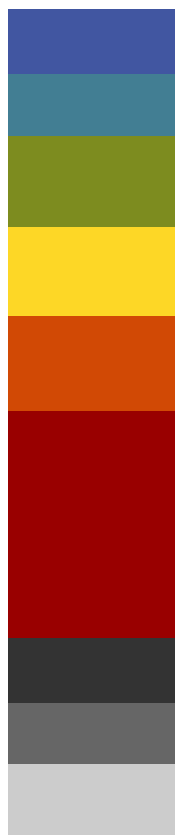


Quick Reference for Emergencies	3
Study Abroad Emergency Response	5
On-Site Program Administration (Health & Safety, Orientation, Course Enrollment, Evaluation)	9
On-Site Program Management (Communication, Conduct, Visitors, Incident Documentation)	19
Returning to NC State (Grades, Transcripts, Evaluations)	29
Emergency Response	33
Types of emergencies	35
Decision-making/General Procedures	39
Communication protocol	41
Managing Specific Emergencies	44
Sample Emergency Documentation Log	61
Insurance Information	63
Index	64



When calling Campus Police, provide the following information:

Name(s) of student(s) involved

Details of the situation

Telephone number where you can be contacted

What, if any, immediate assistance is needed from NC State

Howtocallabroad.com can be a helpful resource in understanding how to make phone calls all over the world.

Study Abroad Emergency Response

Emergency Response

Step 1: Assess the emergency

How many students are involved? Is extra help needed?

Step 2: Secure the students

Remove anyone in the way of danger. Administer first aid. Call for an ambulance/police, if needed.

Step 3: Communicate

Contact Study Abroad, Campus Police, U.S. Embassy/Consulate, and other authorities, as needed.

Step 4: Document the situation

Keep a log of events, actions, and information.
Use the Study Abroad Incident Document Form.

In the event of any incident, please encourage students to contact a family member or other emergency contact at home.

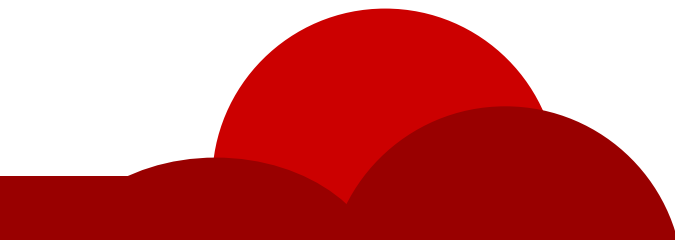
In the event of a natural disaster or terrorist attack, please contact Study Abroad as soon as you can to confirm the group is safe.

On-Site Program Administration

Non-Allowable Expenses



- Alcoholic beverages of any kind are not an allowable expense and will not be reimbursed under any circumstances (NC State PRR – POL 04.20.2)
- Expenses of any kind for friends or family
- Memorabilia/souvenirs: this includes gifts for members of the Study Abroad Office staff.
- Car rental (Study Abroad Office & University Risk Management)
- Individual student expenses: for example, a specific over the counter medication that is needed by one student. This also includes payment to doctors or medical establishments.
- Reimbursement to students for lost or stolen items, or for refunds of any on-site expenses. If you would like to request an exception, please contact the Study Abroad Office upon your return.
- Personal expenses: This includes clothing, laundry, grooming and hygiene items, personal entertainment, or anything else of a personal nature. If you aren't sure if an expense is personal, please check with the Study Abroad Office before purchasing.
- Electronics – With the exception of cell-phones that are purchased on-site, electronics are generally not allowable expenses. If you have program-specific questions or purchasing requests, please reach out to your Program Coordinator or Budget Specialist. If deemed allowable, electronics that are purchased for program use become the property of NC State University.
- Specific research equipment exceeding \$50.



On-Site Program Management

Returning to NC STATE

Meet with the SAO for Post-Program Debriefing



Within two weeks of your return, you should schedule a meeting with your SAO Program Coordinator to review your program and to discuss any needed changes for the following year. Generally, a post-program discussion will cover the following:

- Overview of program's successes and challenges
- Student Evaluations
- Budget issues, if any
- Housing
- On-site transportation
- Excursions
- Crime incidents
- Alcohol and/or conduct incidents
- Future program plans

This information can then be used to start the program planning for the next year, if the program will be renewed.

Program Renewals & New Program Proposals

The renewal deadline for programs is May 1 for spring break, August 1st for summer, and January 15 for fall and winter break programs.

The deadline for submitting new program proposals for the following academic year is May 1 for summer and spring break programs, and November 1 for fall and winter break programs.

Emergency Response

- Status of any victims, and status of all students/staff.
- Location of caller – street, city, and country.
- Location of accident or emergency – how close is it to students and staff.
- Phone and fax number where the caller is located.
- Has rescue squad, local law enforcement, U.S. Embassy/Consulate been called. What is their advice.
- Any information released to media thus far.
- What impact, if any, did the emergency have on availability of food, water, shelter, and medical supplies.
- What/who was the target of unrest, if the event was political.
- What is the intensity of the emergency.
- Are there military or emergency personnel at the site of emergency.
- Is continuation of the program possible.
- How able are students/staff to travel in the country.

4. Documentation

If a crisis should occur, **keep a written record of all steps taken (both during and after the crisis)**. The SAO Incident Documentation Form can be used for any crisis. It is vital that information is passed promptly, accurately, and completely at each communication link.

Avoid releasing information directly to the media. NC State News Service will coordinate any media contact for a major crisis.

Each staff person on-site should keep chronological logs of the crisis on-site. The SAO will also keep a chronological log. The logs should detail what happened, steps taken, when they were taken, with whom staff members talked, and any follow up actions. The person keeping the log should note the time of each event as carefully as possible as well as the time at which the notes were taken. A sample log is included at the final pages of this handbook (pg. 59).

The SAO/SAERT will:

- Make certain that written accounts are obtained as soon as possible from all witnesses and affected students and staff/ faculty.
- Prepare a detailed and factual report within 7 days, including preliminary recommendations without any judgments, conjecture, analysis, or conclusions.

Questions for assessment (same as “Serious Illness” above, but also include):

- What are the major details of the incident?
- Is counseling available? In English?
- Has appropriate local law enforcement been notified?
- Were there witnesses?
- Does the survivor want to return to the U.S.?
- What are the likely academic and financial consequences of returning to the U.S.?
- Are the survivor and the counselor aware of these consequences?

NC State counseling personnel can be very helpful to you and to the students over the telephone. (Available 24-hours, 919-515-2423).

Much of the information in this handbook is derived from the Center for Global Education “Rape Response Handbook”. The full handbook can be found on their website <http://globaled.us/peacecorps/rape-response-handbook.asp>

Missing Person

Questions for assessment:

- How would you describe the student (height, weight, eye color, hair color, hair length, gender, race, other distinguishing factors, clothing at time of disappearance)?
- When and where was the person last seen or heard from?
- Did the person tell anyone of plans to be absent?
- Does anyone know where the person may have gone?
- How was the person traveling (i.e. alone or in a group, on foot or by train, etc.)?
- If the person left and was expected to return at a specific time, what was the date and time of the expected return?
- Are reliable search and rescue departments available on-site? Have they been initiated? Should they be initiated?
- Do you have the student’s passport number? (It should be in their study abroad application).
- Have the local missing persons officials been notified?

- What is the agency and case number for this incident?
- Has the U.S. State Department been contacted?
- Who is the contact at the State Department (name, title, phone)?
- Has the State Department initiated a Welfare and Whereabouts check? For which countries?

Prior to departure, be sure to remind students that if they travel independent from the group, they are required to leave a copy of their itinerary with you and enter their travel itinerary into their study abroad application. Also arrange for students to notify you by phone if they change their travel plans and will not be back by the time they had declared. Ensure that students know how to get in touch with you (using local phone systems). Inform them that if they are over 24 hours late without notification, you will be required to report their missing status due to federal law (Jeanne Clery Act). Depending on the circumstances (where the student went, with whom, special circumstances, etc.), you may notify their family and relevant authorities.

Report missing student(s) to the Study Abroad Office via the Incident Documentation Form.

Arrest

Questions for assessment:

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

If a student is arrested on your program, be sure to get the answers to the above questions and then contact the SAO. Members of the SAERT will then likely meet to determine a course of action depending on the severity of the charge.

- The responsibility for supporting other students will fall heavily on you. NC State counseling personnel can be very helpful to you and to the students over the telephone. (Available via campus police 24 hours, 919-515-3000). Do not fail to utilize their resources. Explore the possibility of utilizing local trauma counselors, if you deem it necessary. In a major crisis, it may be possible to send a counselor to the site of the emergency.

Family Notification

If a death occurs overseas while on an NC State study abroad program, the Director of Study Abroad and the Vice Chancellor and Dean for the Division of Academic and Student Affairs will confer before any action is taken to notify the family.

Standard notification guidelines will most likely be followed. Specifically, student affairs will make the initial contact with the family. The SAO will make a follow-up call or visit to provide details of the incident.

The Vice Chancellor's and Chancellor's offices would, in most cases, also contact the family to offer additional information and support.

Each occurrence will have unique circumstances, but the following are some general guidelines to be followed by the SAO:

- Sensitivity to the feelings of the family is the foremost consideration.
- Think through what you will say before you make contact.
- Have your facts organized and accurate.
- Be sure to convey whatever personal condolences might be appropriate.
- Remember that the next of kin have a right to all factual information pertaining to a serious accident, but as the initial notification will be received with surprise and shock, don't expect to convey many details until a follow-up call.
- Be conscious of the timing of your call and try to think through what the recipient might be doing at work, eating, sleeping, etc. Try to anticipate possible responses and prepare yourself accordingly.
- Promptness is the next rule of thumb; delays will almost certainly lead to suspicions or other bad feelings.
- Consider inviting a family representative to travel to the University or the program location at the University's expense. This requires advance approval of the Vice Chancellor for Business Affairs.

Emergency Evacuation

Depending on the level of the emergency, you and your students may need to evacuate from your program location. Questions for consideration include:

- Is there imminent, persistent danger to the students?
- Have you consulted with the US Department of State/Embassy/ Consulate office?
- Have you consulted with *HR%OXH (they provide DRUM coverage for evacuation)?
- What steps have been taken?
- Have those steps been effective?
- Are any additional possible steps necessary?
- Can you re-ticket the students?
- What is the cost of re-ticketing?
- What is the implication of returning to the U.S.? Refunds?
- What is the financial impact on participants – including financial aid?
- What is your preference? How safe do you feel?
- What is the students' preference? How safe do they feel?
- Is counseling necessary before students return to the U.S.? After?
- Is the evacuation plan safe?
- What are the routes and modes of transportation?
- What are the advantages/disadvantages of separating into smaller groups?

Should such an emergency occur, the 3URJUDP Director should be prepared to either continue the program at an alternative site or close the program altogether. In deciding whether to move or close a program and evacuate students, the physical safety of the students must be the highest priority.

The decision to terminate a program or evacuate the students will be made by the SAERT in consultation with the 3URJUDP Director, who should have the best understanding of the local conditions. When there is an inability to reach the SAO for consultation, the 3URJUDP Director has the authority to close a program and evacuate the students.

It is imperative that the 3URJUDP Director plans for such a crisis prior to departure and has a pre-arranged plan in place for evacuation. During an emergency requiring evacuation, the preference is to get the students back to the U.S., if at all possible. If this is not possible, the emergency evacuation plan should include

at least one alternative site that will accommodate housing for the group. For example, if the program is in London and an evacuation that does not allow for a safe return to the U.S., the group could possibly meet up with another NC State program in Europe. Depending on the situation, it may be safer to disperse students in small groups (while accompanied by a Program Assistant Director) to reconvene later in the other location.

Students should be told of a meeting point and a back up meeting point during your on-site orientation, so they immediately know where to go in an emergency. At the time of the emergency, the Program Director should contact the nearest U.S. Embassy/Consulate to discuss the need for evacuation and any measures the U.S. is taking to evacuate its citizens. A member of the SAERT will contact the State Department for the same information. The SAERT will also contact other institutions with programs in that location to discuss actions they are taking. The Study Abroad Director will convene the SAERT to decide the best course of action, make a decision about evacuation, and determine evacuation costs and the means required for meeting those costs.

Once a decision has been made to evacuate, the program director should notify students and other staff of the evacuation plan in writing and have students and staff sign the plan agreeing to the course of action. NC State cannot be responsible for the safety of any student or staff member that does not sign the plan of action or who refuses to comply with the evacuation procedures arranged by Study Abroad.

The Study Abroad Director will issue guidelines to staff about communicating with families. At the outset of a crisis, students should be cautioned to avoid unnecessarily alarming their families and others at home with panicked phone calls or emails. You can and should discuss with students the absolute necessity of communicating in a way that does not cause undue panic.

You must maintain a level head and assume a forceful but reasonable manner. Level heads abroad and at home are the best way to ensure rational, carefully-considered procedures.

Program Cancellation



In the event of a terrorist attack, natural disaster, or other event that jeopardizes the health and safety of program participants, it is possible that a program may need to be canceled. If appropriate and feasible, moving the group to a different site may be an alternative to cancellation. The decision will be made by the SAERT, in conjunction with the Program Director, and the Dean and Department Head of the academic unit sponsoring the program courses.

If the cancellation occurs before or soon after the program begins, every effort will be made to refund recoverable costs to the participants. If the emergency occurs toward the middle or end of the program, it may be best to evacuate the group back to the

U.S., but to make arrangements to continue the coursework through a form of independent study, rather than cancel the program altogether. If a program is not canceled, but an individual student feels uncomfortable about going abroad or remaining on-site, they should be allowed to withdraw. The SAO would not be obligated by policy to offer a refund in this situation, but would, in practice, reimburse any recoverable costs.

The Chancellor of NC State has expressed his willingness to provide assistance when possible in a crisis situation, so that students will not be unduly penalized either academically or financially. The exact extent of the University's support would be determined by the nature and circumstances of the situation itself.

Resuming an Interrupted Program After a Crisis

A decision to resume a program after a crisis and consequent evacuation will be made by the SAERT after a review of the situation, input from the Program Director, and consultation with the U.S. State Department and U.S. Embassy/Consulate in the country.

After a Crisis

- Discuss possible safe ways/options to proceed with the program.
- Terminate the program, only as a last resort. Individual students should not be coerced to remain on-site after a crisis.
- Financial Policies: If individuals choose to withdraw from the program after a crisis, the Study Abroad Office will decide whether to offer a full or partial refund of the program cost. If offering a refund results in a significant financial loss that cannot be covered by Study Abroad contingency funds, Study Abroad will decide with the SAERT which University resources will be used.
- Stress reduction: Study Abroad, in collaboration with the Program Director and appropriate members of SAERT, will reassess planned activities for the program and adjust, if necessary, to avoid subjecting students and staff to unwarranted stress. The Program Director should assess the physical and emotional needs of the students and staff, and refer to Study Abroad as needed. Directors should remind students of appropriate behaviors.
- Communication/Legal: Study Abroad will work to consult with legal and U.S. authorities.

Media Communications



The first actions taken following an accident, death, or emergency may well determine whether a situation is contained or leads to panic or rumor mongering. When ever feasible, statements to the press should be made exclusively through the NC State News Service. Many difficulties may arise when more than one source releases information to the media. According to the NC State Crisis Communication Plan:

In cases of significant crisis, the Chancellor or the highest ranking University official must take the lead in conveying the administration's response to the crisis, showing that the University has control of the situation, calming public concern and setting an example for the entire campus.

Public information spokespersons (those dealing most directly with day-to-day media inquiries) may also include the Associate Vice Chancellor for Public Affairs or News Services Director. Communications spokespeople from specific areas may also be designated (i.e. Sports Information Director).

If it becomes absolutely necessary for the Study Abroad Director or Program Director to release information to the press, and/or s/he is designated as the spokesperson according to the NC State Crisis Communication Plan, s/he should be sure to follow the polices below:

Restrictions

No one, including the Program Director or Study Abroad Director, will release any information that identifies responsibility for an accident without first consulting the Office of General Counsel. Particular problems arise when:

- Assessment of fault or criticism of conduct, school policy, or equipment is made public without a full explanation of the circumstances of the accident developed through the complete NC State/SAO investigatory process
- Information regarding the nature of the injury or illness is released prior to diagnosis by a licensed medical physician
- Names of victims are revealed prior to notification of next-of-kin
- Estimates of property damage are released

Responsibilities

The Director of News Services or the assigned spokesperson will:

- Stay in touch with the Study Abroad Director for up-to-date information

- After consultation with General Counsel and the Vice Chancellor and Dean for the Division of Academic and Student Affairs, prepare statements for the press
- Communicate the statement (after clearance from University Legal Counsel and the Vice Chancellor for Student Affairs) to the wire services, Associated Press, and United Press International
- Set up a system for handling telephone inquiries
- Provide accurate and full disclosure of the facts and cooperate to every extent possible with the news media
- When information cannot be released, explain why (next-of-kin have not yet been notified, doctor's orders prohibit interview of victim, etc.).
- IMPORTANT NOTE: Withholding the NAMES of victims, pending notification of next-of-kin, is appropriate and will be respected by the press. However, no one should deny that the incident itself occurred.
- Refrain from any speculation when the answer to a query is not known.
- Provide the media with background material on Study Abroad's safety record, if appropriate.
- Make certain all media reporters have equal access to information.
- In the event that erroneous information has been given to the media, provide correct information as soon as possible.
- When given conflicting information by her/his sources, determine which version is accurate before releasing it.
- Keep the appropriate offices informed of any developments that might involve liability or may reflect adversely on the University.

Communications

General Guidelines for media communications:

- Refer to the NC State Crisis Communication Plan for media relations policies (www.ncsu.edu/policies).
- Ideally, the media should be dealt with straightforwardly and with facts. Consideration for next-of-kin, protection of the injured, and good taste is advised.
- From a public relations point of view, the objective is to have a one-day story and to avoid a continuing series of headlines and features dragged out over a period of days or weeks. To this end, the University should provide the news media with as much detail as possible, as early as possible.

- Most dealings with the news media will take place over the phone. Rather than reading a “canned story” to the caller, the spokesperson should have a written list of key points for reference, and tell the story in her/his own words.
- A concerned and caring image projected by the spokesperson may have an important effect on the eventual tone of the story that appears. It is important to impress on the media any kind of humanitarian and thoughtful acts taken by the University (Director visits family, etc.).

Media Relations Reminders



(Appendix D of NC State Crisis Communications Plan)

- Always return media calls. The more cooperative you appear, the better.
- Communicate with the media—talk to them as well as listen to them. During crisis time, you may learn a great deal from the media that can be useful to you in further dealing with the crisis.
- Avoid antagonizing the media. A short tone during a press conference, during a phone call, or elsewhere can affect your future relationship with an individual or other media who may hear the conversation.
- Consider establishing a dedicated call-in phone line that will offer information to media or others. Information on news conferences, rumor control information, newly acquired information, can be placed on a tape that can be updated. This is particularly useful when regular phone lines are tied up with calls.
- Consider how information you release to the media may affect other agencies, businesses, or individuals. If you say things that may result in the media calling other agencies, call those agencies first to warn them of impending calls.
- When talking to the media, be sure to give credit to other agencies, and groups or individuals working on the crisis.

Sample Emergency Documentation Log

Index

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make the world your classroom

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