police notified?     Yes     No

If "yes," was a report filed?     Yes     No    Report No. \_\_\_\_\_

Contributing Factors: (Weather, student's own behavior, political situation, etc.)

Additional Comments:

**For Internal Use Only**  
**Risk Management Report Date: \_\_\_\_\_**  
**Clery Act Report Date: \_\_\_\_\_**  
**SJA Report Date: \_\_\_\_\_**

## Appendix D: Protocol for Student Misconduct

The Faculty Program Leader—in consultation with the Summer Abroad Faculty Director and the staff of Summer Abroad and Student Judicial Affairs (SJA)—decides the extent of responsibility and the consequences for student misconduct. All enrolled students signed a Participant Contract. A copy of the contract is available in your Faculty Expanding Folder and your Summer Abroad Instructor Handbook.

### Addressing Cases of Potential Misconduct When Abroad

1. When misconduct is reported, gather information—
  - When did it occur?
  - Where did it happen?
  - How serious was the incident? Injuries? Hospitalization? Arrest?
  - Were other students present?
2. Talk with witnesses, other students, staff, etc. who were present or have knowledge.
3. Document the event by writing a summary of what happened.
4. Meet with the student and give her or him an opportunity to respond.
5. Review the Participant Contract to determine the nature or extent of any needed action. Does evidence suggest it is more likely than not that the student violated rules? See the Summer Abroad Participant Contract, Section 5, for examples of behaviors that constitute a breach of the agreement.

#### *Three options for action:*

**Counseling:** Student action did not violate the contract. Incident warrants advising/counseling rather than discipline.

**Warning:** Student did violate the contract and the instructor gives the student a written warning that a subsequent violation will result in termination. The instructor will inform SA of any warnings and may also inform SJA of the violation (sja@ucdavis.edu / 530-752-1128).

**Removal:** Student did violate the contract and the instructor chooses to remove the student from the program. **The instructor should consult with both SA and SJA if a student is to be removed from the program.\*** If removed, the student is responsible to make arrangements for accommodations, travel, etc. According to the terms of the contract, the student is not entitled to a refund or credits for course enrollment.

6. Inform the student of your decision—in writing. You may use the SJA Incident Report Form (available on your flashdrive and in the faculty folder).
7. Report the incident to Student Judicial Affairs. Your program coordinator can assist with reporting. A form is included in your flashdrive and with pre-departure materials.

## Appendix E: Locating Additional Health and Safety Resources

Faculty members will receive additional health and safety-related information in a number of formats.

1. Faculty Folder (purple) – distributed at pre-departure meeting with your program coordinator
  - HTH Insurance Cards (for self and students)
  - Student Health History
  - Student Signed Authorization for Treatment
  - Students’ Emergency Contact Information
  - Weekend Travel Report Forms
  - SJA Incident Report Form
  - Protocol for Student Misconduct
  - Waiver of Liability – for guests traveling with you
  - ASIRT – Road safety reports for your destination
  - Emergency Card (with 911 equivalents and consulate contact info)
  - *Please bring your printed Emergency Guidelines Handbook and your materials from CAPS to your pre-departure meeting*
  
2. Online via Faculty Login ([http://summer-abroad.ucdavis.edu/application/faculty\\_login.cfm](http://summer-abroad.ucdavis.edu/application/faculty_login.cfm))
  - Student Background Information
  - Allergies and Dietary Requests
  - Emergency Guidelines for International Programs Handbook
  - Summer Abroad Instructor Handbook
  - Summer Abroad Student Handbook
  - Waiver of Liability – for guests traveling with you
  - Protocol for Student Misconduct
  - Program Specific Guide (available under “Program Information”)
    - includes 911 equivalents and consulate contact information
  
3. Flashdrive – included with pre-departure materials
  - Emergency Guidelines for International Programs Handbook
  - Summer Abroad Instructor Handbook
  - Summer Abroad Student Handbook
  - Emergency Contact Information
  - Weekend Travel Report Forms
  - SJA Incident Report Form
  - Protocol for Student Misconduct
  - Waiver of Liability – for guests traveling with you
  - Program Specific Guide (available under “Program Information”)
    - includes 911 equivalents and consulate contact information

